

SERVICE

CALLS - MOVE TO PENDING

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

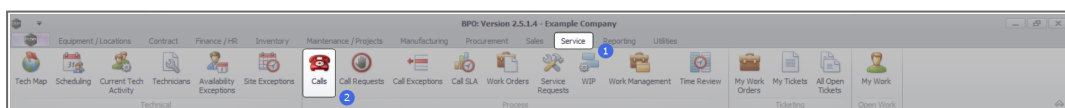
A call can be placed in a **Pending** status by the Call Centre.

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**.

Ribbon Select **Service > Calls**



- The **Call Listing** screen will be displayed.

¹BPO2 v2.5.1.3 or higher

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Sawmills Owner	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:11:11	Order new coil for motor	CR	Change Request			an123		3
IB CH0000992	Top Industry Hrs	20/10/2022	Awaiting Acceptance	Daniel Belgreen	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234OLD	3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	CR	Testing			2020-2222		3
IB CH0000988	Young Electric	01/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	01/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	01/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Sawmills Owner	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:11:11	Order new coil for motor	CR	Change Request			an123		3
IB CH0000992	Top Industry Hrs	20/10/2022	Awaiting Acceptance	Daniel Belgreen	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234OLD	3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	CR	Testing			2020-2222		3
IB CH0000988	Young Electric	01/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	01/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	01/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

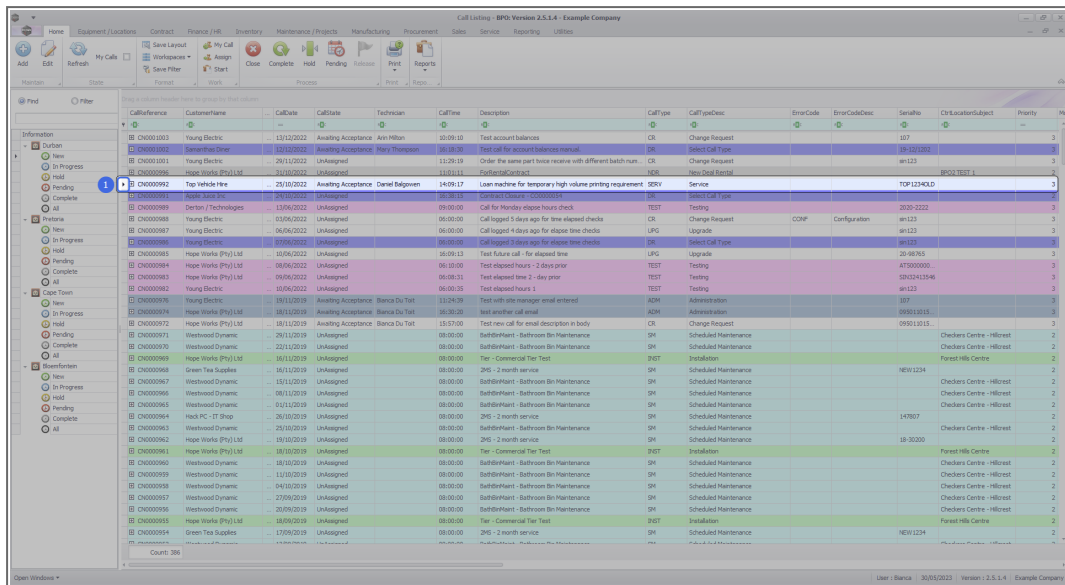
Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company



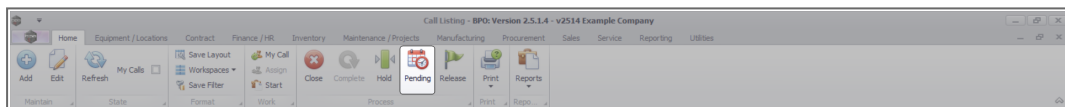
Note that call must be in either the **New**, **In Progress** or **Complete** status to be moved to **Pending**.

- Select the **Call** you wish to work with.



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hillan	Test account balances	CR	Change Request			107		3
BI CH0001002	Benham's Owner	12/12/2022	Awaiting Acceptance	Wendy Thompson	Test call for account balances manual	CR	Select Call Type			107-101002		3
BI CH0001001	Young Electric	26/11/2022	UnAssigned		Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BI CH0000996	Hope Works (Pty) Ltd	21/10/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				BPO2 TEST - 1	2
BI CH0000992	Top Value Hire	25/10/2022	Awaiting Acceptance	Daniel Beliveau	Loan machine for temporary high volume printing requirement	SRV	Service				TOP123456	3
BI CH0000991	Abdel Joud Inc.	24/10/2022	UnAssigned		Contract closure 1000000001	SR	Select Call Type					3
BI CH0000989	Depton / Technologies	13/06/2022	UnAssigned		Call for Monday elapsed hours check	TEST	Testing			2025-2222		3
BI CH0000988	Young Electric	03/06/2022	UnAssigned		Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BI CH0000987	Young Electric	06/06/2022	UnAssigned		Call logged 4 days ago for elapsed time checks	UPG	Upgrade			an123		3
BI CH0000986	Young Electric	07/06/2022	UnAssigned		Call logged 3 days ago for elapsed time checks	SR	Select Call Type			an123		3
BI CH0000985	Hope Works (Pty) Ltd	06/06/2022	UnAssigned		Test future call - for elapsed time	UPG	Upgrade			20-0674		3
BI CH0000984	Hope Works (Pty) Ltd	06/06/2022	UnAssigned		Test elapsed hours - 2 days prior	TEST	Testing			AT500000		3
BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	UnAssigned		Test elapsed time 2 - day prior	TEST	Testing			SR12345678		3
BI CH0000982	Young Electric	03/06/2022	UnAssigned		Test elapsed hours 1	TEST	Testing			an123		3
BI CH0000976	Young Electric	09/11/2019	Awaiting Acceptance	Bianca Du Toit	Test with site manager email ordered	ADM	Administration			107		3
BI CH0000974	Hope Works (Pty) Ltd	08/11/2019	Awaiting Acceptance	Bianca Du Toit	Test another call email	ADM	Administration			080810101		3
BI CH0000972	Hope Works (Pty) Ltd	08/11/2019	Awaiting Acceptance	Bianca Du Toit	Test new call for email description in body	CR	Change Request			09011015		3
BI CH0000971	Westwood Dynamic	20/11/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000970	Westwood Dynamic	22/11/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000969	Hope Works (Pty) Ltd	08/11/2019	UnAssigned		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000968	Green Tea Supplies	08/11/2019	UnAssigned		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BI CH0000967	Westwood Dynamic	08/11/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000966	Westwood Dynamic	08/11/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000965	Westwood Dynamic	08/11/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000964	Mock PC - IT Shop	26/10/2019	UnAssigned		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BI CH0000963	Westwood Dynamic	25/10/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000962	Hope Works (Pty) Ltd	08/10/2019	UnAssigned		2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BI CH0000961	Hope Works (Pty) Ltd	08/10/2019	UnAssigned		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000960	Westwood Dynamic	08/10/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000959	Westwood Dynamic	11/10/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000958	Westwood Dynamic	04/10/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000957	Westwood Dynamic	27/09/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000956	Westwood Dynamic	20/09/2019	UnAssigned		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BI CH0000955	Hope Works (Pty) Ltd	08/09/2019	UnAssigned		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	UnAssigned		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Pending** button.

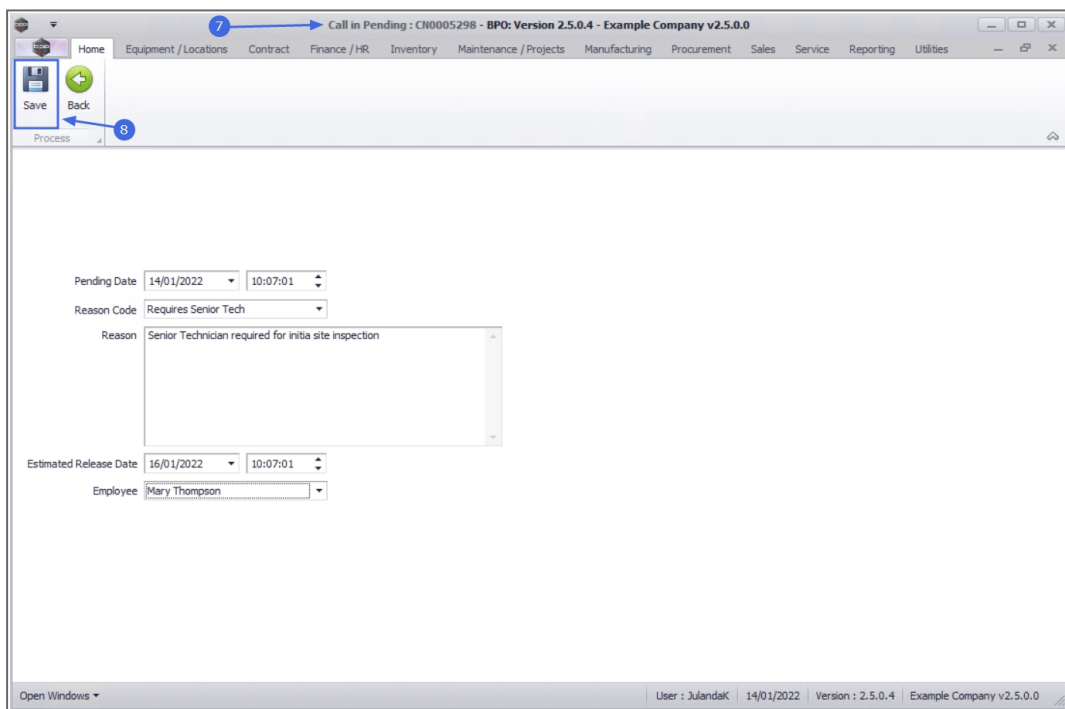


- The **Call in Pending: [call ref. number]** screen will be displayed.
 - Pending Date:** The current date and time will display.
 - Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date, if required.
 - Time:** Type in or use the **arrow** indicators to select an alternative time, if required.
 - Maintenance / Projects:** Click on the down **arrow** to select a reason code from the drop-down list.



Refer to **Call Pending Reason Code** to configure reason codes, if necessary.

- **Reason:** Type in the details as to the reason for having to placed the call in the Pending status.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days after the Pending Date.
 - **Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date, if required.
 - **Time:** Type in or use the **arrow** indicators to select an alternative time, if required.
- **Employee:** The employee currently logged on to the system will be displayed in this field. Click on the down **arrow** to select an alternative name, if required.
- When you have finished adding details to this screen, click on **Save**.



Call in Pending : CN0005298 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

Save Back

Process

Pending Date 14/01/2022 10:07:01

Reason Code Requires Senior Tech

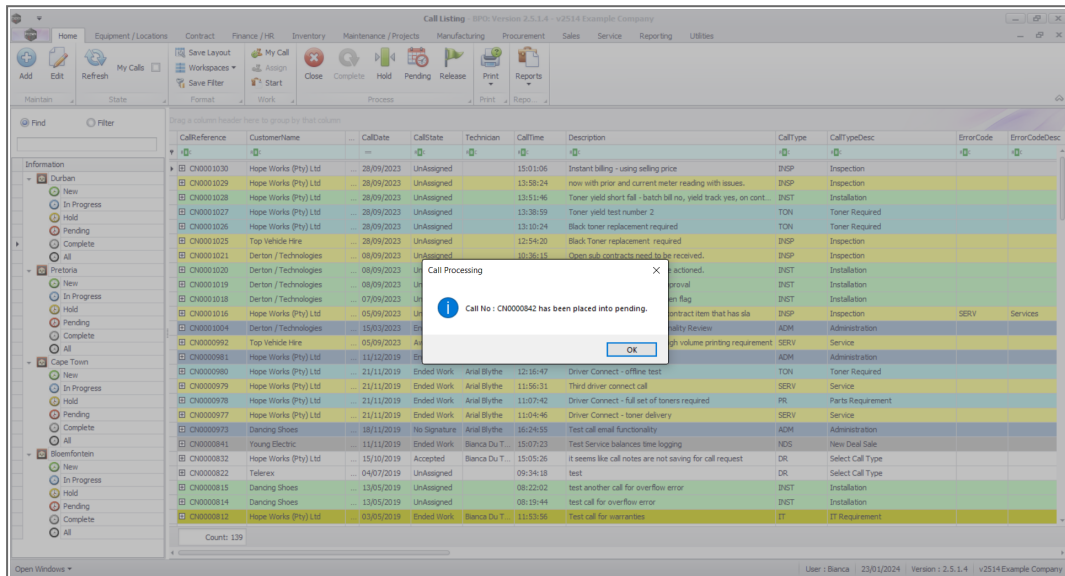
Reason Senior Technician required for initial site inspection

Estimated Release Date 16/01/2022 10:07:01

Employee Mary Thompson

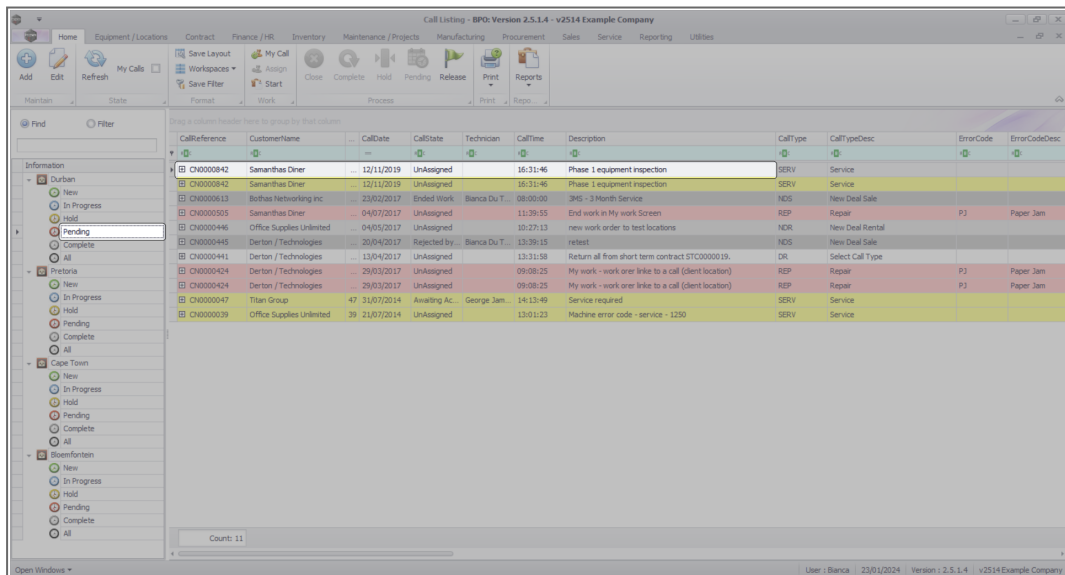
Open Windows User : JulandaK 14/01/2022 Version : 2.5.0.4 Example Company v2.5.0.0

- You will return to the **Call Listing** screen.
- When you receive the **Call Processing** message to confirm that;
 - Call No: CN[ref. number] has been placed into Pending.**
- Click on **OK**.



The screenshot shows the 'Call Listing' application window. On the left, there is a sidebar with filters for 'Information', 'Status', and 'Location'. The main area displays a table of calls with columns: CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. A modal dialog box titled 'Call Processing' is overlaid on the table, showing a message: 'Call No: CN0000842 has been placed into pending.' with an 'OK' button.

- The Call can no longer be viewed in the current list. Change the **Status** to **Pending**, to view the Call.



The screenshot shows the 'Call Listing' application window with the 'Pending' status filter selected in the sidebar. The main area displays a table of calls with columns: CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. The list of calls is updated to show only pending calls.

Related Topics

- [Calls - Release a Call](#)

MNU.122.007