

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

SERVICE

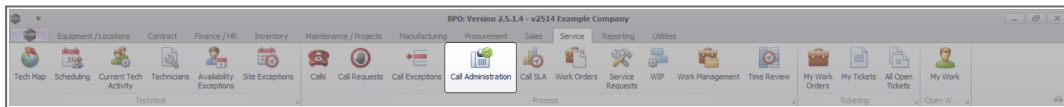
CALL ADMINISTRATION – PRINT CALL REPORT

The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

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.

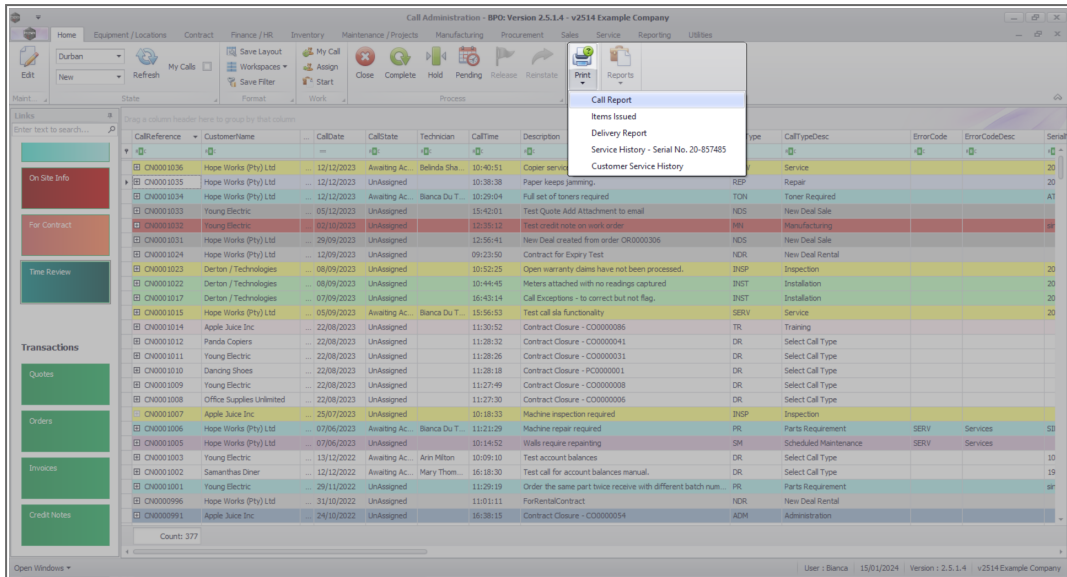
| CallReference | CustomerName | CallDate | CallState | Technician | CallTime | Description | CallType | CallTypeDesc | ErrorCode | ErrorCodeDesc | Serial |
|---------------|---------------------------|---------------|--------------|---------------|----------|--|----------|------------------|-----------|---------------|--------|
| CH000040 | Westwood Dynamic | 40 21/07/2014 | Awaiting Ac. | Belinda Sha | 13:26:10 | Service machine S/N: 1912-102036 | SERV | Service | | | 19 |
| CH000042 | Samanthas Diner | 42 21/07/2014 | Awaiting Ac. | Belinda Sha | 13:59:38 | Machine repair needed | REP | Repair | | | 19 |
| CH000044 | Office Supplies Unlimited | 44 28/07/2014 | Awaiting Ac. | Belinda Sha | 11:34:37 | 1 black toner for collection | TON | Toner Required | | | 19 |
| CH000047 | Titan Group | 47 31/07/2014 | Awaiting Ac. | George Jan | 14:13:49 | Service required | SERV | Service | | | 19 |
| CH000051 | Westwood Dynamic | 51 05/08/2014 | Awaiting Ac. | Belinda Sha | 13:00:23 | Toner for delivery | TON | Toner Required | | | 14 |
| CH000055 | Titan Group | 57 07/08/2014 | Awaiting Ac. | Belinda Sha | 12:14:38 | Toner required | TON | Toner Required | | | 20 |
| CH000056 | Young Electric | 58 07/08/2014 | Awaiting Ac. | Belinda Sha | 14:14:11 | Contract Closure - CO0000021 | DR | Select Call Type | | | 19 |
| CH000057 | Westwood Dynamic | 59 08/08/2014 | Awaiting Ac. | Belinda Sha | 11:39:50 | Deliver full set of toners | TON | Toner Required | | | 19 |
| CH000058 | Samanthas Diner | 60 08/08/2014 | Awaiting Ac. | Wesley Har | 11:52:16 | New machine | NDS | New Deal Sale | | | 19 |
| CH000060 | Westwood Dynamic | 62 08/08/2014 | Awaiting Ac. | Wesley Har | 13:12:15 | Machine Rental Deal | NDR | New Deal Rental | | | 19 |
| CH000063 | Young Electric | 65 20/08/2014 | Awaiting Ac. | Wesley Har | 12:26:58 | Machine service required | SERV | Service | | | 53 |
| CH000067 | Danny Storms IT Cafe | 69 23/09/2014 | Awaiting Ac. | Daniel Balgo | 11:23:30 | Test BPO fit fran | NDS | New Deal Sale | | | 19 |
| CH000069 | Danny Storms IT Cafe | 71 23/09/2014 | Awaiting Ac. | Daniel Balgo | 13:16:20 | Toner for delivery | TON | Toner Required | | | 19 |
| CH000070 | Derbon / Technologies | 72 23/09/2014 | Awaiting Ac. | Daniel Balgo | 13:45:10 | Service machine | SERV | Service | | | 19 |
| CH000072 | Derbon / Technologies | 74 25/09/2014 | Awaiting Ac. | Karlien Jessi | 11:04:32 | Machine service required | SERV | Service | | | ab |
| CH000073 | Derbon / Technologies | 75 25/09/2014 | Awaiting Ac. | Karlien Jessi | 11:41:18 | test | NDS | New Deal Sale | | | 19 |
| CH000075 | Derbon / Technologies | 77 26/09/2014 | Awaiting Ac. | Karlien Jessi | 12:07:35 | Service and toner required | SERV | Service | | | 19 |
| CH000084 | Titan Group | 86 11/11/2014 | Awaiting Ac. | George Jan | 16:17:59 | Magenta toner required | TON | Toner Required | | | 19 |
| CH000085 | Panda Copiers | 87 11/11/2014 | Awaiting Ac. | George Jan | 16:21:59 | CO789 | NDS | New Deal Sale | | | 19 |
| CH000094 | Westwood Dynamic | 96 08/01/2015 | Awaiting Ac. | George Jan | 15:07:45 | staple unit for rental on current contract | NDR | New Deal Rental | | | 19 |
| CH000099 | Bobas Networking inc | 13/01/2015 | Unassigned | | 16:40:32 | test first work order | SERV | Service | | | 19 |
| CH000109 | Titan Group | 26/02/2015 | Awaiting Ac. | Carolina Su | 09:52:00 | test machine | REP | Repair | | | 19 |
| CH000125 | Derbon / Technologies | 06/03/2015 | Awaiting Ac. | Carolina Su | 09:37:02 | test | REP | Repair | | | 19 |
| CH000127 | Derbon / Technologies | 06/03/2015 | Awaiting Ac. | Carolina Su | 10:09:53 | test | SERV | Service | | | 19 |
| CH000135 | Mary Contrary | 27/05/2015 | Awaiting Ac. | Carolina Su | 08:45:05 | New customer contact call | DR | Select Call Type | | | 19 |

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

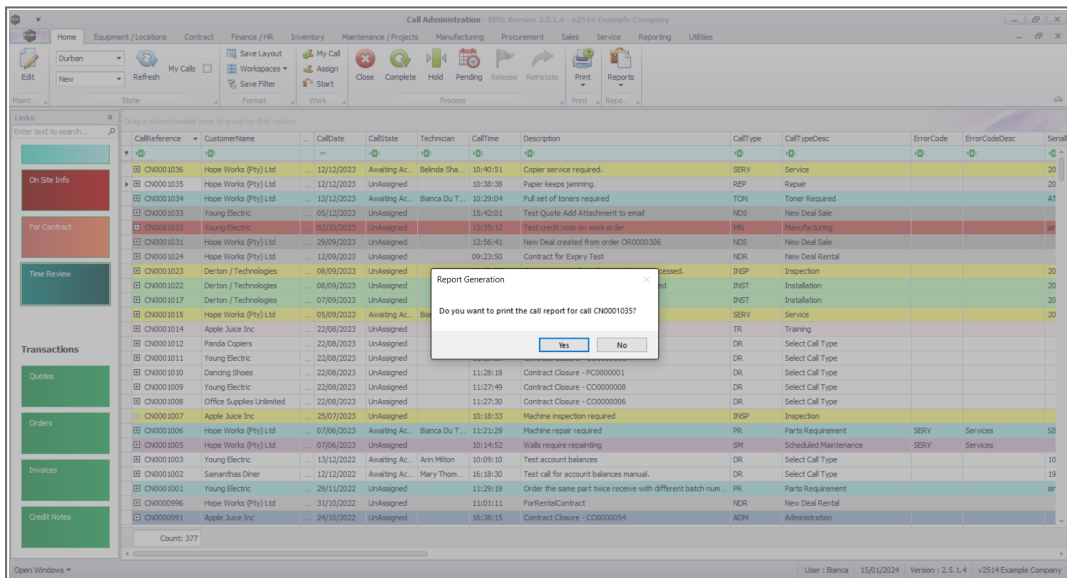
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CALL REPORT

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



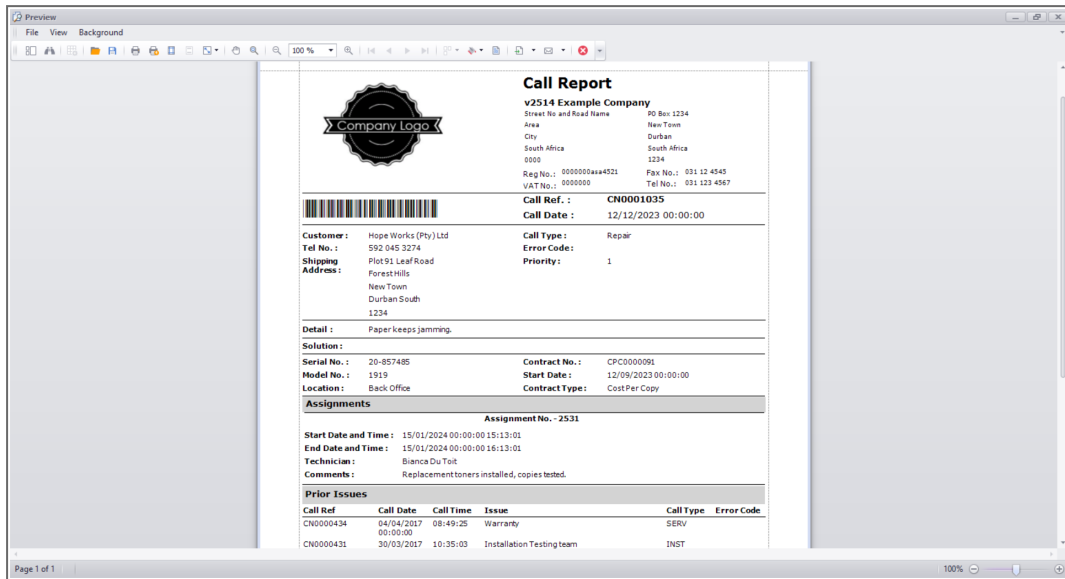
- When you receive the **Report Generation** message to confirm: **Do you want to print the call report for call CN[number]?**
- Click on **Yes**.



- 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.



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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