

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

SERVICE

CALL ADMINISTRATION - CALL PENDING HISTORY

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

The **Call Pending** tile is a quick way to navigate to the list of Call Pending events related to the selected call.

A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and

Released from Pending.

There can be many reasons to place a call on Pending, but these reasons are based on a delay from the company's side, for example:

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



¹BPO2 v2.5.1.3 or higher.

Help v2024.5.0.7/1.0 - Pg 1 - Printed: 04/07/2024



3 v.									Ca	ll Administr	ation - BPO:	Version 2.5.	l.4 - v2514	Example	Company					_	8
-	Home	Equipment	t / Locations	Contract	Finance / HR	Invento	ry Main	ntenano	e / Projects	Manufa	cturing Pr	ocurement	Sales	Service	Reporting	Utilities				-	8
AT.			48		Save Layout	12	My Call				h h	-	. (2)	<u></u>							
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nter text	to search	Q	CalReference	Cust	merName		CalDate	Call	State	Technician	CalTime	Descriptio	m				CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Functi	ons		100	×0:			-	100		(D)	(0)	* D ¢					·0:	(D)	 O 	 0 	
		_ 1	E CN0000040	West	wood Dynamic	40	21/07/2014	Awa	siting Ac	Belinda Sha.	13:26:10	Service m	achine S/N:	1912-1020	36		SERV	Service			
Work		1	E CN0000042	Sama	nthas Diner	42	21/07/2014	Awa	aiting Ac	Belinda Sha.	. 13:59:38	Machine	epair neede	d			REP	Repair			
			E CN0000044	Offic	Supplies Unlimited	44	28/07/2014	Awa	aiting Ac	Belinda Sha.	. 11:34:37	1 black to	ner for colle	ction			TON	Toner Required			
			E CN0000047	Titan	Group	47	31/07/2014	Awa	aiting Ac	George Jam.	. 14:13:49	Service re	equired				SERV	Service			
Work	In Progress		E CN0000051	West	wood Dynamic	51	05/08/2014	Awa	aiting Ac	Belinda Sha.	. 13:00:23	Toner for	delivery				TON	Toner Required			
				Titan	Group	57	07/08/2014	Awa	aiting Ac	Belinda Sha.	. 12:14:38	Toner red	uired				TON	Toner Required			
			E CN0000056	Youn	g Electric	58	07/08/2014	Awa	aiting Ac	Belinda Sha.	. 14:14:11	Contract	Closure - CC	0000021			DR	Select Call Type			
Notes				West	wood Dynamic	59	08/08/2014	Awa	aiting Ac	Belinda Sha.	. 11:39:50	Deliver fu	I set of ton	rs			TON	Toner Required			
- House				Sama	nthas Diner	60	08/08/2014	Awa	aiting Ac	Wesley Har.	. 11:52:16	New mad	hine				NDS	New Deal Sale			
			E CN0000060	West	wood Dynamic	62	08/08/2014	Awa	aiting Ac	Wesley Har.	. 13:12:15	Machine R	Rental Deal				NDR	New Deal Rental			
			E CN0000063	Youn	g Electric	65	20/08/2014	Awa	aiting Ac	Wesley Har.	. 12:26:58	Machine :	service requi	red			SERV	Service			
Assign	nments	2		Dann	y Storm IT Cafe	69	23/09/2014	Awa	aiting Ac	Daniel Balgo	11:23:30	Test BPO	fin tran				NDS	New Deal Sale			
			CN0000069	Dann	y Storm IT Cafe	71	23/09/2014	Awa	siting Ac	Daniel Balgo	13:16:20	Toner for	delivery				TON	Toner Required			
		= 1	E CN0000070	Derto	n / Technologies	72	23/09/2014	Awa	aiting Ac	Daniel Balgo	13:45:10	Service m	achine				SERV	Service			
Hold H			CN0000072	Derto	n / Technologies	74	25/09/2014	Awa	siting Ac	Karlien Jessi	11:04:32	Machine :	service requi	red			SERV	Service			
			CN0000073	Derto	n / Technologies	75	25/09/2014	Awa	aiting Ac	Karlien Jessi	11:41:18	test					NDS	New Deal Sale			
			CN0000075	Derto	n / Technologies	77	26/09/2014	Awa	siting Ac	Karlien Jessi	12:07:35	Service a	nd toner rec	uired			SERV	Service			
			CN0000084	Titan	Group	86	11/11/2014	Awa	aiting Ac	George Jam.	. 16:17:59	Magenta	toner requir	ed			TON	Toner Required			
			E CN0000085	Pand	a Copiers	87	11/11/2014	Awa	aiting Ac	George Jam.	16:21:59	CO789					NDS	New Deal Sale			
				West	wood Dynamic	96	08/01/2015	Awa	aiting Ac	George Jam.	15:07:45	staple un	it for rental	on current c	ontract		NDR	New Deal Rental			
On Sit	te Info		E CN0000099	Both	is Networking inc		13/01/2015	UnA	Assigned		16:40:32	test first	work order				SERV	Service			
				Titan	Group		26/02/2015	Awa	aiting Ac	Carolina Su.	09:52:00	Test mad	hine				REP	Repair			
			E CN0000125	Derto	n / Technologies		06/03/2015	Awa	aiting Ac	Carolina Su.	09:37:02	test					REP	Repair			
Eor Co	ontract		E CN0000127	Derto	n / Technologies		06/03/2015	Awa	aiting Ac	Carolina Su.	10:09:53	test					SERV	Service			
			E CN0000135	Mary	Contrary		27/05/2015	Awa	siting Ac	Carolina Su.	08:45:05	New cust	omer contac	t call			DR	Select Call Type			
			Count:	381																	
		- 1	Counc																		
_	dows 🕶																		09/01/2024 Version : 2.5		

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

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

Home Equip	ment / Locations Co	ntract Finance / HR i	Inventory Maint				ersion 2.5.1.4 - v2514 Example Company surement Sales Service Reporting Ut	lities				8
Edit New	Refresh My Calls State	Save Layout	My Cal	Iose Complete	Hold Pe	nding Releas	e Reinstate Print Reports					
iks 4												
iter text to search	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Functions	7 10:	10:		10:	10:	(0:	10c	10:	(D:	(D):	10:	
	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Reloda 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				1 black toner for collection	TON	Toner Required			
	► E CN0000047	Titan Group	47 31/07/2014				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			
	E CN0000055	Titan Group	57 07/08/2014				Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014		Belinda Sha		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		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		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 25/09/2014	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			
		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		Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		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			
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38	1										

CALL PENDING HISTORY

• Click on the **Pending History** tile.



Call Administration - Call Pending History

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iter text to	o search 🔎	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Function	ns	♥ #□	4 0 :		8 0 0	1 0 :	(D)	4 0 :	1 0 1	(D)	100	4 0 4	
			Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
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		⊞ CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
			Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
	n Progress		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			
			Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Notes			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			
Assignm	manda 1		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			
Rosigni	nena 1		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			
	story		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			
			Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	. 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			
			/ Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
Or	Pendina		ontrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
			C - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	. 13:56:55	Contract Closure - CO0000028	DR.	Select Call Type			
A la			Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
-i			Time	29/10/2015	UnAssigned		13:34:41	test	INST	Installation			
			mary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2	NDS	New Deal Sale			

• The **Pending History** listing screen will open displaying the call pending events.

ф т —			Pe	nding Events Listing for Call ,Ref no : CN000	0042 - BPO: Version 2.5.1.4 - v2	514 Example Compar	ny			- 8 ×
Home	Equipment / Local	ions Contract Fi	inance / HR Inventory Mair	ntenance / Projects Manufacturing Procu	rement Sales Service R	eporting Utilities				- 8 ×
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	Layout Workspaces									
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Processi 🖌	Format	a Curr a								\$
PendingDate	PendingTime	PendingReasonCode	PendingReasonCodeDesc	PendingReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName	
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15/01/2024	14:53:15	PTR	Parts Requirement	Awaiting stock back order.	17/01/2024	14:53:15	15/01/2024	14:53:35	Bianca Du Toit	
Open Windows 🕶										1.4 v2514 Example Compar

For a detailed handling of this topic refer to Calls - View Pending History

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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