

## SERVICE

### CALL ADMINISTRATION – CALL WORK IN PROGRESS

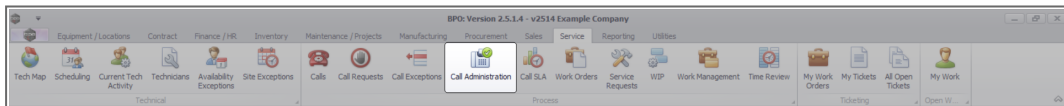
The Call Administration screen is part of the Extended Call Centre - Version Compatibility<sup>1</sup>

The **Work in Progress** tile is a quick way to navigate to the list of Work In Progress Stock or Third Party Service items, specific to this call's underlying work orders, that still require processing (whether to be invoiced or for the work order to be closed off where the item is not billable).

### THE CALL ADMINISTRATION LISTING SCREEN

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*Ribbon* Select **Service > Call Administration**



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

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<sup>1</sup>BPO2 v2.5.1.3 or higher.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
CH000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH000047	Titan Group	47 31/07/2014	Awaiting Ac.	George Jan	14:13:49	Service required	SERV	Service			19
CH000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
CH000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
CH000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			53
CH000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
CH000069	Danny Storms IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH000070	Derbon / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH000072	Derbon / Technologies	74 25/09/2014	Awaiting Ac.	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000073	Derbon / Technologies	75 25/09/2014	Awaiting Ac.	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			19
CH000075	Derbon / Technologies	77 26/09/2014	Awaiting Ac.	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
CH000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jan	16:17:59	Magenta toner required	TON	Toner Required			19
CH000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jan	16:21:59	CO789	NDS	New Deal Sale			
CH000094	Westwood Dynamic	96 08/01/2015	Unassigned	George Jan	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH000099	Bobas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH000125	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

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

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CH000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH000047	Titan Group	47 31/07/2014	Awaiting Ac.	George Jan	14:13:49	Service required	SERV	Service			19
CH000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
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CH000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
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CH000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
CH000069	Danny Storms IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH000070	Derbon / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH000072	Derbon / Technologies	74 25/09/2014	Awaiting Ac.	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000073	Derbon / Technologies	75 25/09/2014	Awaiting Ac.	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			19
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CH000094	Westwood Dynamic	96 08/01/2015	Unassigned	George Jan	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH000099	Bobas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH000125	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

## WORK IN PROGRESS

- Click on the **Work in Progress** tile to view the work in progress items associated with the selected call's underlying work order(s).

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH0000060	Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			58
CH0000060	Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
CH0000060	Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000060	Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH0000060	Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jess	11:04:32	Machine service required	SERV	Service			19
CH0000060	Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess	11:41:18	test	NDS	New Deal Sale			
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CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jam	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Bobas Networking inc	13/01/2015	Awaiting Ac.	Blanca Du T	16:40:32	test first work order	SERV	Service			
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000123	Darton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Darton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Conrany	27/05/2015	Awaiting Ac.	Carolina Su	09:45:05	New customer contact call	DR	Select Call Type			
CH0000134	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
CH0000196	Green Tea Supplies	23/10/2015	UnAssigned	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
CH0000198	Just In Time	29/10/2015	UnAssigned		13:34:41	test	INVT	Installation			
CH0000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			

- The **Work in Progress** listing screen will open displaying the work in progress items.

Docto	EventDate	SourceType	ItemCode	ItemDesc	BatchNo	Quantity	UnitCost	Billable	WCode	WCodeDesc	CustomerCode	CustomerName
CH0000042	30/07/2014	BNH	BNH	Black toner SP200		1.000	450.000	No	W00000185	Machine repair needed	SAM001	Samanthas Diner
	21/07/2014	WOCT	CRT	Dealer Service Fee		1.000	950.000	Yes	W00000185	Machine repair needed	SAM001	Samanthas Diner

For a detailed handling of this topic refer to **Work Orders - Work in Progress (WIP)**

## 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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