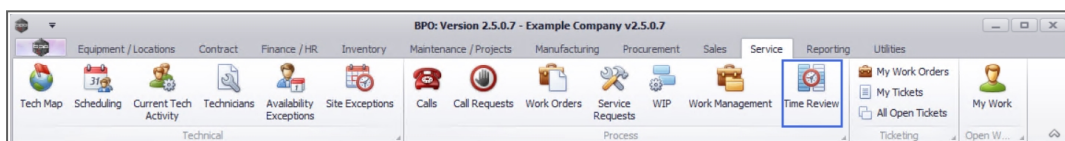


SERVICE

TIME REVIEW – VIEW A CALL

The Call linked to the work order can be maintained using the **View Call** function.

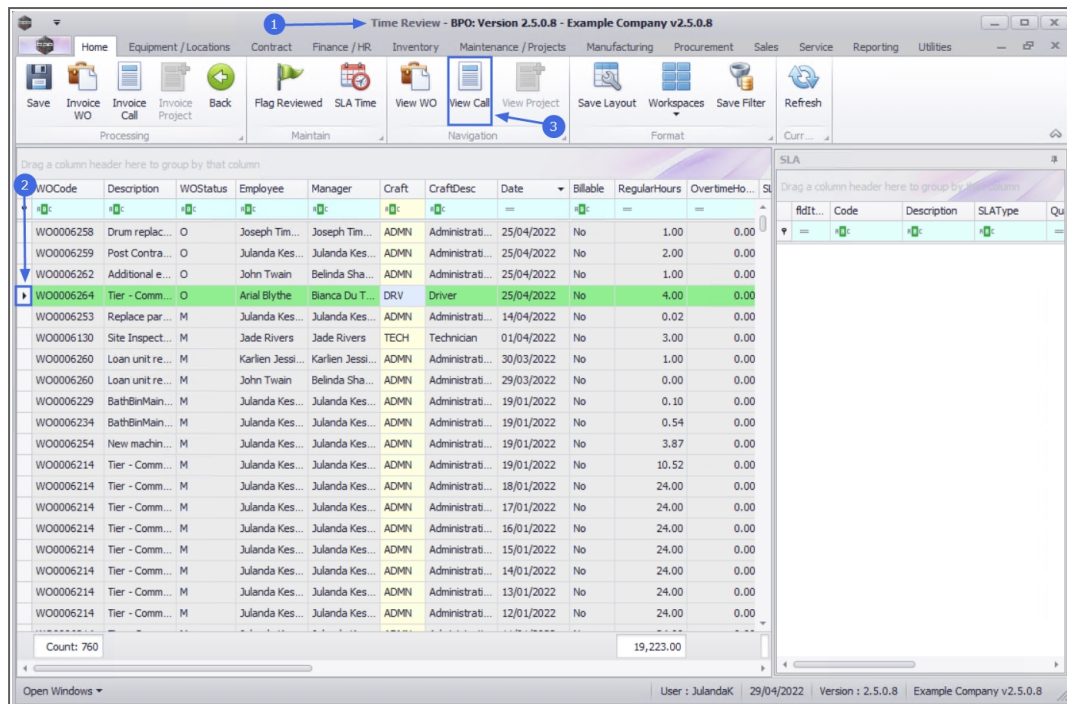
Ribbon Access: *Service > Time Review*



1. The **Time Review** screen will be displayed.
2. Click on the **row** of the work order you wish to view.

If the work order is linked to a **Call** then both the **View WO** and **View Call** buttons will be active.

3. Click on **View Call**.



4. "Call Details" on page 4
5. You may wish to update the Call detail. The **Functions** tiles are available to link and update the functions related to the call.
6. The Call **Process** can be applied the call.
7. Click on **Save** to save any changes made,
 - or click on **Back** to return to the Time Review screen.

Call maintenance : Call ref. - CN0005291 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Process

Links Enter text to search...

Functions

- Work Orders 2
- Work In Progress
- Notes
- Assignments
- Hold History
- Pending History
- On Site Info 1

Customer: **lope Works (Pty) Ltd**

Contact: **Henry Rowe**

Contact No.: 031 555 1234

Address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South

Call Type: Installation

Error Code:

Description: Tier - Commercial Tier Test

Call Date Time: 16/10/2021 08:00:00

Priority: 2

SLA: 0.00

Date Required: 16/10/2021

Order No:

Logged By: JulandaK

Status: M - Complete

Optional No:

Relates To:

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Call Request Reference	
Contract No	
Location	Forest Hills Centre
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls:

CallReference	CallDate	CallTime	Description
CN0005291	16/10/2021	08:00:00	Tier - Commercial Tier Test
CN0005285	16/09/2021	08:00:00	Tier - Commercial Tier Test
CN0005277	17/08/2021	08:00:00	Tier - Commercial Tier Test
CN0005269	17/07/2021	08:00:00	Tier - Commercial Tier Test
CN0005260	17/06/2021	08:00:00	Tier - Commercial Tier Test
CN0005255	18/05/2021	08:00:00	Tier - Commercial Tier Test
CN0005247	17/04/2021	08:00:00	Tier - Commercial Tier Test
CN0005241	17/03/2021	08:00:00	Tier - Commercial Tier Test
CN0005233	17/02/2021	08:00:00	Tier - Commercial Tier Test

Meters

Open Windows

User : JulandaK 29/04/2022 Version : 2.5.0.8 Example Company v2.5.0.8

Related Topics

- [Calls - Close a Call](#)
- [Calls - Complete a Call](#)
- [Calls - Assign a Call](#)
- [Calls - Place on Hold](#)
- [Calls - Move to Pending Status](#)
- [Calls - Release a Call](#)

MNU.075.006

