

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

SERVICE

CALL ADMINISTRATION - DELIVERY REPORT

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

The **Delivery Report** returns a stock issued against this call.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.

Home Equips	ent / Locations Co	ntract Finance / HR I	Inventory Maint	enance / Project			rsion 2.5.1.4 - v2514 Example Company urement Sales Service Reporting Utilities					8) 83
	Kefresh My Calls	Save Layout		3 Complete	-	👩 🚩 nding Release	Print Reports					
sint	State	Format	Work		Process		Print Repo 4					
nks a	ní				PTO COS		a runs a report a					
iter text to search P												1
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Se
Functions	* (D:	1 0 :	-	4 0 4	1 0 :	(D)	 (D) 	1 0 :	(D)	• D ¢	4 0 4	4
		Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
Work Orders 1	CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			1
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			1
	E CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes	CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			1
	CN0000058	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			
Assignments 2	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			SI
Assignments 2	CN0000067 CN0000067 CN0000067	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			1
	CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			1
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			at
		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			1
Pending History		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
	E CN0000085	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	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		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			1
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			1
	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			1
For Contract	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38	1										
	countries of											
en Windows 🔻											1.4 v2514Example	

¹BPO2 v2.5.1.3 or higher.



) v (Ca	all Administra	ation - BPO: Ve						8
-	Home Equ	ipment / Locations Co	intract Finance / HR	Inventory Maint	enance / Project	s Manufa	cturing Prov	urement Sales Service Reporting Utilit	ties				8
2	Durban	• 🕢 My Call	s	🥵 My Call	8 🚱	Þ a (6 🏲	r 🖉 🛍					
Edit	New	+ Refresh	% Save Filter	Start C	lose Complete	e Hold Pe	ending Releas	e Reinstate Print Reports					
		a											
		p urag a column neads											
		CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Functio	ons	▼ 4□	A C		A 🗖 C	۲ ۵ :	1 0 0	A 🛛 C	10:	(D)	* 0 <	2 0 1	
			Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	. 13:26:10	Service machine S/N: 1912-102036	SERV	Service			
			Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	. 13:59:38	Machine repair needed	REP	Repair			
			Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	. 11:34:37	1 black toner for collection	TON	Toner Required			
		▶	Titan Group	47 31/07/2014	Awaiting Ac	George Jam.	14:13:49	Service required	SERV	Service			
			Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	. 13:00:23	Toner for delivery	TON	Toner Required			
		CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	. 12:14:38	Toner required	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	. 14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
		CN0000057	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			
		⊞ CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	. 13:12:15	Machine Rental Deal	NDR.	New Deal Rental			
Anning	nments 1	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	. 12:26:58	Machine service required	SERV	Service			
			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			
		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 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
	E CN0000084	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.		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 Sh	te Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		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			
			Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
5-1- O	ontract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
		E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38											
-													
	dows 🕶									11 T 00-10-41	2024 Version + 2.5	1.4 v2514 Example	

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

PRINT DELIVERY REPORT

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Delivery Report**.

Image:		Kefresh My Calk	Save Layout	الله My Call هي Assign کا Start	Iose Complete	e Hold Pe	nding Release	e Reinstate	Print Reports					
American Structure Calibrative and structure Calibrati									Call Report					
Note: Collaber Collaber Collaber Collaber Collaber Collaber Description Descriptio									Items Issued					
Automation Image: Control of the second	er text to search P	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	Delivery Report	ype	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Nick Dates 1 Image Description None Meaned International System 50 (00000000000000000000000000000000000	unctions	▼ 10:	••••		4 0 0	1 0 :	1 0 0	4 0 0	Service History - Serial No. 19-12/1	202	(D)	* D ¢	10×	
Amery Control Control (Control Control Contrel Control Contrel Control Control Contrel Control Control Control		▶ E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repa	Customer Service History		Repair			
Image: Second			Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for deli	very	TON	Toner Required			
Note: 00000000000000000000		E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Clos	ure - CO0000021	DR	Select Call Type			
Image: Section of Webbook Openets 40 0000000 Webbook Openets 40 00000000 America Ac. Webby Yebr. 12:0:00 Machine private Include DSR Machine private Include			Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full se	t of toners	TON	Toner Required			
Image: Start	Work In Progress		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine		NDS	New Deal Sale			
Node Image: Section 10 (Section 10 (Se			Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rent	al Deal	NDR.	New Deal Rental			
Nonset Image: Conset of the Cons			Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine servi	ce required	SERV	Service			
Amyoritik 	Notes		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin 1	ran	NDS	New Deal Sale			
Argeneration 1 0.0000077 Detron / Technologies 4 2.0000072 Analogie 4. Control Network 1.00-12 Madrie service regard 500 Marcia 1.00-12 Marcing 4.4. Control Network 1.00-12 Marcing 4.4. Control Network Marcing 4.4. Control Network Marcing 4.4. Control Network Service			Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for deli	very	TON	Toner Required			
Adaptantia 1 Image: Constant of the standing of the s		E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machi	ne	SERV	Service			
Image: Control Technologies 20 30000073 Dentor Technologies 72 30000114 Anality Ac. Carlos Technologies 72 3000014 Anality Ac. Carlos Technologies 72 3000015 Anality Ac. Carlos Technologies 72 3000015 Anality Ac. Carlos Technologies 72 3000015 Anality Ac. Carlos Su. 05 3000 Technologies 72 3000015 Anality Ac. Carlos Su. 05 3000 Technologies 72 3000015 Anality Ac. Carlos Su. 05 3000 Technologies	Arrigomente 1		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine servi	ce required	SERV	Service			
High Statury Implication Mill SUL2014 Average Ac. Group Sam. Mil-199 Maged stature required Tome Required Mild Statury Implication Mild Statury Single Statury Single Statury None Required	Raagimono 1		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test		NDS	New Deal Sale			
Held Natury IIII CO000003 Pende Copers 97 11/11/2014 Awating Ac. George Iam. 16/21:99 CO0799 NC5 New Deal Sole Pendey Hearry IIIII CO000004 Westwood Dynamic 66 0001/0218 Awating Ac. George Iam. 16/21:99 CO0799 NC5 New Deal Sole Pendey Hearry IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and b	oner required	SERV	Service			
Image: Section of the standard in the s			Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta tone	r required	TON	Toner Required			
Image: Construction	Hold History		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789		NDS	New Deal Sale			
Pendio pittania Image: Control pittania Statuting			Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for	rental on current contract	NDR	New Deal Rental			
Constant © 0x000125 Operator / Technologies = 060/0125 Awating Ac. Carolina Su. 001/015 test RSP Report On Site Subo © 0x000127 Detron / Technologies = 060/0126 Awating Ac. Carolina Su. 001/015 test ERV Service On Site Subo © 0x000126 Detron / Technologies = 060/0126 Awating Ac. Carolina Su. Ditologies ERV Service © 0x000126 Detron / Technologies = 201/02015 Awating Ac. Carolina Su. Ditologies Detron / Technologies ERV Service © 0x000126 Heak Cort IF Spec = 221/02015 Awating Ac. Gardina Su. Ditolos Contract Coloure - CO000028 DR Setci Call Type ERV EVENT E			Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work	order	SERV	Service			
Image: Constraint of the			Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine		REP	Repair			
On See Info El CR000135 Mary Contrary 2705/2015 Awaring Ac. Cankina Suu 08:45:05 New contomer contact call DR Select Call Type El CR0000136 Hold PC-175 Nop 2210/2015 Awaring Ac. Cankina Suu 08:45:05 Contract Collower - C0000025 DR Select Call Type El CR0000136 Hold PC-175 Nop 2210/2015 Awaring Ac. Select Sall Type DR Select Call Type El CR0000136 Statil Time 2210/2015 Awaring Ac. Select Sall Type DR Select Call Type For Contract			Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test		REP	Repair			
Grade allow Ell C10000134 Had XP - IT Shop _22/07/0215 Awating Ac. Earlien Assa 13:56:55 Contract Closure - C0000028 DR Select Call Type Ell C0000134 Gene Tes Supples _22/07/0215 Awating Ac. Earlien Assa 13:56:55 Contract Closure - C0000028 DR Select Call Type Conditation			Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test		SERV	Service			
Image: Constant Image:	On Site Info		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New custome	contact call	DR	Select Call Type			
For Contract © 00000138 Just In Time 29/10/2015 Unkadopred 13:34-41 test IDGT Instalation © 00000139 Dell Primery 29/10/2015 Avaiting Ac Beinds Sha 14:20:35 2 ND5 New Deal Sele			Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	13:56:55	Contract Clos	ure - CO0000028	DR	Select Call Type			
C 04020139 Dol Primary _ 20(10)013 Avaiting Ac. Relinds that 14:20:35 2 Not New Deal Sole			Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Clos	ure - CO0000030	DR	Select Call Type			
OK0000199 Delf Primary	For Contract		Just In Time	29/10/2015	UnAssigned		13:34:41	test		INST	Installation			
Control 177			Dolf Primary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2		NDS	New Deal Sale			
		Count: 37	7											



- When you receive the Report Generation message to confirm:
 Do you want to print the Delivery report for call CN[number]?
- Click on Yes.

11011	Refresh My Calls	🖏 Save Filter	My Call Assign Start Work	8 Complete	Hold Per		Reinstate Print Reports					
nt a												
iter text to search P	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	s
Functions	Y 10:	(0)	-	×0:	10:	 0 	-0:	×0:	0	-0:	-O:	4
	▶ E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belnda Sha	13:59:38	Machine repair needed	REP	Repair			
	E CN0000051	Westwood Dynamic	51 05/08/2014				Toner for delivery	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
	E CN0000057	Westwood Dynamic	59 08/08/2014				Deliver full set of toners	TON	Toner Required			
Work In 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			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Notes	CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac				NDS	New Deal Sale			
1000.0		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Report Gene	ration	×	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac				SERV	Service			
	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Do you wan	t to print the	all delivery report for call CN0000042?	SERV	Service			
Assignments 1		Derton / Technologies	75 25/09/2014	Awaiting Ac				NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac			Yes No	SERV	Service			
		Titan Group	86 11/11/2014	Awaiting Ac				TON	Toner Required			
Hold History		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			
	E CN0000099	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			
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
On Site Info		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	⊞ CN0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
	E CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
For Contract	CN0000198	Just In Time	29/10/2015	UnAssigned		13:34:41	test	INST	Installation			
		Dolf Primary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2	NDS	New Deal Sale			
	Count: 37											
	Counci S7											

- The selected Report will display in the Reports **Preview** screen.
- From this screen you can make cosmetic changes to the document, as well as Save, Zoom, Add a Watermark, Export or Email the Call Report.
- Close the **Preview** screen when done.



2 Preview	- Ø x
File View Background	
20 AL 30 M - Q 4 4 4 4 4 4 4	
	Call Delivery Note
	v2514 ExampleCompany
	Street No and Road Name PO Box 1234
	Logo Area New Town
	City Durban South Africa South Africa
	0000 1234
	Reg No.: 0000000asa4521 Fax No.: 031124545
	VAT No.: 0000000 Tel No.: 031 123 4567
	Call Ref.: CN0000042
	IIII Date : 21/07/2014 00:00:00 Time : 13:59:38
Order No. :	Location :
Order No. 1 Order Ref :	Location :
Contract No.: CO000001	Serial No. :
Customer : Samantha	
Contact : Samantha	Marshall Shipping Address: 147 Tar Road U
	1234
Code Descrip	tion Serial No. Asset No. Qty
2020-147K Black ton	er 592020 1.00
4	*
Page 1 of 1	100% 🔿 —— () —— 💮

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

MNU.124.029