

COMPANION APPLICATION

INTRODUCTION TO BPO CALL LOGGING SERVICE

(RSI_CallLogService)

Introduction

- BPO_CallLogger Service is a server based service that checks a specified email account for emails from clients and logs calls for emails where valid details exist
- The client contact who sends the email needs to be configured on the customer screen as a contact.
- At least the Serial Number or Location Description need to be noted within the email. Contract number can be included.
- An 'Aliases' xml file will enable a set of 'allowed' phrases for the system to pick up which text in the email is related to Serials, Locations or Contracts.
- After typing in the serial no., location or contract the email sender will need to enter onto a new line or use a semi-colon (;)
- There should be a description regarding what needs to be done which will be used for the call description and the email should have a subject.
- All emails are saved to tblWKOREmails. Valid emails that are logged as a call and will be marked as IsProcessed = 'Yes'.

RSI_EmailLogViewer



- Emails not processed can be viewed in the BPO_CallLogViewer application – to be dealt with manually. Once logged, you can 'Flag and Close' the email from the Viewing app.
- Install the EmailLogViewer on the User's Workstation who will be monitoring these items.

INSTALLATION

- Double click on the 'BPO_CallLogger' install file.
 - Note: Check that you have the latest version.



- The Installation Wizard will open.
- Click on Next.



🛃 BPOCallLogger			Ē	×
Welcome to the BPOCall	Logger Setu	up Wizard		
The installer will guide you hrough the ste	ps required to instal	BPOCallLogger on	your com	puter.
WARNING: This computer program is prot Unauthorized duplication or distribution of or criminal penalties, and will be prosecute	tected by copyright this program, or any ed to the maximum e	law and internationa portion of it, may re: xtent possible under	l treaties. sult in sev the law.	2 rere civil
	Cancel	< Back	Ne	ext >

1. The default location for installation is:

C:\Program Files\CO3 Technologies (Pty) Ltd\BPOCallLogger\

It is recommended that you keep this default location. Keeping a standard will make upgrades easier.

- 2. Ensure that *Everyone* is selected for the install.
- 3. Click on the *Next* button.



BPOCallLogger		Î	×
Select Installation Folder			5
The installer will install BPOCallLogger to the following folder. To install in this folder, click "Next". To install to a different folder, enter it b	elow or (click "Bro	wse".
<u>F</u> older:	-		
C:\Program Files\CO3 Technologies (Pty) Ltd\BPOCallLogger\		Browse	•
		Disk Cost	
Install BPOCallLogger for yourself, or for anyone who uses this computer: Image: Cancel < Back		Nex	3 t>

- 1. The installer will ask you to *Confirm Installation*.
- 2. Click on *Next* to start the installation.



🔀 BPOCallLogger	-23		×
Confirm Installation			
The installer is ready to install BPOCallLogger on your computer.			
Click "Next" to start the installation.			
		2	
Cancel < Back	¢	Next	>

The **BPOCallLogger** installation will begin. **Wait** for it to be completed.

- 1. Once Installation is *Complete*.
- 2. Click on *Close*.



BPOCallLogger	s , s e	
Installation Complete		
BPOCallLogger has been successfully installed.		
Click "Close" to exit.		
		2
Please use Windows Update to check for any critical updates to the .NET	Framewo	ork.
Cancel < Bac	k.	Close

ENVIRONMENT / SETTINGS CONFIGURATION

1. In your File Explorer, search for the following file location:

C:\Program Files\CO3 Technologies\BPOCallLogger

2. Right click on the *Configuration.xml* file.



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File Home Share View						~ 🕐
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📙 .android	Log	12-12-2019 11:0	D1 AM	File folder		1.0
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Contacts	Configuration.xml	01-08-2018 3:46	5 PM	XML Docum	ent 11	KB
	DataLayer.DLL	01-08-2018 3:53	3 PM	Application e	xten 5,919 I	KB
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- Downloads	SubjectExceptionPatterns.txt	01-08-2018 3:53	BPM	Text Docume	nt 1 H	(B
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10 items 1 item selected 1022 bytes						

- 1. The *File menu* will open.
- 2. Select to *Edit with Notepad++*.

I I I I BPOCallLogger File Home Share View					-	
Pin to Quick access Copy Paste Clipboard	t Move Copy to Delete Rename Organise	New item •	Properties •	Open ▼ → Edit → History en	Select Select Invert Select	all none selection ect
$\leftarrow \rightarrow \checkmark \uparrow$ 🔄 « Windows (C:) » P	rogram Files → CO3 Technologies (Pt	y) LTD → BPOCallLogger	5 ~	Search BR	OCallLogg	er "O
 Abigailm .android .dotnet 3D Objects AppData 	Name Log BPO.Common.DLL BPO_CallLogger.exe BPO_CallLogger.installState Discourse or one of the second seco	Date modified 12-12-2019 11: 01-08-2018 3:5: 01-08-2018 3:5: 12-12-2019 11: 01-08-2018 3:5: 12-12-2019 11:	PT AM F	Type File folder Application e Application NSTALLSTAT	Si exten E File	ze 4,036 KB 3,974 KB 8 KB 5 017 KB
 CO3 Technologies (Pty)Ltd Contacts Desktop Documents Downloads Favourites Intel Links MicrosoftEdgeBackups Music OneDrive 	Configuration.xml Configuration.xml Configuration.xml Configuration.xml Configuration.xml SpataLayer.DLL SpamAddressList.txt SubjectExceptionPatterns.txt	Orde-2018 State Open Edit Edit with Micro 7-Zip Generation Content Content Content Cited Ci	soft Expressionad++ lows Defende	on Web 4	> 2 > >	1 KB 5,919 KB 4,397 KB 1 KB 1 KB
OneDrive for Business – Unsyr 🗸 10 items 1 item selected 1022 bytes		Сору				

The xml file will open in *Notepad++*.



Type in the **Environment**, **Database** and **Email** Settings:

- 1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.
- 2. Default Customer Code: Type in the *Default Customer Code* details.
- 3. Select **Yes** to **Process** the selected environment.
- 4. The Email settings need to be configured:
 - Call Email Server: Type in your company's Call Email Server details.
 - Call Email Port: Type in your company's *Call Email Port* details.
 - Call Email User Name: Type in your company's *Call Email User Name* details.
 - Call Email Password: Type in your company's Call Email
 Password details
 - Call Email EnableSsI: Type in Yes.
 - Encrypted: Type in No.

SERVICE CONFIGURATION

5. **Interval Amount** Type in the time interval amount for this service to run e.g. 2, 10, 60.

Interval Unit Type in the time unit the interval amount e.g. min (minutes), hrs (hours) day (days).

- In this example, the service will run once every 10 seconds.
- 6. When you have finished editing this file, click on *Save*.
- 7. *Close* Notepad++





ALIAS CONFIGURATION

• An 'Aliases' xml file will enable a set of 'allowed' phrases for the system to pick up which text in the email is related to Serials, Locations or Contracts.



📓 Aliases.uml - Notepad	-	x
File Edit Format View Help		
xml version="1.0" encoding="utf-8" ?		٨
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START SERVICE

Once you have done the service configuration, you need to start the service from the *Administrative Tools* > *Services* screen in Windows.



• Select the *Windows* icon in your taskbar.



1. Search for and single click on *Windows Administrative Tools*.

The Tools menu will expand.

2. Search for and single click on *Services*.

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		Windows Administrative Tools ^								
1	۲	Component Services	0 🗹	w]	×≣	-				10.000
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	U)	Defragment and Optimise Drives								
	>	Disk Clean-up	S			₽Ĵ				
		Event Viewer	Skype	Greensh	iot	Publisher	Microsoft Expression			
	1	Internet Information Services (IIS)								
	21	Internet Information Services (IIS)	Life at a glance							
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- 1. The *Services* screen will open.
- 2. Right click on **BPO CallLogger Service**.



3. In the pop-up menu, click on *Properties*.

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Services (Local)	Services (Local)						
	BPO CallLogger Service	Name	Description	5	Status	Startup Type	Log On A ^
	Start the service	AssignedAccessManager Service	AssignedAccessManager Se Automatically sets the system This is Audio Video Control	rvice s m time Transn	Running	Manual (Trigger Start) Disabled Manual (Trigger Start)	Local Sys Local Ser
	Description: A server based service that checks	Background Intelligent Transfer S	Transfers files in the backgro	ound u F	Running Running Running	Automatic (Delayed Start)	Local Sys
	specified POP3 email accounts for emails from clients to log BPO service	Background lasks infrastructure	The Base Filtering Engine (BI BDESVC bosts the Bitl ocker	FE) is a F	Running	Automatic Automatic Manual (Trigger Start)	Local Ser
	Calls.	Block Level Backup Engine Service Block Level Backup Engine Service Bluetooth Audio Gateway Service	The WBENGINE service is us Service supporting the audio	ed by	Running	Manual Manual (Trigger Start)	Local Sys
		Bluetooth Support Service	The Bluetooth service suppo The Bluetooth user service s	orts dis F	Running	Manual (Trigger Start) Manual (Trigger Start)	Local Ser Local Sys
		Bonjour Service	Enables hardware devices ar	nd soft F	Running	Automatic	Local Sys
	2	BPO CallLogger Service	Start	conte		Automatic Manual	Local Sys Network
		Capability Access Manager Service	Pause n	ging U F ture fu	Running	Manual Manual	Local Sys Local Sys
		Cellular Time Certificate Propagation	Resume Restart	on NIT root ce F	Running	Manual (Trigger Start) Manual (Trigger Start)	Local Ser Local Sys
		Client License Service (ClipSVC)	All Tasks >	ort for F Clipbo F	Running Running	Manual (Trigger Start) Manual	Local Sys Local Sys
		CNG Key Isolation	Refresh G	e is ho F	Running	Manual (Trigger Start)	Local Sys
		COM+ Event System	Properties	ficatio F and tra	Running	Automatic Manual	Local Ser Local Sys
		0 Computer Browner	Help	comp I	Running	Manual (Trinner Start)	Local Sur Y
	Extended Standard			-			

- 1. The *Properties* screen will pop up.
- 2. Click on the drop-down arrow in the *Startup Type* field.
- 3. Select *Automatic (Delayed Start)* from the menu.
 - This setting will ensure the service is <u>restarted</u> if your server is restarted.
- 4. Click on OK.



eneral	Log On	Recovery	Dependencies			
Service	name:	BPOCallLo	oggerService			
Display	name:	BPO CallLo	ogger Service			
Descrip	tion:	A server b email acco	ased service that checks specified POP3 ounts for emails from clients to log BPO			
Path to	executabl	e:				
"C:\Pro	gram Files	CO3 Techr	nologies (Pty) Ltd\BPOCallLogger\BPO_Ca 🕇			
Startup	type:	Automatic				
2		Automatic (Delayed Start)				
9		Manual				
Service	status:	Disabled Stopped				
5	Start	Stop	p Pause Resume			
You car	n specify t	he start para	ameters that apply when you start the service			
from he	re.					
Start pa	arameters:	2				

The *Properties* menu will disappear.

- In the Services screen, you will note that the service *Startup Type* has now changed to *Automatic (Delayed Start)*.
- 2. Right click on *BPO Auto Close Call Service*.
- 3. In the pop up menu, click on *Start*.



es (Local) Services (Local)							
BPO CallLogger Serv	ice	Name	Description		Status	Startup Type	Log On A
		AssignedAccessManager Service	AssignedAccessManager	Service s		Manual (Trigger Start)	Local Sys
Start the service		Auto Time Zone Updater	Automatically sets the sys	tem time		Disabled	Local Ser
		AVCTP service	This is Audio Video Contr	ol Transp	Running	Manual (Trigger Start)	Local Ser
Description:		🚳 Background Intelligent Transfer S	Transfers files in the backs	ground u	Running	Automatic (Delayed Start)	Local Sys
A server based service	that checks	🖏 Background Tasks Infrastructure	Windows infrastructure se	ervice tha	Running	Automatic	Local Sys
specified POP3 email emails from clients to	accounts for	Base Filtering Engine	The Base Filtering Engine	(BFE) is a	Running	Automatic	Local Ser
calls.	log bi o scivice	BitLocker Drive Encryption Service	BDESVC hosts the BitLock	er Drive E		Manual (Trigger Start)	Local Sys
		Block Level Backup Engine Service	The WBENGINE service is	used by		Manual 1	Local Sys
		🎇 Bluetooth Audio Gateway Service	Service supporting the au	dio gate	Running	Manual (Trigger Start)	Local Ser
		🍓 Bluetooth Support Service	The Bluetooth service sup	ports dis	Running	Manual (Trigger Start)	Local Ser
		🖏 Bluetooth User Support Service	The Bluetooth user service	e support		Manual (Trigger Start)	Local Sys
		Bonjour Service	Enables hardware devices	and soft	Running	Automatic	Local Sys
	2	BPO CallLogger Service	Start	checks		Automatic (Delayed Start)	Local Sys
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		Capability Access Manager Service	Dauce	ging U	Running	Manual	Local Sys
		CaptureService_b358d1b	Pause	pture fu		Manual	Local Sys
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		Certificate Propagation	Restart	root ce	Running	Manual (Trigger Start)	Local Sys
		Client License Service (ClipSVC)	All Tasks >	port for	Running	Manual (Trigger Start)	Local Sys
		Clipboard User Service_b358d1b		Clipbo	Running	Manual	Local Sys
		CNG Key Isolation	Refresh	ce is ho	Running	Manual (Trigger Start)	Local Sys
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		O. Computer Browser	Help	fromn	Running	Manual (Trigger Start)	Local Sur

- 1. The service will now be *Running*.
- 2. *Close* the Services screen.

File Action View	Help				2	
Image: A state of the state	à 🗟 🛛 📷 🕨 🔳 💵 🕨					
🔍 Services (Local)	Services (Local)					
	BPO CallLogger Service	Name	Description	Status	Startup Type	Log On A
	Stop the service Restart the service Description: A server based service that checks specified POP3 email accounts for emails from clients to log BPO service calls.	Auto Time Zone Updater Auto Time Zone Updater Auto Time Zone Updater AUCT Y service Background Intelligent Transfer S Background Tasks Infrastructure BlotLocker Drive Encryption Service Bluetooth Audio Gateway Service Bluetooth Support Service Bonjour Service Bluetooth User Support Service Bonjour Service BranchCache Capability Access Manager Service Cellular Time Certificate Propagation Clinbard Iller Savice NeizeRet	AssignedAccessManager Service s Automatically sets the system time This is Audio Video Control Transp Transfers files in the background u Windows infrastructure service tha The Base Filtering Engine (BFF) is a BDESVC hosts the BitLocker Drive E The BUBENGINE service is used by The BUBENGINE service is used by The BUBENGTHS envice is used by The BUBENGTH service is used by The BUBENGTH service supports dis The BUBENGTH service supports dis The BUBENGTH service and soft The BUBENGTH service achieves and soft This service service that checks Provides facilities for managing U Enables optional screen capture fu This service sets time based on NIT Copies user certificates and root ce Provides infrastructure support for Provides infrastructure support for	Running Running Running Running Running Running Running Running Running Running	Manual (frigger Start) Disabled Manual (frigger Start) Automatic (Delayed Start) Automatic Manual (frigger Start) Manual (frigger Start) Manual (frigger Start) Automatic Automatic (Delayed Start) Manual Manual Manual Manual Manual Manual Manual (frigger Start) Manual (frigger Start) Manual (frigger Start) Manual (frigger Start) Manual (frigger Start) Manual (frigger Start)	Local Sys Local Sys Local Ser Local Sys Local Sys
		CNG Key Isolation	The CNG key isolation service is ho Supports System Event Notificatio	Running Running	Manual (Trigger Start) Automatic	Local Sys Local Ser
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