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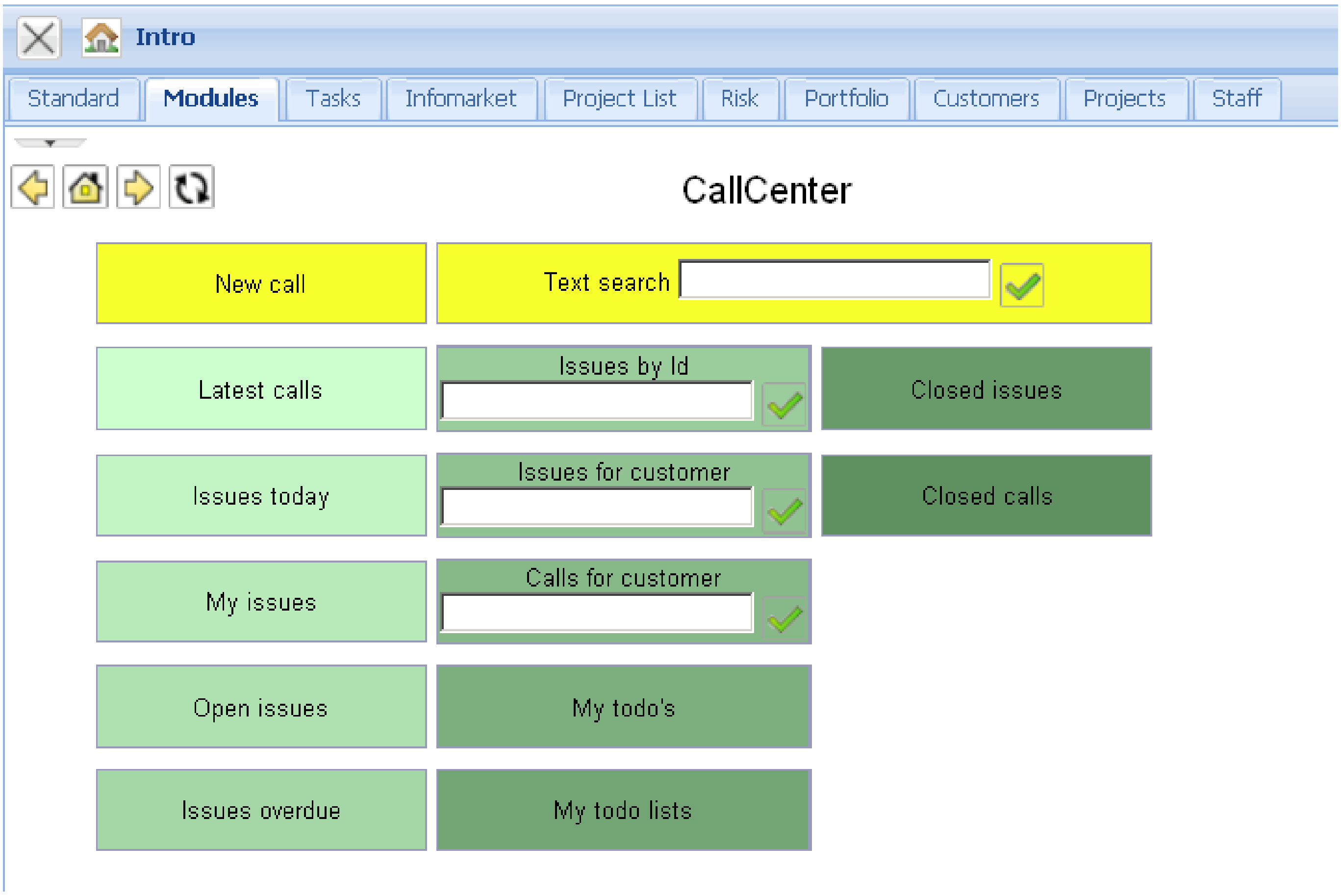
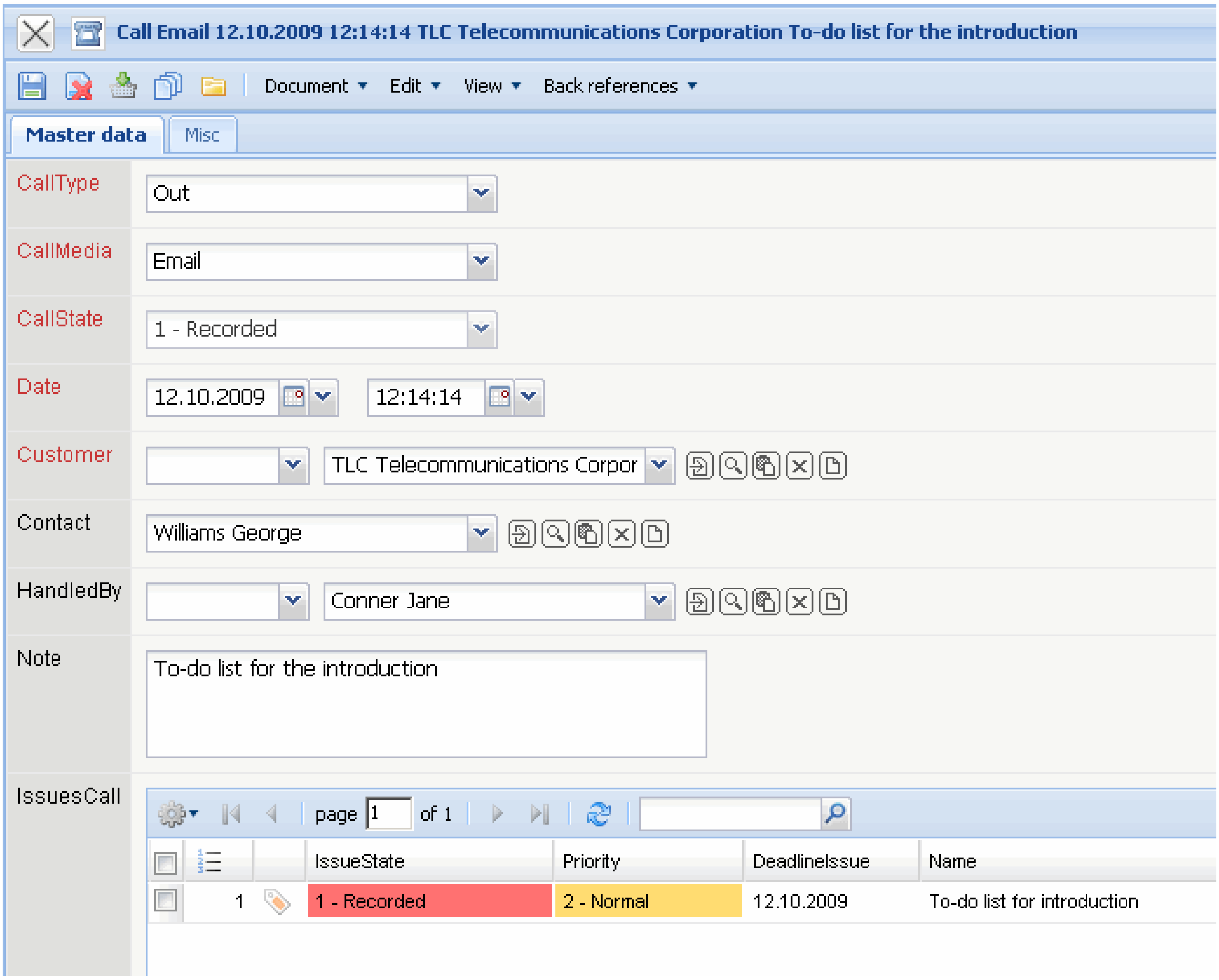
2.12.03 Call-Center

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”.



Tip: For more on this subject see chapter 3.12 Call-Center.

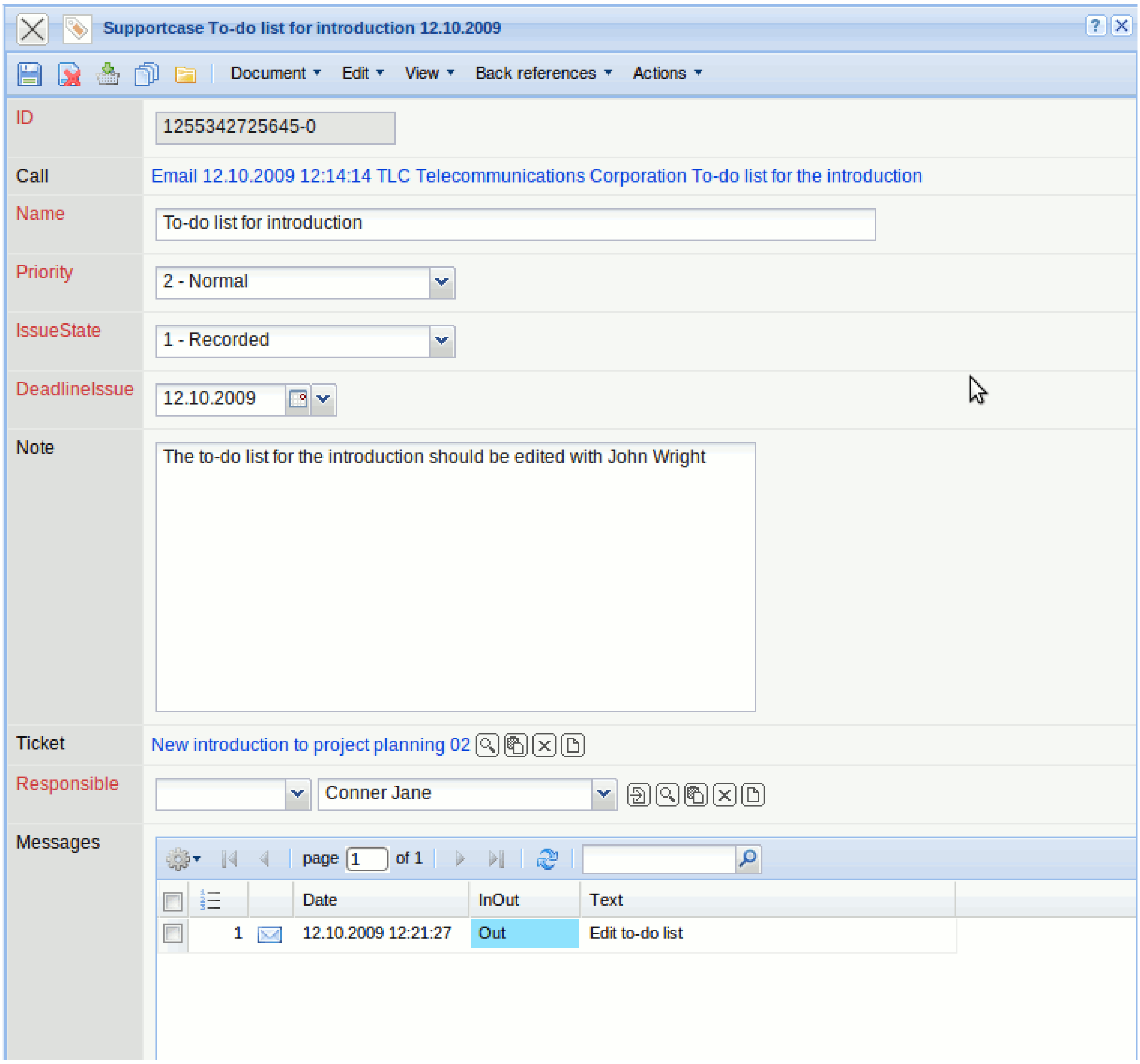


The **Call** form contains the following elements:

- **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 responsibilies.

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



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.