

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

SERVICE

CALL ADMINISTRATION – CALL WORK ORDERS

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

Work Orders displayed in the **Calls Work Order** listing, are a restricted list of work orders that are linked to the selected **Call**.

A **work order**, or job card is an order for work to be performed for a **Company** or a **Customer**. All transactions concerning this work, such as part issues, labour time, etc. are logged against the work order.

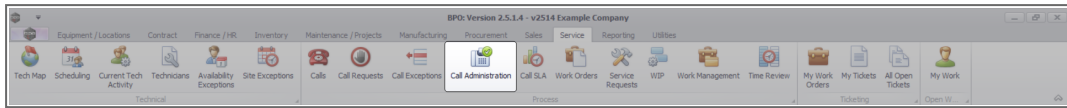
When work is required for a **Customer**, a **Call** is raised. The system will generate a work order in the background. Transactions are logged on the call, but stored against the work order. More than one work order can be linked to a call, for example, when different tasks needs to be performed to complete one call.

When work is required for a **Company**, such as Building Maintenance or a Machine Repair, then a work order needs to be raised **manually**.

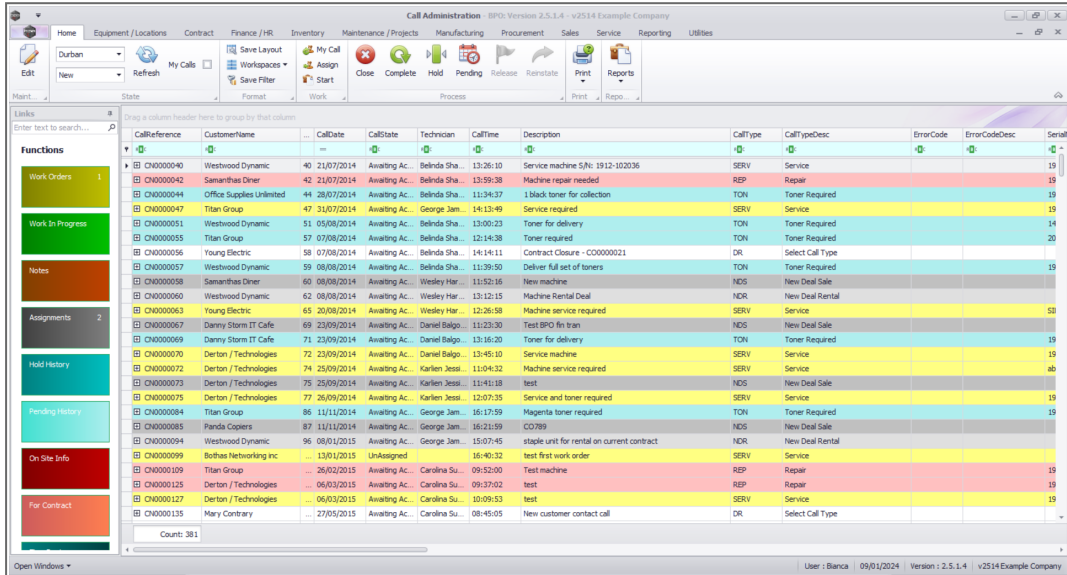
- If the work is for Building Maintenance, or Training, then the work order must be linked to a **functional location**, which must be set up before hand.
- If the work required is for an **asset**, e.g. repair a machine in store to be sold refurbished, then the machine is linked to the **call**.

¹BPO2 v2.5.1.3 or higher.

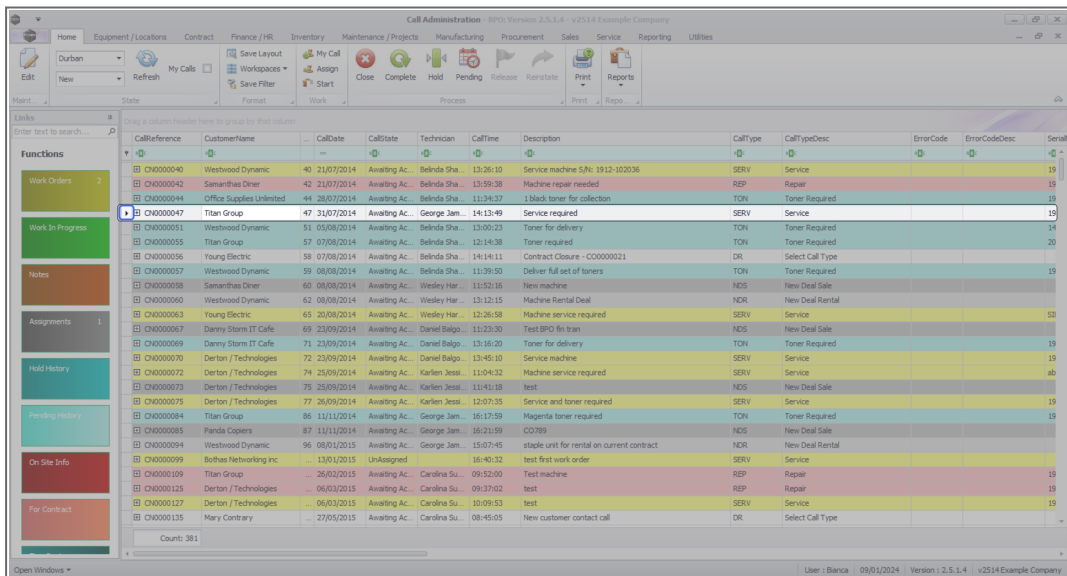
Ribbon Select Service > Call Administration



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

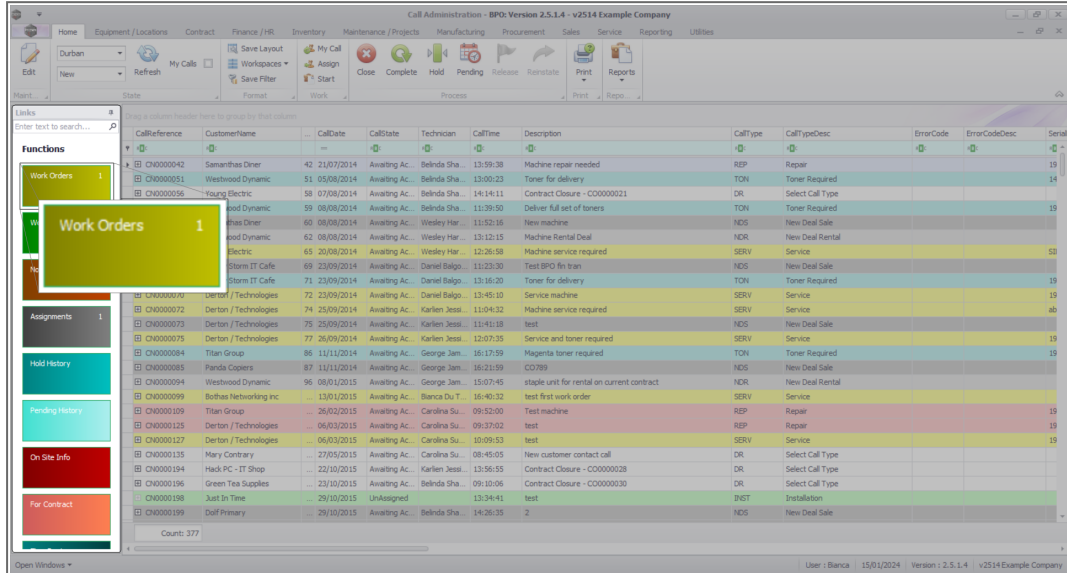


- Click on the row selector of the call you would like to work with.

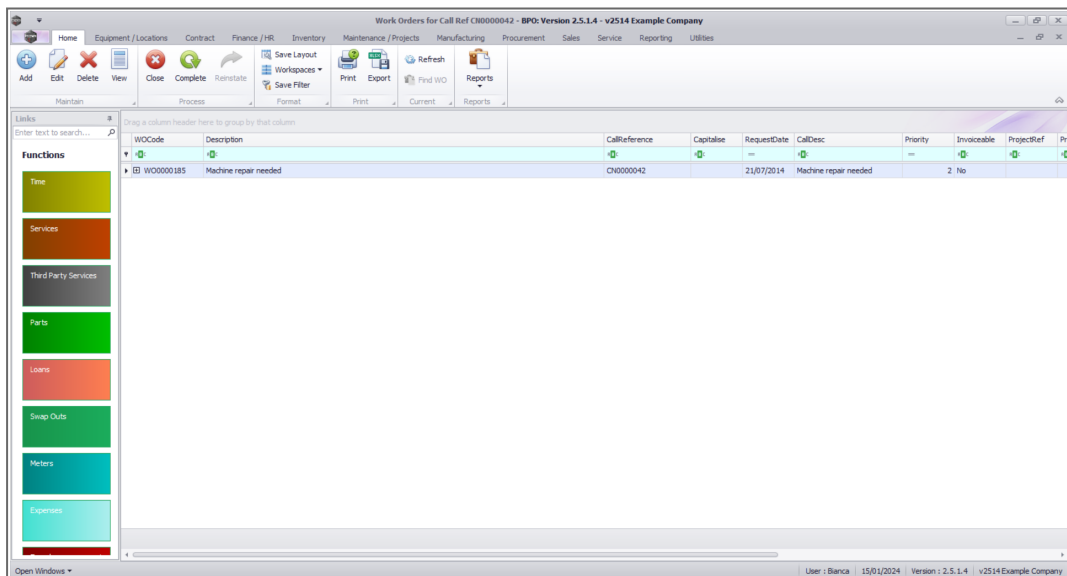


WORK ORDERS

- Click on the **Work Orders** tile to view the list of work orders associated with the selected call.



- The **Work Order** listing screen will open with work orders associated to the selected call.





For a detailed handling of this topic refer to [Introduction to Work Orders](#)

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](#)

MNU.124.016