

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 Compatibility¹

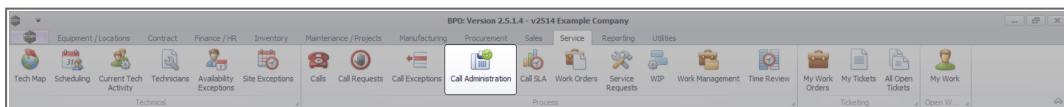
The **For Contract** tile is a quick way to navigate to the **Items Awaiting Contract** screen, where the assets can be .

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.

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 | | | |
| 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 | | | |
| CH000060 | Westwood Dynamic | 62 08/08/2014 | Awaiting Ac. | Wesley Har | 13:12:15 | Machine Rental Deal | NDR | New Deal Rental | | | |
| CH000063 | Young Electric | 65 20/08/2014 | Awaiting Ac. | Wesley Har | 12:26:58 | Machine service required | SERV | Service | | | 53 |
| CH000067 | Danny Storm IT Cafe | 69 23/09/2014 | Awaiting Ac. | Daniel Balgo | 11:23:30 | Test BPO fit tran | NDS | New Deal Sale | | | |
| CH000069 | Danny Storm 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. | Karlen Jessi | 11:04:32 | Machine service required | SERV | Service | | | ab |
| CH000073 | Derbon / Technologies | 75 25/09/2014 | Awaiting Ac. | Karlen Jessi | 11:41:18 | test | NDS | New Deal Sale | | | 19 |
| CH000075 | Derbon / Technologies | 77 26/09/2014 | Awaiting Ac. | Karlen 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 | Nagelia 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 | | | |
| 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 | | | |
| CH000099 | Bobas 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 | | | |

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

| 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 | | | |
| 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 | | | |
| CH000060 | Westwood Dynamic | 62 08/08/2014 | Awaiting Ac. | Wesley Har | 13:12:15 | Machine Rental Deal | NDR | New Deal Rental | | | |
| CH000063 | Young Electric | 65 20/08/2014 | Awaiting Ac. | Wesley Har | 12:26:58 | Machine service required | SERV | Service | | | 53 |
| CH000067 | Danny Storm IT Cafe | 69 23/09/2014 | Awaiting Ac. | Daniel Balgo | 11:23:30 | Test BPO fit tran | NDS | New Deal Sale | | | |
| CH000069 | Danny Storm 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. | Karlen Jessi | 11:04:32 | Machine service required | SERV | Service | | | ab |
| CH000073 | Derbon / Technologies | 75 25/09/2014 | Awaiting Ac. | Karlen Jessi | 11:41:18 | test | NDS | New Deal Sale | | | 19 |
| CH000075 | Derbon / Technologies | 77 26/09/2014 | Awaiting Ac. | Karlen 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 | Nagelia 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 | | | |
| 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 | | | |
| CH000099 | Bobas 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 | | | |

FOR CONTRACT

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

| CallReference | CustomerName | CallDate | CallState | Technician | CallTime | Description | CallType | CallTypeDesc | Error Code | Error Code Desc | Serial |
|---------------|---------------------------|------------|--------------|--------------|----------|-------------------------------------------------------------|----------|-----------------------|------------|-----------------|--------|
| CH0001036 | Hope Works (Pty) Ltd | 12/12/2023 | Awaiting Ac. | Belinda Sha | 10:40:51 | Copier service required. | SERV | Service | | | 20 |
| CH0001035 | Hope Works (Pty) Ltd | 12/12/2023 | Unassigned | | 10:38:38 | Paper keeps jamming. | REP | Repair | | | 20 |
| CH0001034 | Hope Works (Pty) Ltd | 12/12/2023 | Awaiting Ac. | Bianca Du T. | 10:29:04 | Full set of toners required | TON | Toner Required | | | AT |
| CH0001033 | Young Electric | 05/12/2023 | Unassigned | | 15:42:01 | Test Quote Add Attachment to email | NDS | New Deal Sale | | | |
| CH0001032 | Young Electric | 02/10/2023 | Unassigned | | 12:35:12 | Test credit note on work order | MAN | Manufacturing | | | |
| CH0001031 | Hope Works (Pty) Ltd | 29/09/2023 | Unassigned | | 12:56:41 | New Deal created from order CR0000305 | NDS | New Deal Sale | | | |
| CH0001024 | Hope Works (Pty) Ltd | 12/09/2023 | Unassigned | | 09:23:30 | Contract for Expiry Test | NDR | New Deal Rental | | | |
| CH0001023 | Derton / Technologies | 08/09/2023 | Unassigned | | 10:52:25 | Open warranty claims have not been processed. | INSP | Inspection | | | 20 |
| CH0001022 | / Technologies | 08/09/2023 | Unassigned | | 10:44:45 | Meters attached with no readings captured | INST | Installation | | | 20 |
| CH0001021 | / Technologies | 07/09/2023 | Unassigned | | 15:43:14 | Call Exceptions - to correct but not flag. | INCT | Installation | | | 20 |
| CH0001020 | Works (Pty) Ltd | 05/09/2023 | Awaiting Ac. | Bianca Du T. | 15:56:53 | Test call via functionality | SERV | Service | | | 20 |
| CH0001019 | Juice Inc | 22/08/2023 | Unassigned | | 11:30:52 | Contract Closure - CD0000086 | TR | Training | | | |
| CH0001018 | Copiers | 22/08/2023 | Unassigned | | 11:28:32 | Contract Closure - CD0000041 | DR | Select Call Type | | | |
| CH0001017 | Electric | 22/08/2023 | Unassigned | | 11:28:26 | Contract Closure - CD0000031 | DR | Select Call Type | | | |
| CH0001016 | Shoes | 22/08/2023 | Unassigned | | 11:28:18 | Contract Closure - CD0000001 | DR | Select Call Type | | | |
| CH0001015 | Young Electric | 22/08/2023 | Unassigned | | 11:27:49 | Contract Closure - CD0000008 | DR | Select Call Type | | | |
| CH0001014 | Office Supplies Unlimited | 22/08/2023 | Unassigned | | 11:27:30 | Contract Closure - CD0000006 | DR | Select Call Type | | | |
| CH0001013 | Apple Juice Inc | 25/07/2023 | Unassigned | | 10:18:33 | Machine inspection required | INSP | Inspection | | | |
| CH0001012 | Hope Works (Pty) Ltd | 07/06/2023 | Awaiting Ac. | Bianca Du T. | 11:21:29 | Machine repair required | PR | Parts Requirement | SERV | Services | 50 |
| CH0001011 | Hope Works (Pty) Ltd | 07/06/2023 | Unassigned | | 10:14:52 | Machine repair required | DM | Scheduled Maintenance | SERV | Services | 10 |
| CH0001010 | Young Electric | 12/12/2022 | Awaiting Ac. | Ann Milton | 10:09:10 | Test account balances | DR | Select Call Type | | | 10 |
| CH0001009 | Samanthas Diner | 12/12/2022 | Awaiting Ac. | Mary Thom | 16:18:30 | Test call for account balances manual. | DR | Select Call Type | | | 19 |
| CH0001008 | Young Electric | 29/11/2022 | Unassigned | | 11:29:19 | Order the same part twice receive with different batch num. | PR | Parts Requirement | | | |
| CH0001007 | Hope Works (Pty) Ltd | 31/10/2022 | Unassigned | | 11:01:11 | ForRentalContract | NDR | New Deal Rental | | | |
| CH0001006 | Apple Juice Inc | 24/10/2022 | Unassigned | | 16:38:15 | Contract Closure - CD0000054 | ADM | Administration | | | |

- 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.

| AssetRegNo | SerialNo | CustomerName | PartCode | Description | CategoryDesc | ModelNo | Asset | GenTask | ContractNo | ContractTypeDesc | CustomerCode | CustomerName | StartDate | Currency | Ta |
|-------------|------------|-----------------------|----------|----------------------------|--------------|---------|-------|---------|------------|------------------|--------------|--------------|-----------|----------|----|
| 2020-102043 | | Derton / Technologies | SP2020 | SP2020 Sprint Colour Mult. | Hardware | SP2020 | Yes | Yes | | | | | | | |
| AREG000209 | 324AREG000 | Derton / Technologies | 2020-856 | Drum | Accessories | | No | Yes | | | | | | | |



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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