

## SERVICE

### CALL SLA MANAGEMENT - COMPLETE A CALL

Once a technician has completed the work required, the call can be **Completed**.

The Call Centre can manually place a call in the **Complete** status.

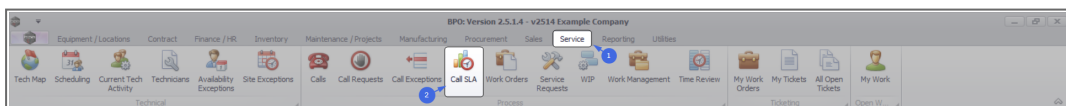


Using **Tech Connect**, the technician will select **End Work** on his device, and then **Resolution Action** as **Resolved (Client)**. The call will move to the **Complete** status.

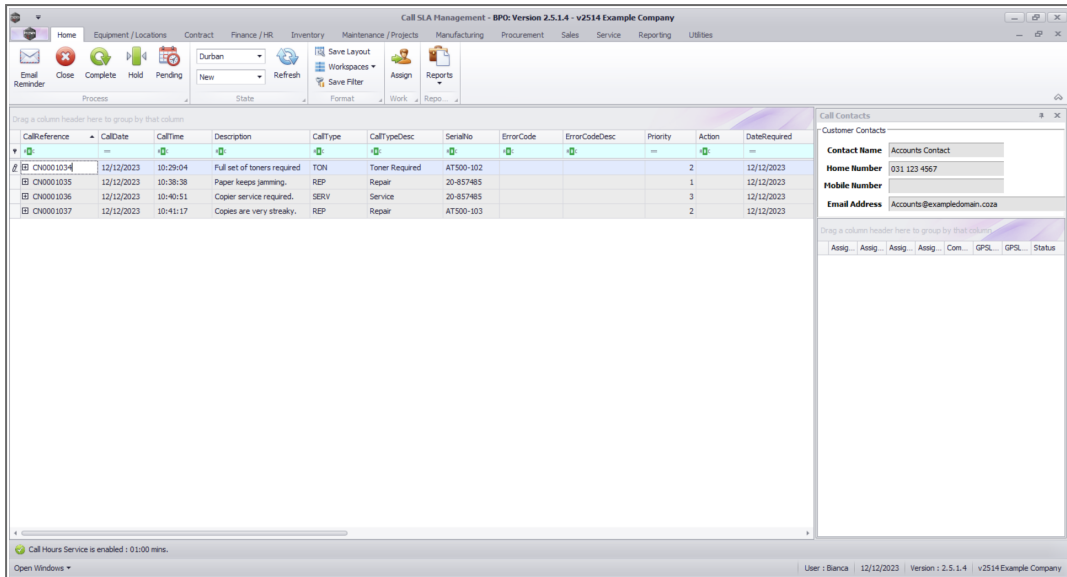
Updates, invoicing, etc., can still be logged against a call in the Completed Status. The call can be **closed** once all the admin related to the call has been completed.

### THE CALL SLA MANAGEMENT LISTING SCREEN

**Ribbon** Select **Service > Call SLA**

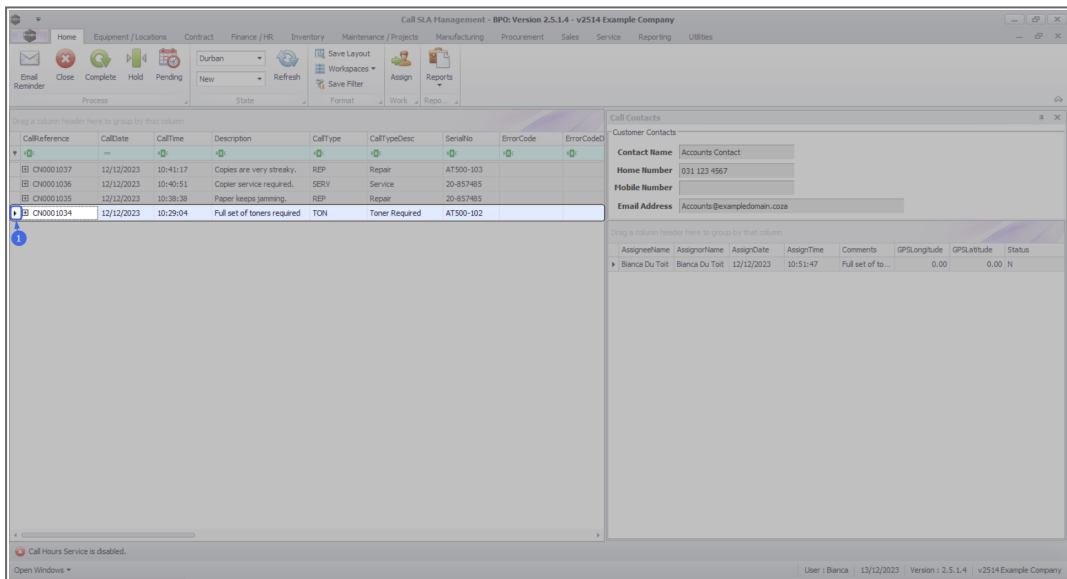


- The **Call SLA Management** Listing screen will display.

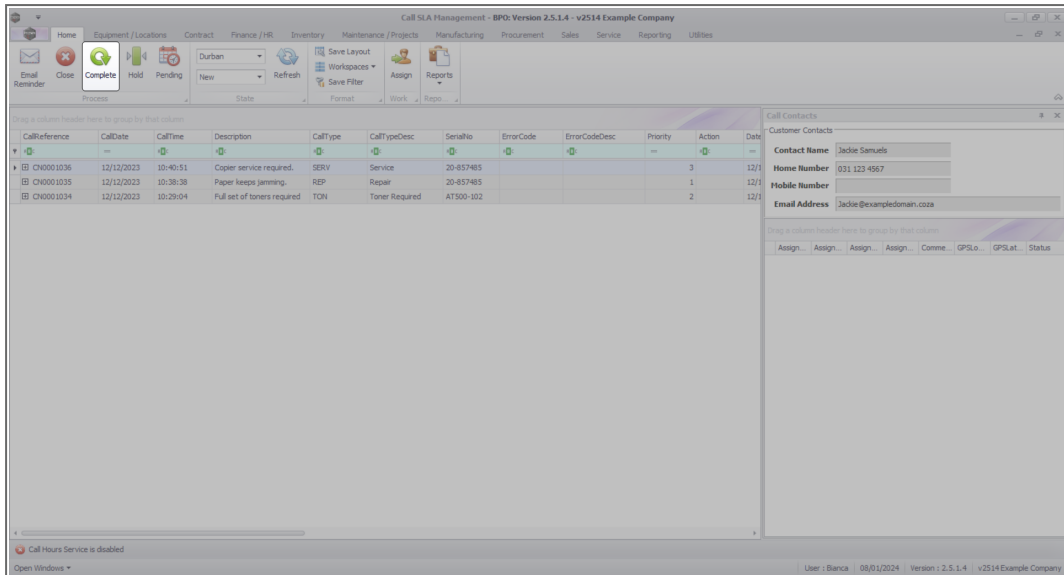


## COMPLETE CALL

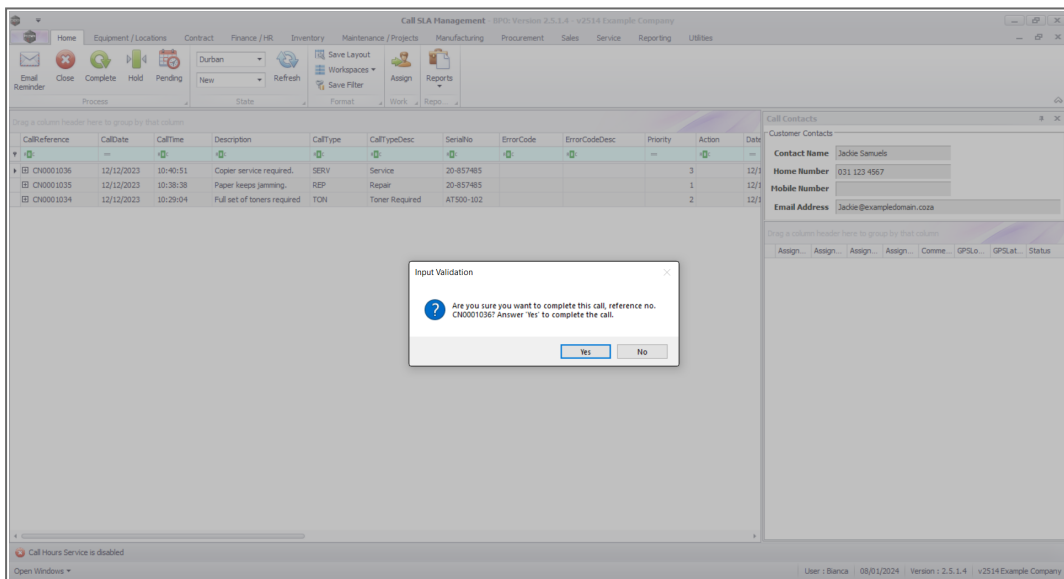
- Click on the row selector in front of the Call.



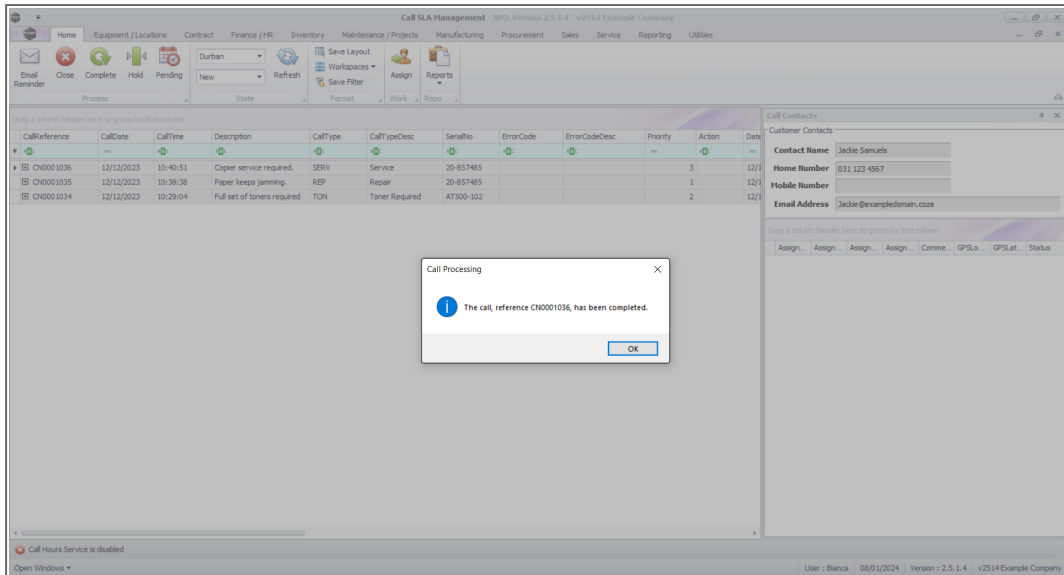
- Click on the **Complete** button.



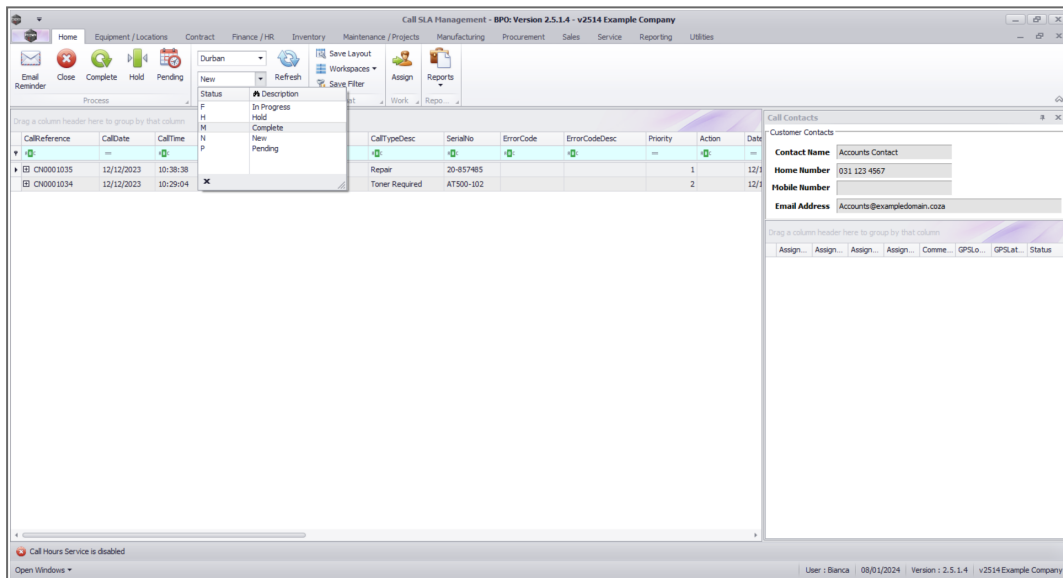
- A message box will come up, asking:
  - **Are you sure you want to complete this call, reference no. [call ref no]? Answer 'Yes' to complete the call.**



- A message box will come up, noting:
  - **The call, reference [call ref no], has been completed.**



- The call will be completed and moved to the **Complete** status.



## Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)



- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

MNU.127.003

