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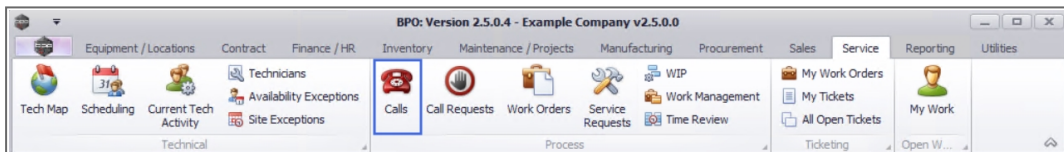
## SERVICE

### CALLS – THE EDIT BUTTONS

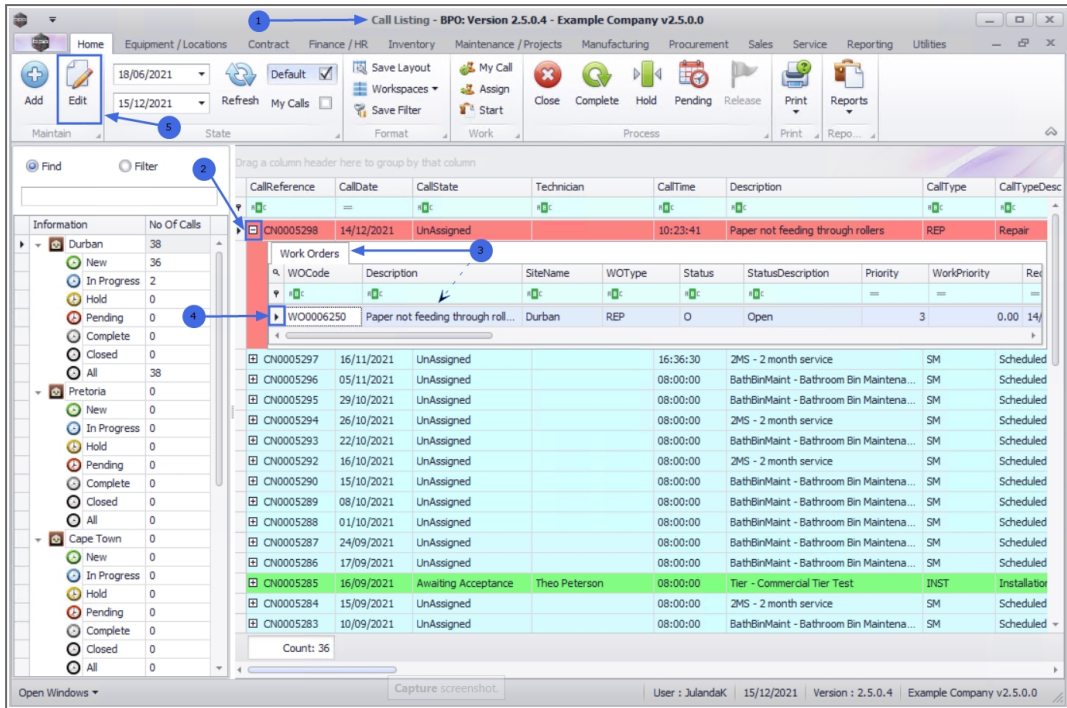
When a call is saved, BPO automatically generates a Work Order for the call that holds all the information logged against the call.

If the **Company**, **Contact**, or **Address** details for the customer have **changed**, then you can update the details directly in the call screen, by clicking on the **Edit [...]** (ellipsis) buttons in the relevant fields.

**Ribbon Access:** Service > Calls



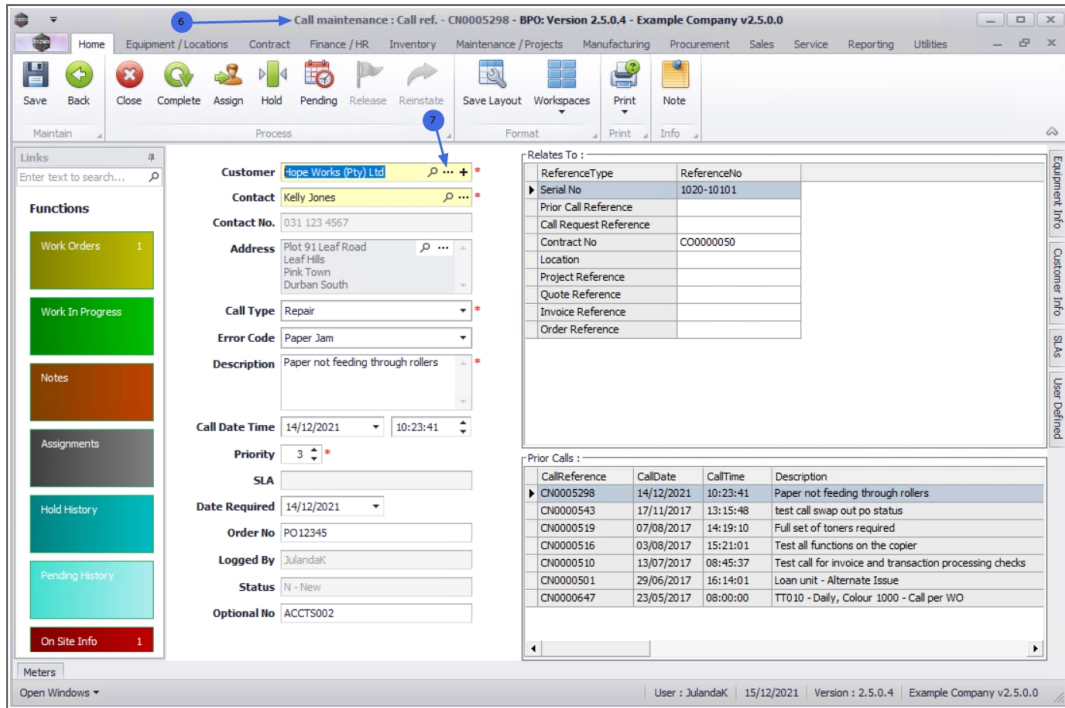
1. The **Call Listing** screen will be displayed.
2. Click on the **expand button [+]** in the row of the **call log** you wish to view the **work order details** for.
3. The **Work Order data grid** will be **expanded** to display the generated **work order number** and all the information for the call log.
4. Click in the **row** of the Work Order you wish to edit.
5. Click on **Edit**.



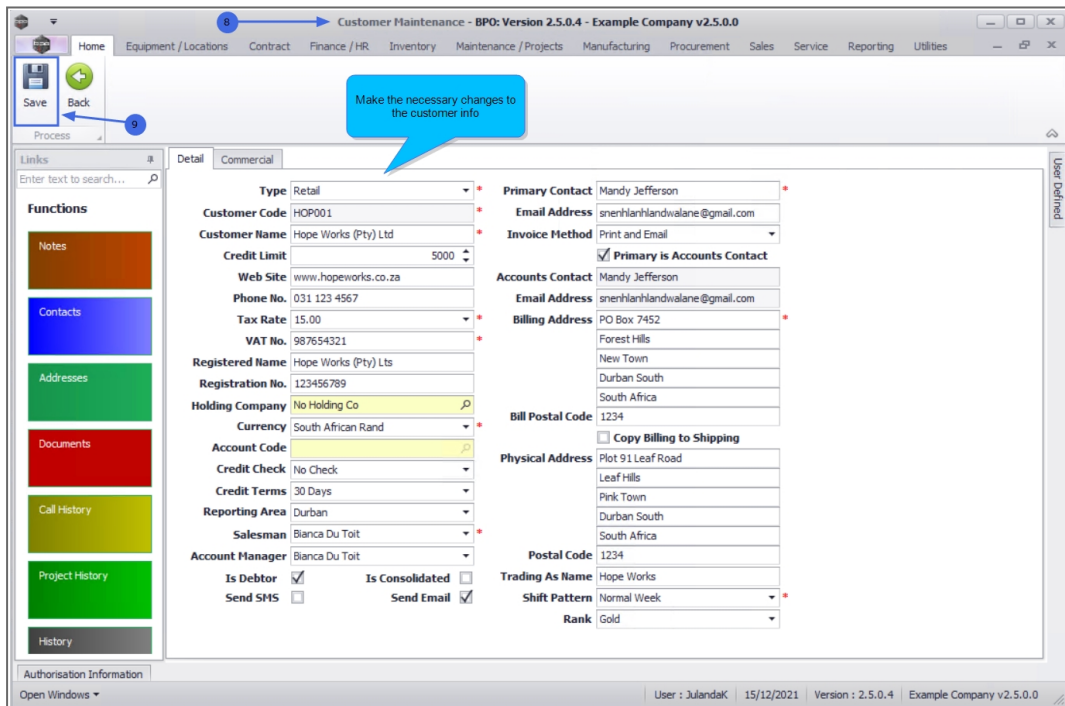
6. The **Call maintenance** screen will be displayed.

## EDIT CUSTOMER INFO

7. Click on the **Edit [...]** (ellipsis) button in the **Customer** field.



8. The **Customer Maintenance** screen will be displayed.
9. Edit the details for the customer and click on **Save** to return to the **Call maintenance** screen.



## ADD NEW CONTACT

When you are initially selecting the contact for the call log in the Call Maintenance screen, it may be that your contact is not listed. You can **add** a new contact directly from the Call maintenance screen.



Note that this contact should be set up as a Standard Contact. For additional help with this process, refer to [Calls - Add New Contact](#).

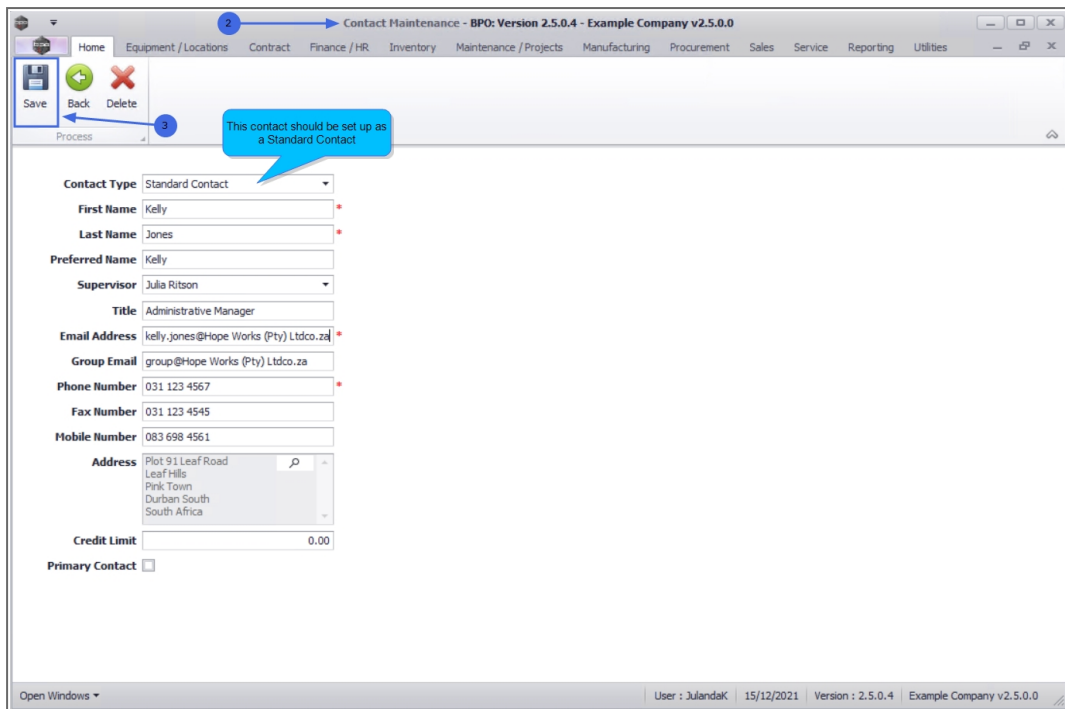
1. Click on the **Edit [...]** (ellipsis) button in the **Contact** field.

The screenshot shows the 'Call maintenance' screen for a call reference CN0005298. The 'Contact' field is highlighted in yellow and has an edit button (three dots) next to it, which is circled in blue with an arrow pointing to it. The contact details shown are: Customer: Hope Works (Pty) Ltd, Contact: Kelly Jones, Contact No.: 031 123 4567, Address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South, Call Type: Repair, Error Code: Paper Jam, Description: Paper not feeding through rollers, Call Date Time: 14/12/2021 10:23:41, Priority: 3, SLA, Date Required: 14/12/2021, Order No.: PO12345, Logged By: JulandaK, Status: N - New, Optional No.: ACCTS002. A 'Relates To' table is visible on the right, and a 'Prior Calls' table is at the bottom right.

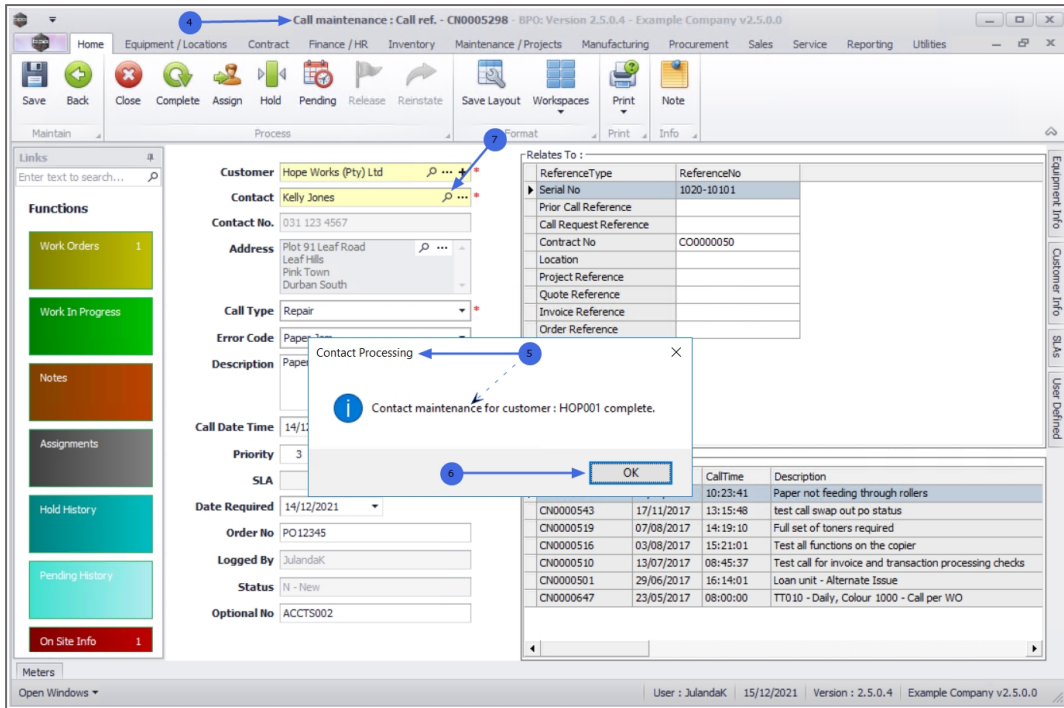
ReferenceType	ReferenceNo
Serial No	1020-10101
Prior Call Reference	
Call Request Reference	
Contract No	CO0000050
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

CallReference	CallDate	CallTime	Description
CN0005298	14/12/2021	10:23:41	Paper not feeding through rollers
CN0000543	17/11/2017	13:15:48	test call swap out po status
CN0000519	07/08/2017	14:19:10	Full set of toners required
CN0000516	03/08/2017	15:21:01	Test all functions on the copier
CN0000510	13/07/2017	08:45:37	Test call for invoice and transaction processing checks
CN0000501	29/06/2017	16:14:01	Loan unit - Alternate Issue
CN0000647	23/05/2017	08:00:00	TT010 - Daily, Colour 1000 - Call per WO

2. "The Contact Maintenance screen will be displayed." on page 3
3. Add the contact details as required and click on **Save**.

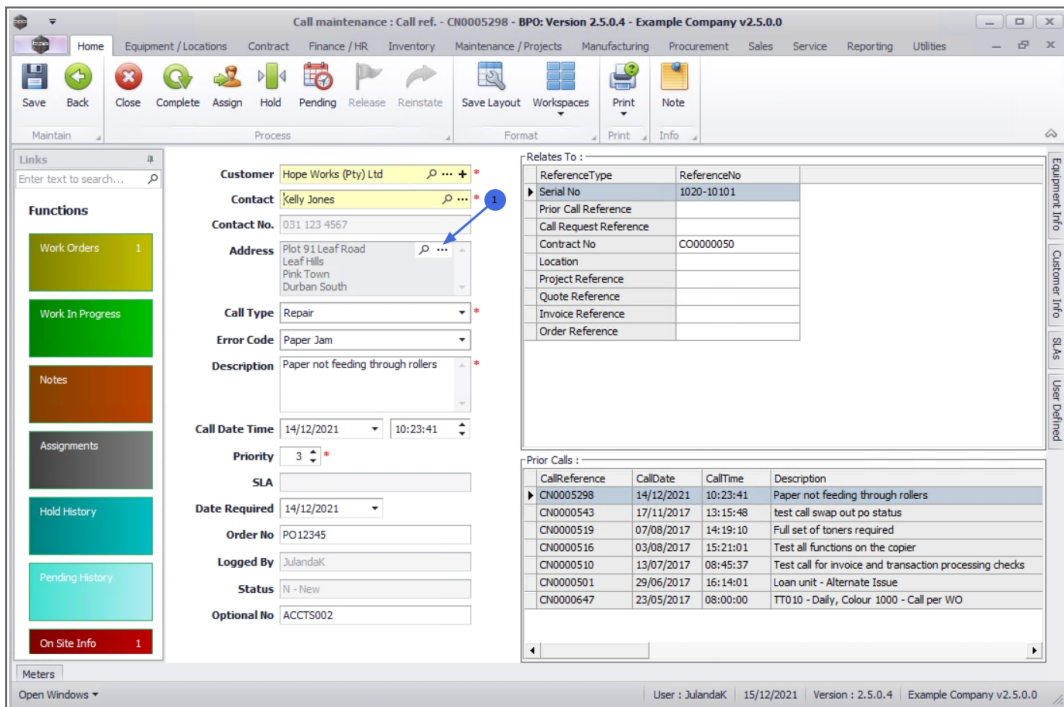


4. You will return to the **Call maintenance** screen.
5. When you receive the **Contact Processing** message to confirm that;
  - **Contact maintenance for customer : [customer code] complete.**
6. Click on **OK**.
7. The new contact will now be available when you use the **search** button in the Contact field.

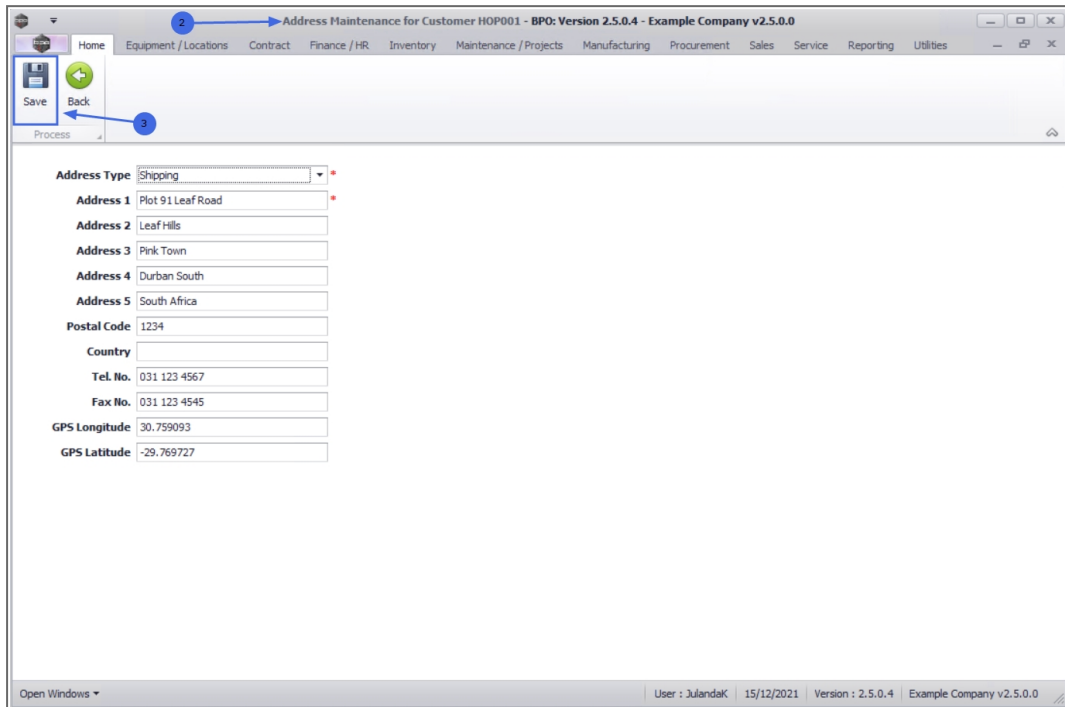


## EDIT CUSTOMER ADDRESS

1. Click on the **Edit [...]** (ellipsis) button in the **Address** field.



2. The **Address Maintenance for Customer** screen will be displayed.
3. Make the necessary changes to the address as required, then click on **Save**.



4. You will return to the **Call maintenance** screen.
5. When you receive the **Address Processing** message to confirm that;
  - **The address: [customer address] for customer has been saved.**
6. Click on **OK**.

The screenshot displays the 'Call maintenance' window for call reference CN0005298. The interface includes a top navigation bar with various modules like Home, Equipment/Locations, Contract, Finance/HR, Inventory, Maintenance/Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. A toolbar below the navigation bar contains buttons for Save, Back, Close, Complete, Assign, Hold, Pending, Release, Reinstate, Save Layout, Workspaces, Print, and Note. A left sidebar lists 'Functions' such as Work Orders, Work In Progress, Notes, Assignments, Hold History, Pending History, and On Site Info. The main area shows call details for 'Hope Works (Pty) Ltd' with contact 'Kelly Jones' and address 'Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South'. A 'Relates To' table lists various references. A dialog box titled 'Address Processing' is open, displaying a message: 'The address : Plot 91 Leaf Road for customer HOP001 has been saved.' with an 'OK' button. A table at the bottom right shows a list of call history entries with columns for Reference No, Date, Time, and Description.

Reference No	Date	Time	Description
CN0000543	17/11/2017	13:15:48	test call swap out po status
CN0000519	07/08/2017	14:19:10	Full set of toners required
CN0000516	03/08/2017	15:21:01	Test all functions on the copier
CN0000510	13/07/2017	08:45:37	Test call for invoice and transaction processing checks
CN0000501	29/06/2017	16:14:01	Loan unit - Alternate Issue
CN0000647	23/05/2017	08:00:00	TT010 - Daily, Colour 1000 - Call per WO

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