

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

## SERVICE

### CALL ADMINISTRATION – CALL TIME REVIEW

The Call Administration screen is part of the Extended Call Centre - Version Compatibility<sup>1</sup>

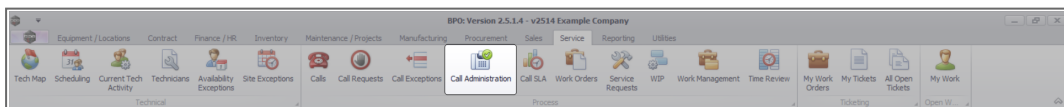
The **Time Review** tile is a quick way to navigate to the list of Time Review records related to the selected call.

Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as Billable or **SLA** hours and the remaining **2** hours as **Non Billable** hours in the Time Review screen.

The [Time Review flag](#) must be set to **Yes** in **Configurator**.

### THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service** > **Call Administration**



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

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<sup>1</sup>BPO2 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 Storms IT Cafe      | 69 23/09/2014 | Awaiting Ac. | Daniel Balgo | 11:23:30 | Test BPO fir tran                          | NDS      | New Deal Sale    |           |               |        |
| 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          |           |               |        |
| 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    |           |               |        |
| 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 | 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    |           |               |        |
| 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          |           |               |        |
| 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.

## TIME REVIEW

- Click on the **Time Review** tile.

| CallReference | CustomerName          | CallDate   | CallState    | Technician   | CallTime | Description   | CallType | CallTypeDesc          | ErrorCode | ErrorCodeDesc | 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   |              | 13:35:12 | Test credit note on work order                              | BN       | 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     | Derton / Technologies | 08/09/2023 | Unassigned   |              | 10:44:45 | Meters attached with no readings captured                   | INST     | Installation          |           |               | 20     |
| CH0001017     | Derton / Technologies | 07/09/2023 | Unassigned   |              | 15:43:14 | Call Exceptions - to correct but not flag.                  | INCT     | Installation          |           |               | 20     |
| CH0001015     | Hope Works (Pty) Ltd  | 05/09/2023 | Awaiting Ac. | Bianca Du T. | 15:56:53 | Test call via functionality                                 | SERV     | Service               |           |               | 20     |
| CH0001014     | Apple Juice Inc       | 22/08/2023 | Unassigned   |              | 11:30:52 | Contract Closure - CD0000086                                | TR       | Training              |           |               |        |
|               | Copiers               | 22/08/2023 | Unassigned   |              | 11:28:32 | Contract Closure - CD0000041                                | DR       | Select Call Type      |           |               |        |
|               | Electric              | 22/08/2023 | Unassigned   |              | 11:28:26 | Contract Closure - CD0000031                                | DR       | Select Call Type      |           |               |        |
|               | Shoes                 | 22/08/2023 | Unassigned   |              | 11:28:18 | Contract Closure - CD0000001                                | DR       | Select Call Type      |           |               |        |
|               | Electric              | 22/08/2023 | Unassigned   |              | 11:27:49 | Contract Closure - CD0000008                                | DR       | Select Call Type      |           |               |        |
|               | Supplies Unlimited    | 22/08/2023 | Unassigned   |              | 11:27:30 | Contract Closure - CD0000006                                | DR       | Select Call Type      |           |               |        |
|               | Juice Inc             | 25/07/2023 | Unassigned   |              | 10:18:33 | Machine inspection required                                 | INSP     | Inspection            |           |               |        |
| CH0001006     | Hope Works (Pty) Ltd  | 07/06/2023 | Awaiting Ac. | Bianca Du T. | 11:21:29 | Machine repair required                                     | PR       | Parts Requirement     | SERV      | Services      | 53     |
| CH0001005     | Hope Works (Pty) Ltd  | 07/06/2023 | Unassigned   |              | 10:14:52 | Mails require requeuing                                     | SM       | Scheduled Maintenance | SERV      | Services      |        |
| CH0001003     | Young Electric        | 12/12/2022 | Awaiting Ac. | Ann Milton   | 10:09:10 | Test account balances                                       | DR       | Select Call Type      |           |               | 10     |
| CH0001002     | Samanthas Diner       | 12/12/2022 | Awaiting Ac. | Mary Thom    | 16:18:30 | Test call for account balances manual.                      | DR       | Select Call Type      |           |               | 19     |
| CH0001001     | Young Electric        | 29/11/2022 | Unassigned   |              | 11:29:19 | Order the same part twice receive with different batch num. | PR       | Parts Requirement     |           |               |        |
| CH0000996     | Hope Works (Pty) Ltd  | 31/10/2022 | Unassigned   |              | 11:01:11 | ForRentalContract   | NDR      | New Deal Rental       |           |               |        |
| CH0000991     | Apple Juice Inc       | 24/10/2022 | Unassigned   |              | 16:38:15 | Contract Closure - CD0000054                                | ADM      | Administration        |           |               |        |

- The **Time Review** listing screen will open displaying the time review records.

| WOCCode    | Description          | WOCStatus | Employee     | Manager           | Craft | CraftDesc  | Date       | Bldg | RegularHours | OvertimeHours | SLAHours | NonBilableHours | TotalHours | IsReviewed | CustomerCode | CustomerName |
|------------|----------------------|-----------|--------------|-------------------|-------|------------|------------|------|--------------|---------------|----------|-----------------|------------|------------|--------------|--------------|
| WOC0002949 | Paper keeps jamming. | D         | Bianca Du T. | CO3 Administrator | TECH  | Technician | 15/01/2024 | Ye   | 1.00         | 0.00          | 0.00     | 0.00            | 1.00       |            | HCP001       | Hope Works   |



For a detailed handling of this topic refer to [Time Review - Review Time](#)

## 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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