

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

SERVICE

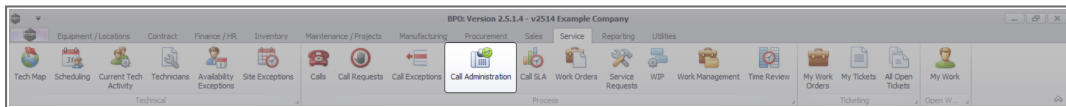
CALL ADMINISTRATION – CALL ASSIGNMENTS

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

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.

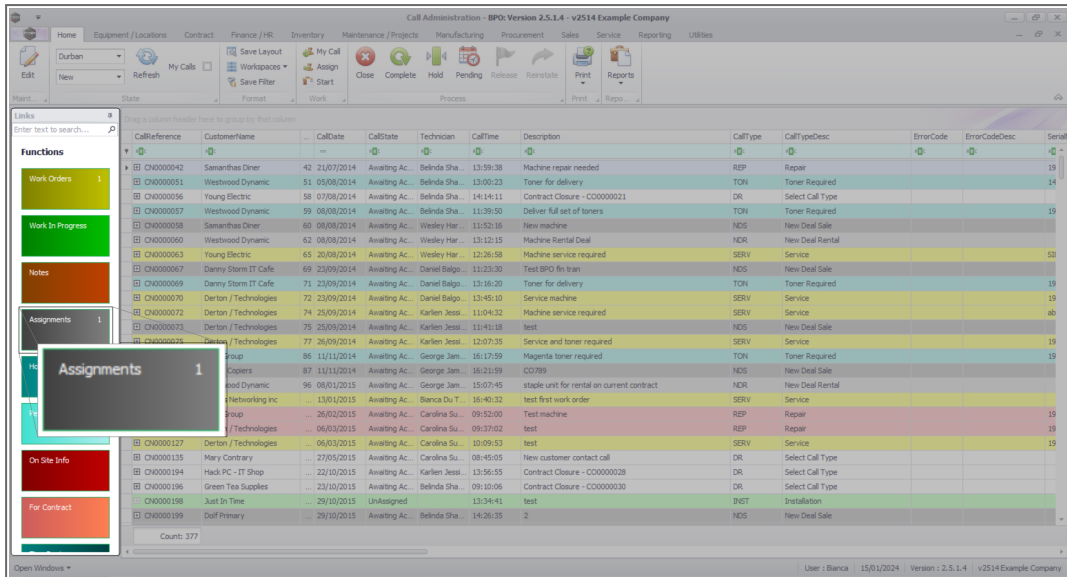
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
CH000042	Samanthas Diner	42 21/07/2014	Awaiting 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 tran	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	Nigeria 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	Bobbas 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.

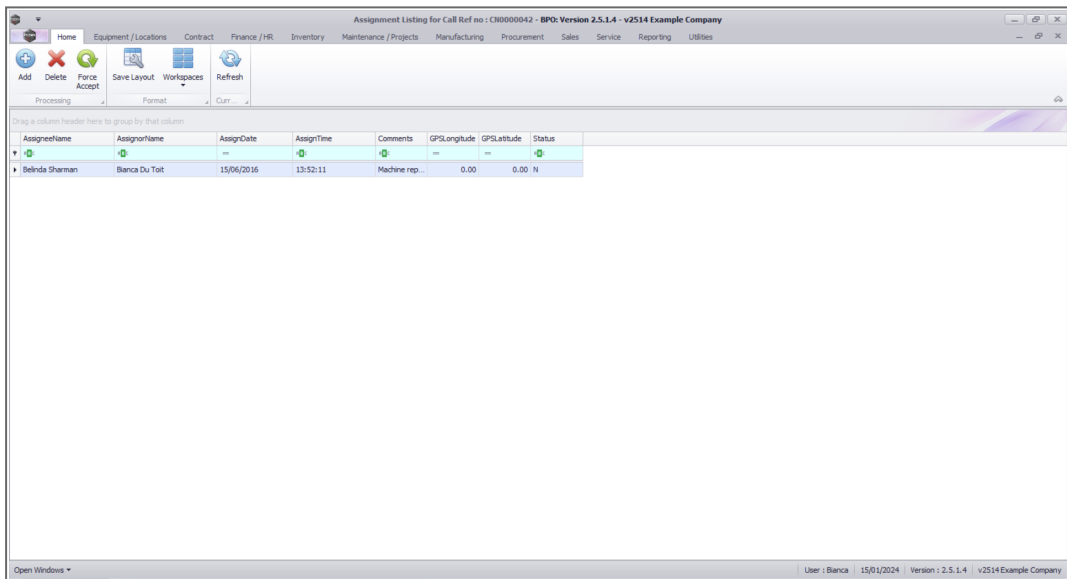
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CALL ASSIGNMENTS

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



- The **Call Assignment** listing screen will open displaying the technician assignments.



For a detailed handling of this topic refer to Calls - Assignments

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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