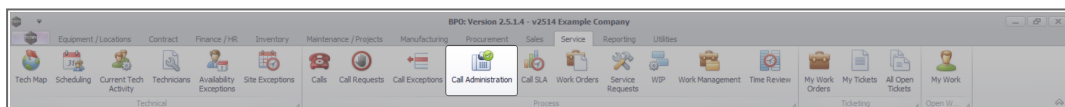# SERVICE

CALL ADMINISTRATION – PRINT SERVICE HISTORY REPORT

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

The **Service History Report** returns work order history for the **serial number** linked to the selected call, including stock issues and meter readings, the issue raised and resolution.

THE CALL ADMINISTRATION LISTING 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.

- Click on the row selector of the call you would like to work with.

SERVICE HISTORY REPORT

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

- When you receive the *Report Generation* message to confirm:

  Do you want to print the Service History 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.
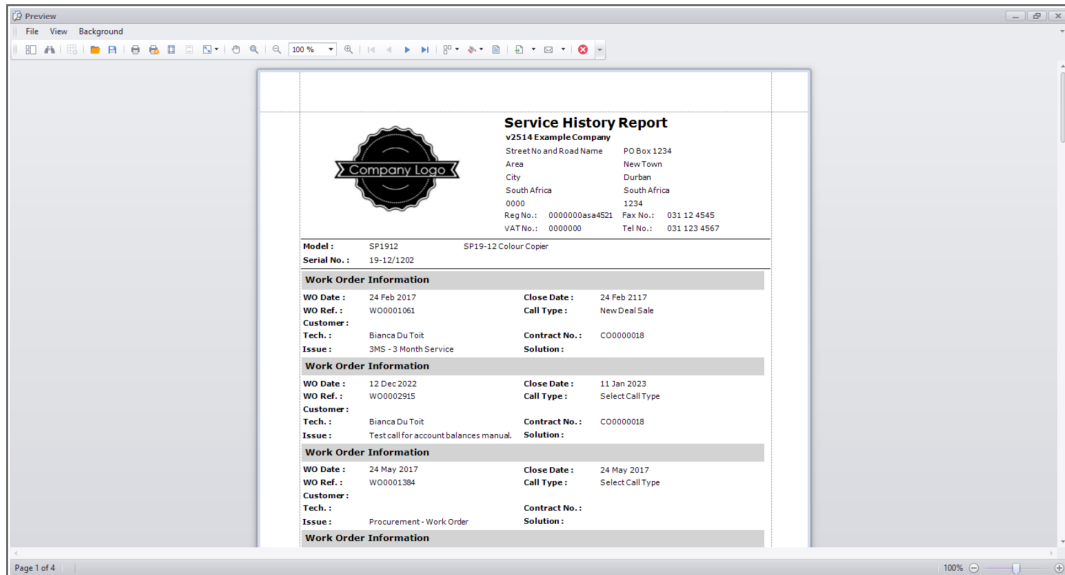
Related Topics

- 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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