

COMPANION APPLICATIONS

INTRODUCTION TO CRM REMINDER SERVICE

Requirements

Internet Information Services (IIS) must be configured. BPOConnect, BPOCRM and BPOCRM_WebServices must be installed. RSI_ServiceManager must be installed and have a valid environment configured. The email settings as configured in the Service Manager will be used to send out the reminder emails. The BPOCRM_ReminderService must be installed on the same server as the BPO database and main BPOCRM application.

BPOCRM_ReminderService is a Local Service that runs on a time basis as defined in the Envn.xml file.

Introduction

BPOCRM_RecommendationEngine needs to be installed, configured and managed on your server

This service monitors Activities where you have selected to be reminded by email, and will send out an email reminder for your upcoming activities.

Ribbon Access: BPOCRM_RecommendationEngine



Introduction to CRM Reminder Service

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Services (Local)	() Services (Local)	(
	BPO CRM Reminder Monitor	Name	Description	Status	Startup Type			
		ActiveX Installer (AxInstSV)	Provides Us		Manual			
	Start the service	Adobe Acrobat Update Service	Adobe Acro	Running	Automatic			
		Alloyn Router Service	Routes AllJo		Manual (Trigger Start			
	Description:	App Readiness	Gets apps re		Manual			
	Monitors and processes CRM Reminders	Application Host Helper Service Application Identity Determines Application Information Facilitates t Application Layer Gateway Service Application Management Processes i Application Management Start Start Start Start Start Start Start Stop Pause Background Tasks Infrastructure Service Stop Start	Provides ad	Running	Automatic			
			Determines		Manual (Trigger Start			
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					Start	Automatic (Delayed		
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			a second	1.25 10 10/2	Automatic (Delayed)			
			Pause	Running	Automatic Automatic Manual (Trigger Start Manual Manual (Trigger Start Manual (Trigger Start			
			Resume	Running				
			Restart					
			All Tasks >					
			10000					
			Properties	Manual Manual				
						Manual		
					Manual			
				BPO Mail Service	Sends email		Manual	
					BPO Notification Service	Manages co		Manual
					(;



ENVIRONMENT CONFIGURATION

- **Environment:** Type in the environment name, as defined for this database, in the Service Manager.
- Interval Amount and Interval Amount: Type in the time interval for this service to run. In this example, the service will run once every 60 seconds.



Envn - Notepad ile Edit Format View Help	-	Х
<pre>clut runna run rup c?xml version="1.0" encoding="utf-8" standalone="yes"?> cNewDataSet></pre>		

START SERVICE

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

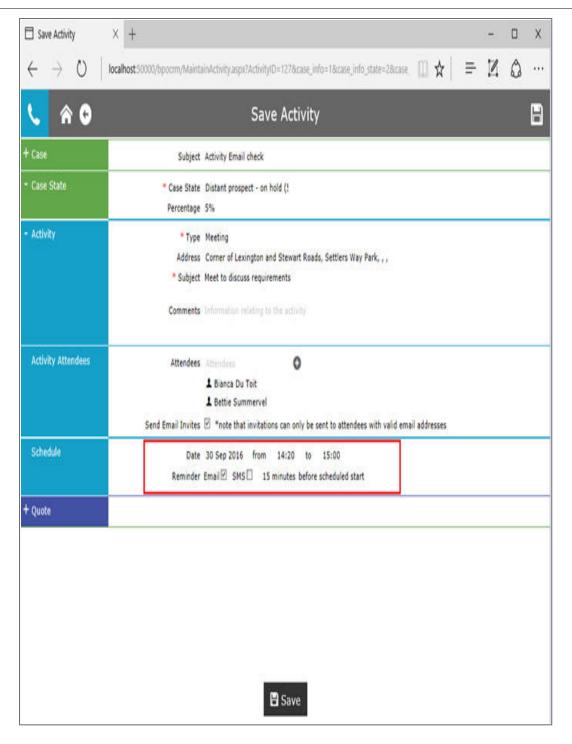


Windows.

 Ensure this service is set to 'Automatic (Delayed Start), which will ensure the service is restarted if your server is restarted. Then right click on the service and select 'Start'.



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EXAMPLE REMINDER EMAIL

• Example of an Activity Reminder Email

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Delete	Respond Quick Steps 15 Move Tags 15
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Business:	
Schedule: 30) September 2016, 14:20 - 15:00
	orner of Lexington and Stewart Roads, Settlers Way Park
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