

We are currently updating our site; thank you for your patience.

STATIC DATA

STATIC DATA – CALLS: CALL REFRESH RATE

THE REFRESH RATE MEASURES HOW QUICKLY THE CALL CONTENT ON THE SCREEN ARE BEING UPDATED IN THE CALL CENTRE. THE REFRESH RATE FREQUENCY DEPENDS ON THE CALL REFRESH RATE CODE CREATED AND THEREBY DETERMINES THE NUMBER OF TIMES THE DISPLAY REFRESHES EVERY MINUTE.

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: Data Refresh Rate** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view the **data refresh rate** currently set for 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	fldAccountType		50	Yes
Bank Name	GENERIC	fldBankName		50	Yes
BOM: BOM Type	tbBOMBilOMaterials	fldBOMType		10	Yes
Calls : Call Error Codes	tbISALSCalls	fldErrorCode		10	Yes
Calls : Call Priority	GENERIC	fldPriority		1	Yes
Calls : Call Status	tbISALSCalls	fldStatus		1	No
Calls : Call Types	tbISALSCalls	fldCallType		10	Yes
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate		5	Yes

Codes

Code	CodeDescription	CodeType	SortOrder	Status
2	The call centre refresh rate in min	None	0	A

Calls : Hold Reason Codes	tbISALSCallHoldEvents	fldHoldReasonCode		10	Yes
Calls : Pending Reason Codes	tbISALSCallPendingEvents	fldPendingReasonCode		10	Yes
Categories : Entity Category	GENERIC	fldCategory		50	Yes
Categories : Entity Class	GENERIC	fldClass		4	Yes
Categories : Entity Type	GENERIC	fldType		2	Yes
Company : Tax Codes	GENERIC	fldSysTaxCode		4	Yes
Company : Tax Types	GENERIC	fldTaxType		3	Yes
Configuration : Action Types	tbIMTRMDefinition	fldActionType		50	No
Configuration : Address Types	GENERIC	fldAddressType		4	No
Configuration : Contracts : Meter Capture Method	tbICOMPContracts	fldCaptureMethod		50	No
Configuration : Contracts : Type	GENERIC	fldContractType		20	Yes
Configuration : Financial Systems	tbISite	fldFinancialSystem		50	No

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ADD A DATA REFRESH RATE

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

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Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fldAccountType		50	Yes
Bank Name	GENERIC	fldBankName		50	Yes
BOM: BOM Type	tbBOMBillOfMaterials	fldBOMType		10	Yes
Calls : Call Error Codes	tblSALSCalls	fldErrorCode		10	Yes
Calls : Call Priority	GENERIC	fldPriority		1	Yes
Calls : Call Status	tblSALSCalls	fldStatus		1	No
Calls : Call Types	tblSALSCalls	fldCallType		10	Yes
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate		5	Yes

Codes

Code CodeDescription CodeType SortOrder Status

1 call centre refresh rate in min None 0 A

Process

Add Add New Code

Delete Delete Code

Code	CodeDescription	CodeType	SortOrder	Status
1	call centre refresh rate in min	None	0	A
	tbISALSCallHoldEvents	fldHoldReasonCode	10	Yes
	tbISALSCallPendingEvents	fldPendingReasonCode	10	Yes
	GENERIC	fldCategory	50	Yes
	GENERIC	fldClass	4	Yes
	GENERIC	fldType	2	Yes
	Company : Tax Codes	fldSysTaxCode	4	Yes
	Company : Tax Types	fldTaxType	3	Yes
	Configuration : Action Types	tblMTRMDefinition	50	No
	Configuration : Address Types	GENERIC	4	No
	Configuration : Contracts : Meter Capture Method	tblCOMPContracts	50	No
	Configuration : Contracts : Type	GENERIC	20	Yes
	Configuration : Financial Systems	tblSite	50	No

Open Windows

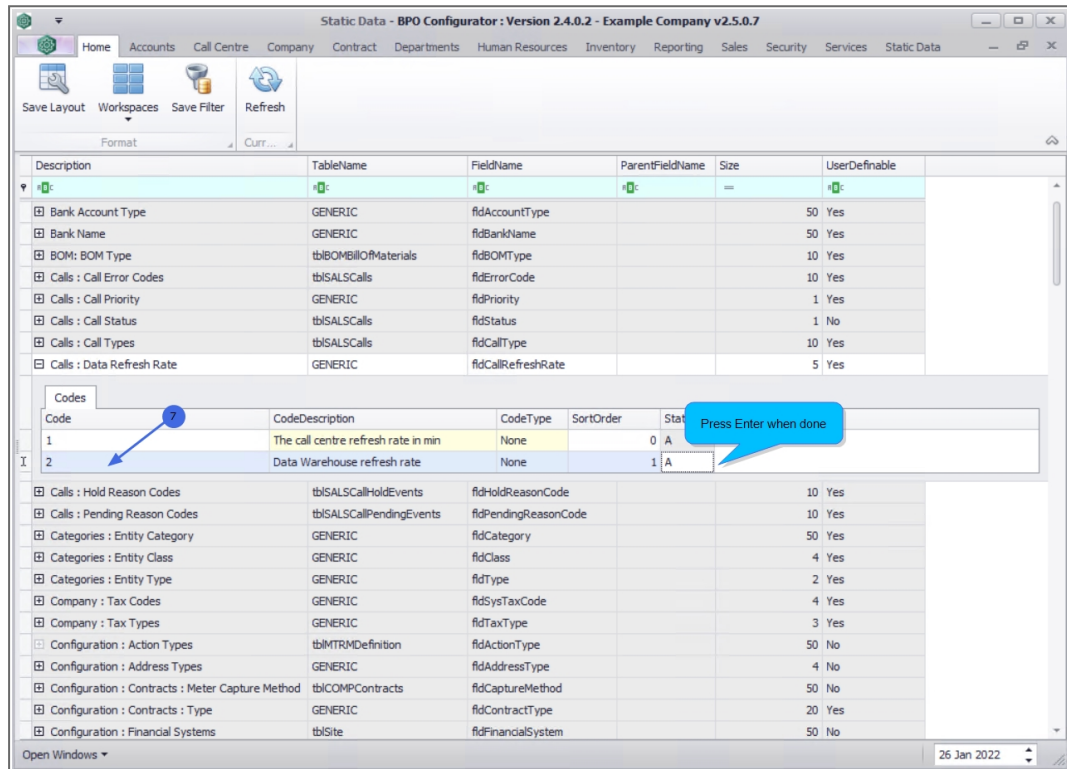
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7. An available row for adding anew Call Refresh Rate will display in the **Codes** data grid.

- **Code:** Click in the text box to type in a code specific to the new call refresh rate.
- **Code Description:** Click in the text box to type a description for the call refresh rate 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 refresh rate code.
- **Status**: The status field will auto populate with an **A** - Active status.

8. When you have finished adding the new refresh rate details, press **Enter**.



The screenshot shows the 'Static Data - BPO Configurator' window. The main table lists various static data items with columns: Description, TableName, FieldName, ParentFieldName, Size, and UserDefinable. Below this is a 'Codes' section with a table for adding new codes. A blue arrow points to the 'Code' field in the 'Codes' table, and a blue callout bubble says 'Press Enter when done'.

Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fldAccountType		50	Yes
Bank Name	GENERIC	fldBankName		50	Yes
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType		10	Yes
Calls : Call Error Codes	tblSALSCalls	fldErrorCode		10	Yes
Calls : Call Priority	GENERIC	fldPriority		1	Yes
Calls : Call Status	tblSALSCalls	fldStatus		1	No
Calls : Call Types	tblSALSCalls	fldCallType		10	Yes
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate		5	Yes

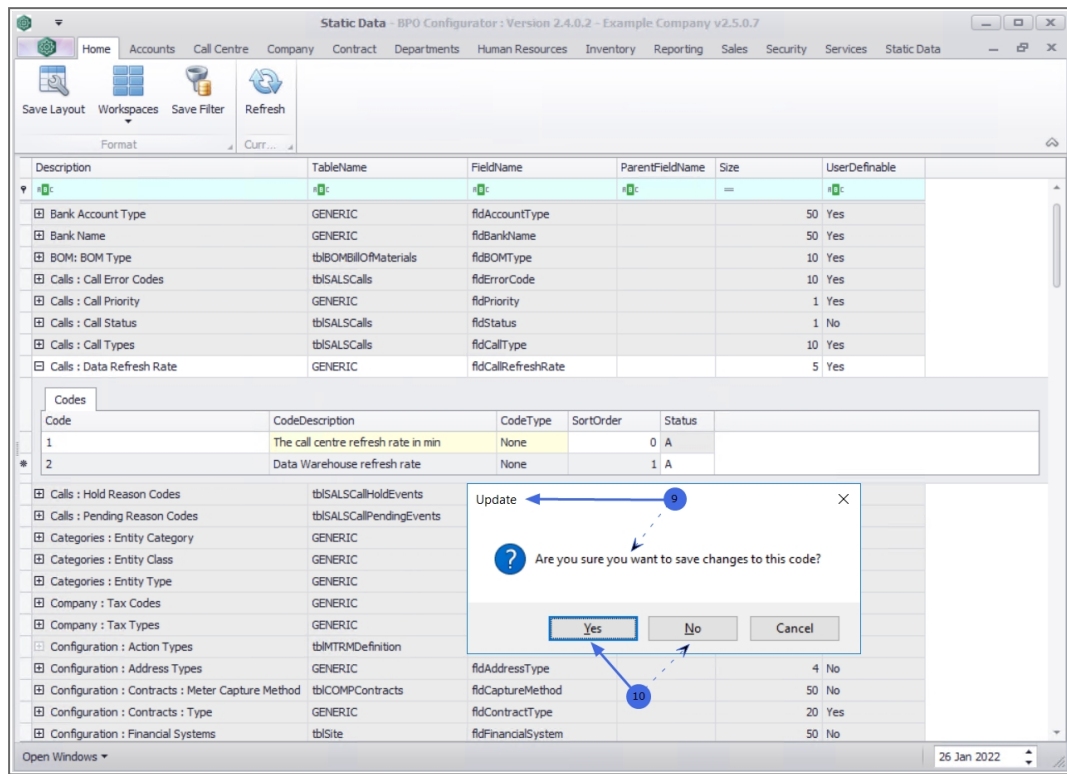
Code	CodeDescription	CodeType	SortOrder	Status
1	The call centre refresh rate in min	None	0	A
2	Data Warehouse refresh rate	None	1	A

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

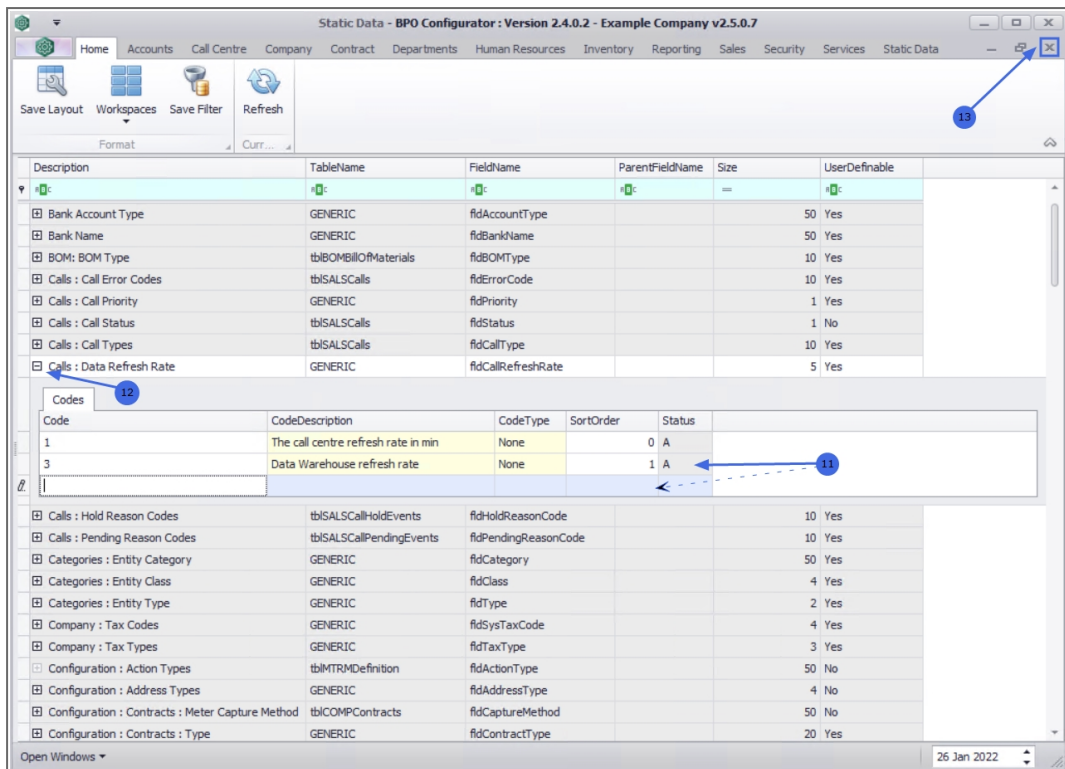
- **Are you sure you want to save changes to this code?**

¹The sort order is the order in which the refresh rate 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 refresh rate information.




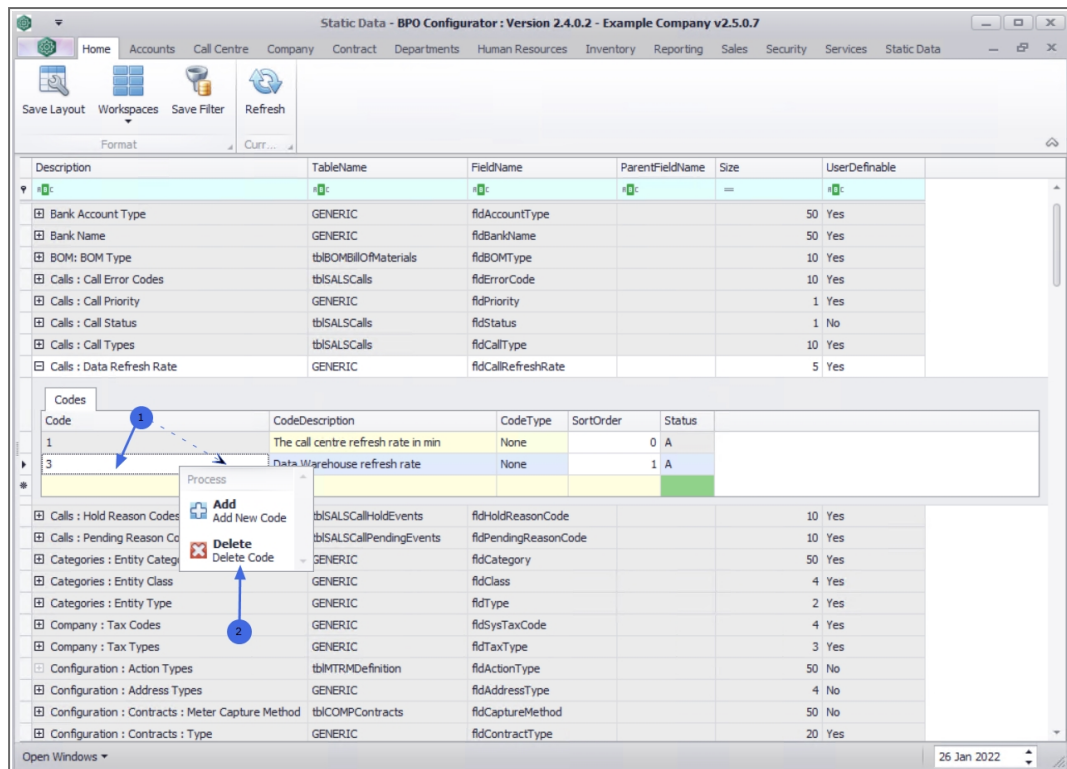
11. The new refresh rate will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



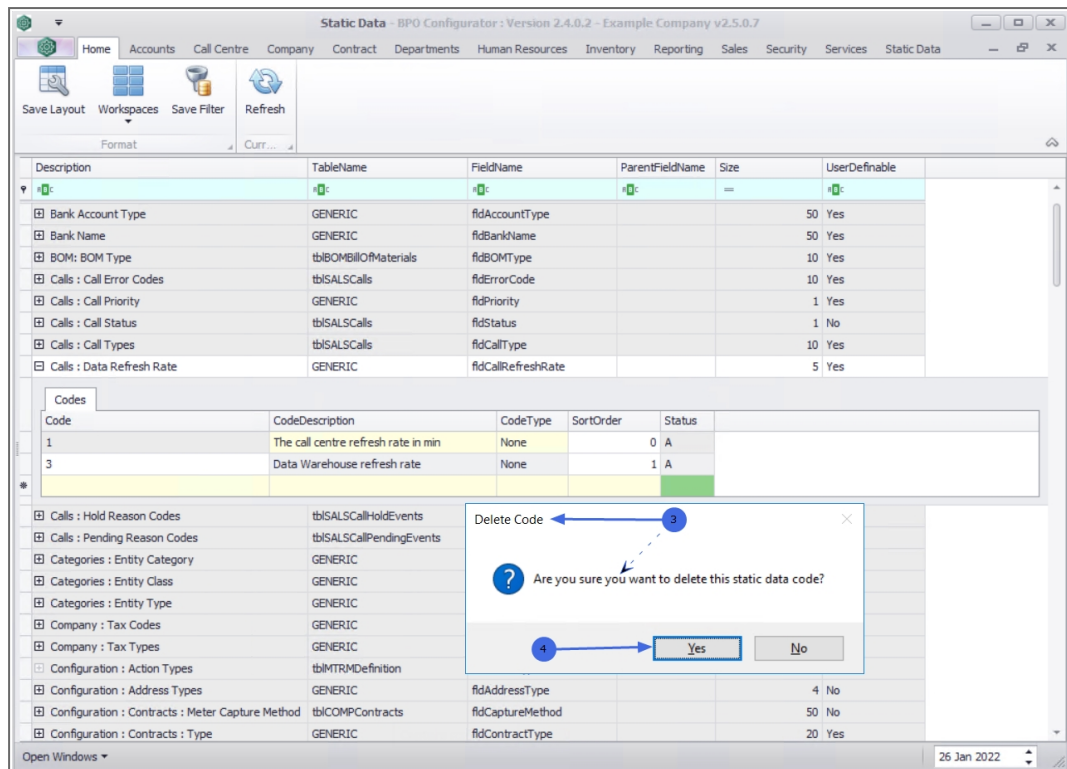
REMOVE THE DATA REFRESH RATE

You may need to remove the current data refresh rate if it is no longer required.

1.  **Right click** in the **row** of the refresh rate 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 data refresh rate as is.

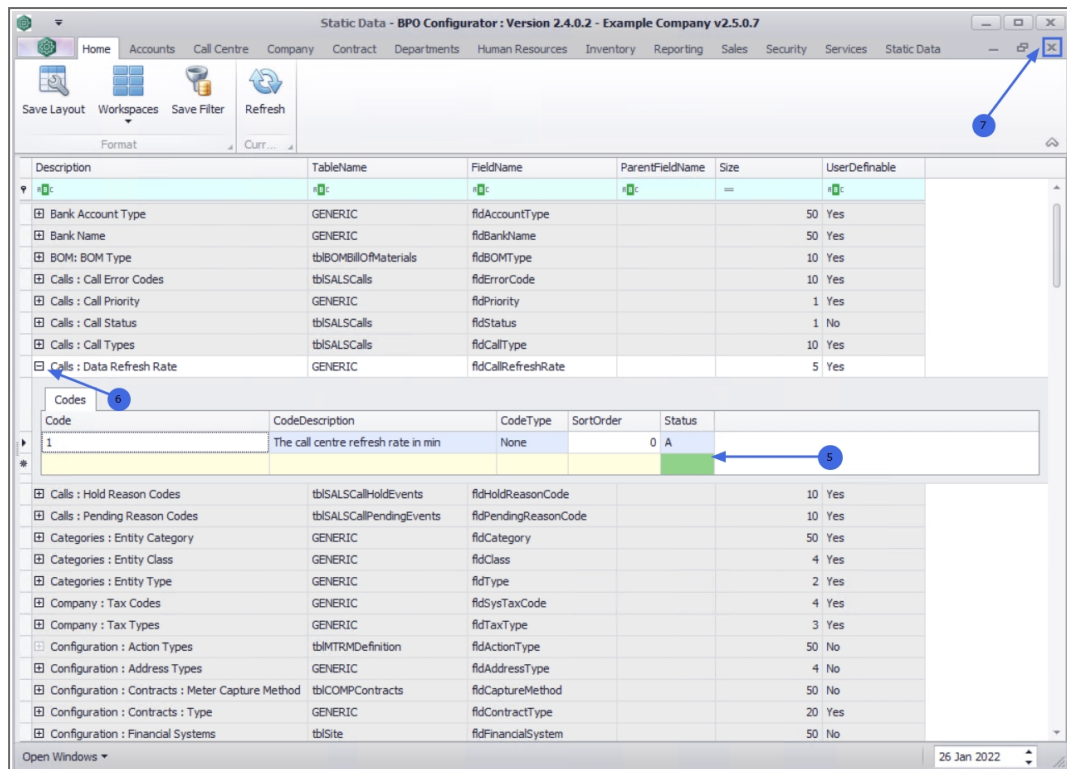


The screenshot shows the 'Static Data' window in the BPO Configurator. The main table lists various static data items with columns for Description, TableName, FieldName, ParentFieldName, Size, and UserDefinable. A 'Codes' frame is visible, showing a list of codes. A 'Delete Code' dialog box is open, asking 'Are you sure you want to delete this static data code?'. The dialog has 'Yes' and 'No' buttons. Arrows indicate the flow of the process: from the 'Codes' frame to the 'Delete Code' dialog, and then to the 'Yes' button.

Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fldAccountType		50	Yes
Bank Name	GENERIC	fldBankName		50	Yes
BOM: BOM Type	tbBOMBillOfMaterials	fldBOMType		10	Yes
Calls : Call Error Codes	tbISALSCalls	fldErrorCode		10	Yes
Calls : Call Priority	GENERIC	fldPriority		1	Yes
Calls : Call Status	tbISALSCalls	fldStatus		1	No
Calls : Call Types	tbISALSCalls	fldCallType		10	Yes
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate		5	Yes

Code	CodeDescription	CodeType	SortOrder	Status
1	The call centre refresh rate in min	None	0	A
3	Data Warehouse refresh rate	None	1	A

5. The **Data Refresh Rate** will be removed from the list.
6. **Collapse** the Codes frame.
7. **Close** the screen when done.



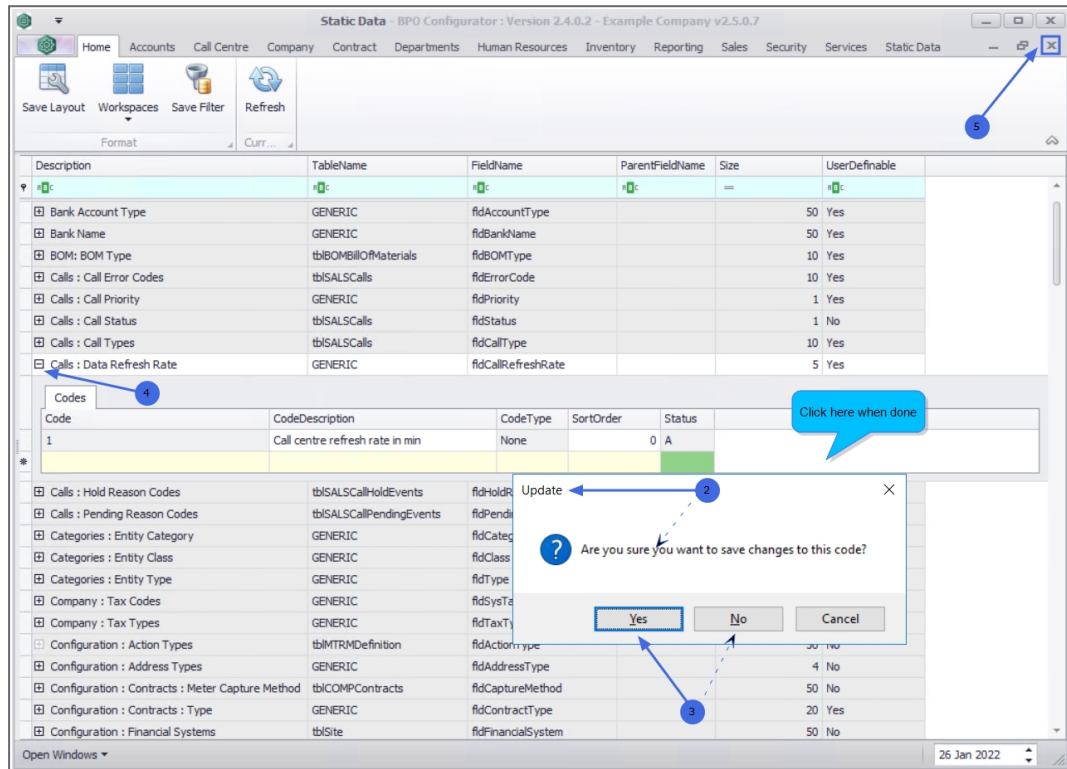
EDIT DATA REFRESH RATE

You can make changes to the Code Description, Code Type or the Sort Order to a Data Refresh Rate.

- **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 leave the code as is.
4. **Collapse** the Codes frame.
5. **Close** the screen when done.



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