

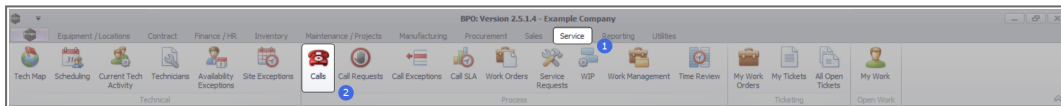
SERVICE

CALLS - ITEMS ISSUED HISTORY 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.

The **Items Issued History Report** displays all part issues and returns against a serial number or functional location that is linked to the call.

Ribbon Select *Service > Calls*



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

CallID	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	CtrLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Milton	30:09:10	Test account balances	CR	Change Request			107		3
CH0000985	Young Electric	13/12/2022	Awaiting Acceptance	Nery Thompson	08:39:28	Test call for account balances manual	SM	Self Call Type			18-332582		3
CH001001	Young Electric	20/12/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sm123		2
CH000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForRentContract	NDR	New Deal Rental				BPO2 TEST 1	3
CH000992	Top Vehicle Hire	23/10/2022	Awaiting Acceptance	Daniel Balgoven	14:49:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP123456	3
CH000984	Hope Works (Pty) Ltd	24/10/2022	Unassigned		09:28:18	Complete task 00000000	SM	Self Call Type					3
CH000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
CH000988	Young Electric	03/06/2022	Unassigned		05:00:00	Call logged 5 days ago for time elapsed check	CR	Change Request	CONF	Configuration	sm123		3
CH000987	Young Electric	06/06/2022	Unassigned		05:00:00	Call logged 4 days ago for elapse time check	LFG	Upgrade			sm123		3
CH000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapse time check	SM	Self Call Type			sm123		3
CH000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		15:09:13	Test future call - for elapsed one	LFG	Upgrade			20-86765		3
CH000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT3000000		3
CH000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:13	Test elapsed time - 1 day prior	TEST	Testing			0261412046		3
CH000982	Young Electric	10/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			sm123		3
CH000976	Young Electric	13/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
CH000976	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	04:20:28	Test with site manager email entered	ADM	Administration			99918185		3
CH000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			092011015		2
CH000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000969	Hope Works (Pty) Ltd	18/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	TEST	Installation				Forest Hills Centre	2
CH000968	Green Tea Supplies	18/11/2019	Unassigned		08:00:00	SM5 - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000966	Westwood Dynamic	09/11/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000965	Westwood Dynamic	02/12/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000964	Hock PC IT Shop	26/10/2019	Unassigned		08:00:00	SM5 - 2 month service	SM	Scheduled Maintenance			147807		2
CH000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	SM5 - 2 month service	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	TEST	Installation			18-30300	Forest Hills Centre	2
CH000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Self@Mant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@rest	2
CH000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	TEST	Installation				Forest Hills Centre	2
CH000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	SM5 - 2 month service	SM	Scheduled Maintenance			NEW1234		2

¹BPO2 v2.5.1.3 or higher

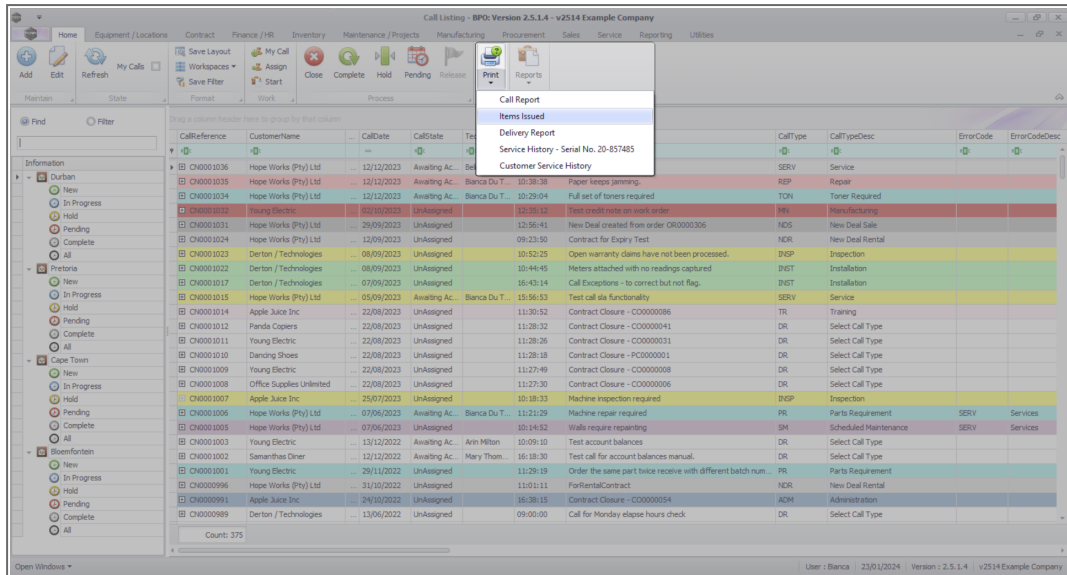
- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocation/Subject	Priority
IB CHN001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milan	10:09:10	Test account balances	CR	Change Request			107		3
IB CHN001002	Savemore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SM	Sched Call Type			18-101202		3
IB CHN001001	Young Electric	20/12/2022	Unassigned		11:25:15	Order the new part to be received with different batch num.	CR	Change Request			an123		3
IB CHN000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForRentContract	NCR	New Deal Rental				BP02 TEST 1	2
IB CHN000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		2
IB CHN000991	Hope Works (Pty) Ltd	20/10/2022	Unassigned		08:00:00	Contract Change - 1000000000	SM	Sched Call Type					3
IB CHN000989	Derfon / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CHN000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CHN000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000986	Young Electric	05/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SM	Sched Call Type			an123		3
IB CHN000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		05:00:13	Test future call - for elapsed time	LPG	Upgrade			20-88765		3
IB CHN000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			475000000		3
IB CHN000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:13	Test elapsed time 2 - day prior	TEST	Testing			52024123456		3
IB CHN000982	Young Electric	10/06/2022	Unassigned		06:00:15	Test elapsed hours 1	TEST	Testing			an123		3
IB CHN000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
IB CHN000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ADM	Administration			95901015		3
IB CHN000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:17:00	Test new call for email description in body	CR	Change Request			95901015		3
IB CHN000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000968	Green Tea Supplies	15/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CHN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000964	HOCS PC - IT Shop	30/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CHN000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CHN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

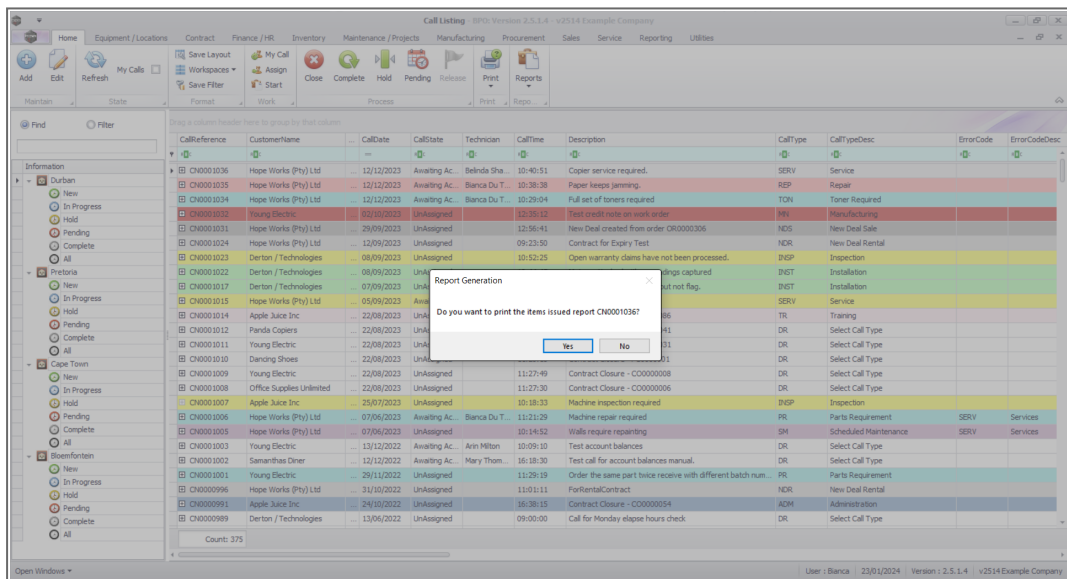
- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocation/Subject	Priority
IB CHN001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milan	10:09:10	Test account balances	CR	Change Request			107		3
IB CHN001002	Savemore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SM	Sched Call Type			18-101202		3
IB CHN001001	Young Electric	20/12/2022	Unassigned		11:25:15	Order the new part to be received with different batch num.	CR	Change Request			an123		3
IB CHN000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForRentContract	NCR	New Deal Rental				BP02 TEST 1	2
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IB CHN000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CHN000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000986	Young Electric	05/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SM	Sched Call Type			an123		3
IB CHN000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		05:00:13	Test future call - for elapsed time	LPG	Upgrade			20-88765		3
IB CHN000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			475000000		3
IB CHN000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:13	Test elapsed time 2 - day prior	TEST	Testing			52024123456		3
IB CHN000982	Young Electric	10/06/2022	Unassigned		06:00:15	Test elapsed hours 1	TEST	Testing			an123		3
IB CHN000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
IB CHN000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ADM	Administration			95901015		3
IB CHN000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:17:00	Test new call for email description in body	CR	Change Request			95901015		3
IB CHN000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000968	Green Tea Supplies	15/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CHN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000964	HOCS PC - IT Shop	30/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CHN000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CHN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
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IB CHN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
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IB CHN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000954	Green Tea Supplies	17/09/2019	Unassigned		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 **Items Issued**.

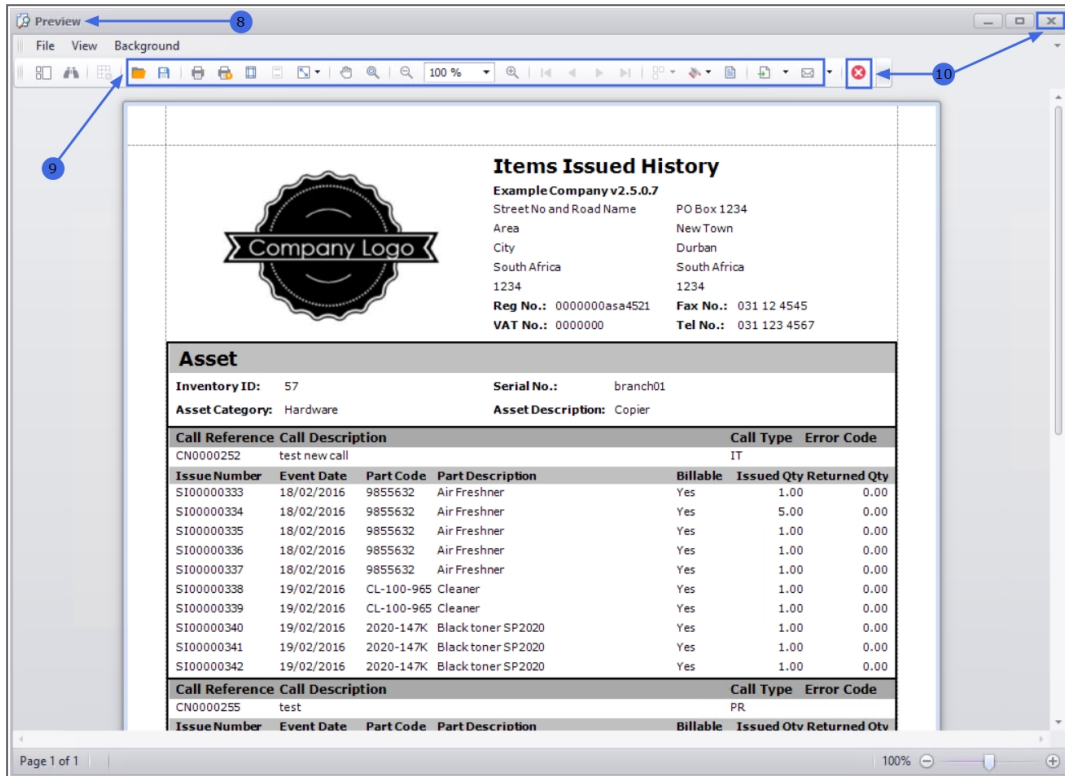


- When you receive the **Report Generation** message to confirm;
 - **Do you want to print the items issued report CN [number]?**
- Click on **Yes**.



- 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.122.030