

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

### **COMPANION APPLICATIONS**

### INTRODUCTION TO BPO AUTO COMPLETE WORK SERVICE

BPO Auto Complete Work Service (RSI\_AutoCompleteService) is installed, configured and managed on your server

This service monitors Calls in order to set them to complete, where all underlying requirements have been met:

- All Call underlying work orders must be set to Complete or Closed
- All Requested Parts should be issued and all Requested SubContract service should be completed.

The Work Order document will be emailed to the Call Contact person when the Call is set to Complete via this service.

#### **INSTALLATION**

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





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

BPO RSI Completed Work	8	
Welcome to the BPO RSI Completed V Wizard	Vork Setup	
The installer will guide you through the steps required to install BF computer.	YO RSI Completed V	Vork on your
WARNING: This computer program is protected by copyright law Unauthorized duplication or distribution of this program, or any po or criminal penalties, and will be prosecuted to the maximum exter	rtion of it, may result	in severe civil
Cancel	< Back	Next >

1. The default location for installation is:

## C:\Program Files\CO3 Technologies (Pty) LTD\BPO RSI Completed Work\

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.



Select Installation Folder		L
he installer will install BPO RSI Completed Work to the following folder:		
o install in this folder, click "Next". To install to a different folder, enter it belo	w or c	lick "Browse"
Folder:	-	_1
C:\Program Files\CO3 Technologies (Pty) LTD\BPO RSI Completed V		Browse
	[	)isk Cost
Install BPO RSI Completed Work for yourself, or for anyone who uses this o	comput	er: 3
🔾 Just me		

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



BPO RSI Completed Work	
Confirm Installation - 1	5
The installer is ready to install BPO RSI Completed Work on your computer.	
Click "Next" to start the installation.	
	2
Cancel < Back	Next >

- 1. The BPO RSI Completed Work installation will begin.
- 2. Wait for it to be completed.



😸 BPO RSI Completed Work		8 <u>-</u>	- []	×
Installing BPO RSI C	ompleted Work		1	5
BPO RSI Completed Work is being	installed.			
Please wait				
4				
2				
	Cancel	< Back	N	ext >

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



🔀 BPO RSI Completed Work			×
Installation Complete			5
BPO RSI Completed Work has been successfully installed.			
Click "Close" to exit.			
			2
Please use Windows Update to check for any critical updates to the .NET	Framew	ork.	
Cancel < Back	¢	Cle	ose

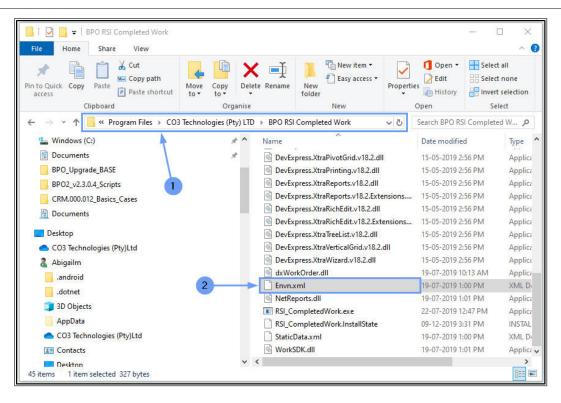
#### **ENVIRONMENT CONFIGURATION**

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

# C:\Program Files\CO3 Technologies (Pty) LTD\BPO RSI Completed Work

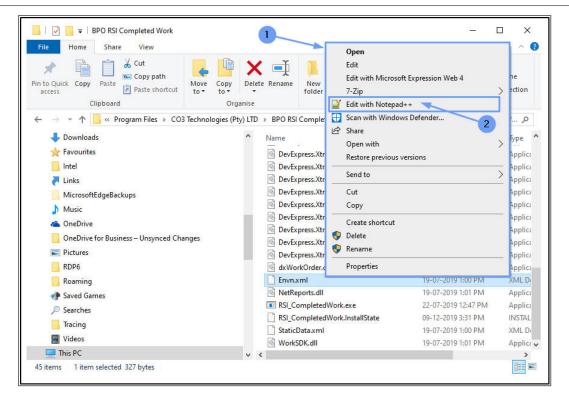
2. Right click on the **Envn.xml** file.





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





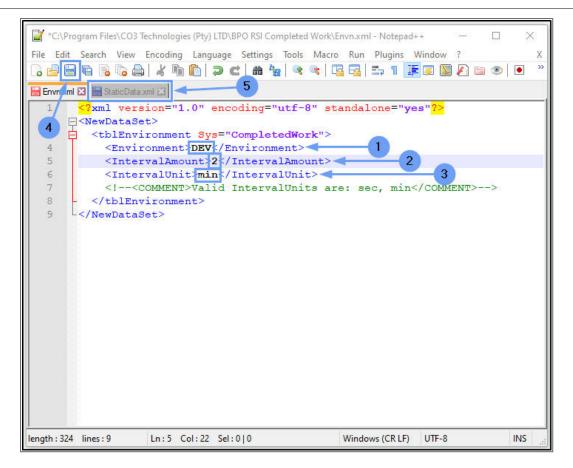
The xml file will open in **Notepad++**.

- 1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.
- 2. **Interval Amount** Type in the time interval amount for this service to run e.g. 2, 10, 60.
- 3. **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 2 minutes.
- 4. When you have finished editing the file, click on **Save**.

### SERVICE / STATIC DATA CONFIGURATION

5. Open the StaticData.xml file.





1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.

In order to email the Work Order to your client, you need configure these email settings:

- 2. SMTP Server: Type in your company's SMTP server details
- 3. **Sender Mail Address:** Type in the email address that should be used for the **Sent From** address.
- 4. Use Sender Mail Address: Select Yes to display the Sent From address.
- 5. **Copy To Address:** Type in the email address(es) that should be copied in on the email when it is sent.



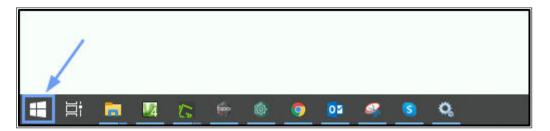
- 6. **Mail Subject** and **Mail Body:** These are populated with defaults, but you can type in any changes, as required.
- 7. When you have finished editing the details, click on **Save**.
- 8. Close Notepad++.

File Edit 7 Encodir	2	ted Work\StaticData.xml - Notepad++ Is Macro Run Plugins Window ? * 🗨 🖪 🗔 🚍 🗍 頂 🖉 🖉		8	
Envn.xml 🛛 🔚 Static Data xml 🖾					
2 SNewDataSet> 3 SthlEnvironme 4 <fldenviron 5 <fldenviron 6 <fldenviron 7 <fldsenderno 7 <fldsenderno 8 <fldusesend 5 StlCopyTol 10 <fldmailsuk< th=""><th>ant Sys="CompletedW ment DEV /fldEnvir ver amtp.afrihost. 25:/fldFortNo&gt; dailAddress noreply derMailAddress Yes ddress support@co3 ject Work Complete dy Please find atta</th><th></th><th>4</th><th>3 ken.¢/fldM</th><th>ailBody&gt;</th></fldmailsuk<></fldusesend </fldsenderno </fldsenderno </fldenviron </fldenviron </fldenviron 	ant Sys="CompletedW ment DEV /fldEnvir ver amtp.afrihost. 25:/fldFortNo> dailAddress noreply derMailAddress Yes ddress support@co3 ject Work Complete dy Please find atta		4	3 ken.¢/fldM	ailBody>
eXtensible Markup Language file	length : 615 lines : 13	Ln:7 Col:41 Sel:0 0	Windows (CR LF)	UTF-8-BOM	INS

#### **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.

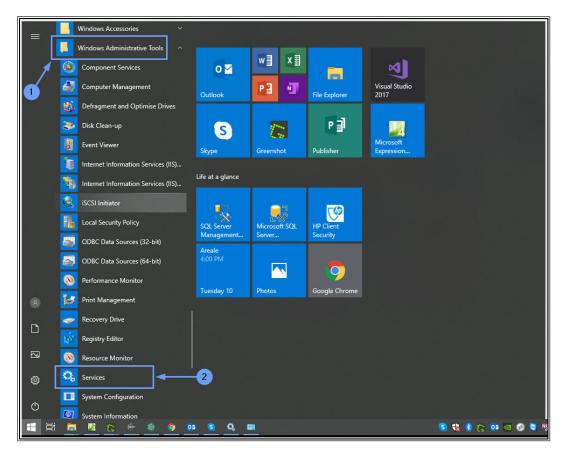


1. Search for and single click on Windows Administrative Tools.

The Tools menu will expand.



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



- 1. The **Services** screen will open.
- 2. Right click on **BPO Completed WO Service**.
- 3. In the pop-up menu, click on Properties.



Services				-	D X
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Services (Local)	Name	Description	Status	Startup Type	Log On As
	ActiveX Installer (AxInstSV)     Adobe Acrobat Update Service     Agent Activation Runtime_b358d1b     AllJoyn Router Service	Provides User Account Control validation for the i Adobe Acrobat Updater keeps your Adobe softwa Runtime for activating conversational agent appli	Running	Manual Automatic Manual Manual (Trigger Start)	Local System Local System Local System Local Service
	App Readiness Application Host Helper Service	Routes AllJoyn messages for the local AllJoyn clie Gets apps ready for use the first time a user signs i Provides administrative services for IIS, for examp	Running	Manual Automatic	Local System Local System
	Application Identity     Application Information     Application Layer Gateway Service	Determines and verifies the identity of an applicat Facilitates the running of interactive applications Provides support for 3rd party protocol plug-ins f	Running	Manual (Trigger Start) Manual (Trigger Start) Manual	Local Service Local System Local Service
	Application Management AppX Deployment Service (AppXSVC)	Processes installation, removal and enumeration r Provides infrastructure support for deploying Stor	Running	Manual Manual	Local System Local System
	ASP.NET State Service  AssignedAccessManager Service  Auto Time Zone Updater	Provides support for out-of-process session state Start Stop m time zone.	Running	Automatic (Delayed Start) Manual (Trigger Start) Disabled	Network Servi Local System Local Service
	AVCTP service     Background Intelligent Transfer Service     Background Tasks Infrastructure Service	Pause Transport Protocol ser Resume ice that controls whic	Running Running Running	Manual (Trigger Start) Automatic (Delayed Start) Automatic	Local Service Local System Local System
	Base Filtering Engine     BitLocker Drive Encryption Service     Block Level Backup Engine Service	Restart         FE) is a service that m           All Tasks         Drive Encryption servi           ed by Windows Backu	Running	Automatic Manual (Trigger Start) Manual	Local Service Local System Local System
	Bluetooth Audio Gateway Service Bluetooth Support Service Bluetooth User Support Service_b358d1b	Properties         orgateway role of the           upports grouper functi         upports proper functi	Running Running	Manual (Trigger Start) Manual (Trigger Start) Manual (Trigger Start)	Local Service Local Service Local System
2	Seniour Service	Help 1d software services t Manages completed work order reports for BPO	Runnina	Automatic Manual	Local System
	Capability Access Manager Service	This service caches network content from peers o Provides facilities for managing UWP apps access	Running	Manual Manual	Network Servi
	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.



	Log On	Recovery Dependencies
Service	name:	BPO_CompletedWork
Display	name:	BPO Completed WO Service
Descrip	tion:	Manages completed work order reports for BPO
	executabl gram Files	le: \\CO3 Technologies (Pty) LTD\BPO RSI Completed Work
Startup	type:	Manual
3		Automatic (Delayed Start) Automatic Manual Disabled
Service	status:	Stopped
S	Start	Stop Pause Resume
You car from her		he start parameters that apply when you start the service

The **Properties** menu will disappear.

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



Services						
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Services (Local) Name	^	Description		Status	Startup Type	Log On As \land
Active 4	X Installer (AxInstSV)	Provides User Account Co	ntrol validation for the i		Manual	Local System
Adobe Adobe	Acrobat Update Service	Adobe Acrobat Updater k	eeps your Adobe softwa	Running	Automatic	Local System
Agent Agent	Activation Runtime_b358d1b	Runtime for activating con	nversational agent appli		Manual	Local System
AllJoy	n Router Service	Routes AllJoyn messages	for the local AllJoyn clie		Manual (Trigger Start)	Local Service
App R	eadiness	Gets apps ready for use th	e first time a user signs i		Manual	Local System
Applic	ation Host Helper Service	Provides administrative se	rvices for IIS, for examp	Running	Automatic	Local System
Applic	ation Identity	Determines and verifies th	e identity of an applicat	1.5	Manual (Trigger Start)	Local Service
Applic	ation Information	Facilitates the running of i	interactive applications	Running	Manual (Trigger Start)	Local System
Applic	ation Layer Gateway Service	Provides support for 3rd p	arty protocol plug-ins f		Manual	Local Service
🖓 Applic	ation Management	Processes installation, rem	noval and enumeration r	Running	Manual	Local System
AppX	Deployment Service (AppXSVC)	Provides infrastructure su	pport for deploying Stor		Manual	Local System
ASP.N	ET State Service	Provides support for out-	of-process session state	Running	Automatic (Delayed Start)	Network Servi
🔍 Assign	nedAccessManager Service	Start Start	ervice supports kiosk e		Manual (Trigger Start)	Local System
🔍 Auto 1	Time Zone Updater 3	Stop	em time zone.		Disabled	Local Service
AVCTP	service	Pause	Transport Protocol ser	Running	Manual (Trigger Start)	Local Service
Sackg	round Intelligent Transfer Service	Resume	bund using idle netwo	Running	Automatic (Delayed Start)	Local System
Sackg	round Tasks Infrastructure Service		vice that controls whic	Running	Automatic	Local System
🖏 Base F	iltering Engine	Restart	FE) is a service that m	Running	Automatic	Local Service
BitLoc	ker Drive Encryption Service	All Tasks >	Drive Encryption servi		Manual (Trigger Start)	Local System
Block	Level Backup Engine Service		ed by Windows Backu		Manual 1	Local System
🔍 Blueto	oth Audio Gateway Service	Refresh	o gateway role of the	Running	Manual (Trigger Start) 🍸	Local Service
Slueto	oth Support Service	Properties	orts discovery and ass	Running	Manual (Trigger Start)	Local Service
🖏 Blueto	oth User Support Service_b358d1b		supports proper functi		Manual (Trigger Start) 📘	Local System
	ur Service	Help	nd software services t	Runnina	Automatic V	Local System
	Completed WO Service	Manages completed work			Automatic (Delayed Start)	Local System
Sa Branch		This service caches netwo	the state of the second state of the second state of the		Manual	Network Servi
	ility Access Manager Service	Provides facilities for man		Running	Manual	Local System
<	C 1 1000 HI	F 11			•• •	· · · · · · · · ·
Extended	d $\lambda$ Standard /					

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



ile Action View	Q 🔒 🛛 📷 🕨 🔳 II 🕪			2	
Services (Local)	Name	Description	Status	Startup Type	Log On As
	ActiveX Installer (AxInstSV)	Provides User Account Control validation for the i		Manual	Local System
	Active Anstaller (Axinstsv)	Adobe Acrobat Updater keeps your Adobe softwa	Running	Automatic	Local System
	Agent Activation Runtime b358d1b	Runtime for activating conversational agent appli	Kunning	Manual	Local System
	AllJoyn Router Service	Routes AllJoyn messages for the local AllJoyn clie		Manual (Trigger Start)	Local Service
	Alboyn Router Service	Gets apps ready for use the first time a user signs i		Manual (Ingger Start)	Local System
	Application Host Helper Service	Provides administrative services for IIS, for examp	Running	Automatic	Local System
	Application Host Heiper Service	Determines and verifies the identity of an applicat	Kunning	Manual (Trigger Start)	Local System
	Application Information	Facilitates the running of interactive applications	Running	Manual (Trigger Start)	Local System
	Application Layer Gateway Service	Provides support for 3rd party protocol plug-ins f	Kunning	Manual (Ingger start)	Local Service
	Application Management	Processes installation, removal and enumeration r	Running	Manual	Local System
	AppX Deployment Service (AppXSVC)	Provides infrastructure support for deploying Stor	Kunning	Manual	Local System
	ASP.NET State Service	Provides support for out-of-process session state	Running	Automatic (Delayed Start)	Network Serv
	Assigned Access Manager Service	AssignedAccessManager Service supports kiosk e	Kunning	Manual (Trigger Start)	Local System
	Auto Time Zone Updater	Automatically sets the system time zone.		Disabled	Local Service
	AUCT Service	This is Audio Video Control Transport Protocol ser	Running	Manual (Trigger Start)	Local Service
	Background Intelligent Transfer Service	Transfers files in the background using idle netwo	Running	Automatic (Delayed Start)	Local System
	Background Tasks Infrastructure Service	Windows infrastructure service that controls whic	Running	Automatic	Local System
	Base Filtering Engine	The Base Filtering Engine (BFE) is a service that m	Running	Automatic	Local Service
	BitLocker Drive Encryption Service	BDESVC hosts the BitLocker Drive Encryption servi	Kunning	Manual (Trigger Start)	Local System
	Block Level Backup Engine Service	The WBENGINE service is used by Windows Backu		Manual	Local System
	Bluetooth Audio Gateway Service	Service supporting the audio gateway role of the	Running	Manual (Trigger Start)	Local Service
	Bluetooth Support Service	The Bluetooth service supports discovery and ass	Running	Manual (Trigger Start)	Local Service
	Bluetooth User Support Service b358d1b	The Bluetooth user service supports discovery und ussu.		Manual (Trigger Start)	Local System
	Bonjour Service	Enables hardware devices and software services t	Running	Automatic	Local System
	BPO Completed WO Service	Manages completed work order reports for BPO	Running	Automatic (Delayed Start)	Local System
	BranchCache	This service caches network content from peers o		Manual	Network Serv
	Capability Access Manager Service	Provides facilities for managing UWP apps access	Running	Manual	Local System
	Contraction of the second second	F 11 C 1 C C C C C			Local System

#### CAP.200.001

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