SERVICE

CALL SLA MANAGEMENT – PLACE A CALL IN PENDING

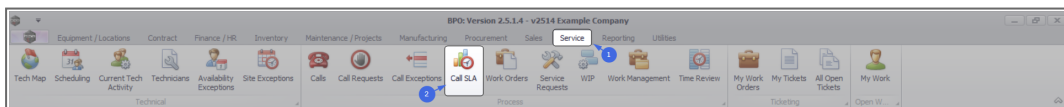A call can be placed in a **Pending** status by the Call Centre.

Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The SLA Monitor will continue to run. Refer to Calls - Release a Call for information on how to release a call from pending.
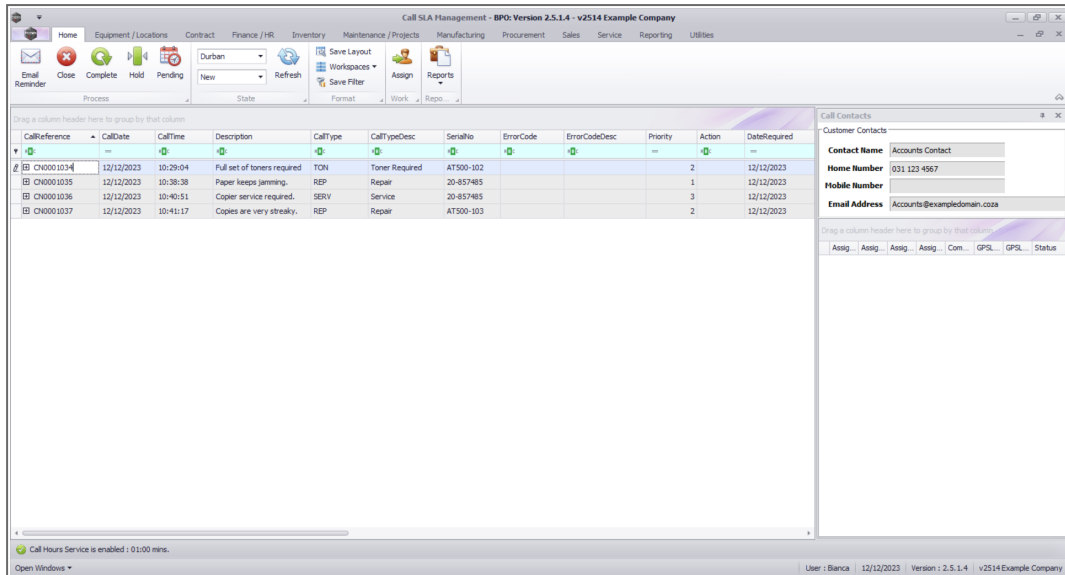
Using Tech Connect, the call will be placed in the **Pending** status when the technician selects End Work on his device, with the Resolution Action as *Unresolved*.

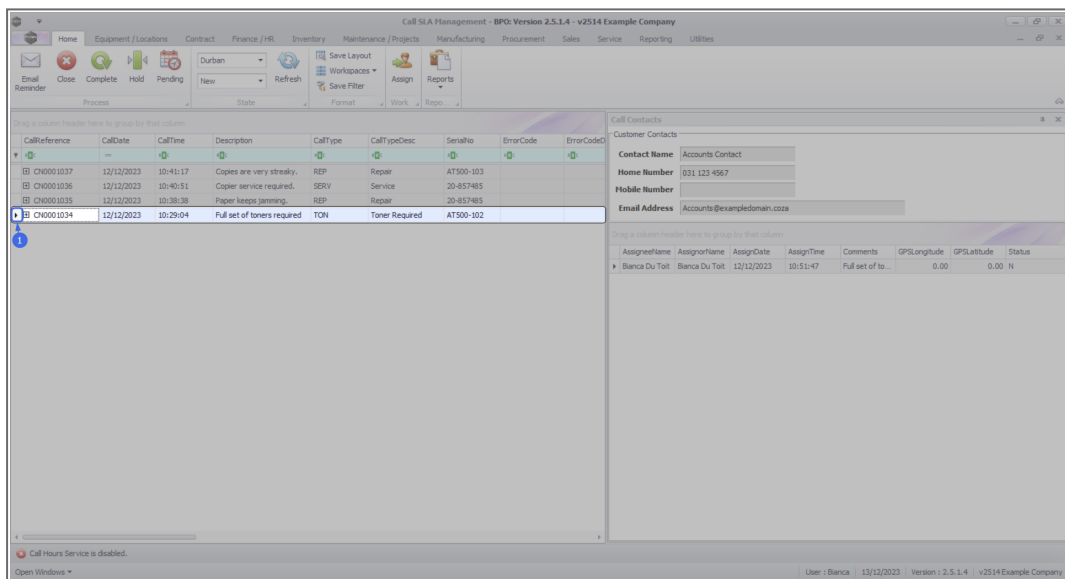## THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select *Service > Call SLA*

- The **Call SLA Management** Listing screen will display.
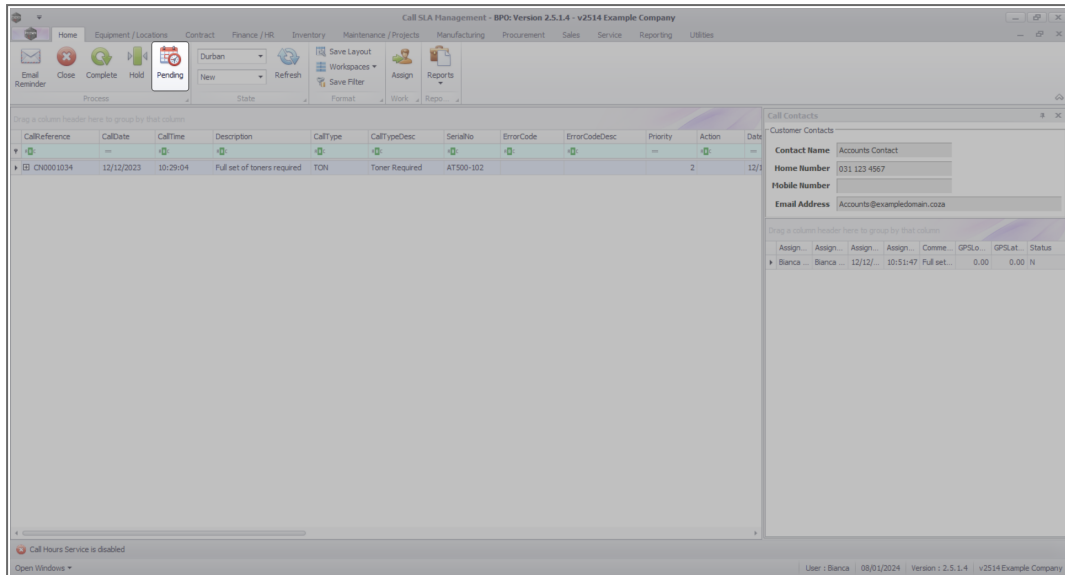
PEND A CALL

- Click on the row selector in front of the Call.
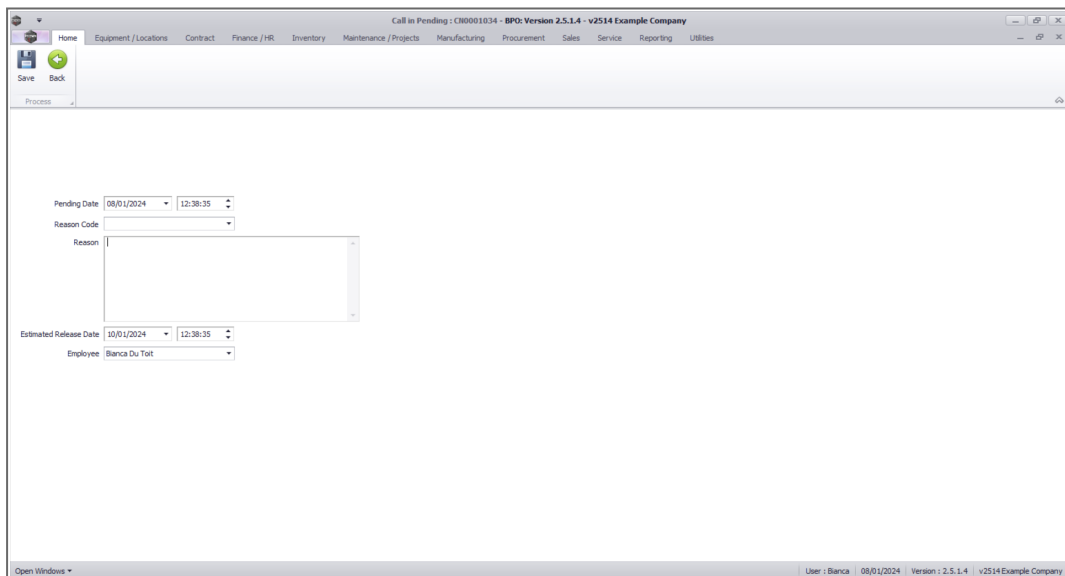
- Click on the **Pending** button.

- The **Call in Pending** maintain screen will come up, with the following fields populated:
  - **Pending Date and Time:** Current date and time.
  - **Estimated Release Date and time:** 2 days from current date and time.
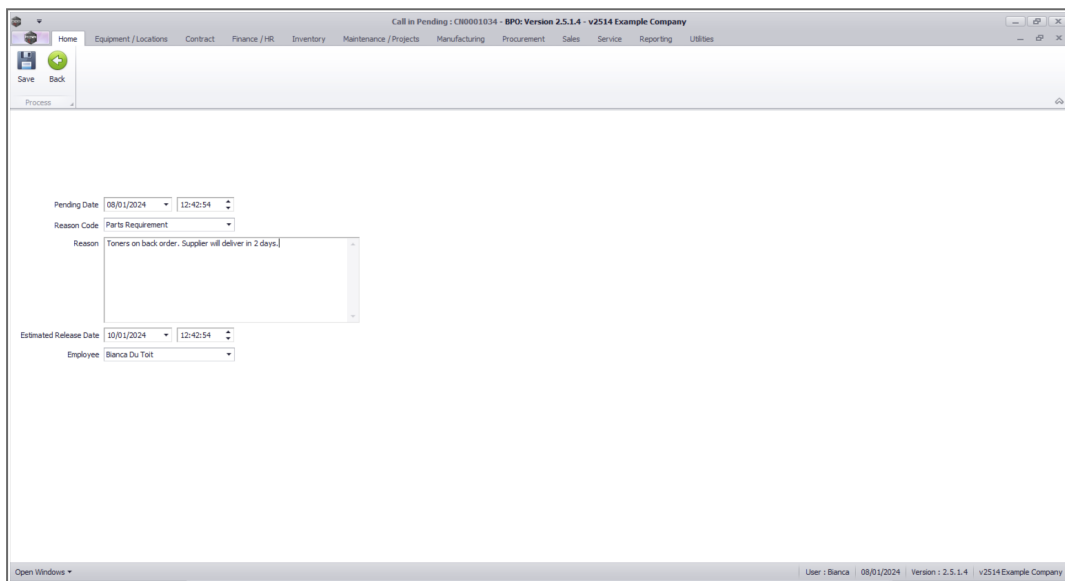 - **Employee:** The employee who is currently logged on.

- Complete the details as follows:
    - **Reason Code:** Select a <u>reason</u> for putting this call in pending.
    - **Hold Reason:** Expand on the reason for putting this call on hold, e.g. Required Spares on Back Order.
    - **Estimated Release Date:** a default of 2 days from the current day is populated by default, but this can be changed. For example, for parts on back order, the supplier may give an estimated delivery date.

- Click on the **Save** button.

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

- The call will be placed in pending and moved to the **Pending** status.
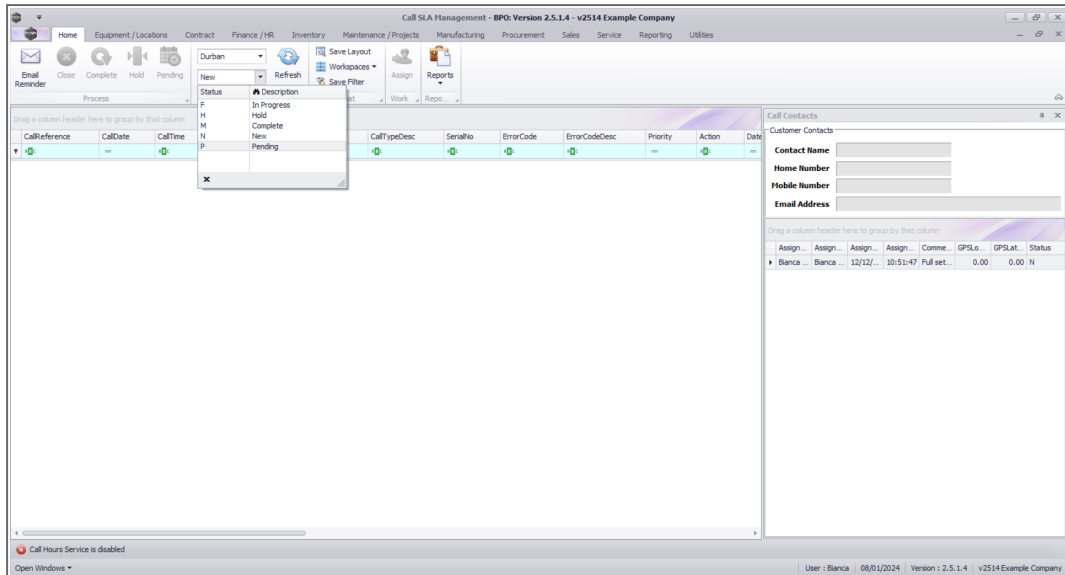
Related Topics

- [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](#)

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