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

SERVICE

CALL ADMINISTRATION – FOR CONTRACT

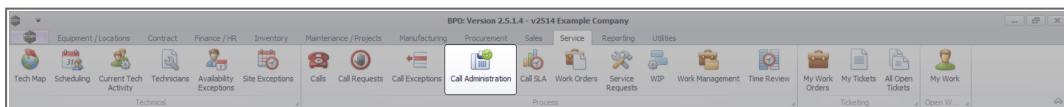The Call Administration screen is part of the Extended Call Centre - Version Compatibility[1]

The **For Contract** tile is a quick way to navigate to the **Items Awaiting Contract** screen, where the assets can be .

The Items Awaiting Contract for Call screen displays items linked to the selected call that have been processed but still need to be linked to a new or existing contract. The items displayed can be:

✅ A or B-class **internal assets** issued (New Deal Rental)

✅ A or B-class **serialised stock** invoiced and issued (New Deal Sale)

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service > Call Administration**

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

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[1]BPO2 v2.5.1.3 or higher.

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

FOR CONTRACT

- Click on the **For Contract** tile.

- The **For Contract** listing screen will open displaying assets that are ready to be placed onto a contract. These included assets that were invoiced to the customer (**client assets**), and **internal assets** that were issued to the customer.

📖 For a detailed handling of this topic refer to Calls - For Contract

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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