# QUICK REF GUIDE: FIND A SERVICE CALL

## STEPS

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| FIND THE REQUIRED SERVICE CALL | |
|  | Follow the menu paths to open:   * **GGNZ > Service > Common > Service call > My service calls** * J:\Training - Inspire\eMerge training icons\Important Black.png**GGNZ > Product information management > Common > Equipment >** Highlight piece of equipment **>** **Inquiries > Service call**   If you use this path when creating a service call then the Equipment and Customer details will be added to the new service call form automatically   * **GGNZ >** Service > Common > Service call > All service calls * GCNZ > Rental > Common > Service > All Service calls   C:\Users\johi\AppData\Local\Temp\SNAGHTML18d5b9e.PNG |
|  | *The* ***My service calls*** *window displays*  Right-click in the **Name** field, and choose **Filter by field** to locate all service calls for that customer  OR press **Ctrl + G** to display the search filter |
|  | Type in the customer name you are looking for, and click **OK** |

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|  | *Any service calls matching your search will be displayed*  If you are trying to get a segment or operation highlight the service call and click **Service call > Service segment**  C:\Users\johi\AppData\Local\Temp\SNAGHTML1a97353.PNG |
|  | *The* ***Service segments*** *window will display*  C:\Users\johi\AppData\Local\Temp\SNAGHTML1a9b0d0.PNG |