

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 Compatibility<sup>1</sup>

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
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		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			
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<sup>1</sup>BPO2 v2.5.1.3 or higher.



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			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			
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• 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					
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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			
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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					
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iter text to search P	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	s
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	▶ 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											
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- 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
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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

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