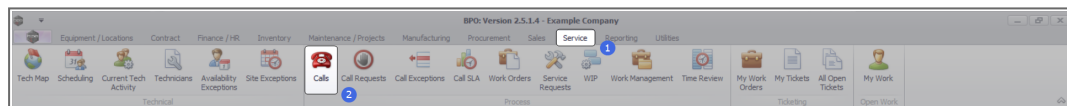# SERVICE

CALLS – CALL REPORT

> **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 Compatibility[1]. 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.

The **Call Report** returns the main call information as well as the call assignments and prior calls.
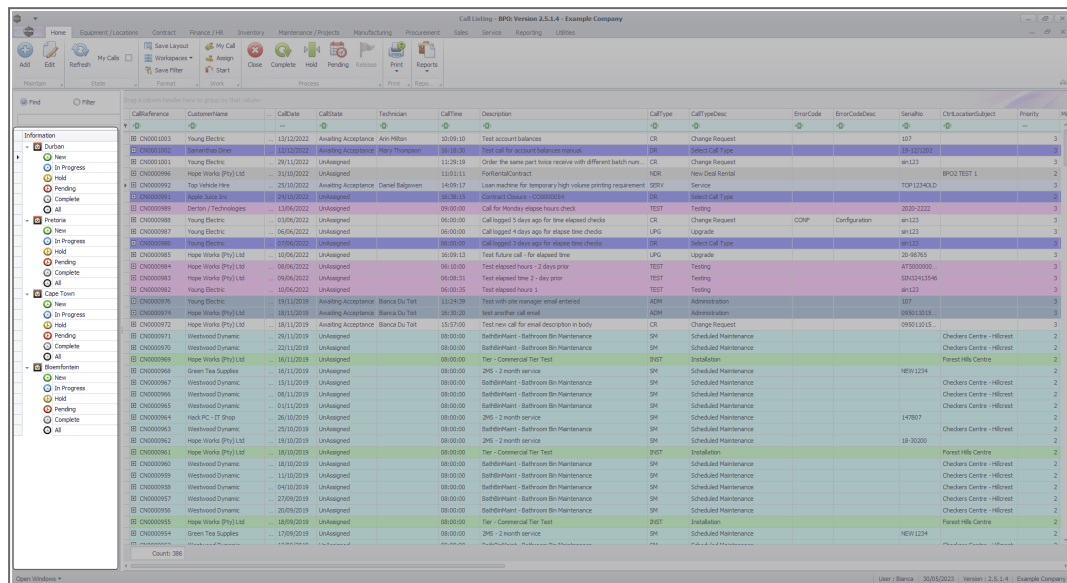
Ribbon Select ***Service > Calls***

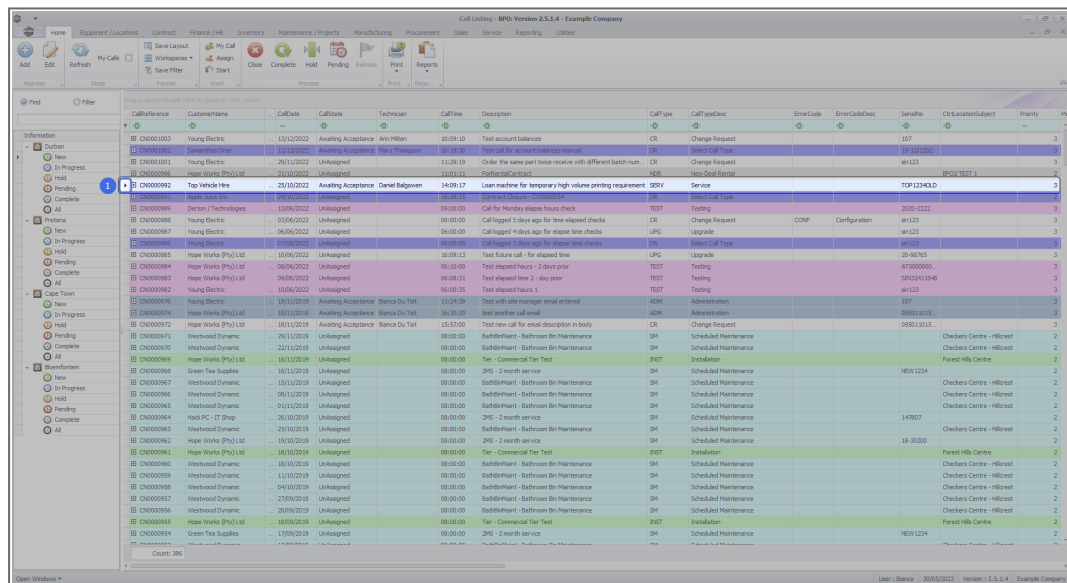- The ***Call Listing*** screen will be displayed.

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[1]BPO2 v2.5.1.3 or higher

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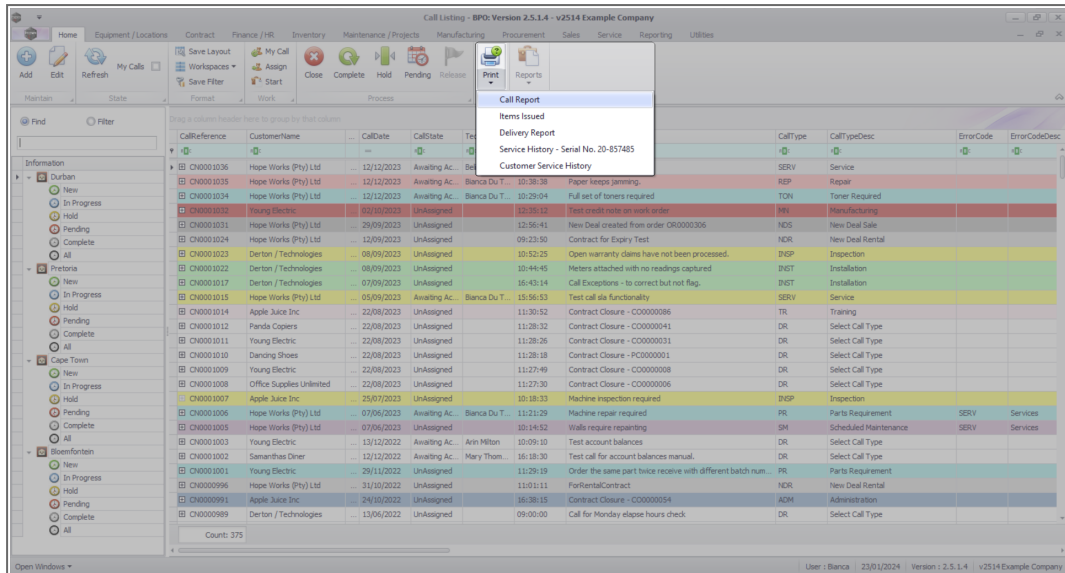- Click on the relevant *Site* for the calls you wish to view.

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

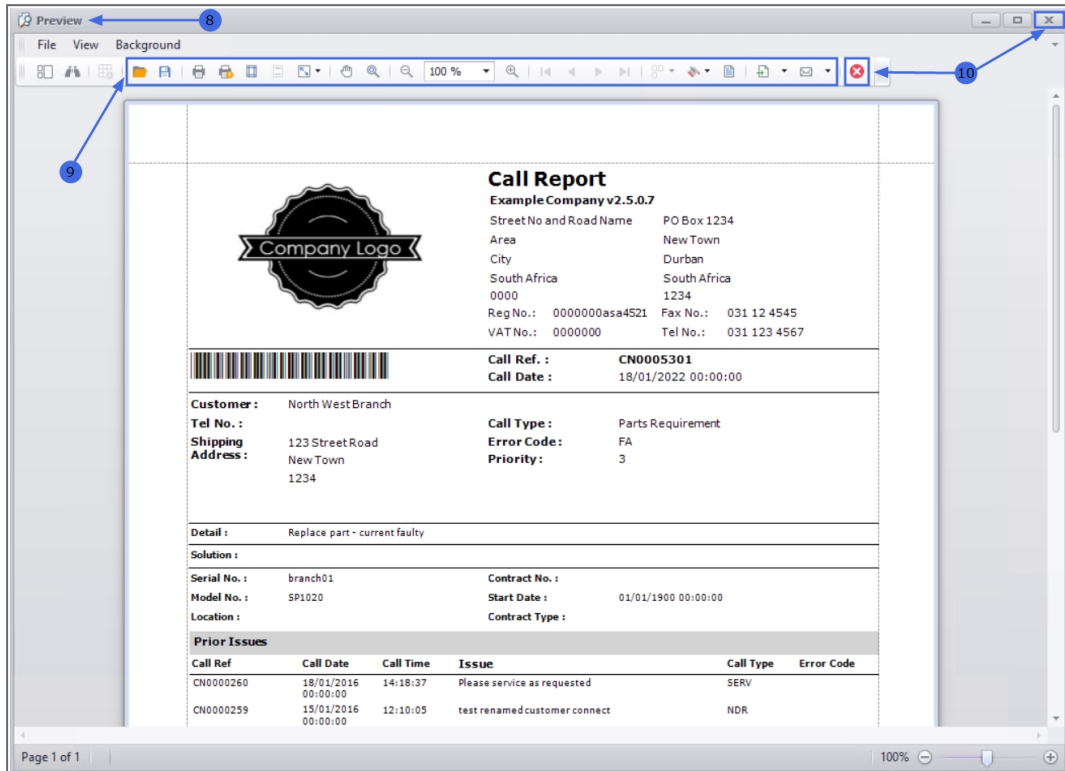- Click on the *Print* button to display a list of *Report Options*.
- Click on *Call Report*.

- When you receive the *Report Generation* message to confirm;
  - *Do you want to print the call report for call CN[number]?*
- Click on *Yes*.

- The selected Report will display in the Reports *Preview* screen.

- From this screen you can make cosmetic changes to the document, as well as *Save*, *Zoom*, *Add a Watermark*, *Export* or *Email* the Call Report.
- Close the *Preview* screen when done.

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