BPO_CLOSE CALL SERVICE

VERSION RELEASE NOTES

BPO_Close Call Service Version List:

[2.0.0.4] [2.0.0.3] [2.0.0.2]

2.0.0.4 (14.01.2022 4:24 PM)

- **Release Priority:** Low
- **Database Prerequisites:** BPO2 v2.3.0.3
- **Application Type:** BPO Supporting Application – Windows service

Modification

- DBN0121496 – When a call is created, processed, completed and BPO Close Call Service closes the call, a 12-hour time format was used for 'fldCloseTime' in 'tblSALSCalls'. This would lead to calculation errors in SLA reporting. This issue has been resolved by updating BPO Close Call Service to use a 24-hour time format for 'fldCloseTime' in 'tblSALSCalls' when closing a call.

Rollout Details

- Install BPO_CloseCallService_v2.0.0.4_x64

File Location on WinSCP

\Implementations\CO3_Releases\Applications\BPO_V2\BPO2_CompanionInstallers\Services\BPO_CloseCallService

---

2.0.0.3 (15.10.2021 4:50 PM)

- **Release Priority**: Low
- **Database Prerequisites**: BPO2 v2.3.0.3
- **Application Type**: BPO Supporting Application – Windows service

Modification

- When a call is closed using BPO Close Call Service, the Action field comment in the Closure Details section of a call in BPO will now display the rectification comment set on the work order, instead of the generic comment "This call was auto closed by the BPO AutoClose Service".

Rollout Details

- Install BPO_CloseCallService_Installer_x64

File Location on WinSCP

\Implementations\CO3_Releases\Applications\BPO_V2\BPO2_CompanionInstallers\Services\BPO_CloseCallService

2.0.0.2 (16.09.2019 9:18 AM)

Requirements:

- BPO2 all versions

Changes:

- Updated to cater for the scenario where Company Configuration flag – fldCallClosureErrorCode = 'Yes'.

Files Required:

RSI_CloseCallService_v2.0.0.2_Installer_x64:

\Implementations\CO3_Releases\Applications\BPO_V2\BPO2_Com-panionInstallers\Services\RSI_CloseCallService

BPO.RSI.052