

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

## SERVICE

## CALL SLA MANAGEMENT – PLACE A CALL IN PENDING

A call can be placed in a **Pending** status by the Call Centre.

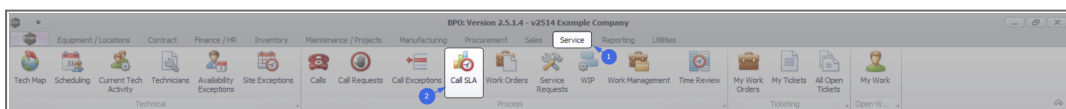
Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The [SLA Monitor](#) will continue to run. Refer to [Calls - Release a Call](#) for information on how to release a call from pending.



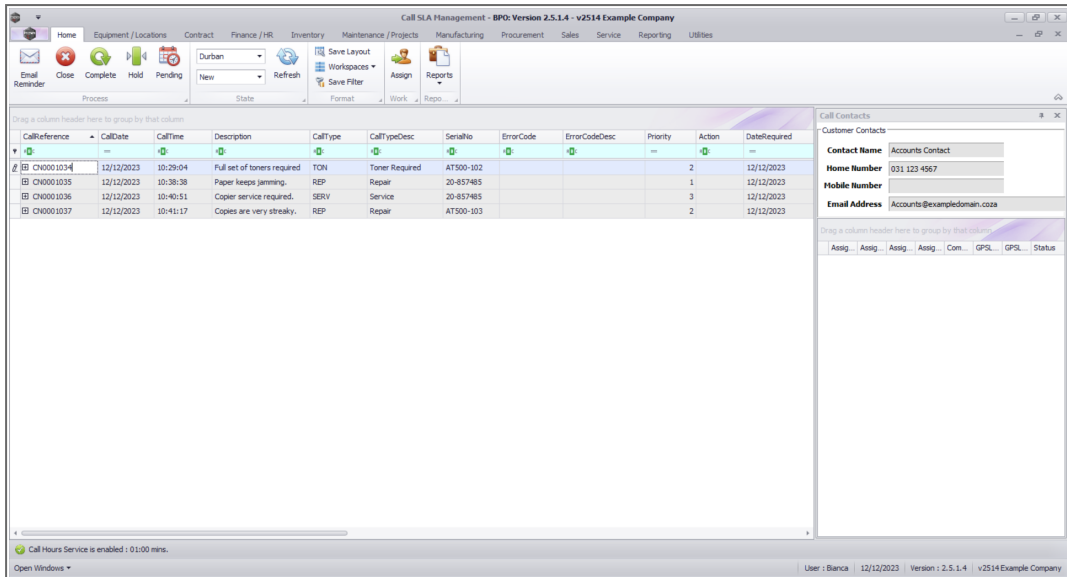
Using [Tech Connect](#), the call will be placed in the **Pending** status when the technician selects [End Work](#) on his device, with the [Resolution Action](#) as **Unresolved**.

## THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select **Service > Call SLA**

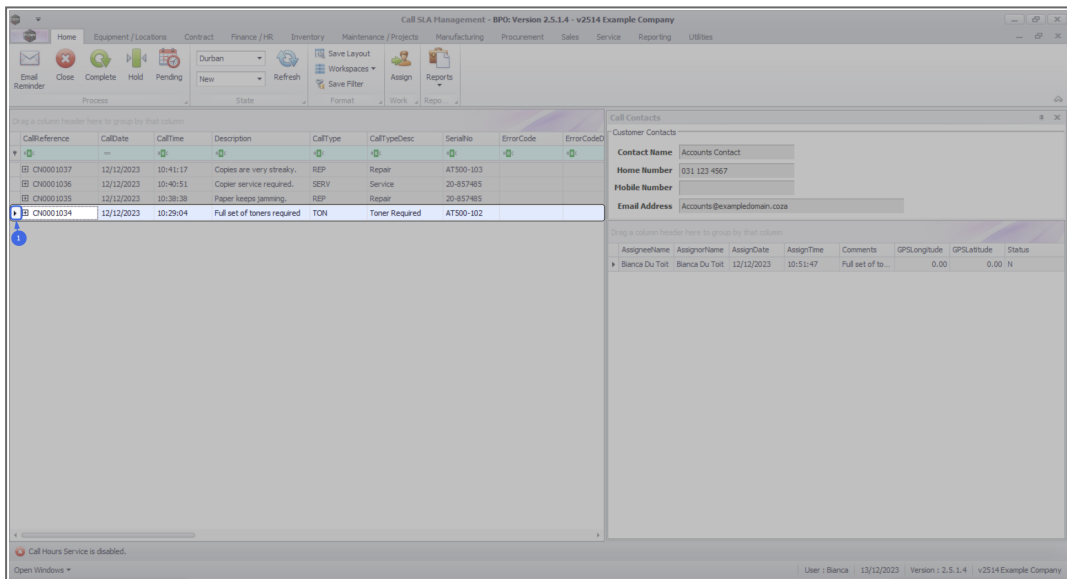


- The **Call SLA Management** Listing screen will display.

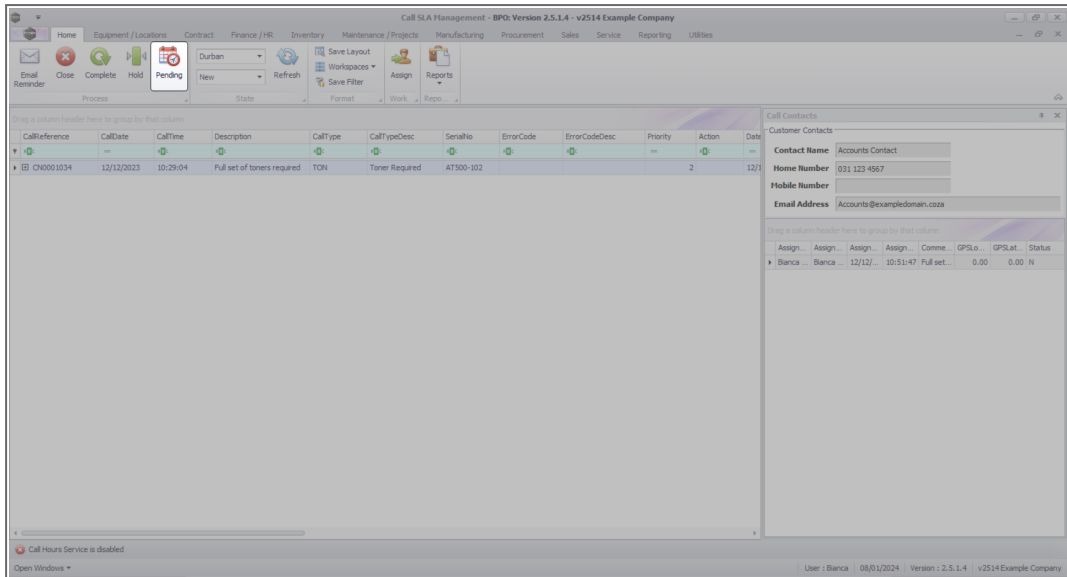


## PEND A CALL

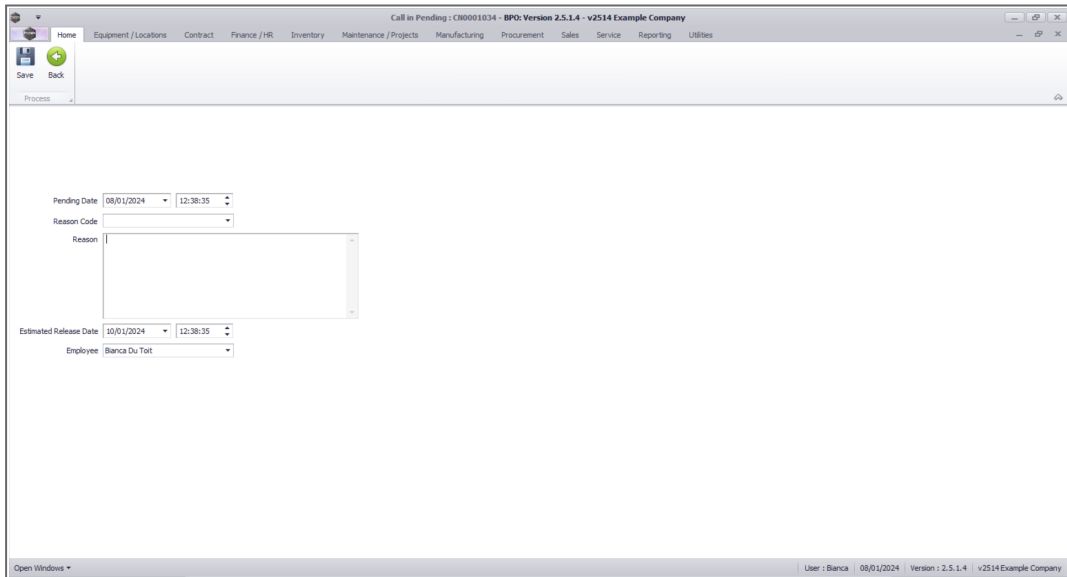
- Click on the row selector in front of the Call.



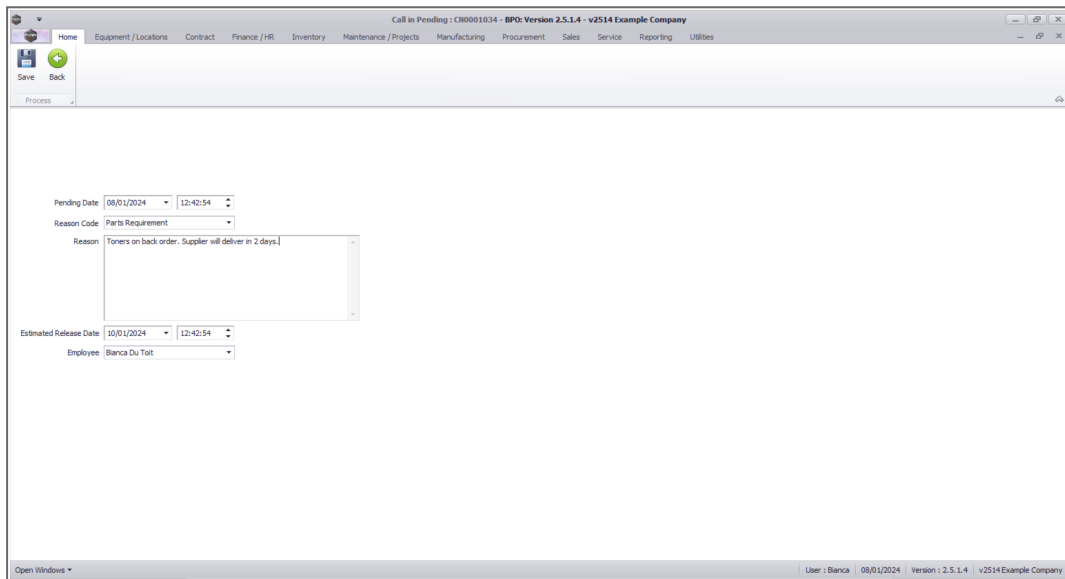
- Click on the **Pending** button.



- The **Call in Pending** maintain screen will come up, with the following fields populated:
  - **Pending Date and Time:** Current date and time.
  - **Estimated Release Date and time:** 2 days from current date and time.
  - **Employee:** The employee who is currently logged on.



- Complete the details as follows:
  - **Reason Code:** Select a [reason](#) for putting this call in pending.
  - **Hold Reason:** Expand on the reason for putting this call on hold, e.g. Required Spares on Back Order.
  - **Estimated Release Date:** a default of 2 days from the current day is populated by default, but this can be changed. For example, for parts on back order, the supplier may give an estimated delivery date.



Call in Pending: CM0001034 - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment/Locations Contract Finance/HR Inventory Maintenance/Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

Pending Date 08/01/2024 12:42:54

Reason Code Parts Requirement

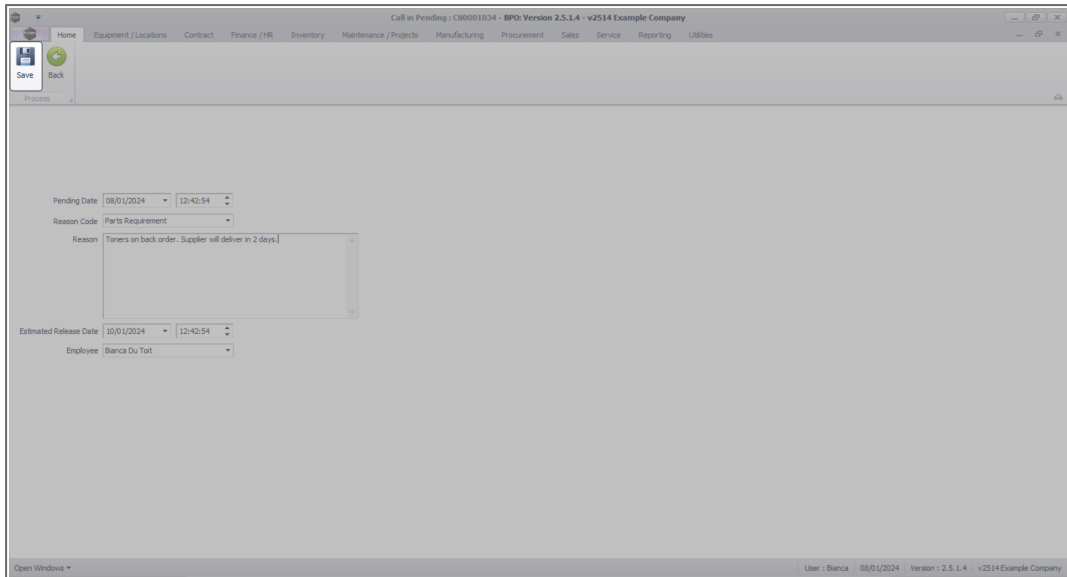
Reason Toners on back order. Supplier will deliver in 2 days.

Estimated Release Date 10/01/2024 12:42:54

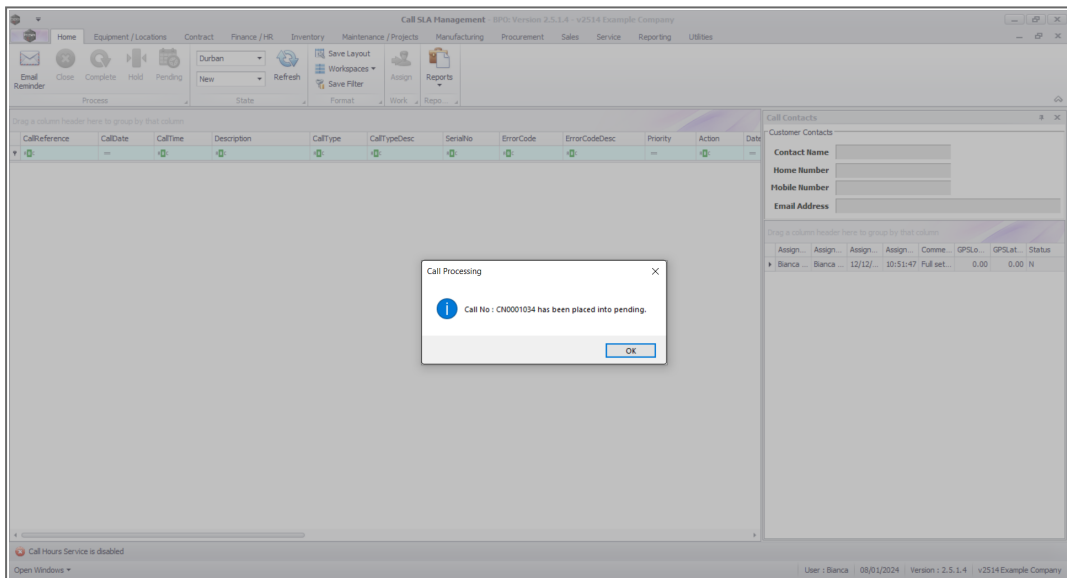
Employee Bianca Du Toit

Open Windows User: Bianca | 08/01/2024 | Version: 2.5.1.4 | v2514 Example Company

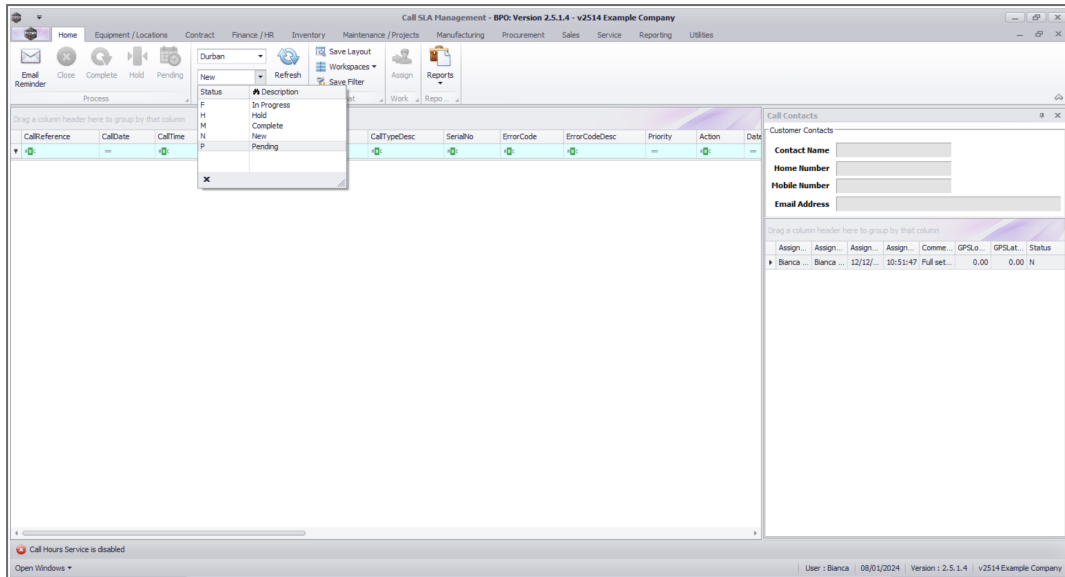
- Click on the **Save** button.



- A message box will come up, noting:
  - **The call, reference [call ref no] has been placed into pending.**



- The call will be placed in pending and moved to the **Pending** status.



## Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)
- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

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