SERVICE

CALL ADMINISTRATION – HOLD A CALL

The Call Administration screen is part of the Extended Call Centre - Version Compatibility[1]

Placing a call on **Hold** means that work will be stopped to resolve a **customer** issue, e.g. no one is available at Customer site to allow a technician access to a location, or the Customer is awaiting approval from their finance department before a new part requested can be fitted. The SLA Monitor will "pause" until the call has been Released from Hold. Refer to Calls - Release a Call for information on how to release a call from hold.
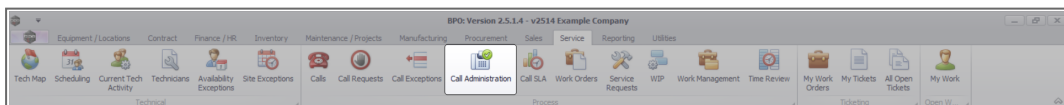
A call can *manually* be placed on hold by the *Call Centre*.

Using **Tech Connect**, the technician selects End Call on his device, followed by the **Resolution Action** as **Unresolved (Client)**. The call will be placed on **Hold**.

THE CALL ADMINISTRATION SCREEN

Ribbon Select *Service > Call Administration*

- The *Call Administration* screen will be displayed.

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[1]BPO2 v2.5.1.3 or higher.

- The *Call Hold* maintain screen will come up.

For a detailed handling of this topic refer to Calls - Place on Hold

- On *Save* a message box will come up, noting:
    - **Call No: *[call ref no]*has been placed on hold.**

- The call will set to On Hold and can be found by using the *Hold* status filter.

Related Topics

- Service - Introduction to Call Administration
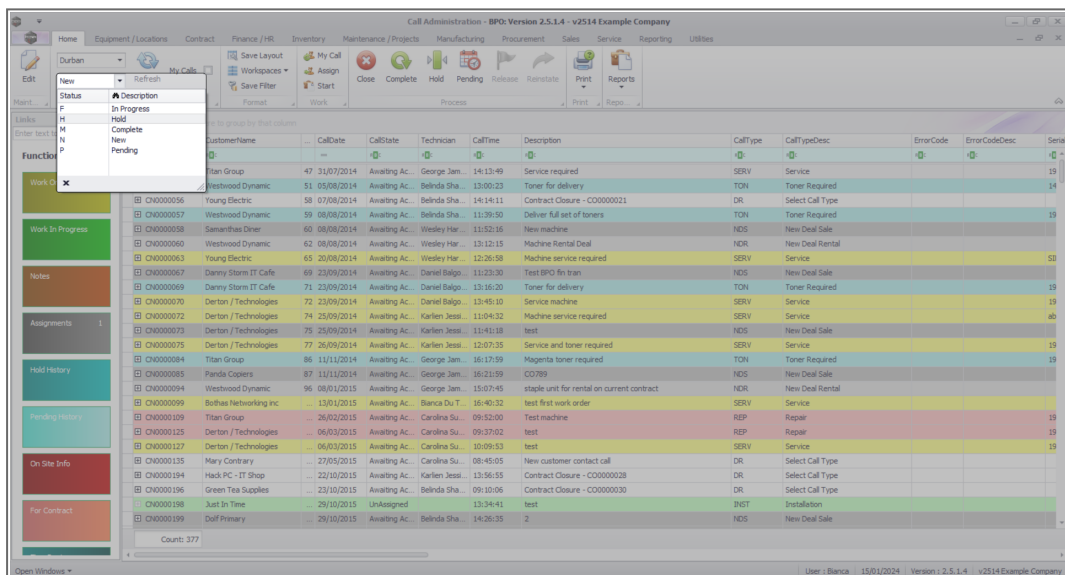- Call Administration - Edit a Call
- Call Administration - My Calls

- [Call Administration - Assign a Call](#)
- [Call Administration - Start or End Work](#)
- [Call Administration - Close a Call](#)
- [Call Administration - Complete a Call](#)
- [Call Administration - Hold a Call](#)
- [Call Administration - Pend a Call](#)
- [Call Administration - Release a Call](#)
- [Call Administration - Reinstate a Call](#)

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