

# INSTALLATION

## BPO2 SERVICES

BPO2 Services are installed on the server during implementation, depending on your requirements. These services are as follows:

- Service Manager (This is now set up in the **Configurator**.)  
This is required for and manages:
  - the Print and Email services.
- Print Service (This is now set up in the **Configurator**.)  
This is required for
  - Month end billing run contract invoice print/email to customer (Print Queue)
  - Contract / Sales Invoices or Cr Note re-print / email (Print Queue Reprint)
    - If set to print on Customer Invoice Delivery method, it will print to a designation printer set up in the Service Manager
    - If set to email on Customer Invoice Delivery Method, it will email to the customer contact person linked to the delivery method.
- Mail Service (This is now set up in the **Configurator**.)  
This is required for
  - Email notification to employees to authorise the following:
    - Contracts
    - Credit Notes
    - Stock Adjustments

- Part Requests (if Part Request Authorisation is configured)
  - Purchase Requisitions
- Email notification to clients concerning transactions within BPO
- Sales Quotes, Orders, Invoices and Credit Notes emailing
- [SLA Monitor](#)

This is required for email notification to employees monitoring SLA levels on calls logged where the equipment is on contract with an SLA level.
- [Limit Enforcer](#)

This service can be set up to run each night (using Windows Scheduler), and will place customers on hold if the customer is over their credit limit or terms. These requirements can be customised.

#### Installing Services:

- [Service Manager](#)
- [Print Service](#)
- [Mail Service](#)
- [SLA Monitor](#)
- [Limit Enforcer](#)
- Ensure that [Services are running](#).

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