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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”.

CallCenter		
New call	Text search <input type="text"/>	
Latest calls	Issues by Id <input type="text"/>	Closed issues
Issues today	Issues for customer <input type="text"/>	Closed calls
My issues	Calls for customer <input type="text"/>	
Open issues	My todo's	
Issues overdue	My todo lists	

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

Call Email 31.01.2012 09:04:00 Beikler AG

Document Edit View Back references

Master data Misc

CallType Out

CallMedia Email

CallState 1 - Recorded

Date 31.01.2012 09:04

Customer Beikler AG

Contact Smith Jonathen

HandledBy Carter Simon

Note

IssuesCall

IssueState	Priority	DeadlineIssue	Name
1 - Recorded	2 - Normal	02.05.2012	To-do list for introd...

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 02.05.2012

Document Edit View Back references Actions

Id 1325497551141-0

Call Email 02.01.2012 10:45:00 Beikler AG

Name To-do list for introduction

Priority 2 - Normal

IssueState 1 - Recorded

DeadlineIssue 02.05.2012

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

Ticket New introduction to project planning 02 Recorded

Responsible Carter Simon

Messages

	Date	InOut	Text
1	02.05.2012 15:31:00	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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