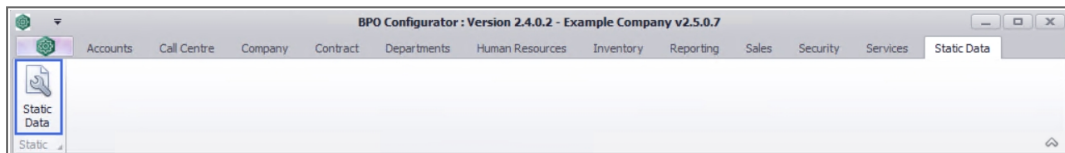


STATIC DATA

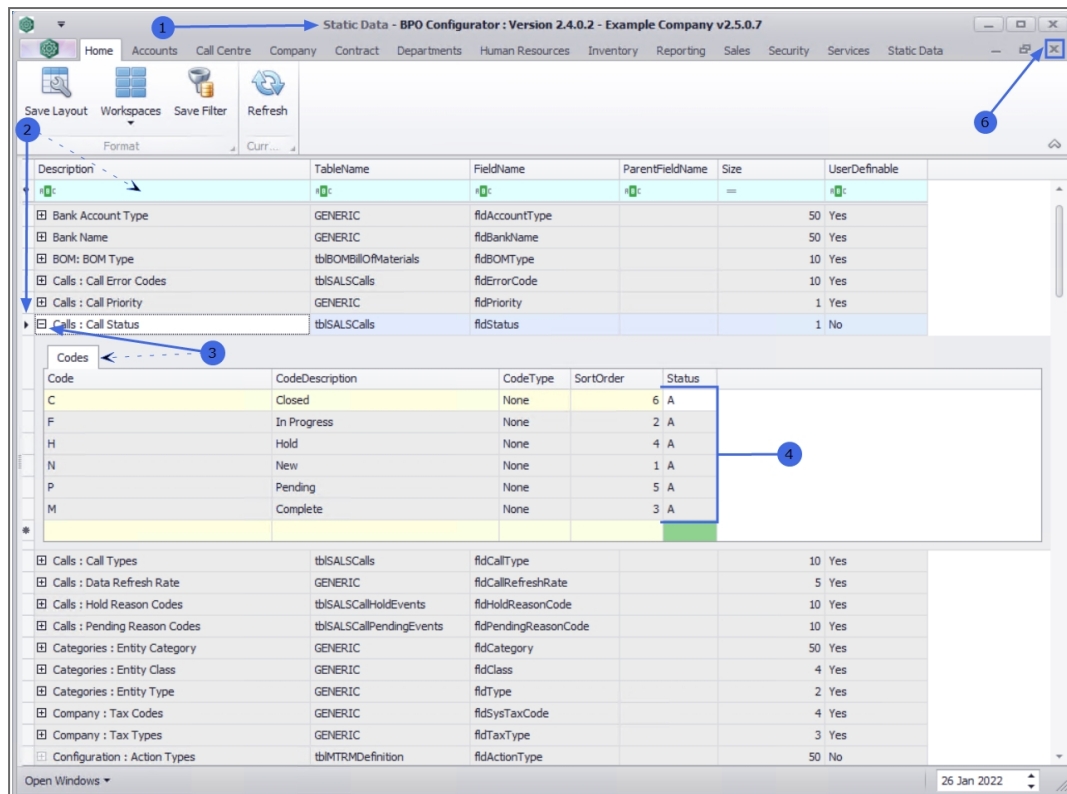
STATIC DATA – CALLS: CALL STATUS

The Call Status frame can only be viewed for information. These codes are hard coded within BPO and no changes can be made to the information.

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 Status** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. Here you can view the **call status codes**.
5. **Collapse** the Codes frame.
6. **Close** the screen when done.



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

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
Calls: Call Status	tblSALSCalls	fidStatus		1	No

Code	CodeDescription	CodeType	SortOrder	Status
C	Closed	None	6	A
F	In Progress	None	2	A
H	Hold	None	4	A
N	New	None	1	A
P	Pending	None	5	A
M	Complete	None	3	A

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

Open Windows ▾ 26 Jan 2022

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