

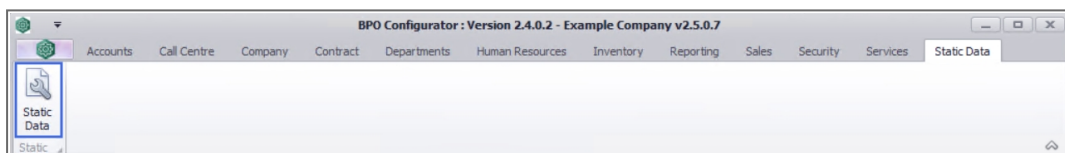
STATIC DATA

STATIC DATA – CALLS: CALL ERROR CODES

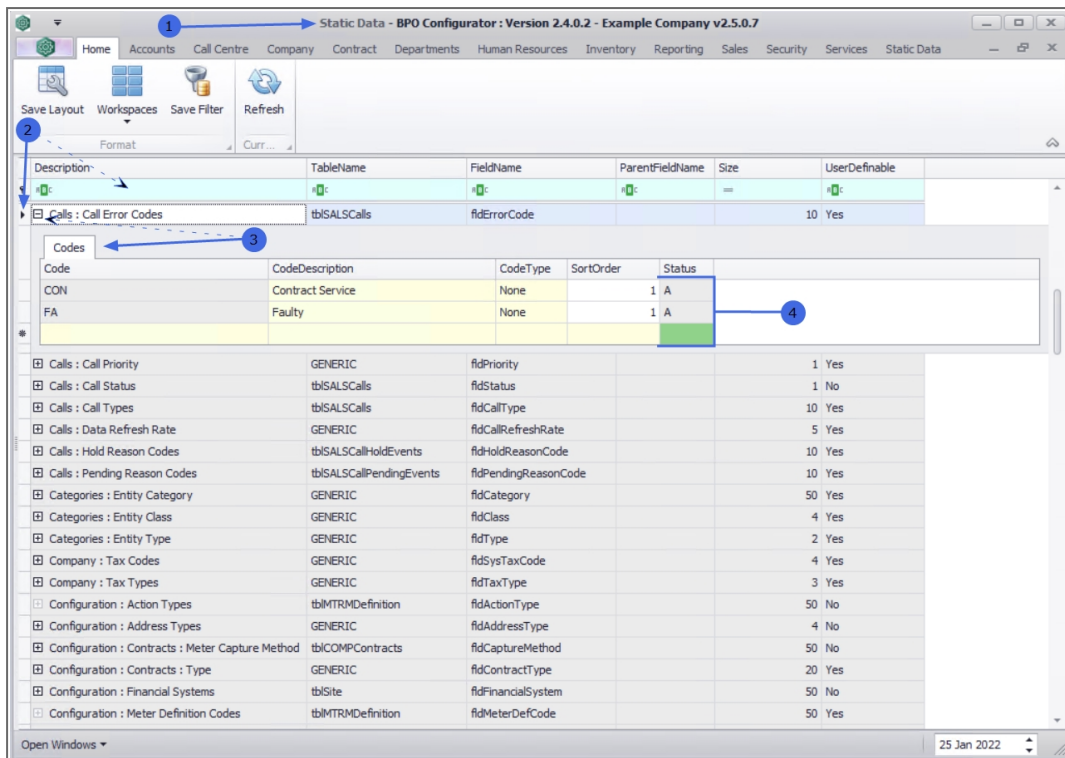
THE ERROR CODES ARE A LIST OF CODES THAT MAY DISPLAY ON THE DEVICES BEING SERVICES AND ARE SELECTED WHEN CREATING OR CLOSING A SERVICE CALL. THE ERROR CODE IS MAY BE MANDATORY DEPENDING ON THE COMPANY CONFIGURATION:

[CALL ERROR CODE MANDATORY.](#)


RIBBON ACCESS: *STATIC DATA> STATIC DATA*

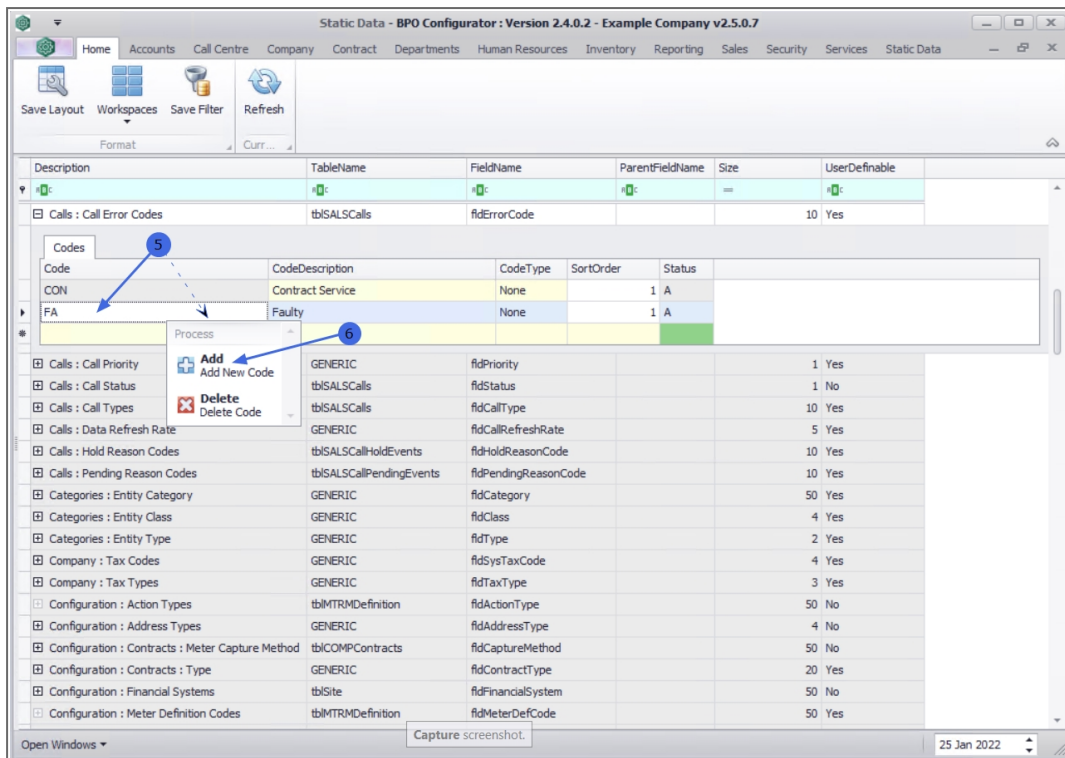


1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Error Codes** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view a list of **call error codes** currently on the system.



ADD AN ERROR CODE

5.  **Right click** in a **row** of the **Codes** data grid to display the **Process** menu.
6. Click on **Add** - Add New Code.

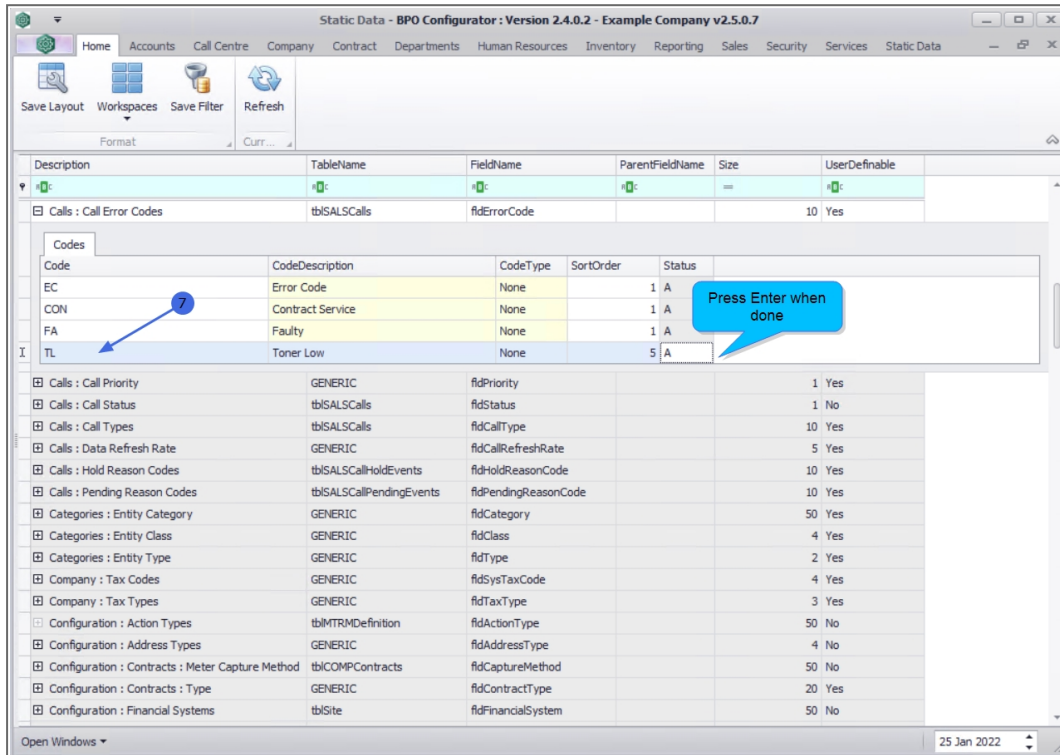


7. An available row for adding the new Call Error Code will display in the **Codes** data grid.

- **Code:** Click in the text box to type in a code specific for the new call error.
- **Code Description:** Click in the text box to type a description for the call error code.
- **Code Type:** This field will auto populate as **None** and may remain as is.
- **Status:** The status field will auto populate with an **A** - Active status.

- **Sort Order¹**: Click in the text box to type in or use the **arrow** indicators to select the sort order for the new error code.

8. When you have finished adding the new call error code details, press **Enter**.



Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Calls : Call Error Codes	tblSALSCalls	fldErrorCode		10	Yes

Code	CodeDescription	CodeType	SortOrder	Status
EC	Error Code	None	1	A
CON	Contract Service	None	1	A
FA	Faulty	None	1	A
TL	Toner Low	None	5	A

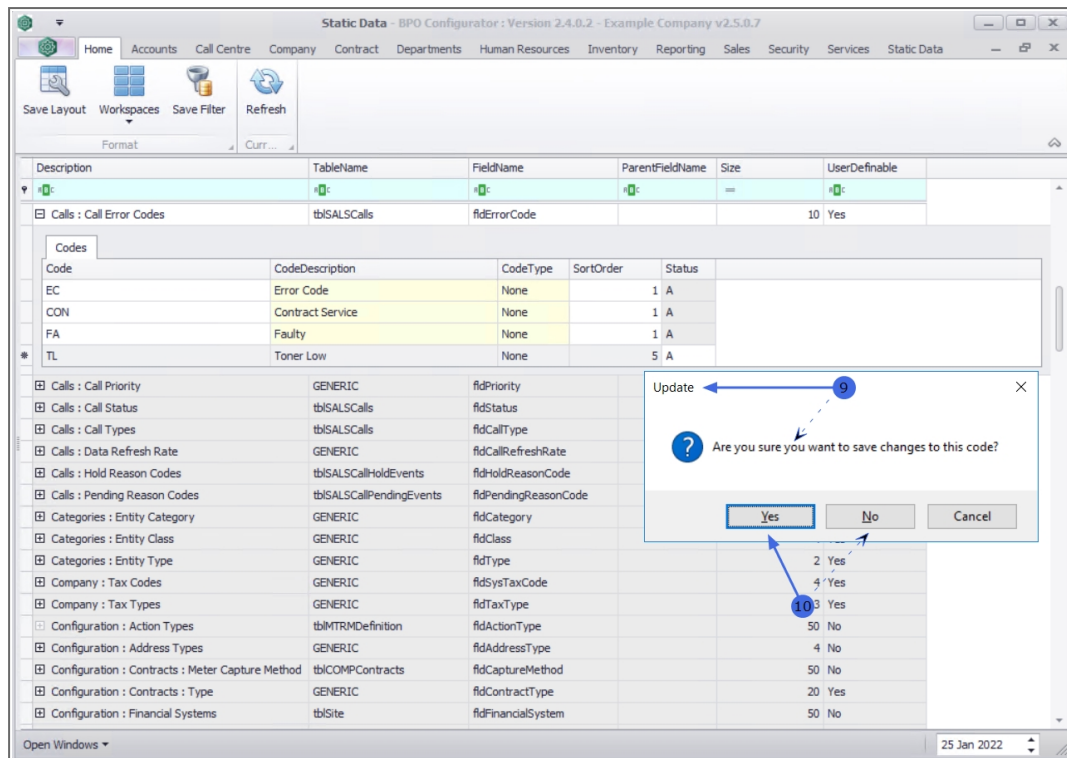
9. You will receive an **Update** message to confirm;

- **Are you sure you want to save changes to this code?**

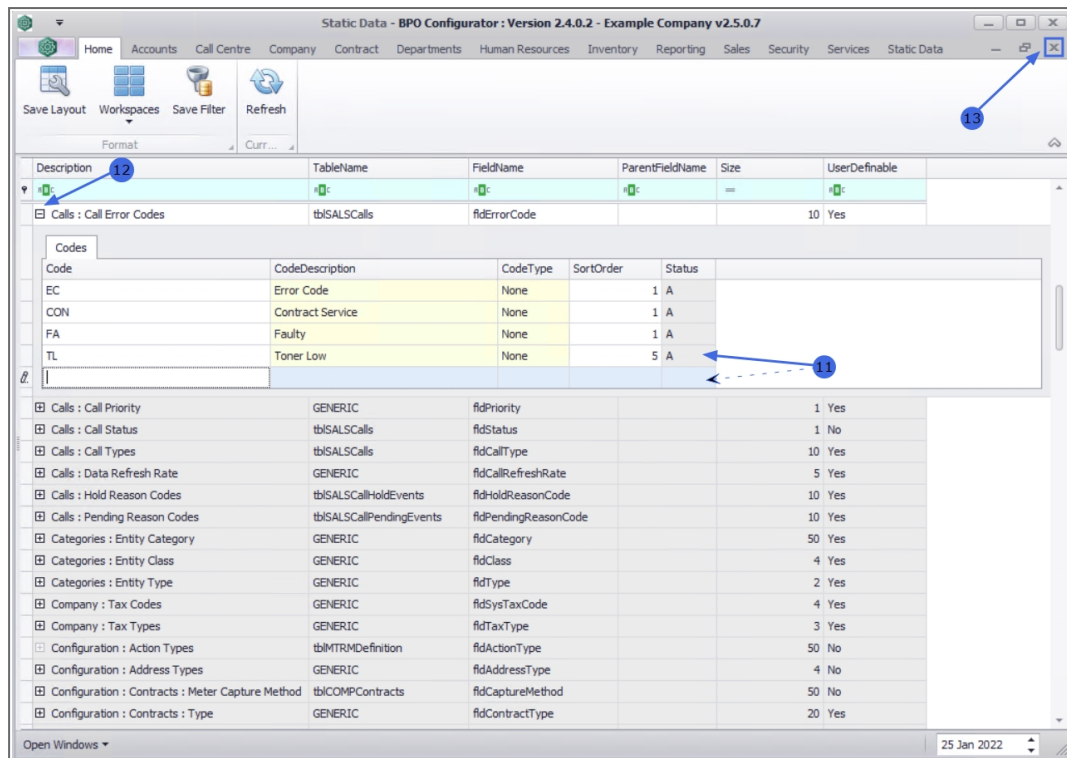
10. Click on **Yes** to save the code, or

- Click on **No** to remove the information from the row, enabling you to add new call error information.

¹The sort order is the order in which the Call Error Code will appear in the drop-down list. If each error code has the same number, e.g 0 or 1, then the drop-down list will default to an alphabetic order. If the sort order, is numbered, for example the item is number 5 in an ordered list of 1-10, then the item will appear 5th in the drop-down list.




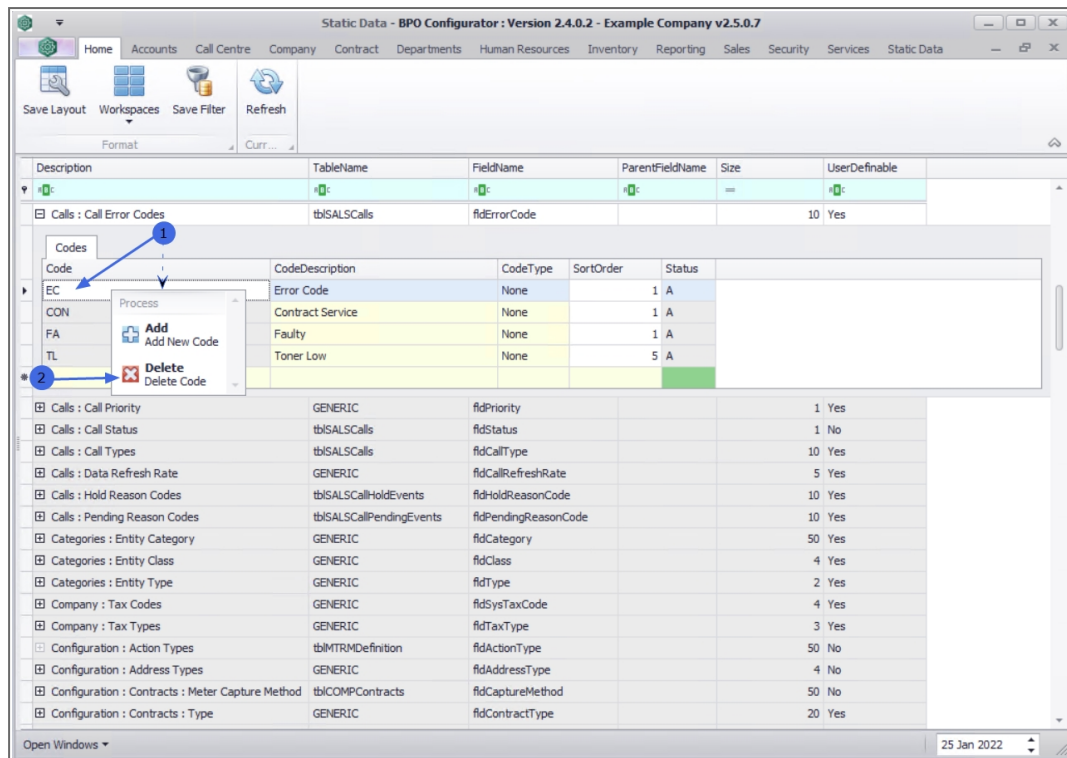
11. The new call error code will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



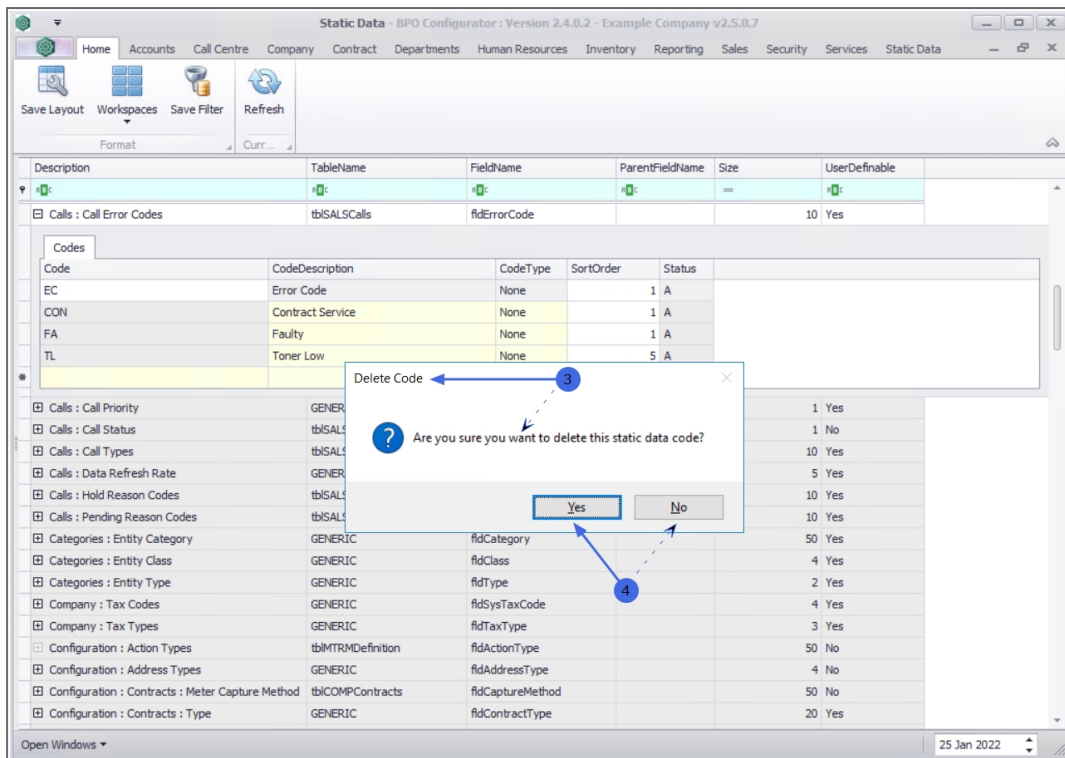
REMOVE AN ERROR CODE

You may need to remove a Call Error Code that is no longer required.

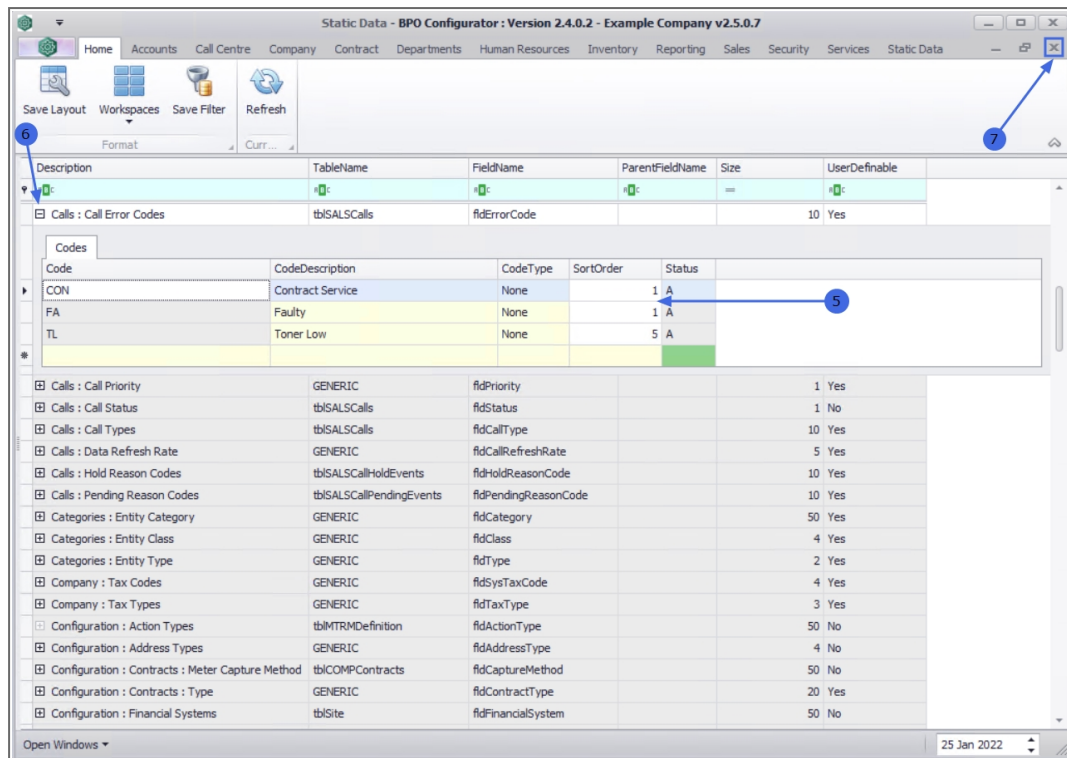
1.  **Right click** in the **row** of the Error Code that is no longer required to display the **Process** menu.
2. Click on **Delete** - Delete Code.



3. When you receive the **Delete Code** message to confirm;
 - **Are you sure you want to delete this static data code?**
4. Click on **Yes** to remove the code, or
 - Click on **No** to ignore the request and to leave the code in the Call Error Code list.



5. The **Call Error Code** will be removed from the list.
6. **Collapse** the Codes frame.
7. **Close** the screen when done.



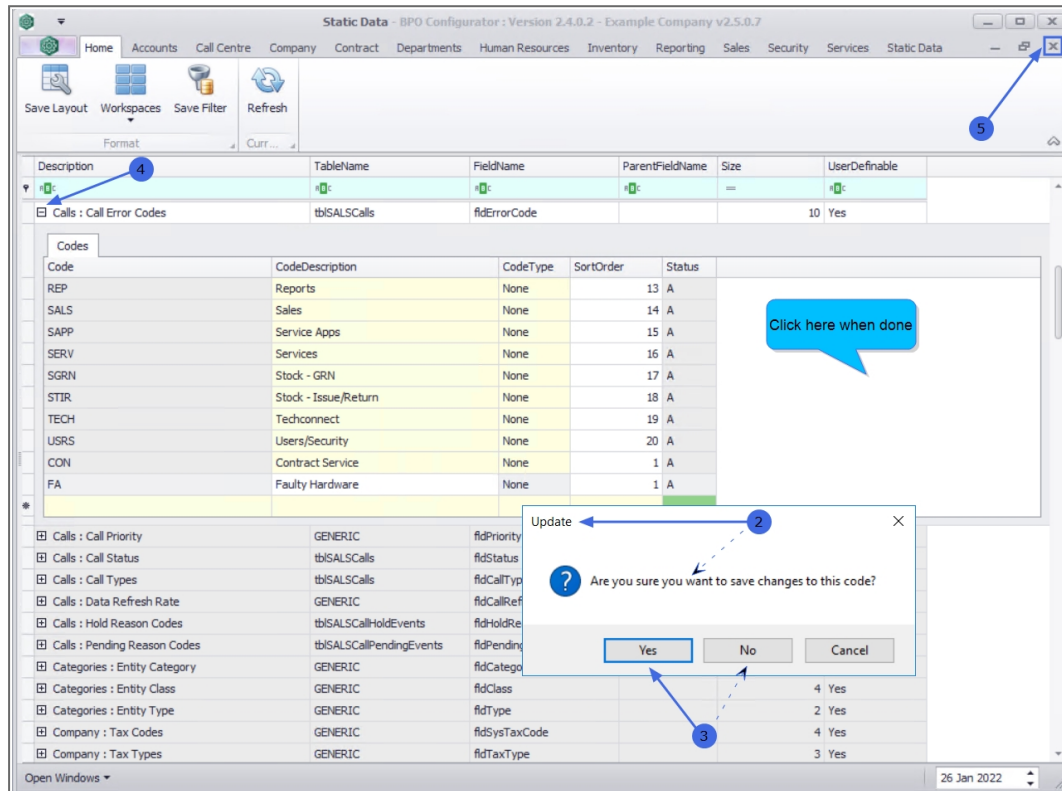
EDIT AN ERROR CODE

You can make changes to the *Code Description*, *Code Type* or the *Sort Order* of an Error Code.

- **Code Description:** Click in the field and replace the existing description with the new description, if required.
- **Code Type:** Click in the field to replace the existing code type with a new code type, if required.
- **Sort Order:** Click in the field to type in or use the arrow indicators to select a new sort order, if required.

1. When you have made the required changes, click anywhere on the Codes frame.

2. You will receive an **Update** message to confirm,
 - **Are you sure you want to save changes to this code?**
3. Click on **Yes** to save the changes, or
 - Click on **No** to ignore the change and to leave the code as is.
4. **Collapse** the Codes frame.
5. **Close** the screen when done.



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