

Reschedule

Rescheduling a Call

To reschedule a Call, you can click the 'Reschedule' button on the Detail View of a Call which has been defined as Outbound and Planned.

[image.png](#)

Defining the Details

Clicking the Reschedule button will produce a pop up or dialogue box up. This enables users to set the date and time for the rescheduled Call.

[image.png](#)

You can also select a reason for the incomplete/unsuccessful Call from the drop-down list. Once the details have been defined, click the '**Save**' button to save the Call.

[image.png](#)

Tracking History

Once Saved, the Call is rescheduled for the new date and time. you can view all Call Reschedule history by clicking the '**Reschedule**' tab on the Calls Detail View.

[image.png](#)

Altering Reasons Dropdown

System Administrator users can edit the reasons available in the Reschedule pop-up using the drop-down editor. The drop-down list used is called 'call_reschedule_dom'.

Summary

In this chapter we have covered the functionality of the advanced modules. These modules have a very specific purpose - enabling users to improve processes and efficiently report on and manage data.

In the next chapter, we will cover some third-party modules which are part of the KiyoCRM product. These third-party modules provide additional functionality to you such as teams and location mapping.

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