SERVICE

CALL ADMINISTRATION – CALL WORK ORDERS

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

Work Orders displayed in the *Calls Work Order* listing, are a restricted list of work orders that are linked to the selected **Call**.

A **work order**, or job card is an order for work to be performed for a **Company** or a **Customer**. <u>All</u> transactions concerning this work, such as part issues, labour time, etc. are logged against the work order.

When work is required for a **Customer**, a **Call** is raised. The system will generate a work order in the background. Transactions are logged on the call, but stored against the work order. <u>More than one</u> work order can be linked to a call, for example, when different tasks needs to be performed to complete one call.

When work is required for a **Company**, such as Building Maintenance or a Machine Repair, then a work order needs to be raised **manually**.

- If the work is for Building Maintenance, or Training, then the work order must be linked to a **functional location**, which must be set up before hand.
- If the work required is for an **asset**, e.g. repair a machine in store to be sold refurbished, then the machine is linked to the **call**.
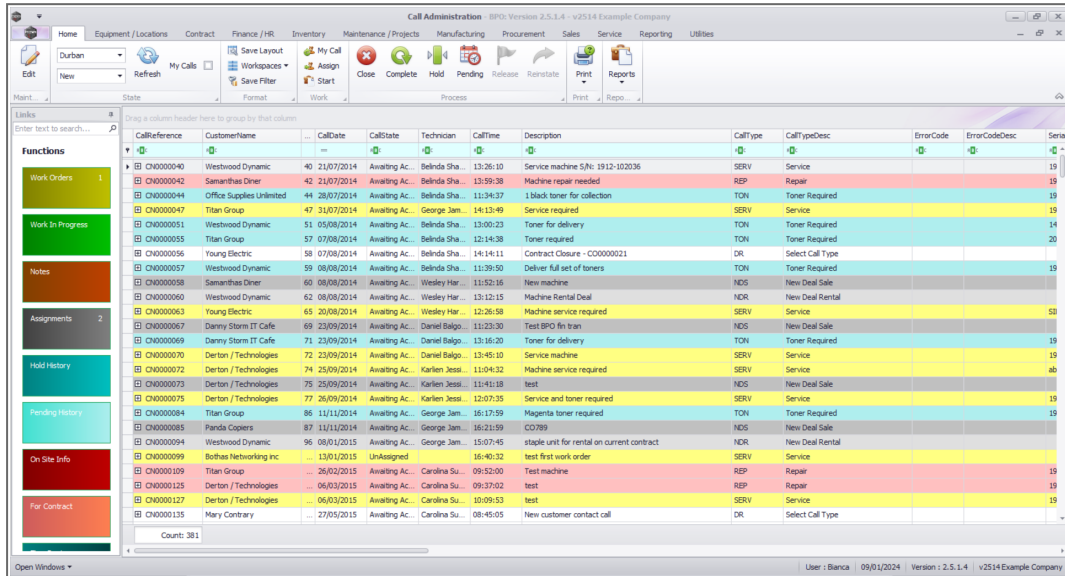
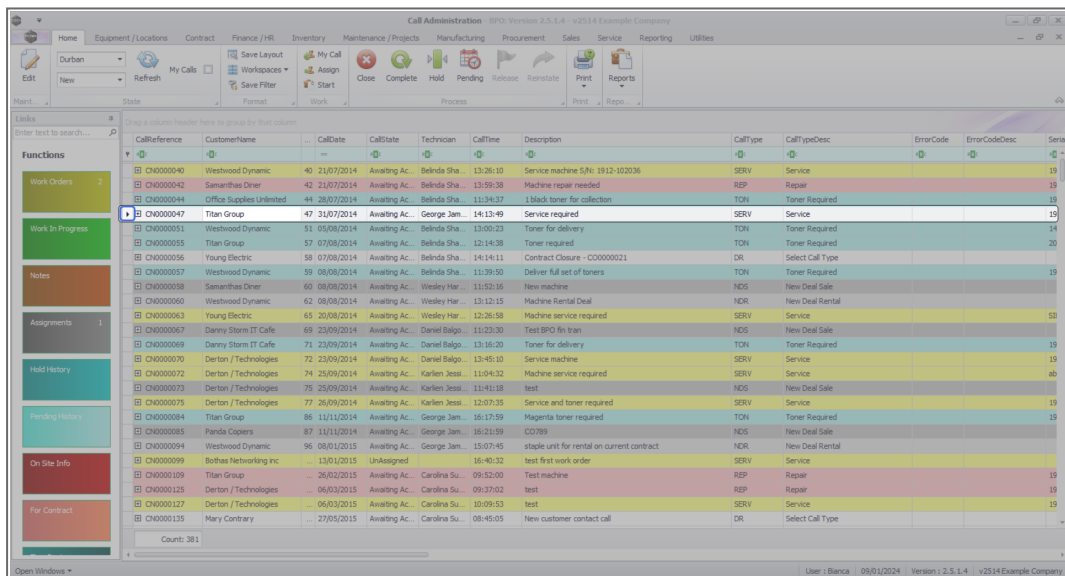*Ribbon* Select *Service > Call Administration*

---

[1]BPO2 v2.5.1.3 or higher.
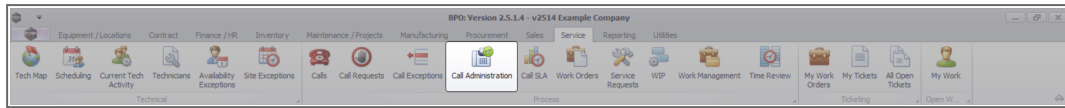
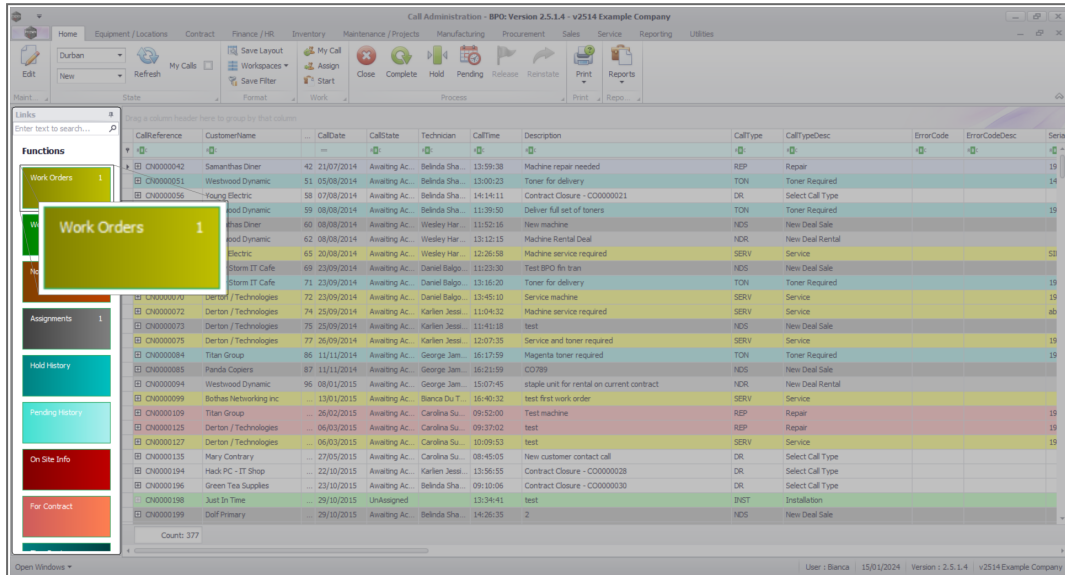- The **Call Administration** screen will be displayed.

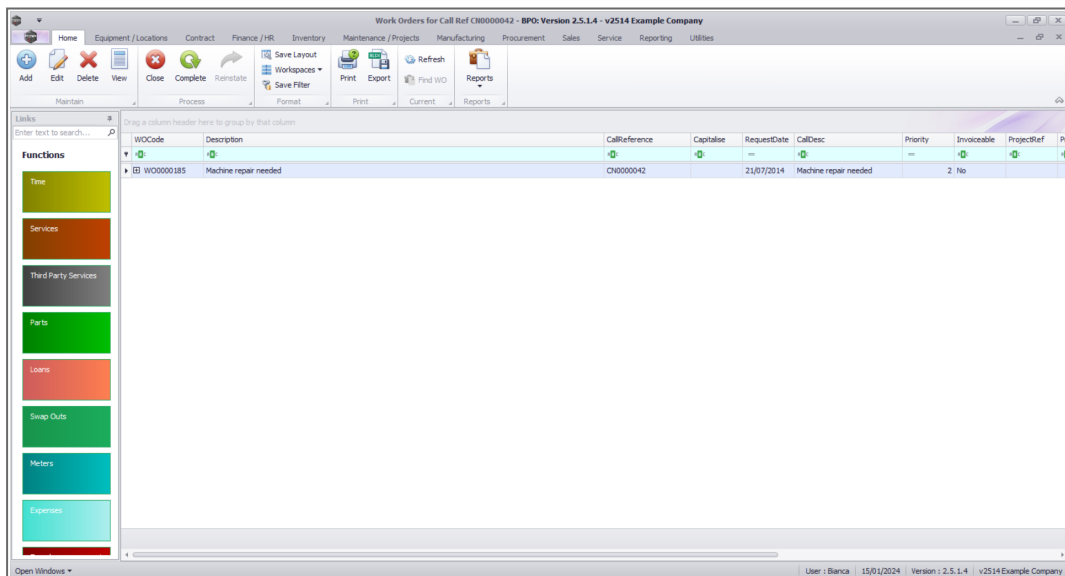- Click on the row selector of the call you would like to work with.

WORK ORDERS

- Click on the **Work Orders** tile to view the list of work orders associated with the selected call.

- The **Work Order** listing screen will open with work orders associated to the selected call.

📖For a detailed handling of this topic refer to Introduction to Work Orders

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

MNU.124.016