

We are currently updating our site; thank you for your patience.

SERVICE

CALL ADMINISTRATION - PRINT CALL REPORT

The Call Administration screen is part of the Extended Call Centre - Version Compatibility $^{\rm 1}$

The **Call Report** returns the main call information as well as the call assignments and prior calls.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The **Call Administration** screen will be displayed.

¹BPO2 v2.5.1.3 or higher.



Call Administration - Print Call Report

Note Operation Ope	- 8				85	e Reinstate Print Reports	oding Release	Hold Pe	enance / Projects	a Assign Cl Cl Start	Image: Save Layout Image: Workspaces ▼ Image: Save Filter	Refresh My Calls	Durban New
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Operation © 00000010 Titlen Group				New Deal Rental	NDR	staple unit for rental on current contract	15:07:45	George Jam.	Awaiting Ac	96 08/01/2015	Westwood Dynamic	E CN0000094	
ID Ox0000125 Detron / Technologies 06/03/2015 Anating Ac Cardina Su 09:37:02 test REP Repair Yor Contract ID Ox0000127 Detron / Technologies 06:03/2015 Anating Ac Davidina Su 10:09:53 test SERV Service				Service	SERV	test first work order	16:40:32		UnAssigned	13/01/2015	Bothas Networking inc	E CN0000099	On Site Info
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	1			Service	SERV	test	10:09:53	Carolina Su	Awaiting Ac	06/03/2015	Derton / Technologies	E CN0000127	For Contract
				Select Call Type	DR.	New customer contact call	08:45:05	Carolina Su	Awaiting Ac	27/05/2015	Mary Contrary	E CN0000135	Por Contract
Court: 381												Count: 38	

• Click on the row selector of the call you would like to work with.

-			inventory Maint	tenance / Project	ts Manufac	turing Proc	ersion 2.5.1.4 - v2514 Example Company surement Sales Service Reporting Utili	ties				8
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	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014				Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
	▶ E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Assignments 1	CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
	E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	. 13:16:20	Toner for delivery	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	. 13:45:10	Service machine	SERV	Service			
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:04:32	Machine service required	SERV	Service			
	CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:41:18	test	NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	. 12:07:35	Service and toner required	SERV	Service			
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam	. 16:17:59	Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR.	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38											

CALL REPORT

- Click on the **Print** button to display a list of **Report Options**.
- Click on Call Report.



Call Administration - Print Call Report

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On Site Info		Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Belinda Sha	10:40:51	Copier service	Customer Service History	V I	Service			
off date prior	▶ ⊞ CN0001035	Hope Works (Pty) Ltd	12/12/2023			10:38:38	Paper keeps ja		REP	Repair			
		Hope Works (Pty) Ltd			Bianca Du T		Full set of tone		TON	Toner Required			
		Young Electric		UnAssigned		15:42:01		d Attachment to email	NDS	New Deal Sale			
	CN0001032	Young Electric		UnAssigned		12:35:12		e on work order	MN	Manufacturing			
		Hope Works (Pty) Ltd	29/09/2023			12:56:41		ted from order OR0000306	NDS	New Deal Sale			
	E CN0001024	Hope Works (Pty) Ltd	12/09/2023			09:23:50	Contract for E		NDR	New Deal Rental			
Time Review		Derton / Technologies	08/09/2023	UnAssigned		10:52:25		y daims have not been processed.	INSP	Inspection			
		Derton / Technologies	08/09/2023			10:44:45		ed with no readings captured	INST	Installation			
		Derton / Technologies	07/09/2023			16:43:14		s - to correct but not flag.	INST	Installation			
		Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	. 15:56:53	Test call sla fu		SERV	Service			
		Apple Juice Inc	22/08/2023	UnAssigned		11:30:52		re - CO0000086	TR	Training			
ransactions		Panda Copiers	22/08/2023	UnAssigned		11:28:32		re - CO0000041	DR	Select Call Type			
		Young Electric	22/08/2023	UnAssigned		11:28:26		re - CO0000031	DR	Select Call Type			
Quotes		Dancing Shoes	22/08/2023	UnAssigned		11:28:18		ire - PC0000001	DR	Select Call Type			
		Young Electric	22/08/2023	UnAssigned		11:27:49		re - CO000008	DR	Select Call Type			
		Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30		re - CO0000006	DR	Select Call Type			
Orders	CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine insper		INSP	Inspection			
		Hope Works (Pty) Ltd	07/06/2023		Bianca Du T		Machine repair		PR	Parts Requirement	SERV	Services	
		Hope Works (Pty) Ltd	07/06/2023			10:14:52	Walls require r		SM	Scheduled Maintenance	SERV	Services	
Invoices		Young Electric	13/12/2022			10:09:10	Test account b		DR	Select Call Type			
Divolues		Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30		count balances manual.	DR	Select Call Type			
		Young Electric	29/11/2022			11:29:19		e part twice receive with different batch num		Parts Requirement			
		Hope Works (Pty) Ltd				11:01:11	ForRentalCont		NDR	New Deal Rental			
Credit Notes		Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Clos.	re - CO0000054	ADM	Administration			
	Count: 37												

 When you receive the Report Generation message to confirm: Do you want to print the call report for call CN[number]?

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		E CN0001036	Hope Works (Pty) Ltd			Belinda Sha	10:40:51	Copier service required.	SERV	Service			
		E CN0001035	Hope Works (Pty) Ltd		UnAssigned		10:38:38	Paper keeps jamming.	REP	Repair			
		E CN0001034	Hope Works (Pty) Ltd	12/12/2023		Bianca Du T		Full set of toners required	TON	Toner Required			
		CN0001033	Young Electric	05/12/2023			15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale			
		CN0001032						Test credit note on work order	MN	Manufacturing			
			Hope Works (Pty) Ltd		UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale			
		E CN0001024	Hope Works (Pty) Ltd		UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental			
Time Rev	hores	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned			cessed.	INSP	Inspection			
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		E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bia Do you	want to print	the call report for call CN0001035?	SERV	Service			
		E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned				TR	Training			
Fransact	lione	E CN0001012	Panda Copiers	22/08/2023	UnAssigned			Yes No	DR	Select Call Type			
iransact	oons		Young Electric	22/08/2023	UnAssigned				DR.	Select Call Type			
Quotes		E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type			
		⊞ CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR.	Select Call Type			
		E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type			
			Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection			
		E CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services	
			Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services	
		E CN0001003	Young Electric	13/12/2022	Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type			
		E CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type			
		E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement			
_		E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental			
			Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration			
		Count: 37											

• Click on Yes.

- The selected Report will display in the Reports **Preview** screen.
- From this screen you can make cosmetic changes to the document, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email**



the Call Report.

• Close the **Preview** screen when done.

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			VAT No.: 0000000	Tel No.: 031 123 4567	
			Call Ref. :	CN0001035	
			Call Date :	12/12/2023 00:00:00	
	Customer :	Hope Works (Pty) Ltd	Call Type :	Repair	
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	Start Date an	d Time: 15/01/2024 00:00:00 15:	13:01		
	End Date and				
	Technician:	Bianca Du Toit			
	Comments :	Replacement toners insta	led, copies tested.		
	Prior Issue	5			
	Call Ref	Call Date Call Time Iss	e	Call Type Error Code	
	CN0000434	04/04/2017 08:49:25 War 00:00:00	anty	SERV	
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Page 1 of 1					100% 🖂 🔰 🗍

Related Topics

- Service Introduction to Call Administration
- Call Administration Edit a Call
- Call Administration My Calls
- Call Administration Assign a Call
- Call Administration Start or End Work
- Call Administration Close a Call
- Call Administration Complete a Call
- Call Administration Hold a Call
- Call Administration Pend a Call
- Call Administration Release a Call
- Call Administration Reinstate a Call

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