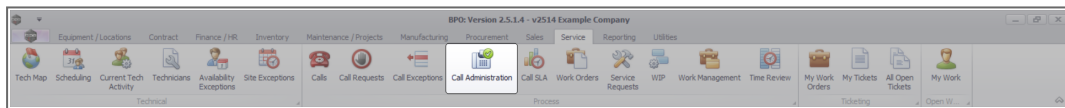# SERVICE

CALL ADMINISTRATION – CALL SALES CREDIT NOTES

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

The **Credit Notes** tile is a quick way to navigate to the list of Credit Notes related to the selected call.

THE CALL ADMINISTRATION LISTING SCREEN
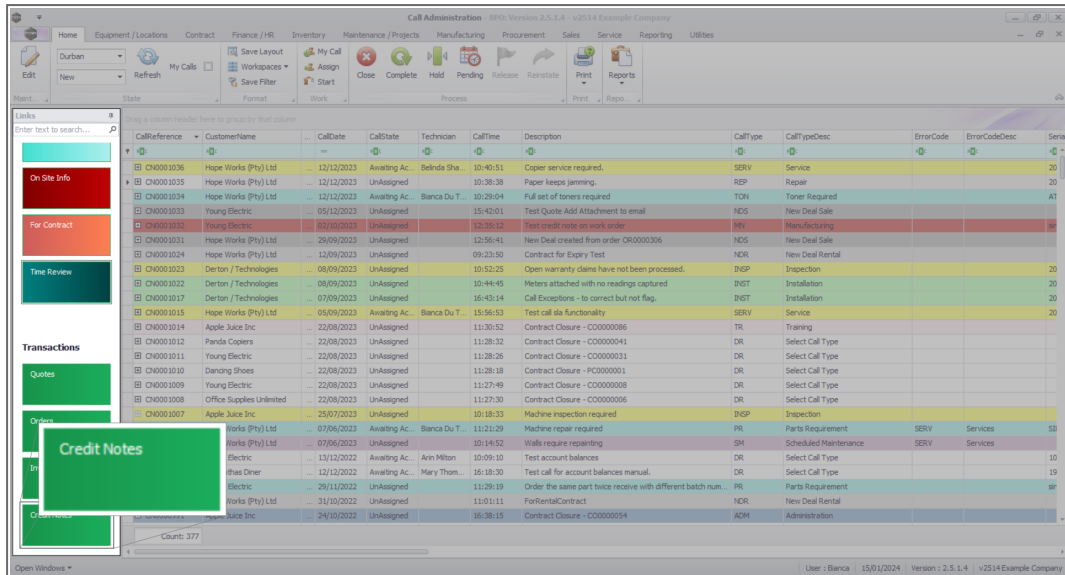
Ribbon Select *Service > Call Administration*

- The *Call Administration* screen will be displayed.

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[1]BPO2 v2.5.1.3 or higher.

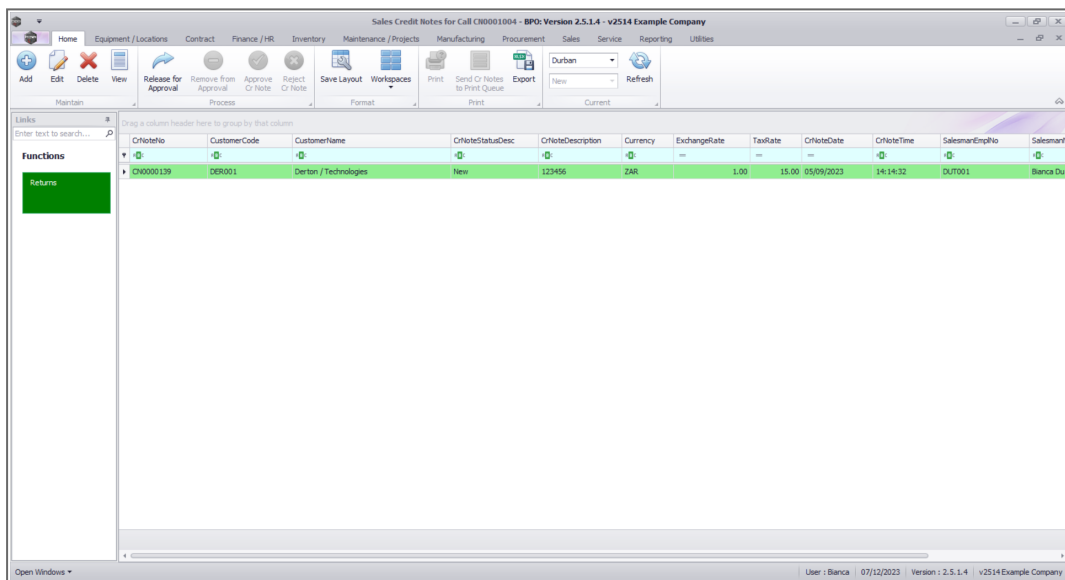- Click on the row selector of the call you would like to work with.

CREDIT NOTES

- Click on the **Credit Notes** tile.

- The **Credit Notes** listing screen will open displaying the Credit Notes related to the selected call.

For a detailed handling of this topic refer to Calls - Add a Credit Note

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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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- Service - Introduction to Call Administration