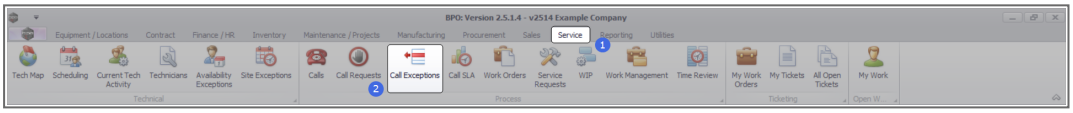
We are currently updating our site; thank you for your patience.

SERVICE

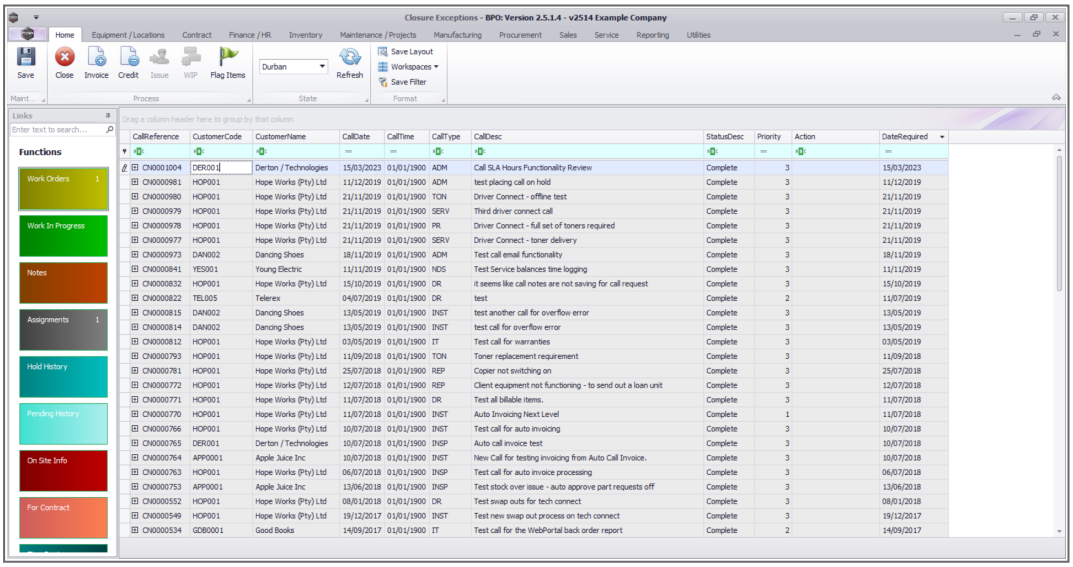
CLOSURE EXCEPTIONS - VIEW CALL DETAILS

As you investigate the Call Closure Exceptions, you may want to view or edit the call.

Ribbon Select **Service > Call Exceptions**



- The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.



- Double Click on the relevant call.

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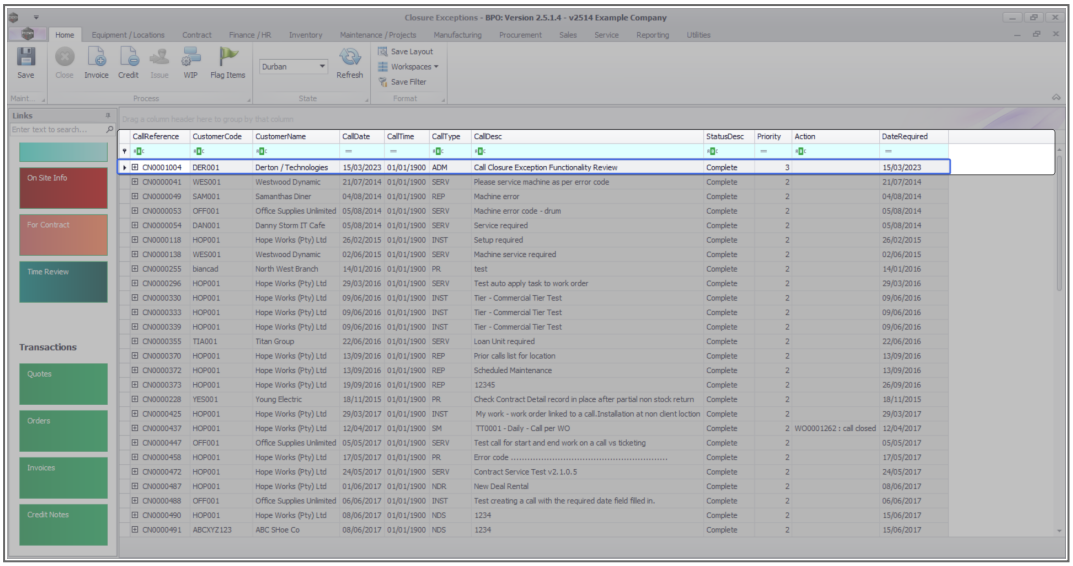
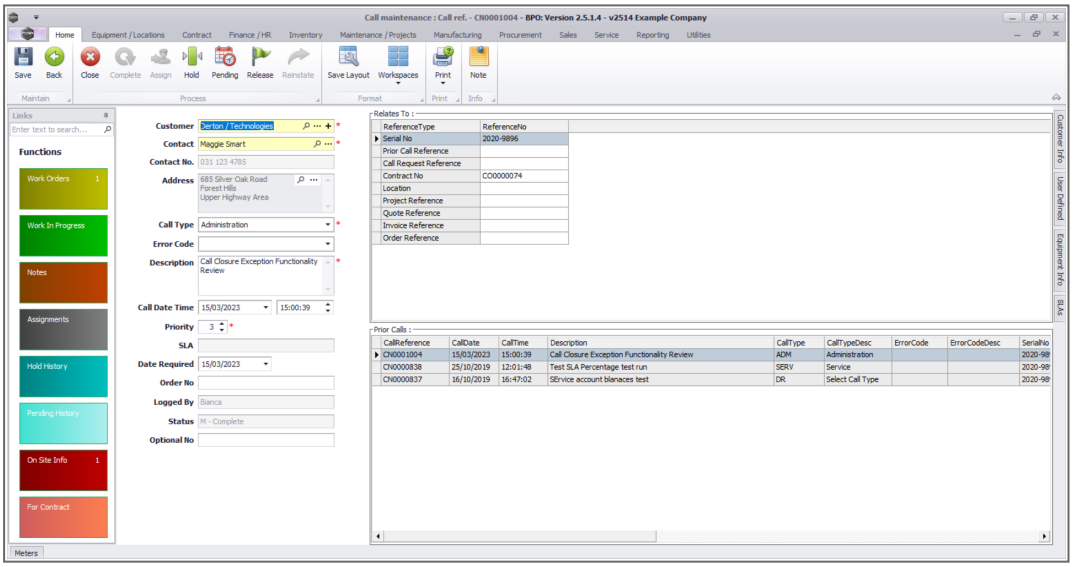


- This will open the Call Maintain screen for the selected call.
- You can click **Back** once you have viewed the call details, or **Save** if you have made changes.



For a detailed handling of this topic refer to Service - Introduction to Calls

Related Topics

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- Service - Introduction to Call Closure Exceptions
- Service - View Call Closure Exception Details
- Service - Closure Exceptions - View Call Details
- Service - Closure Exceptions - Invoice Call
- Service - Closure Exceptions - Credit Call
- Service - Closure Exceptions - Issue Stock
- Service - Closure Exceptions - WIP
- Service - Closure Exceptions - Flag Items

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