



# **COMPANION APPLICATIONS**

## INTRODUCTION TO BPO AUTO COMPLETE WORK SERVICE

BPO Auto Complete Work Service (RSI\_AutoCompleteService) is installed, configured and managed on your server

This service monitors Calls in order to set them to complete, where all underlying requirements have been met:

- All Call underlying work orders must be set to Complete or Closed
- All Requested Parts should be issued and all Requested SubContract service should be completed.

The Work Order document will be emailed to the Call Contact person when the Call is set to Complete via this service.

#### **INSTALLATION**

- Double click on the 'CompletedWork\_Setup' install file.
  - Note: Check that you have the latest version.



- The Installation Wizard will open.
- Click on Next.



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1. The default location for installation is:

#### C:\Program Files\CO3 Technologies (Pty) LTD\BPO RSI Completed Work\

It is recommended that you keep this default location. Keeping a standard will make upgrades easier.

- 2. Ensure that *Everyone* is selected for the install.
- 3. Click on the *Next* button.



		_
Select Installation Folder		Ę
he installer will install BPO RSI Completed Work to the following fold	er.	
o install in this folder, click "Next". To install to a different folder, ent	er it below o	or click "Browse"
	_	1
		-
L: \Program Files\CU3 Technologies (Pty) LTD\BPU RSI Complete	ed v	Browse
		Disk Cost
Install BPO RSI Completed Work for yourself, or for anyone who us	es this com	puter: 🧑
		· •
Everyone 2		
Everyone      2     Just me		
Everyone  2  Just me		

- 1. The installer will ask you to *Confirm Installation*.
- 2. Click on *Next* to start the installation.



🔀 BPO RSI Completed Work		
Confirm Installation -1		5
The installer is ready to install BPO RSI Completed Work on your computer	1	
Click "Next" to start the installation.		
		2
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Cancel < Back		Next >

- 1. The **BPO RSI Completed Work** installation will begin.
- 2. *Wait* for it to be completed.



BPO RSI Completed Work			- 0	×
Installing BPO RSI Co	mpleted Work		1	
BPO RSI Completed Work is being in	stalled.			
Please wait				
2				
	Cancel	< Back	N	ext >

- 1. Once Installation is *Complete*.
- 2. Click on *Close*.



🔀 BPO RSI Completed Work			×
Installation Complete			5
BPO RSI Completed Work has been successfully installed.			
Click "Close" to exit.			
			2
Please use Windows Update to check for any critical updates to the .NET	Framew	ork.	
Cancel < Back	¢	Cle	ose

#### **ENVIRONMENT CONFIGURATION**

1. In your File Explorer, search for the following file location:

C:\Program Files\CO3 Technologies (Pty) LTD\BPO RSI Completed Work

2. Right click on the *Envn.xml* file.





- 1. The *File menu* will open.
- 2. Select to *Edit with Notepad++*.





The xml file will open in *Notepad++*.

- 1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.
- 2. **Interval Amount** Type in the time interval amount for this service to run e.g. 2, 10, 60.
- 3. **Interval Unit** Type in the time unit the interval amount e.g. min (minutes), hrs (hours) day (days).
  - In this example, the service will run once every 2 minutes.
- 4. When you have finished editing the file, click on *Save*.

### SERVICE / STATIC DATA CONFIGURATION

5. Open the *StaticData.xml* file.





1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.

In order to email the Work Order to your client, you need configure these email settings:

- 2. SMTP Server: Type in your company's SMTP server details
- 3. **Sender Mail Address:** Type in the email address that should be used for the *Sent From* address.
- 4. Use Sender Mail Address: Select Yes to display the Sent From address.
- 5. **Copy To Address:** Type in the email address(es) that should be copied in on the email when it is sent.



- 6. **Mail Subject** and **Mail Body:** These are populated with defaults, but you can type in any changes, as required.
- 7. When you have finished editing the details, click on *Save*.
- 8. *Close* Notepad++.

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StaticData.xml I         Image: StaticData.Xml I	iy>
Extensible Markup Language rine   rength; orb_lines: is   Lh; / Col:41_Sel:0]0 Windows (CKLP) 01P-8-BOM   IN	<b>)</b>

#### **START SERVICE**

Once you have done the service configuration, you need to start the service from the *Administrative Tools* > *Services* screen in Windows.

• Select the *Windows* icon in your taskbar.



1. Search for and single click on *Windows Administrative Tools*.

The Tools menu will expand.



2. Search for and single click on *Services*.



- 1. The *Services* screen will open.
- 2. Right click on BPO Completed WO Service.
- 3. In the pop-up menu, click on *Properties*.



Services	- 1 v Help				-	
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Services (Local)	Name ActiveX Installer (AknstSV) Adobe Acrobat Update Service Agent Activation Runtime_b358d1b AllUoyn Router Service Application Host Helper Service Application Identity Application Identity Application Information Application Management Application Management Application Management AppX Deployment Service AssignedAccessManager Service AssignedAccessManager Service AssignedAccessManager Service Background Tasks Infrastructure Service	Description Provides User Account Cor Adobe Acrobat Updater ke Runtime for activating cor Routes AllJoyn messages f Gets apps ready for use the Provides administrative see Determines and verifies the Facilitates the running of in Provides support for 3rd p. Processes installation, rem Provides infrastructure sup Provides support for out-co Start Stop Pause Resume Restart	ntrol validation for the i teps your Adobe softwa versational agent appli or the local AllJoyn clie first time a user signs i rvices for IIS, for examp identity of an applicat nteractive applications arty protocol plug-ins f oval and enumeration r port for deploying Stor process session state rvice supports kiosk e m time zone. Iransport Protocol ser und using idle netwo ice that controls whic	Status Running Running Running Running Running Running Running	Startup Type Manual Automatic Manual Manual (Trigger Start) Manual (Trigger Start) Manual (Trigger Start) Manual Manual Automatic (Delayed Start) Manual (Trigger Start) Disabled Manual (Trigger Start) Automatic (Delayed Start) Automatic	Log On As Local System Local System Local System Local System Local System Local System Local System Local System Local System Network Servi Local System Local System Local System Local System Local System Local System Local System Local System
2	Base Filtering Engine     BitLocker Drive Encryption Service     Blockoth Audio Gateway Service     Bluetooth Support Service     Bluetooth User Support Service_b358d1b     Boniour Service     BPO Completed WO Service     BranchCache     Capability Access Manager Service     Completed WO     Service     Service	Restart All Tasks Refresh Properties Help Manages completed work This service caches networ Provides facilities for mana	FE) is a service that m Drive Encryption servi ed by Windows Backu o gateway role of the rts discovery and ass upports proper functi order reports for BPO k content from peers o aging UWP apps access	Running Running Running Running Running	Automatic Manual (Trigger Start) Manual (Trigger Start) Manual (Trigger Start) Manual (Trigger Start) Automatic Manual Manual Manual	Local Service Local System Local System Local Service Local Service Local System Local System Local System Local System

- 1. The *Properties* screen will pop up.
- 2. Click on the drop-down arrow in the *Startup Type* field.
- 3. Select *Automatic (Delayed Start)* from the menu.
  - This setting will ensure the service is <u>restarted</u> if your server is restarted.
- 4. Click on OK.



	Log On	Recovery Dependencies
Service	name:	BPO_CompletedWork
Display	name:	BPO Completed WO Service
Descrip	tion:	Manages completed work order reports for BPO
Path to "C:\Pro	executab gram Files	le: a\CO3 Technologies (Pty) LTD\BPO RSI Completed Work
Startup	type:	Manual
3	-	Automatic (Delayed Start) Automatic Manual Disabled
Service	status:	Stopped
5	Start	Stop Pause Resume
	n specify t re.	he start parameters that apply when you start the service
You can from he	rametere.	

The *Properties* menu will disappear.

- In the Services screen, you will note that the service *Startup Type* has now changed to *Automatic (Delayed Start)*.
- 2. Right click on *BPO Completed WO Service*.
- 3. In the pop up menu, click on *Start*.



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Services (Local)	Name	Description		Status	Startup Type	Log On As	^
	ActiveX Installer (AxInstSV)	Provides User Account Co	ontrol validation for the i		Manual	Local System	m
	Adobe Acrobat Update Service	Adobe Acrobat Updater k	eeps your Adobe softwa	Running	Automatic	Local System	m
	Agent Activation Runtime_b358d1b	Runtime for activating co	nversational agent appli		Manual	Local System	m
	AllJoyn Router Service	Routes AllJoyn messages	for the local AllJoyn clie		Manual (Trigger Start)	Local Servic	:e
	App Readiness	Gets apps ready for use th	e first time a user signs i		Manual	Local System	m
	Application Host Helper Service	Provides administrative se	ervices for IIS, for examp	Running	Automatic	Local System	m
	Application Identity	Determines and verifies th	ne identity of an applicat		Manual (Trigger Start)	Local Servic	:e
	Application Information	Facilitates the running of	interactive applications	Running	Manual (Trigger Start)	Local System	m
	Application Layer Gateway Service	Provides support for 3rd p	party protocol plug-ins f		Manual	Local Servic	:e
	Application Management	Processes installation, rem	noval and enumeration r	Running	Manual	Local System	m
	AppX Deployment Service (AppXSVC)	Provides infrastructure su	pport for deploying Stor		Manual	Local System	m
	ASP.NET State Service	Provides support for out-	of-process session state	Running	Automatic (Delayed Start)	Network Se	rvi
	AssignedAccessManager Service	Start	ervice supports kiosk e		Manual (Trigger Start)	Local System	m
	Auto Time Zone Updater 3	Stop	em time zone.		Disabled	Local Servic	:e
	AVCTP service	Pause	Transport Protocol ser	Running	Manual (Trigger Start)	Local Servic	:e
	Background Intelligent Transfer Service	Resume	pund using idle netwo	Running	Automatic (Delayed Start)	Local System	m
	Background Tasks Infrastructure Service	Destant	vice that controls whic	Running	Automatic	Local System	m
	Base Filtering Engine	Kestart	FE) is a service that m	Running	Automatic	Local Servic	:e
	BitLocker Drive Encryption Service	All Tasks >	Drive Encryption servi		Manual (Trigger Start)	Local System	m
	Rock Level Backup Engine Service	Defeet	ed by Windows Backu		Manual 1	Local System	m
	Bluetooth Audio Gateway Service	Ketresh	o gateway role of the	Running	Manual (Trigger Start) 🍸	Local Servic	:e
	Sluetooth Support Service	Properties	orts discovery and ass	Running	Manual (Trigger Start)	Local Servic	:e
	Bluetooth User Support Service_b358d1b		supports proper functi		Manual (Trigger Start) 📘	Local System	m
	Boniour Service	Help	nd software services t	Runnina	Automatic	Local System	m,
2	BPO Completed WO Service	Manages completed work	c order reports for BPO		Automatic (Delayed Start)	Local System	m
	StanchCache	This service caches netwo	rk content from peers o		Manual	Network Se	rvi
	Capability Access Manager Service	Provides facilities for man	aging UWP apps access	Running	Manual	Local System	m _
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- 1. The service will now be *Running*.
- 2. *Close* the Services screen.



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File Action View	v Help			2					
Services (Local)	Name	Description	Status	Startup Type	Log On As \land				
	ActiveX Installer (AxInstSV)	Provides User Account Control validation for the i		Manual	Local System				
	Adobe Acrobat Update Service	Adobe Acrobat Updater keeps your Adobe softwa	Running	Automatic	Local System				
	Agent Activation Runtime_b358d1b	Runtime for activating conversational agent appli		Manual	Local System				
	AllJoyn Router Service	Routes AllJoyn messages for the local AllJoyn clie		Manual (Trigger Start)	Local Service				
	App Readiness	Gets apps ready for use the first time a user signs i		Manual	Local System				
	Application Host Helper Service	Provides administrative services for IIS, for examp	Running	Automatic	Local System				
	Application Identity	Determines and verifies the identity of an applicat		Manual (Trigger Start)	Local Service				
	Application Information	Facilitates the running of interactive applications	Running	Manual (Trigger Start)	Local System				
	Application Layer Gateway Service	Provides support for 3rd party protocol plug-ins f		Manual	Local Service				
	Application Management	Processes installation, removal and enumeration r	Running	Manual	Local System				
	AppX Deployment Service (AppXSVC)	Provides infrastructure support for deploying Stor		Manual	Local System				
	ASP.NET State Service	Provides support for out-of-process session state	Running	Automatic (Delayed Start)	Network Servi				
	AssignedAccessManager Service	AssignedAccessManager Service supports kiosk e		Manual (Trigger Start)	Local System				
	🖏 Auto Time Zone Updater	Automatically sets the system time zone.		Disabled	Local Service				
	AVCTP service	This is Audio Video Control Transport Protocol ser	Running	Manual (Trigger Start)	Local Service				
	🖗 Background Intelligent Transfer Service	Transfers files in the background using idle netwo	Running	Automatic (Delayed Start)	Local System				
	Rackground Tasks Infrastructure Service	Windows infrastructure service that controls whic	Running	Automatic	Local System				
	Base Filtering Engine	The Base Filtering Engine (BFE) is a service that m	Running	Automatic	Local Service				
	BitLocker Drive Encryption Service	BDESVC hosts the BitLocker Drive Encryption servi		Manual (Trigger Start)	Local System				
	Rock Level Backup Engine Service	The WBENGINE service is used by Windows Backu		Manual	Local System				
	Bluetooth Audio Gateway Service	Service supporting the audio gateway role of the	Running	Manual (Trigger Start)	Local Service				
	Reluetooth Support Service	The Bluetooth service supports discovery and ass	Running	Manual (Trigger Start)	Local Service				
	Bluetooth User Support Service_b358d1b	The Bluetooth user service supports proper functi		Manual (Trigger Start)	Local System				
	🖏 Bonjour Service	Enables hardware devices and software services t	Running	Automatic	Local System				
	BPO Completed WO Service	Manages completed work order reports for BPO	Running	Automatic (Delayed Start)	Local System				
	SranchCache	This service caches network content from peers o		Manual	Network Servi				
	Capability Access Manager Service	Provides facilities for managing UWP apps access	Running	Manual	Local System				
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Help v2.5.1.4 - Pg 15 - Printed: 27/06/2024