

SERVICE

CALLS – MY CALLS

A new call can be assigned to the user who is currently logged on to BPO, by clicking on the **My Call** button.

Calls can be filtered by selecting the **My Calls** check box.

Ribbon Access: *Service > Calls*



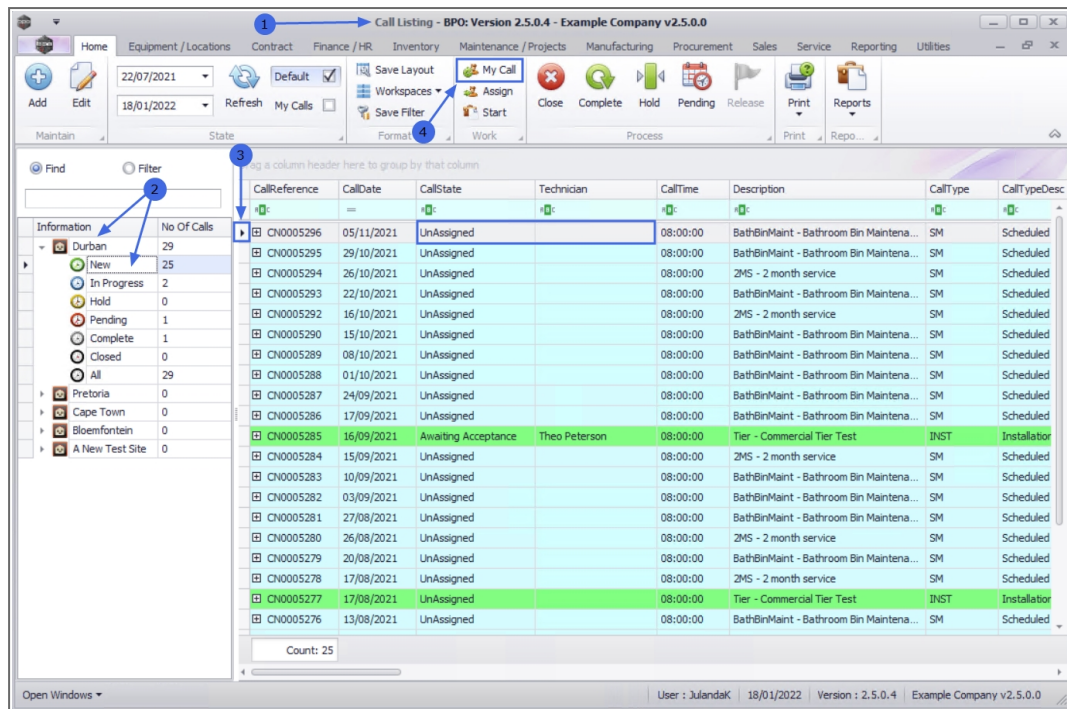
1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
 - The example has **Durban** as the site and **New** as status selected.
3. Click on the **row** of the **call** you wish to **assign** to **yourself**.

MY CALL

4. Click on the **My Call** button.



Note that the Call State for the selected Call is **UnAssigned** and the Technician column is empty.



Call Listing - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Find: [Search Box] Filter: [Filter Icon]

Information: No Of Calls

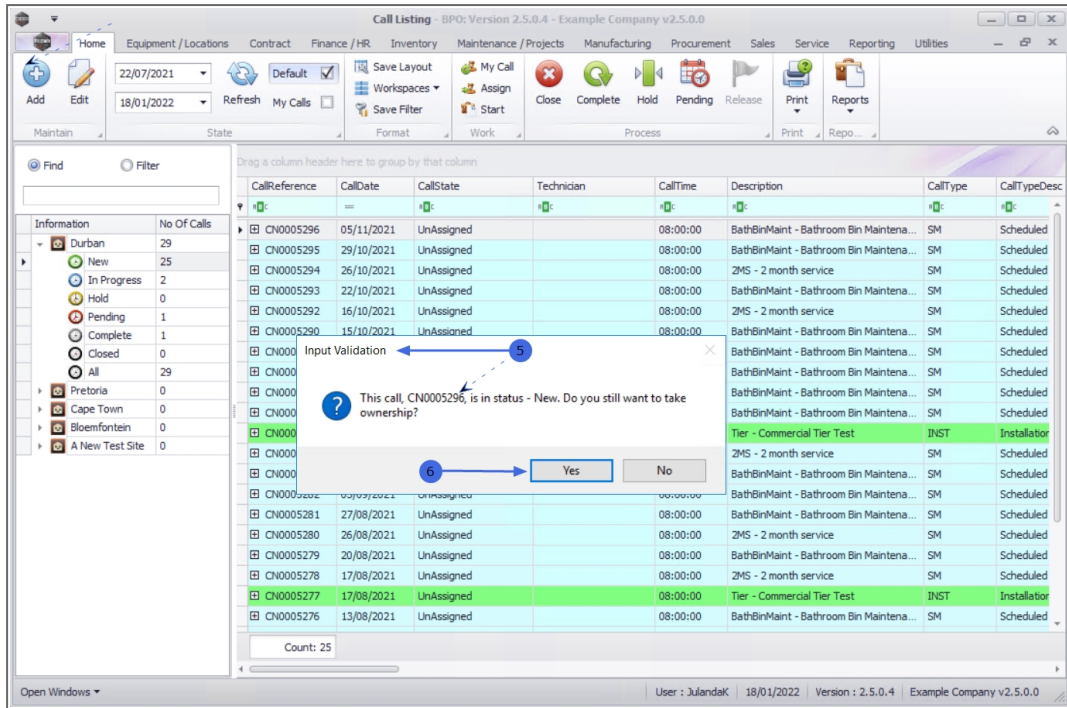
- Durban: 29
- New: 25
- In Progress: 2
- Hold: 0
- Pending: 1
- Complete: 1
- Closed: 0
- All: 29
- Pretoria: 0
- Cape Town: 0
- Bloemfontein: 0
- A New Test Site: 0

CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005294	26/10/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled
CN0005293	22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005292	16/10/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled
CN0005290	15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005288	01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005286	17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
CN0005284	15/09/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled
CN0005283	10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005282	03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005280	26/08/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled
CN0005279	20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005278	17/08/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled
CN0005277	17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
CN0005276	13/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled

Count: 25

User: JufandaK | 18/01/2022 | Version: 2.5.0.4 | Example Company v2.5.0.0

- When you receive the **Input Validation** message to confirm;
 - This call, CN[ref. number], is in status - [status]. Do you still want to take ownership?**
- Click on **Yes**.



The screenshot shows the 'Call Listing' application interface. On the left, there is a sidebar with a tree view showing locations and their respective call counts. The main area displays a table of calls with columns: CallReference, CallDate, CallState, Technician, CallTime, Description, CallType, and CallTypeDesc. A dialog box titled 'Input Validation' is open, asking: 'This call, CN0005296, is in status - New. Do you still want to take ownership?'. The dialog has 'Yes' and 'No' buttons. A blue arrow labeled '5' points to the 'Yes' button, and another blue arrow labeled '6' points to the 'No' button.

Information	No Of Calls
Durban	29
New	25
In Progress	2
Hold	0
Pending	1
Complete	1
Closed	0
All	29
Pretoria	0
Cape Town	0
Bloemfontein	0
A New Test Site	0

CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005294	26/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled
CN0005293	22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005292	16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled
CN0005290	15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005289	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005288	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005287	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005286	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005285	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005284	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005283	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005282	05/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005280	26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled
CN0005279	20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005278	17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled
CN0005277	17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
CN0005276	13/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled

Count: 25

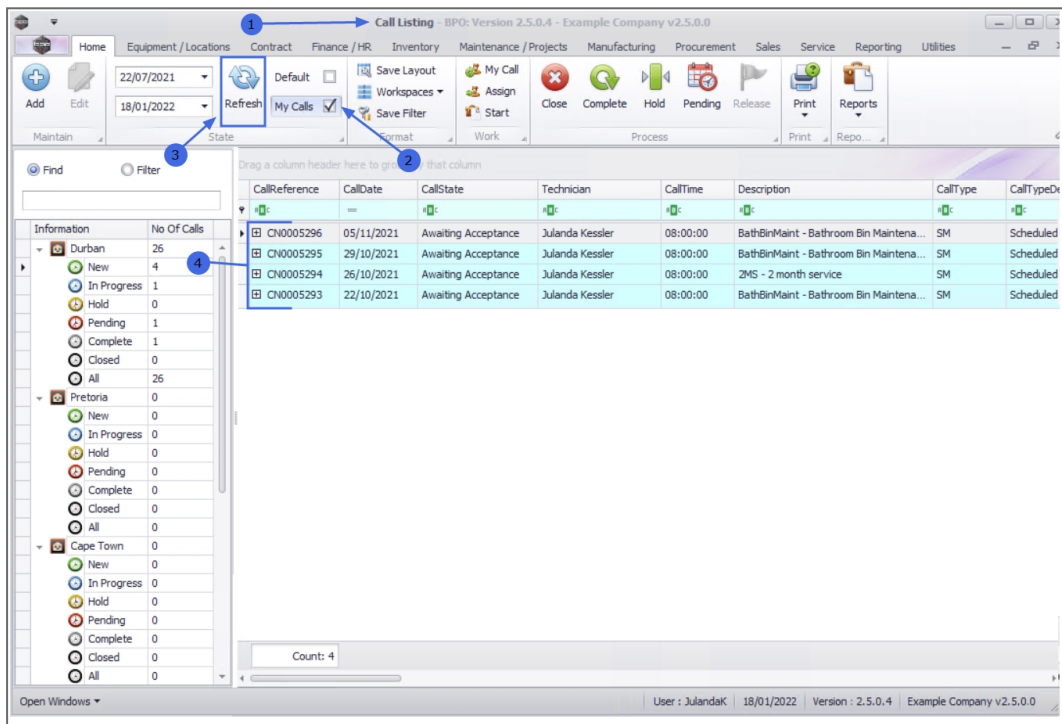
- Next you will receive the **Call Processing** message to confirm that;
 - Ownership of call, reference CN[ref. number], has been successful.**
- Click on **OK**.

9. The call has now been **assigned** to you (the person currently logged on to BPO2).

VIEW MY CALLS

Filter the Calls on the Call list that have been issued to you, the person logged onto the system.

1. From the **Call Listing** screen,
2. Click on the **My Calls** check box.
3. Click on **Refresh**.
4. The Call Listing screen will now filter only the **calls assigned to you** (the person currently logged on to BPO2).



The screenshot shows the 'Call Listing' screen in the CO3 system. The interface includes a top menu bar with various tabs like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with buttons for Add, Edit, Maintain, Refresh, My Calls, Workspaces, Save Layout, Save Filter, Assign, Start, Close, Complete, Hold, Pending, Release, Print, and Reports. The main area is divided into a left sidebar for filtering by location and status, and a central table of call records. The 'My Calls' checkbox is checked, and the 'Refresh' button is highlighted. The table displays call details such as CallReference, CallDate, CallState, Technician, CallTime, Description, CallType, and CallTypeD.

CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeD
CN0005296	05/11/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005295	29/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled
CN0005294	26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 month service	SM	Scheduled
CN0005293	22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled

Count: 4

User: JulandaK | 18/01/2022 | Version: 2.5.0.4 | Example Company v2.5.0.0

MNU.122.034

