

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

SERVICE

CALL ADMINISTRATION - CALL ASSIGNMENTS

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

The **Call Assignments** tile is a quick way to navigate to the list of Technician Assignments created against this call.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.

¹BPO2 v2.5.1.3 or higher.



	Home Ec	uipment / Locations C	Contract Finance / HR	Inventory Maint	enance / Project		- In-	urement Sales Service Reporting Utilitie	5			-	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			
			Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
			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			
		CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		CN0000055	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		E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
HOULD .			Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		E CN0000060	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			
Assignm	nents 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		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			
		E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:04:32	Machine service required	SERV	Service			
			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			
			Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
		E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
		E CN0000094	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			
on site	2110	E CN0000109	Titan Group	26/02/2015		Carolina Su	09:52:00	Test machine	REP	Repair			
		E CN0000125	Derton / Technologies	06/03/2015		Carolina Su		test	REP	Repair			
		E CN0000127	Derton / Technologies	06/03/2015	-	Carolina Su.		test	SERV	Service			
		E CN0000135	Mary Contrary	27/05/2015		Carolina Su		New customer contact call	DR	Select Call Type			
		Count: 3	81										

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

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	E CN0000040	Westwood Dynamic	40 21/07/2014		Relinda Sha	. 13:26:10	Service machine S/N: 1912-102036	SERV	Service			
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	► E CN0000047	Titan Group	47 31/07/2014		George Jam.		Service required	SERV	Service			
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	E CN0000055	Titan Group	57 07/08/2014				Toner required	TON	Toner Required			
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Notes	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha.	. 11:39:50	Deliver full set of toners	TON	Toner Required			
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		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		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		Daniel Balgo.		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			
	E 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			
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam.		Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.		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			
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	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			
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en Windows 🔻									User : Bianca 09/0	1/2024 Version : 2.5	1.4 v2514 Example	i.

CALL ASSIGNMENTS

• Click on the **Call Assignments** tile to view the technician assignments specific to this call.



Call Administration - Call Assignments

Data Data <th< th=""><th>Durban Edit New</th><th>Refresh My Call State</th><th>Save Layout ∰ Workspaces ▼ % Save Filter</th><th>Start</th><th>8 Complete</th><th></th><th></th><th>• •</th><th></th><th></th><th></th><th></th><th></th></th<>	Durban Edit New	Refresh My Call State	Save Layout ∰ Workspaces ▼ % Save Filter	Start	8 Complete			• •					
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For Contract © (X00001)6 Green Tea Supplies	On Site Info		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
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Contract DrW0000139 Dolf Primary 20/05/2015 Analting Ac. Behná Sha. 14-28-35 2 NOS New Deal Sale				23/10/2015		Belinda Sha		Contract Closure - CO0000030					
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			Dolf Primary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2	NDS	New Deal Sale			
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• The **Call Assignment** listing screen will open displaying the technician assignments.

ф т			Assign	ment Listing	for Call Ref r	io : CN000004	- BPO: Versio	n 2.5.1.4 - v	2514 Exampl	e Company				- 2	x
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For a detailed handling of this topic refer to Calls - Assignments

Related Topics

Help v2024.5.0.7/1.0 - Pg 3 - Printed: 04/07/2024



- 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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