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2.12.03 Call-Center

With the **Call Center** module incoming and outgoing calls, the support cases/requests resulting from the calls and the assigned messages can be administered. On the entry screen of the “Module view”, the functionalities can be opened with the menu “Add-On modules”.

The screenshot shows the 'CallCenter' module interface within a software application. At the top, there is a navigation bar with tabs: 'Standard', 'Modules' (selected), 'Tasks', 'Infomarket', 'Project List', 'Risk', 'Portfolio', 'Customers', 'Projects', and 'Staff'. Below the navigation bar, there is a toolbar with icons for back, home, forward, and refresh. The main area is titled 'CallCenter' and contains a grid of buttons and search fields. The buttons are: 'New call' (yellow), 'Latest calls' (light green), 'Issues today' (light green), 'My issues' (light green), 'Open issues' (light green), 'Issues overdue' (light green), 'Text search' (yellow, with a search input field and a green checkmark icon), 'Issues by Id' (light green, with a search input field and a green checkmark icon), 'Issues for customer' (light green, with a search input field and a green checkmark icon), 'Calls for customer' (light green, with a search input field and a green checkmark icon), 'Closed issues' (dark green), 'Closed calls' (dark green), 'My todo's' (dark green), and 'My todo lists' (dark green).

Tip: For more on this subject see chapter [3.12 Call-Center](#).

Call Email 12.10.2009 12:14:14 TLC Telecommunications Corporation To-do list for the introduction

Document Edit View Back references

Master data Misc

CallType	Out
CallMedia	Email
CallState	1 - Recorded
Date	12.10.2009 12:14:14
Customer	TLC Telecommunications Corpor
Contact	Williams George
HandledBy	Conner Jane
Note	To-do list for the introduction

IssuesCall

	IssueState	Priority	DeadlineIssue	Name
1	1 - Recorded	2 - Normal	12.10.2009	To-do list for introduction

The **Call** form contains the following elements:

- **Call-Type:** This field specifies the type of call (incoming, outgoing, ToDo lists, ...). The call types can be defined and modified in Collections (CallTypes)
- **Call-Media:** This field specifies the media of the call (e-mail, private, telephone, ...). The call media can be defined and modified in Collections (CallMedia).
- **Call-State:** The state of the call is automatically listed by the system. Herewith, the status results from the minimum of the issue state information in the assigned support cases. The status in the standard version is 1 - Recorded, 2 - Waiting for approval, 3 - Waiting for processing, 4 - Being processed, 5 - Waiting for answer, 6 - Closed. The call status can be defined and modified in Collections (IssueStates).
- **Date:** The date field specifies the date and the time of the call. By default, the current date is pre-set by the system here.
- **Customer:** This field specifies the customer of the call. The customers can be defined and modified in the contact menu (with contact type customer).
- **Contact Person:** The field contact person specifies the contact person for the call. This field is populated with the contact person after a customer is selected.
- **Handled by:** The employee responsible for the call is preset by the system here. The employee is administered in the employee menu.
- **Comments:** This field is designated for information regarding the call.
- **Issues Call:** Each call can consist of any amount of support cases. These support cases that

correlate to the call are assigned with priority, issue state, issue deadline and responsibilities.

!!!! Diese Supportfälle sind auf den Call bezogene Aufgaben mit Priorität, Status, Zieltermin und Zuständigkeiten.

Supportcase To-do list for introduction 12.10.2009

Document Edit View Back references Actions

ID 1255342725645-0

Call Email 12.10.2009 12:14:14 TLC Telecommunications Corporation To-do list for the introduction

Name To-do list for introduction

Priority 2 - Normal

IssueState 1 - Recorded

DeadlineIssue 12.10.2009

Note The to-do list for the introduction should be edited with John Wright

Ticket New introduction to project planning 02

Responsible Conner Jane

Messages

	Date	InOut	Text
1	12.10.2009 12:21:27	Out	Edit to-do list

The **Support Case** form contains the following elements:

- **Number/ID:** This number key field specifies the support case uniquely.
- **Call:** In the call field the assigned call for the support case is entered here. If a support case is generated from a call, the system transfers the assigned call automatically. The calls are administered in the calls form.
- **Name:** This field specifies the support case in short form with maximum 50 characters.
- **Priority :** This field specifies the priority of the selected support case.
- **Issue State:** The status of the support case is entered by the user here. The status in the standard version is 1 - Recorded, 2 - Waiting for approval, 3 - Waiting for processing, 4 - Being processed, 5 - Waiting for answer, 6 - Closed. The call status can be defined and modified in Collections (IssueStates).
- **Deadline Issue:** This date field specifies the requested date for completion of the support

case.

- **Comments:** The comments field is designated for information regarding the support case.
- **Ticket:** This field consists of the tickets assigned to the support case. These tickets define the tickets/change requests (extensions, reductions and troubleshooting, ...)!!!!!!(Erweiterungen, Reduzierungen, Fehlerbehebungen, ...). The tickets are administered in the tickets form.
- **Responsible Person:** The person responsible for the support case is preset by the system here. The employees are administered in the employee form.
- **Messages:** For each support case any amount of messages can be stored, to document the support case in detail.

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