

STATIC DATA

STATIC DATA – CALLS: CALL PRIORITY

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: Call Priority** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view the **call priority codes** currently on the system.

Static Data - BPO Configurator: Version 2.4.0.2 - Example Company v2.5.0.7

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Format Curr...

Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fidBOMType		10	Yes
Calls: Call Error Codes	tblSALSCalls	fidErrorCode		10	Yes
Calls: Call Priority	GENERIC	fidPriority		1	Yes

Codes


Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None	1	A
2	Level 2	None	1	A
3	Level 3	None	1	A
4	Level 4	None	1	A
5	Level 5	None	1	A

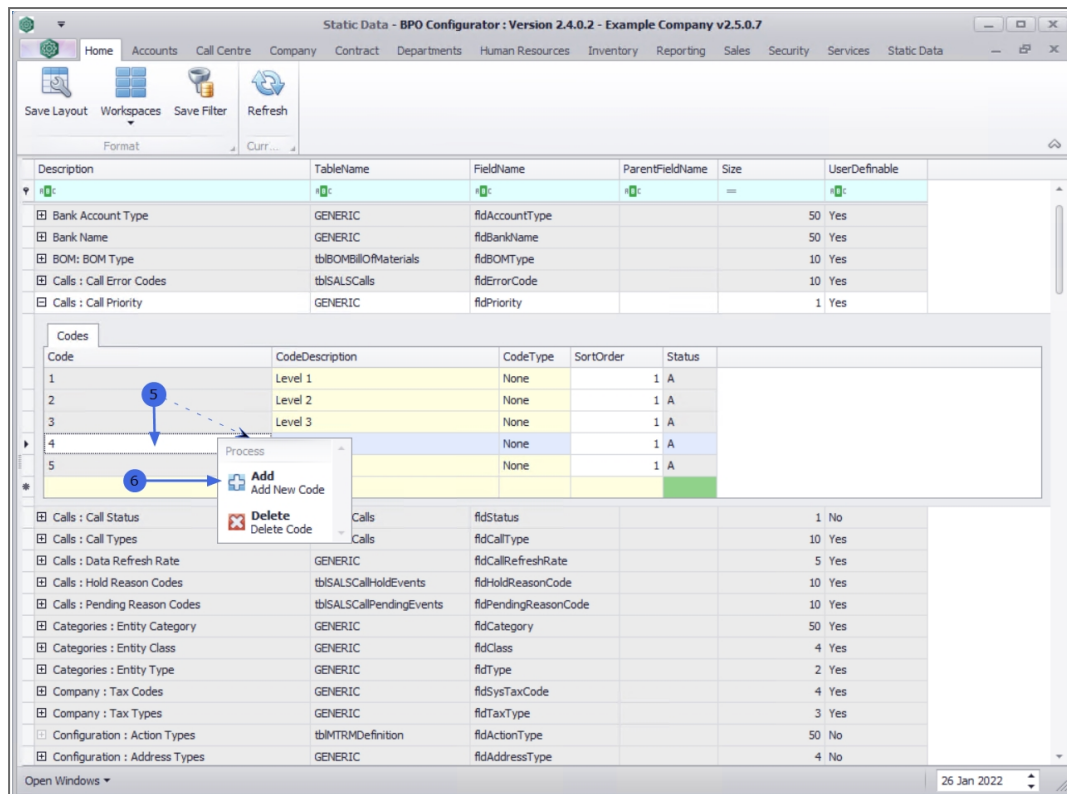
Calls: Call Status	tblSALSCalls	fidStatus		1	No
Calls: Call Types	tblSALSCalls	fidCallType		10	Yes
Calls: Data Refresh Rate	GENERIC	fidCallRefreshRate		5	Yes
Calls: Hold Reason Codes	tblSALSCallHoldEvents	fidHoldReasonCode		10	Yes
Calls: Pending Reason Codes	tblSALSCallPendingEvents	fidPendingReasonCode		10	Yes
Categories: Entity Category	GENERIC	fidCategory		50	Yes
Categories: Entity Class	GENERIC	fidClass		4	Yes
Categories: Entity Type	GENERIC	fidType		2	Yes
Company: Tax Codes	GENERIC	fidSysTaxCode		4	Yes
Company: Tax Types	GENERIC	fidTaxType		3	Yes
Configuration: Action Types	tblMTRMDefinition	fidActionType		50	No
Configuration: Address Types	GENERIC	fidAddressType		4	No

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ADD A CALL PRIORITY

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



Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fidBOMType		10	Yes
Calls: Call Error Codes	tblSALSCalls	fidErrorCode		10	Yes
Calls: Call Priority	GENERIC	fidPriority		1	Yes

Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None	1	A
2	Level 2	None	1	A
3	Level 3	None	1	A
4		None	1	A
5		None	1	A

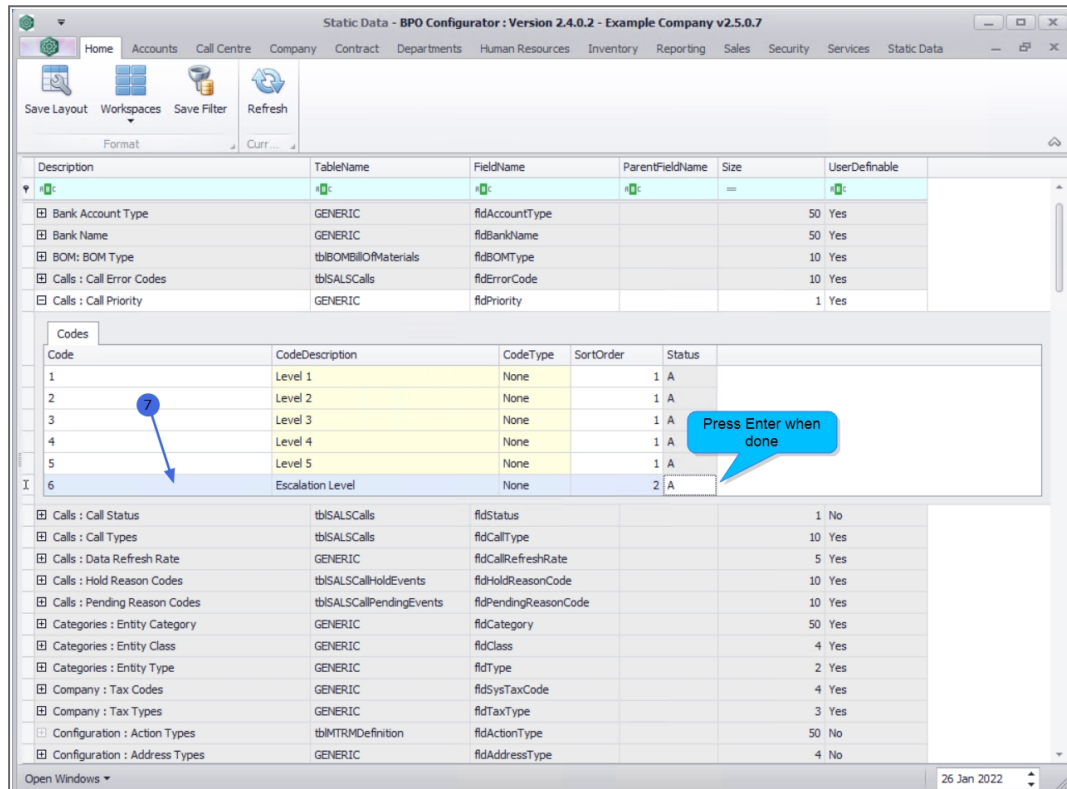
Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None	1	A
2	Level 2	None	1	A
3	Level 3	None	1	A
4		None	1	A
5		None	1	A

7. An available row will be added in the **Codes** data grid for adding the new Call Priority Code.

- **Code:** Click in this text box to type in a one digit code for the new call priority code.
- **Code Description:** Click in the text box to type a description for the call priority code.
- **Code Type:** This field will auto populate as **None** and may remain as is.

- **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.
- **Status**: The status field will auto populate with an **A** - Active status.

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



Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fidBOMType		10	Yes
Calls : Call Error Codes	tblSALSCalls	fidErrorCode		10	Yes
Calls : Call Priority	GENERIC	fidPriority		1	Yes

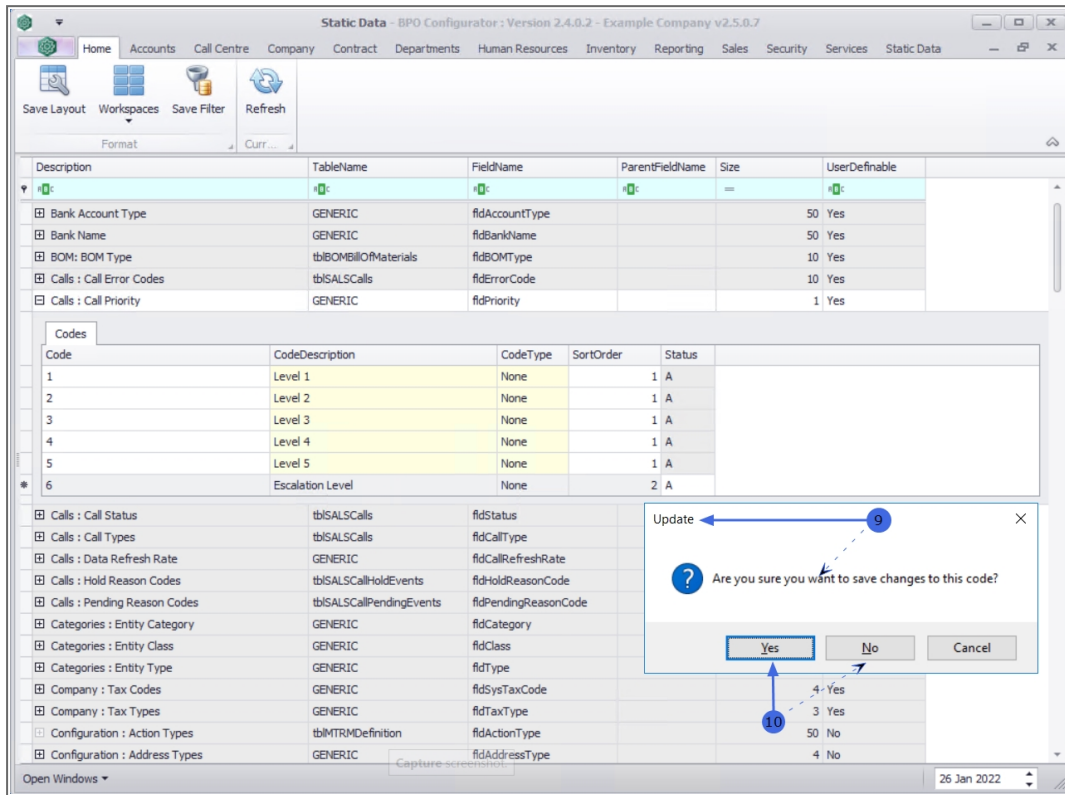
Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None	1	A
2	Level 2	None	1	A
3	Level 3	None	1	A
4	Level 4	None	1	A
5	Level 5	None	1	A
6	Escalation Level	None	2	A

9. When you receive the **Update** message to confirm;

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

¹The sort order is the order in which the call priority 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.

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.



11. The call priority 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.

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Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Security Services Static Data

Save Layout Workspaces Save Filter Refresh

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Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fidBOMType		10	Yes
Calls : Call Error Codes	tblSALSCalls	fidErrorCode		10	Yes
Calls : Call Priority	GENERIC	fidPriority		1	Yes

Codes

Code	CodeDescription	CodeType	SortOrder	Status
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3	Level 3	None	1	A
4	Level 4	None	1	A
5	Level 5	None	1	A
6	Escalation Level	None	2	A


Calls : Call Status	tblSALSCalls	fidStatus		1	No
Calls : Call Types	tblSALSCalls	fidCallType		10	Yes
Calls : Data Refresh Rate	GENERIC	fidCallRefreshRate		5	Yes
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fidHoldReasonCode		10	Yes
Calls : Pending Reason Codes	tblSALSCallPendingEvents	fidPendingReasonCode		10	Yes
Categories : Entity Category	GENERIC	fidCategory		50	Yes
Categories : Entity Class	GENERIC	fidClass		4	Yes
Categories : Entity Type	GENERIC	fidType		2	Yes
Company : Tax Codes	GENERIC	fidSysTaxCode		4	Yes
Company : Tax Types	GENERIC	fidTaxType		3	Yes
Configuration : Action Types	tblMTRMDefinition	fidActionType		50	No

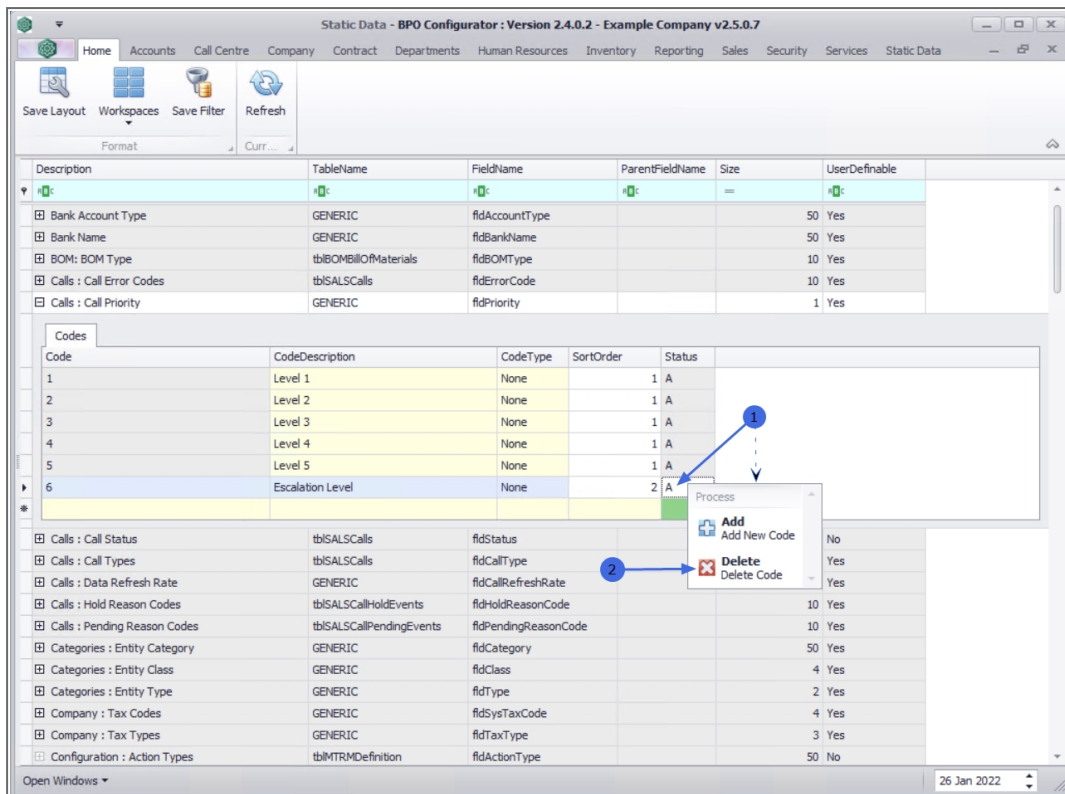
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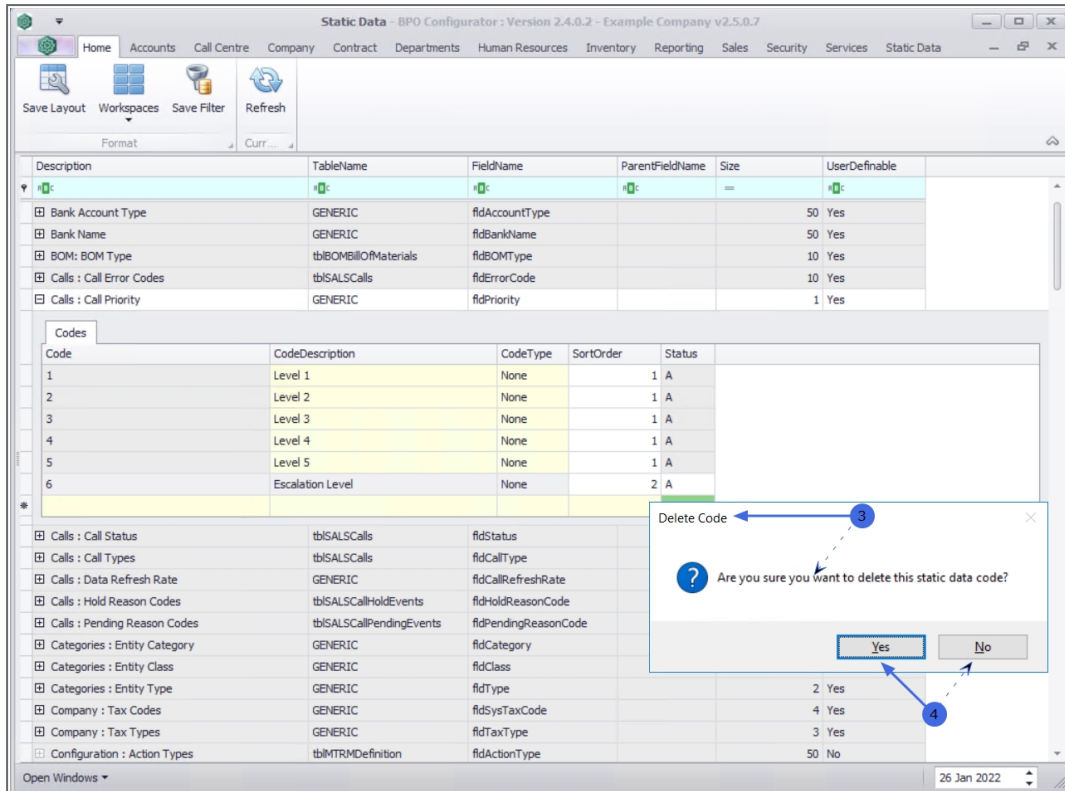
REMOVE A CALL PRIORITY

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

1.  **Right click** in the **row** of the Priority 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 Priority Code list.

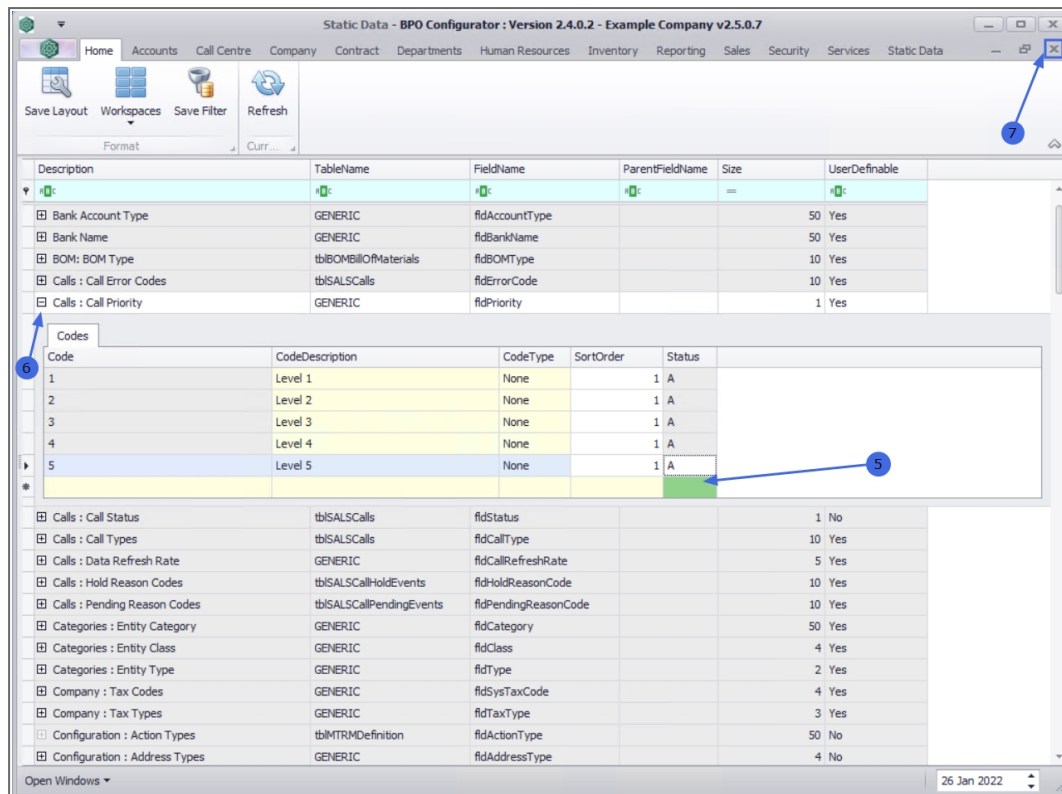


The screenshot shows the 'Static Data - BPO Configurator' window. The main table lists static data items with columns: Description, TableName, FieldName, ParentFieldName, Size, and UserDefinable. A 'Codes' sub-table is also visible, showing a list of codes with columns: Code, CodeDescription, CodeType, SortOrder, and Status. A 'Delete Code' dialog box is open, asking 'Are you sure you want to delete this static data code?'. The dialog has 'Yes' and 'No' buttons. Blue arrows and numbers indicate the sequence of actions: 1. Clicking the 'Delete Code' button in the main table. 2. Clicking the 'Yes' button in the dialog. 3. Clicking the 'No' button in the dialog. 4. Clicking the 'Yes' button in the dialog.

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Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fidBOMType		10	Yes
Calls: Call Error Codes	tblSALSCalls	fidErrorCode		10	Yes
Calls: Call Priority	GENERIC	fidPriority		1	Yes

Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None	1	A
2	Level 2	None	1	A
3	Level 3	None	1	A
4	Level 4	None	1	A
5	Level 5	None	1	A
6	Escalation Level	None	2	A

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



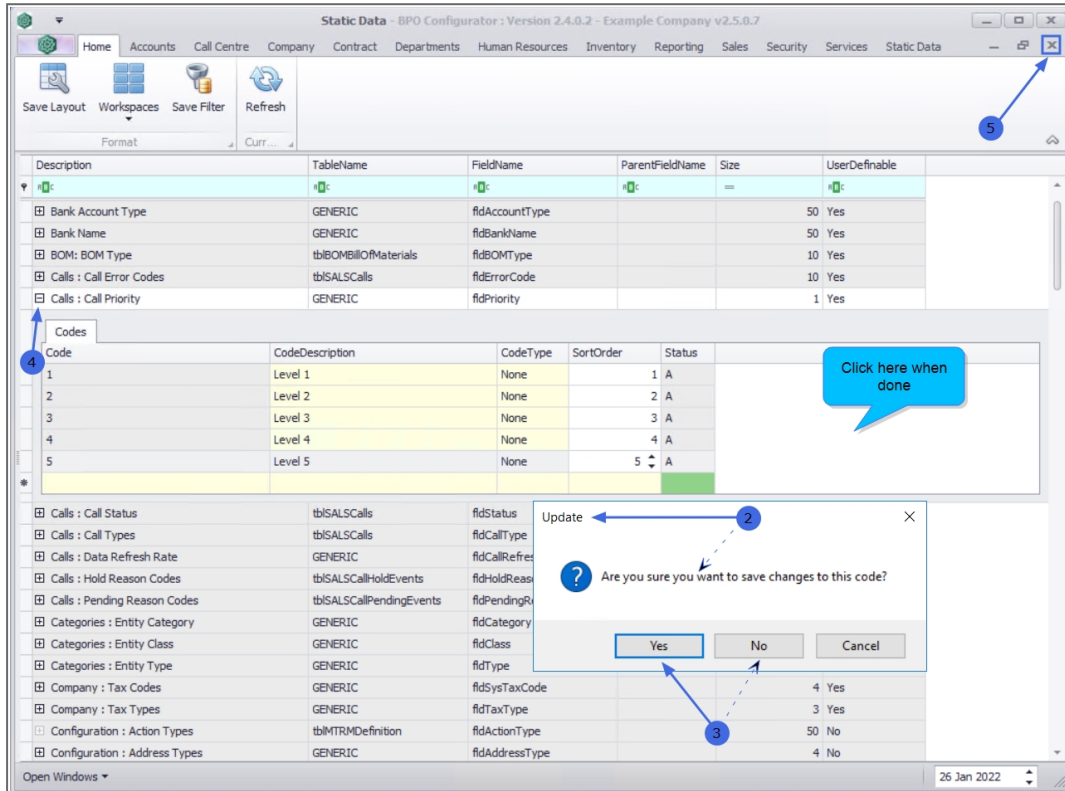
EDIT CALL PRIORITY

You can make changes to the *Code Description*, *Code Type* or the *Sort Order* of the Call Priority 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 receive the **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 leave the code as is.
4. **Collapse** the Codes frame.
5. **Close** the screen when done.



MNU.108.056