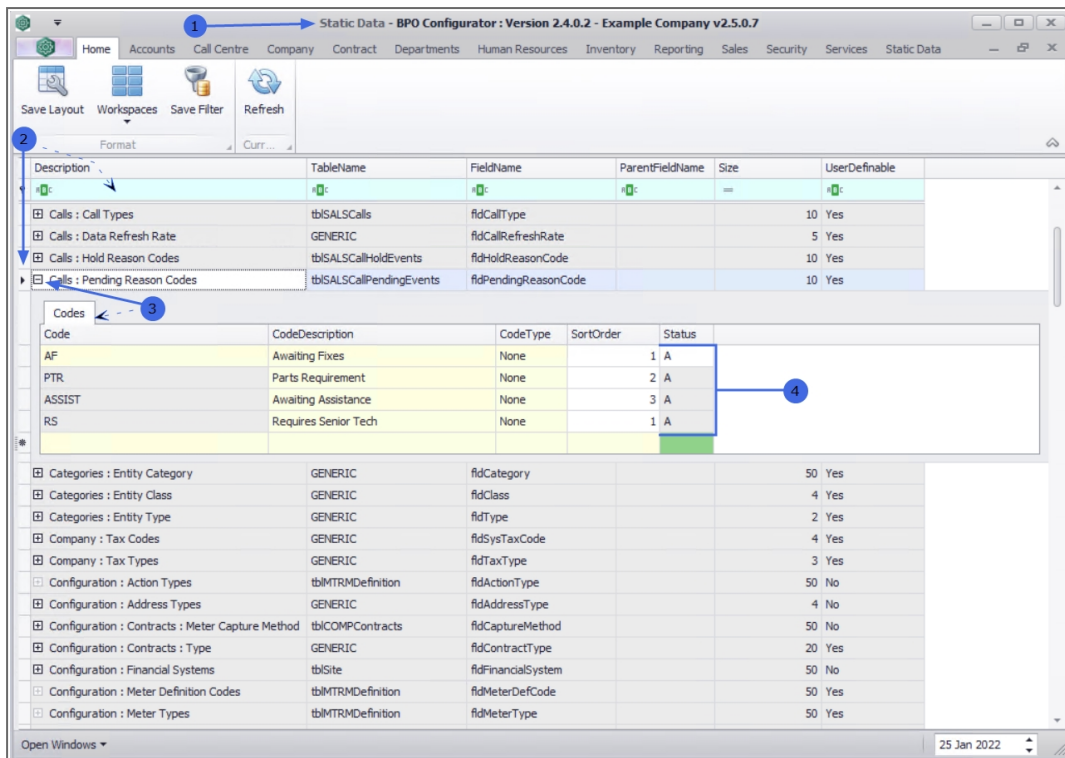# STATIC DATA

STATIC DATA – CALLS: PENDING REASON CODE

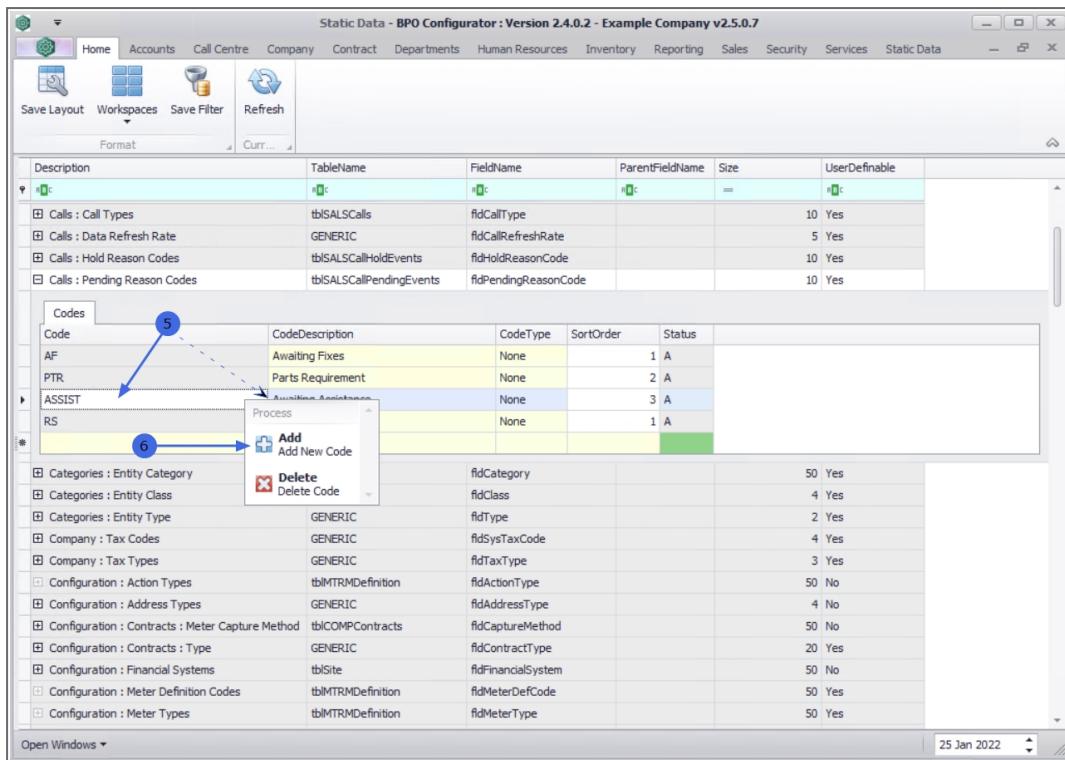---

Ribbon Access: *Static Data> Static Data*

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1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Pending Reason Codes** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view a list of **call pending reasons** currently on the system.

ADD PENDING REASON CODE

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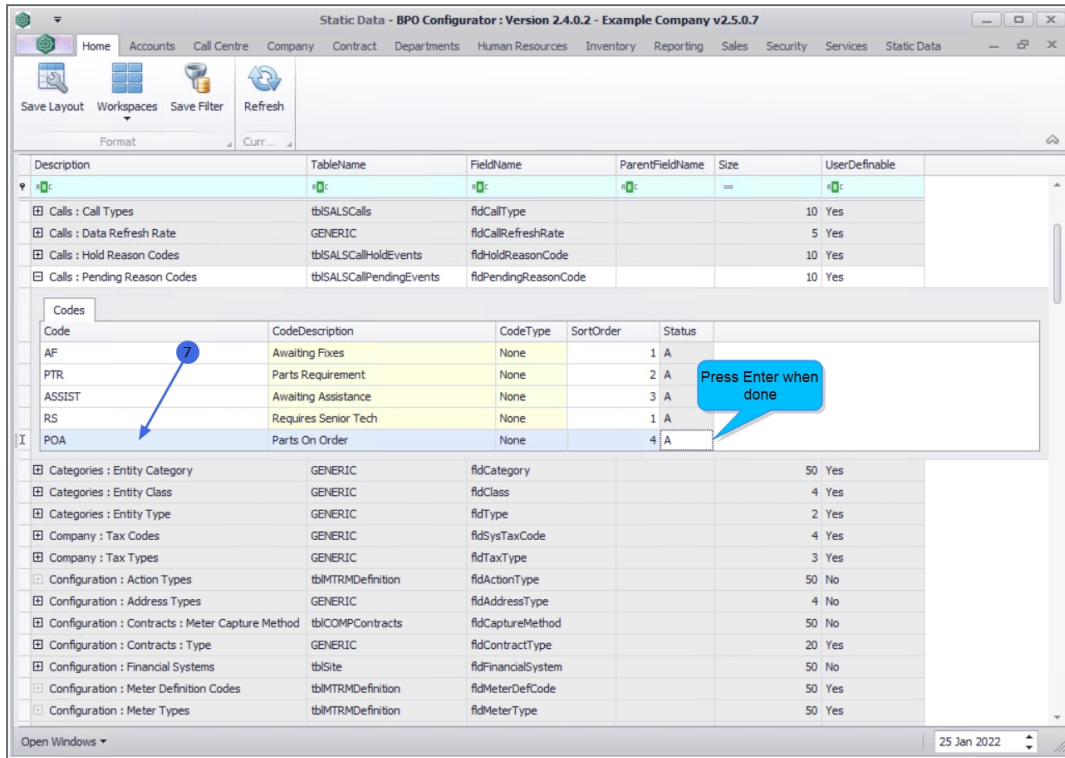
6. Click on *Add* - Add New Code.

7. An available row for adding the pending reason code will display in the *Codes* data grid.

- **Code:** Click in the text box to type in a code specific to the new call pending reason.
- **Code Description:** Click in the text box to type in a description related to the code.
- **Code Type:** This field will auto populate as *None* and may remain as is.
- **Status:** The status field will auto populate with an *A* - Active status.

- **Sort Order**[1]**:** Click in the text box and to type in or use the arrow indicators to select the sort order for the new call pending reason code.

8. When you have finished adding the new call pending reason details, press **_Enter_**.
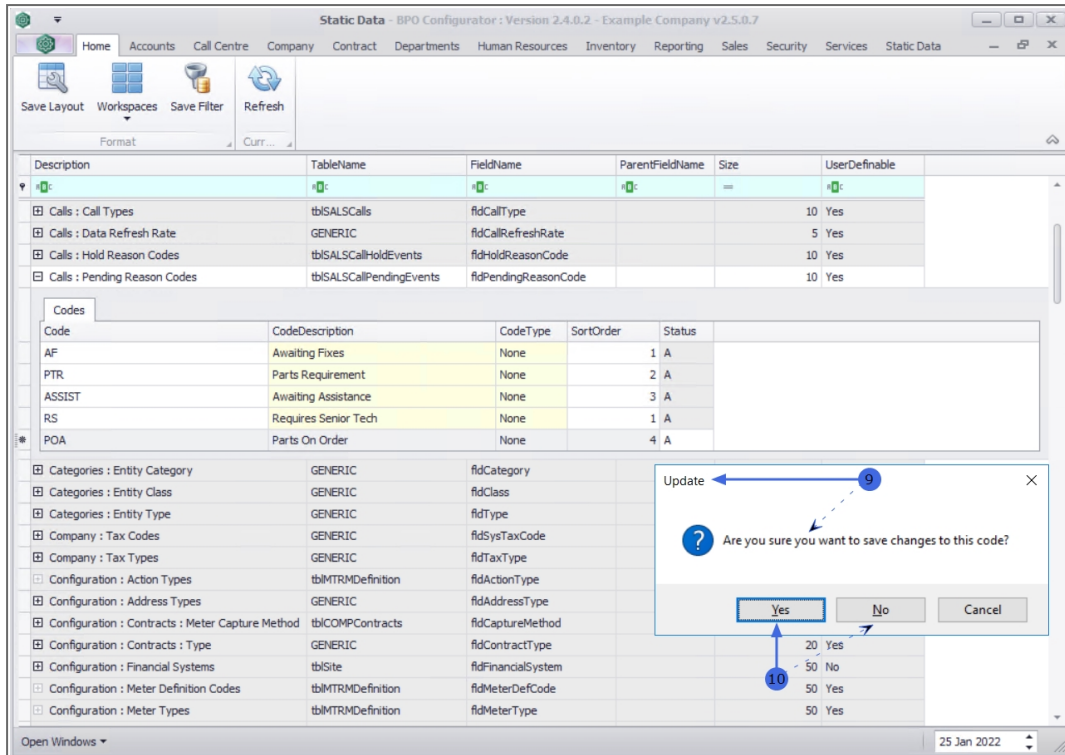

9. You WILL receive the **_Update_** message to confirm;

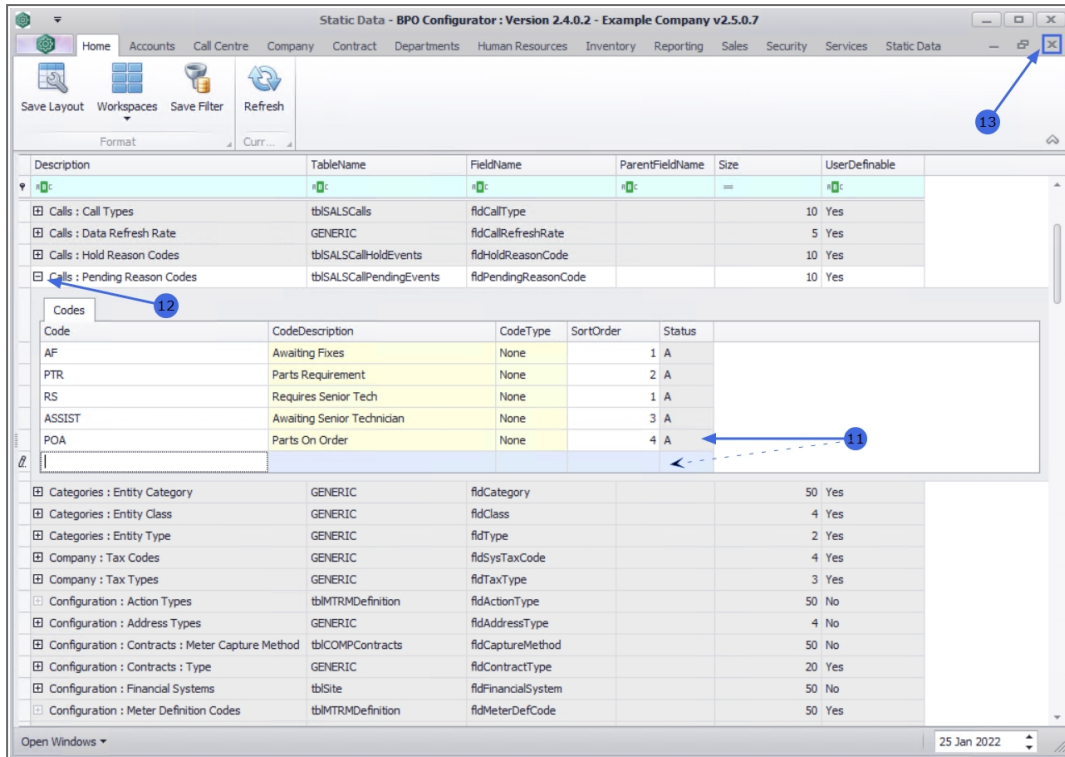- **_Are you sure you want to save changes to this code?_**

10. Click on **_Yes_** to save the code, or

- Click on **_No_** to remove the information from the row, enabling you to add new hold reason code information.

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[1]The sort order is the order in which the pending reason code will appear in the drop-down list. If each pending reason 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 number 5, then the item will appear 5th in the drop-down list.
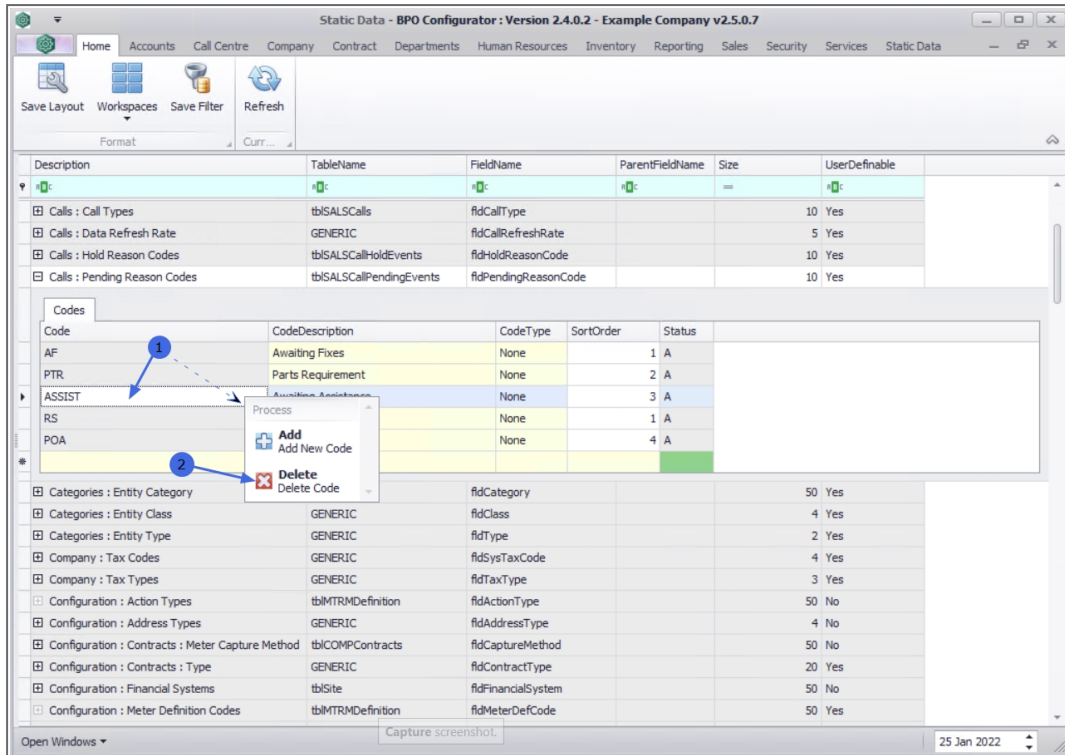
11. The call pending reason code will be *saved* and a *new row* will be added to the *Codes* data grid.
12. *Collapse* the Codes frame.
13. *Close* the screen when you are done.
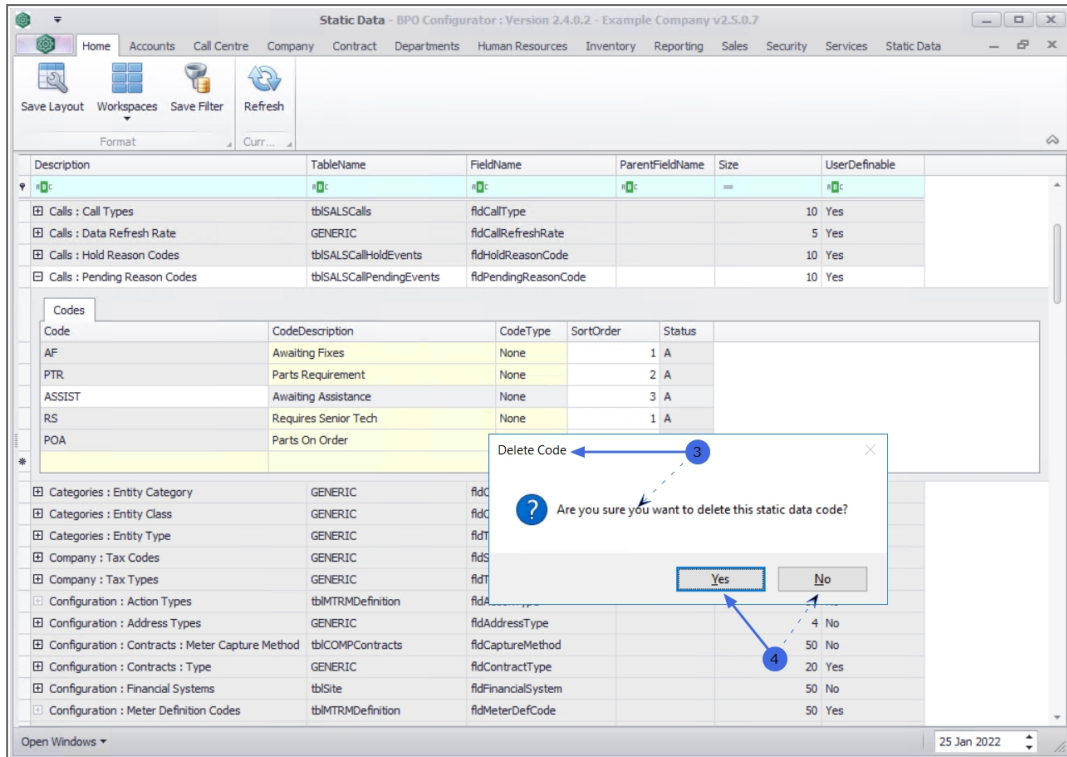
REMOVE A PENDING REASON CODE

You may need to remove a Pending Reason Code that is no longer required.

1. **Right click** in the **row** of the Pending Reason Code that is no longer required to display the **Process** menu.

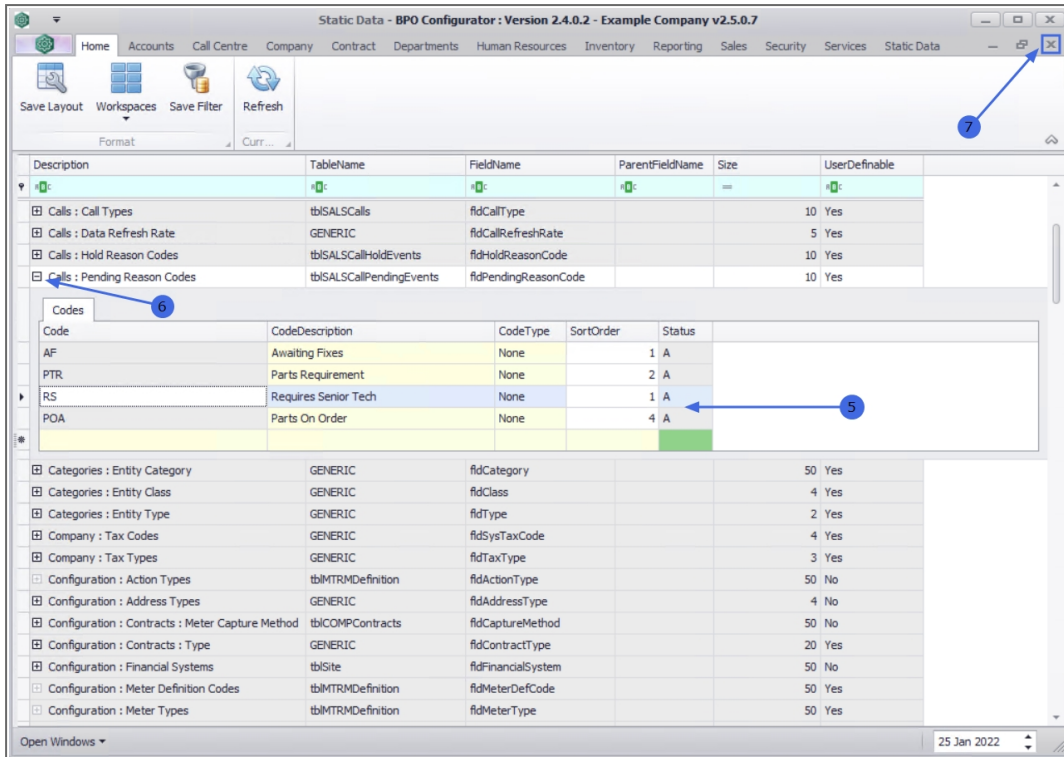2. Click on **Delete** - Delete Code.

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 code in the Pending Reason Code list.

5. The *Pending Reason Code* will be removed from the list.

6. *Collapse* the Codes frame.
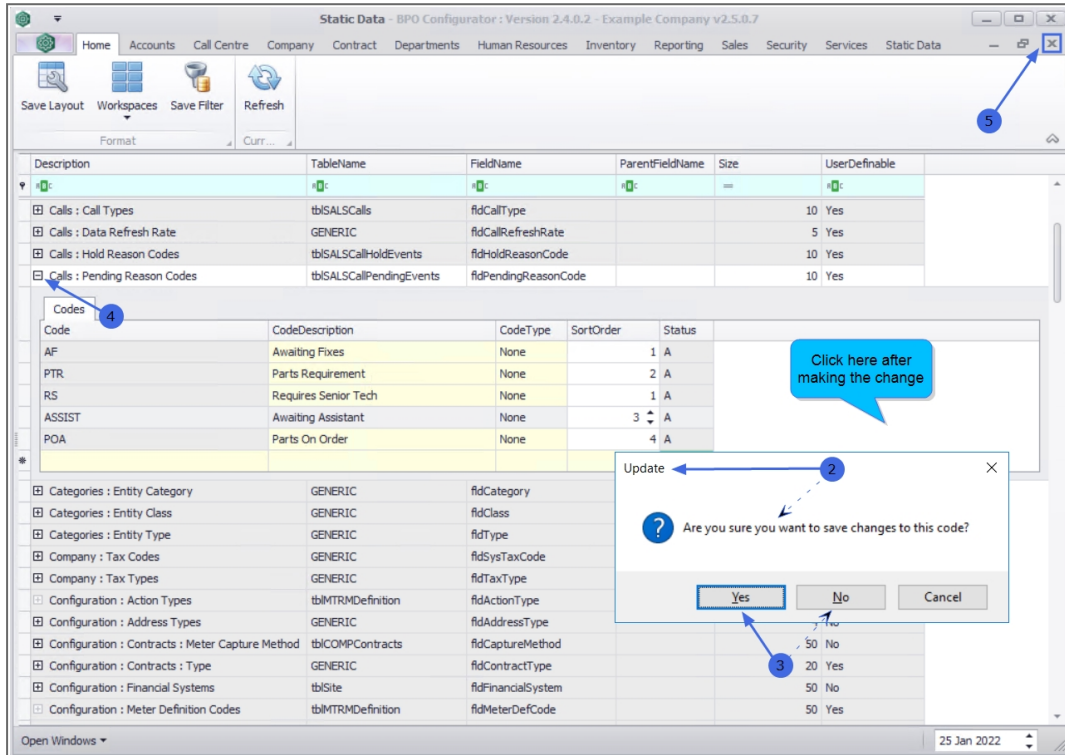
7. *Close* the screen when done.

EDIT PENDING REASON

You can make changes to the *Code Description*, *Code Type* or the *Sort Order* of a Pending Reason Code.

- **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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