

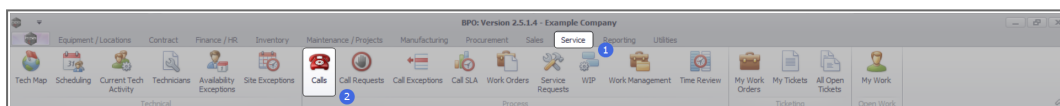
SERVICE

CALLS - DELIVERY REPORT

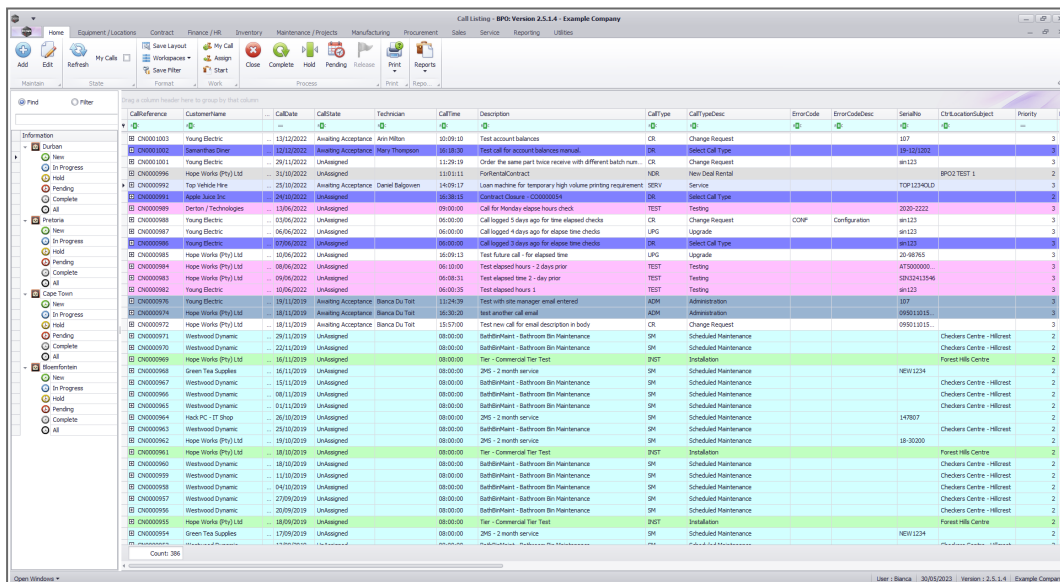
Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For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

All issues made to a Call has been combined on one Call Delivery Note.

Ribbon Select Service > Calls



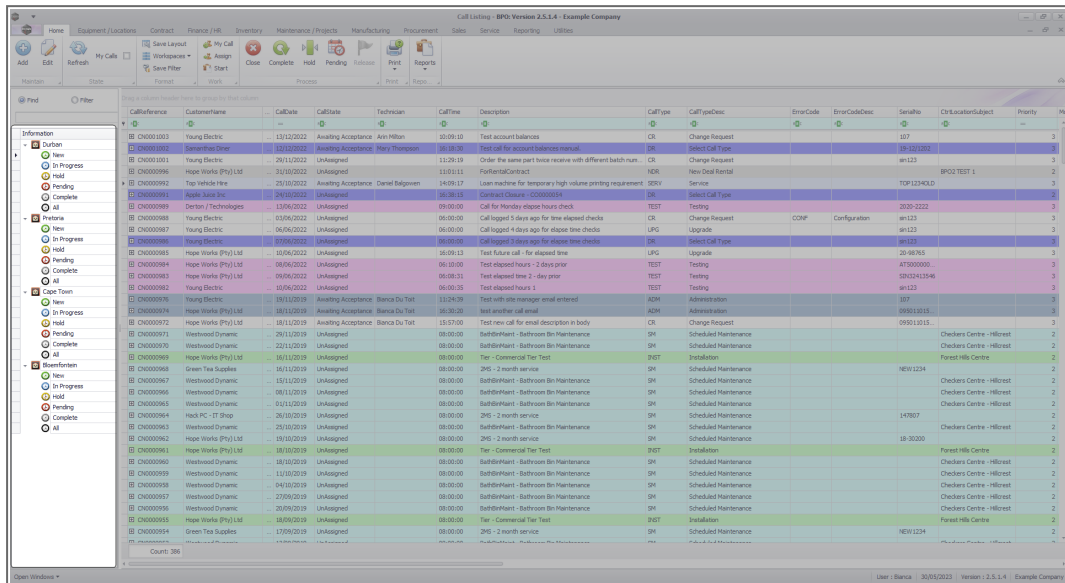
- The **Call Listing** screen will be displayed.



CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorDesc	SerialNo	CallLocationSubject	Priority	Status
CH0001003	Young Electric	13/10/2022	08:00:00	Test account balances	CR	Change Request			187		3	1
CH0001002	Seymour-Dier	12/10/2022	08:18:30	Test call for account balances manual	CR	Select Call Type			18112102		3	1
CH0001001	Young Electric	26/11/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3	1
CH0000996	Hope Works (Pty) Ltd	21/10/2022	11:03:11	PortofinoContract	YAK	New Cost Rental					3	2
CH0000992	Top Vehicle Hire	25/10/2022	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3	1
CH0000991	Askle Asia Inc	24/10/2022	06:38:13	Contract Closure - C0000001	CR	Select Call Type					3	1
CH0000989	Denton Technologies	13/04/2022	09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	1
CH0000988	Young Electric	03/06/2022	06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3	1
CH0000987	Young Electric	06/06/2022	06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3	1
CH0000986	Young Electric	07/06/2022	06:00:00	Call logged 3 days ago for elapse time checks	CR	Select Call Type			an123		3	1
CH0000985	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Test future call - for elapse time	UPG	Upgrade			18112102		3	1
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00	Test elapsed hours - 3 day prior	TEST	Testing			47500000		3	1
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31	Test elapsed time 2 - day prior	TEST	Testing			57021415946		3	1
CH0000982	Young Electric	16/06/2022	06:00:35	Test elapsed hours 1	TEST	Testing			an123		3	1
CH0000976	Young Electric	16/11/2019	11:24:28	Test with time manager email entered	ADM	Administration			107		3	1
CH0000974	Hope Works (Pty) Ltd	16/11/2019	06:30:20	Test another call email	ADM	Administration			05501015		3	1
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			05501015		3	1
CH0000971	Westwood Dynamic	26/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000970	Westwood Dynamic	22/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	1
CH0000967	Westwood Dynamic	12/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000966	Westwood Dynamic	08/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000965	Westwood Dynamic	01/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000964	Hock PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2	1
CH0000963	Westwood Dynamic	20/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2	1
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000960	Westwood Dynamic	18/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000959	Westwood Dynamic	11/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000958	Westwood Dynamic	04/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000957	Westwood Dynamic	27/09/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000956	Westwood Dynamic	20/09/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000954	Green Tea Supplies	17/09/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	1

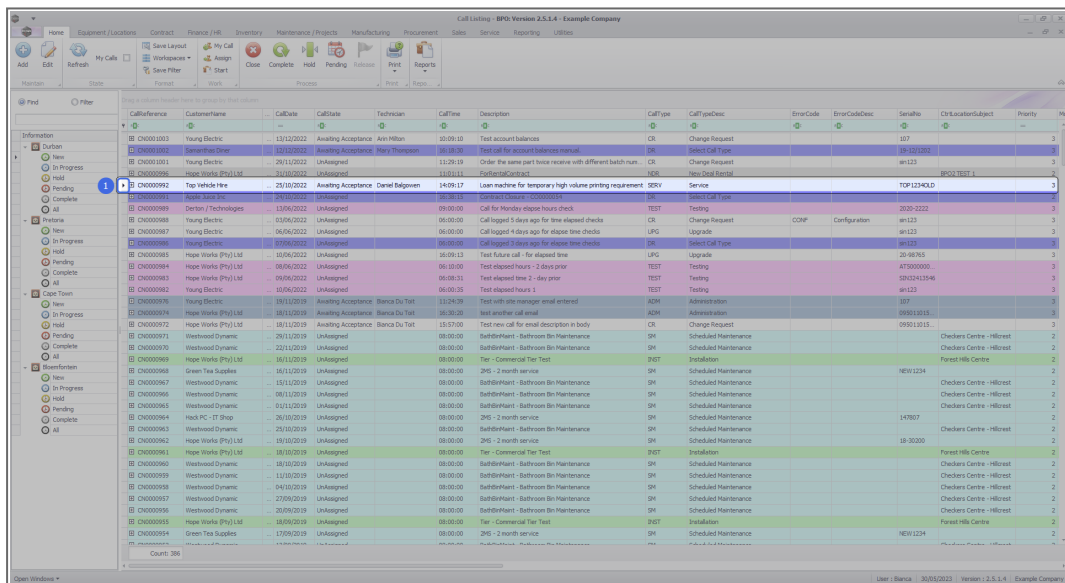
¹BPO2 v2.5.1.3 or higher

- 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.



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	10:09:10	Amin Hilan	Test account balances	CR	Change Request			107		3
CH0001002	Seamless Chef	12/12/2022	09:48:30	Mary Thompson	Test call for account balances manual	SR	Select Call Type			10-121202		3
CH0001001	Young Electric	20/11/2022	11:28:18		Order the new part from reserve with different batch num	CR	Change Request			an123		3
CH0000996	Hope Works (Pty) Ltd	31/10/2022	11:01:11		ForfeitureContract	NDR	New Deal Rental				BP02 TEST 1	2
CH0000992	Top Vehicle Hire	25/10/2022	14:09:17	Daniel Balgoven	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		2
CH0000991	Adrian Sales Inc	24/10/2022	09:38:18		Contract Closure - COVID19	SR	Select Call Type					3
CH0000989	Derham Technologies	13/06/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2025-2222		3
CH0000988	Young Electric	03/06/2022	06:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	COMP	Configuration	an123		3
CH0000987	Young Electric	06/06/2022	06:00:00		Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	05/06/2022	06:00:00		Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
CH0000985	Hope Works (Pty) Ltd	05/06/2022	06:00:13		Test Future call - for elapsed time	UPG	Upgrade			20-98765		3
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00		Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31		Test elapsed time 2 - day prior	TEST	Testing			0302412546		3
CH0000982	Young Electric	06/06/2022	06:00:35		Test elapsed hours 1	TEST	Testing			an123		3
CH0000976	Young Electric	18/11/2019	11:24:30		Test with site manager email entered	ADM	Administration			107		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	09:30:20		Test another call email	ADM	Administration			99901015		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:27:00		Test new call for email description in body	CR	Change Request			99901015		3
CH0000971	Westwood Dynamic	22/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000970	Westwood Dynamic	22/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	15/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000965	Westwood Dynamic	01/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000964	Hoek PC - IT Shop	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	25/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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



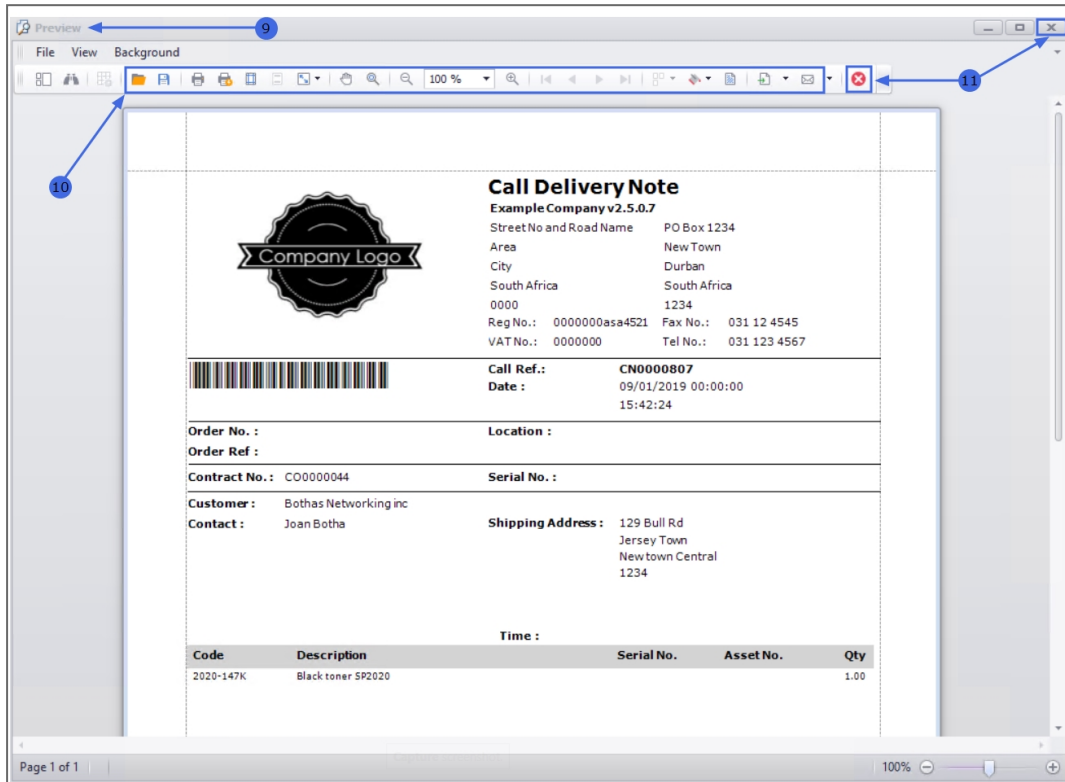
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CH0001003	Young Electric	13/12/2022	10:09:10	Amin Hilan	Test account balances	CR	Change Request			107		3
CH0001002	Seamless Chef	12/12/2022	09:48:30	Mary Thompson	Test call for account balances manual	SR	Select Call Type			10-121202		3
CH0001001	Young Electric	20/11/2022	11:28:18		Order the new part from reserve with different batch num	CR	Change Request			an123		3
CH0000996	Hope Works (Pty) Ltd	31/10/2022	11:01:11		ForfeitureContract	NDR	New Deal Rental				BP02 TEST 1	2
CH0000992	Top Vehicle Hire	25/10/2022	14:09:17	Daniel Balgoven	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		2
CH0000991	Adrian Sales Inc	24/10/2022	09:38:18		Contract Closure - COVID19	SR	Select Call Type					3
CH0000989	Derham Technologies	13/06/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2025-2222		3
CH0000988	Young Electric	03/06/2022	06:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	COMP	Configuration	an123		3
CH0000987	Young Electric	06/06/2022	06:00:00		Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	05/06/2022	06:00:00		Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
CH0000985	Hope Works (Pty) Ltd	05/06/2022	06:00:13		Test Future call - for elapsed time	UPG	Upgrade			20-98765		3
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00		Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31		Test elapsed time 2 - day prior	TEST	Testing			0302412546		3
CH0000982	Young Electric	06/06/2022	06:00:35		Test elapsed hours 1	TEST	Testing			an123		3
CH0000976	Young Electric	18/11/2019	11:24:30		Test with site manager email entered	ADM	Administration			107		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	09:30:20		Test another call email	ADM	Administration			99901015		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:27:00		Test new call for email description in body	CR	Change Request			99901015		3
CH0000971	Westwood Dynamic	22/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000970	Westwood Dynamic	22/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	15/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000965	Westwood Dynamic	01/11/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000964	Hoek PC - IT Shop	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	25/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00		SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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

- When you receive the **Report Generation** message to confirm;
 - **Do you want to print the call delivery 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.



MNU.122.028