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.

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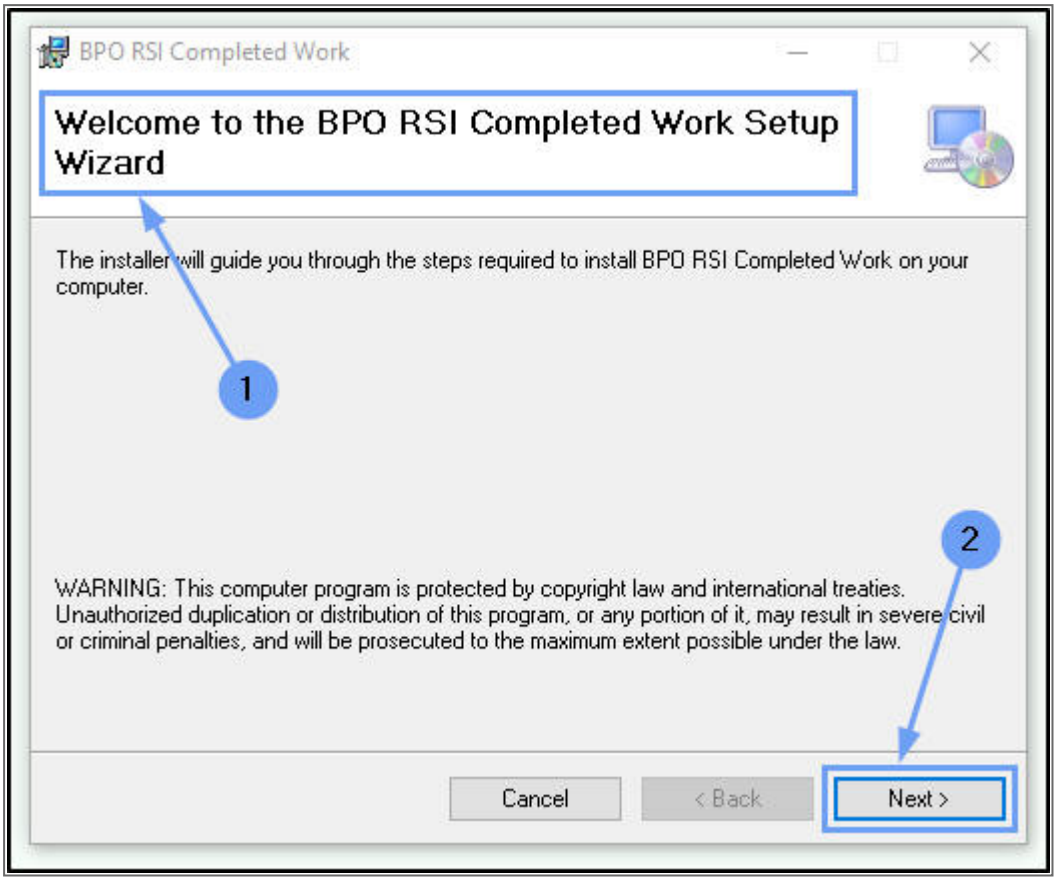
- The **Installation Wizard** will open.
- Click on **Next**.



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.

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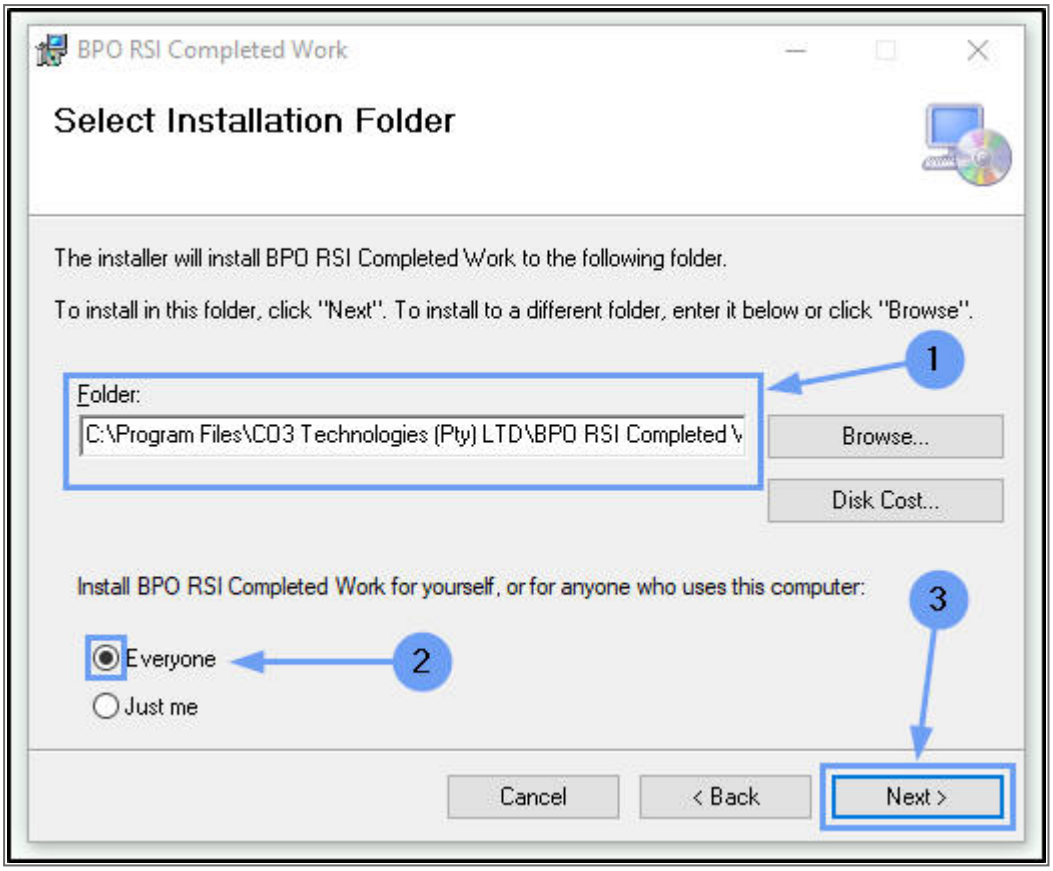

1. The installer will ask you to **Confirm Installation**.
2. Click on **Next** to start the installation.

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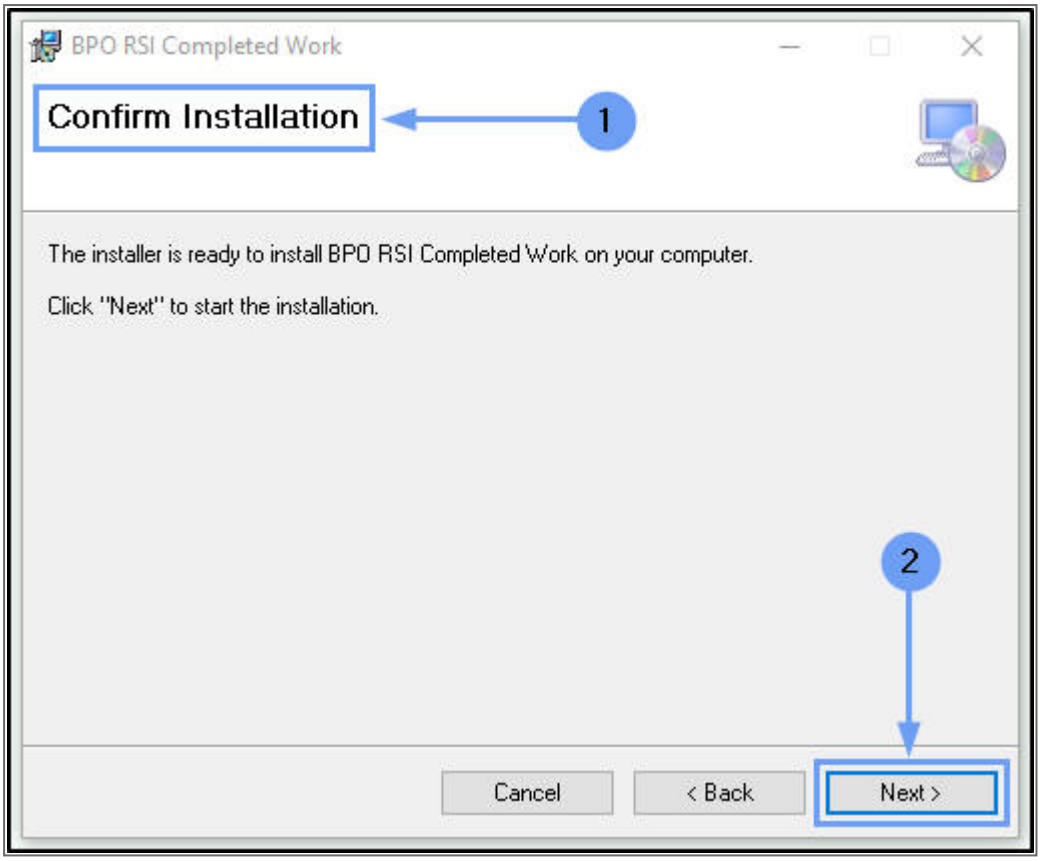

1. The **BPO RSI Completed Work** installation will begin.
2. **Wait** for it to be completed.

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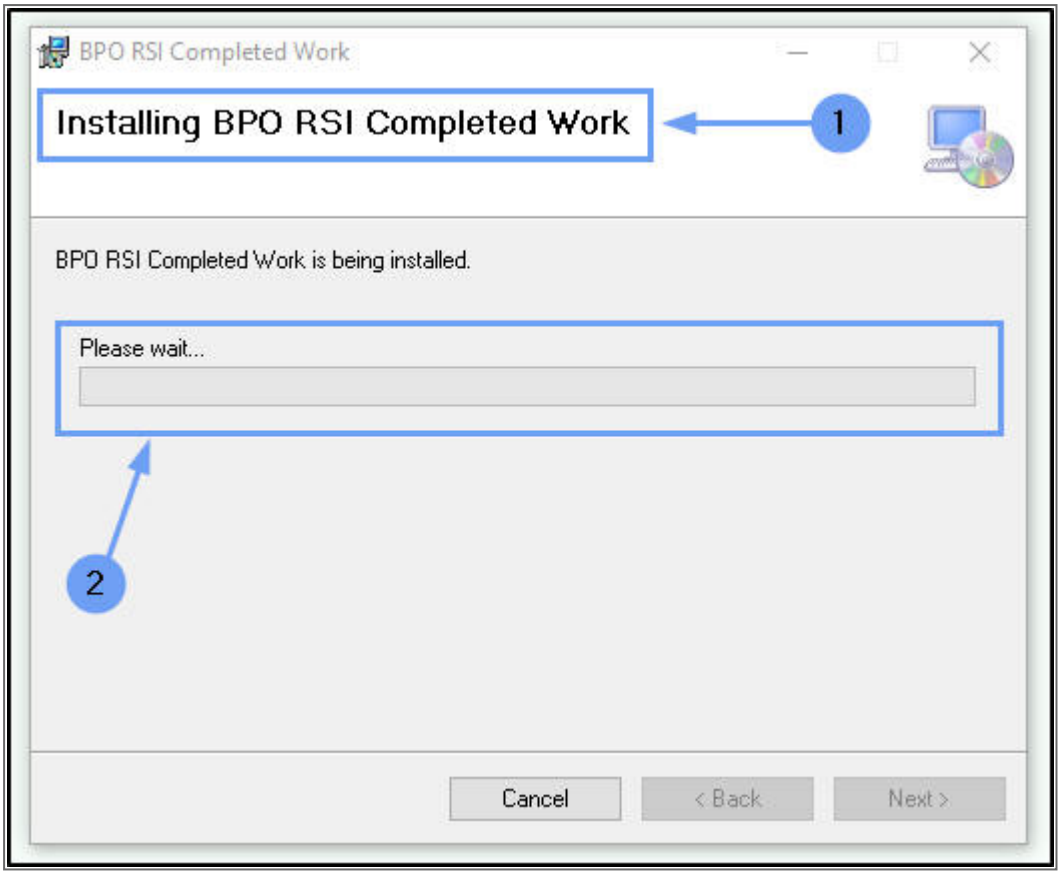

1. Once Installation is **Complete**.
2. Click on **Close**.

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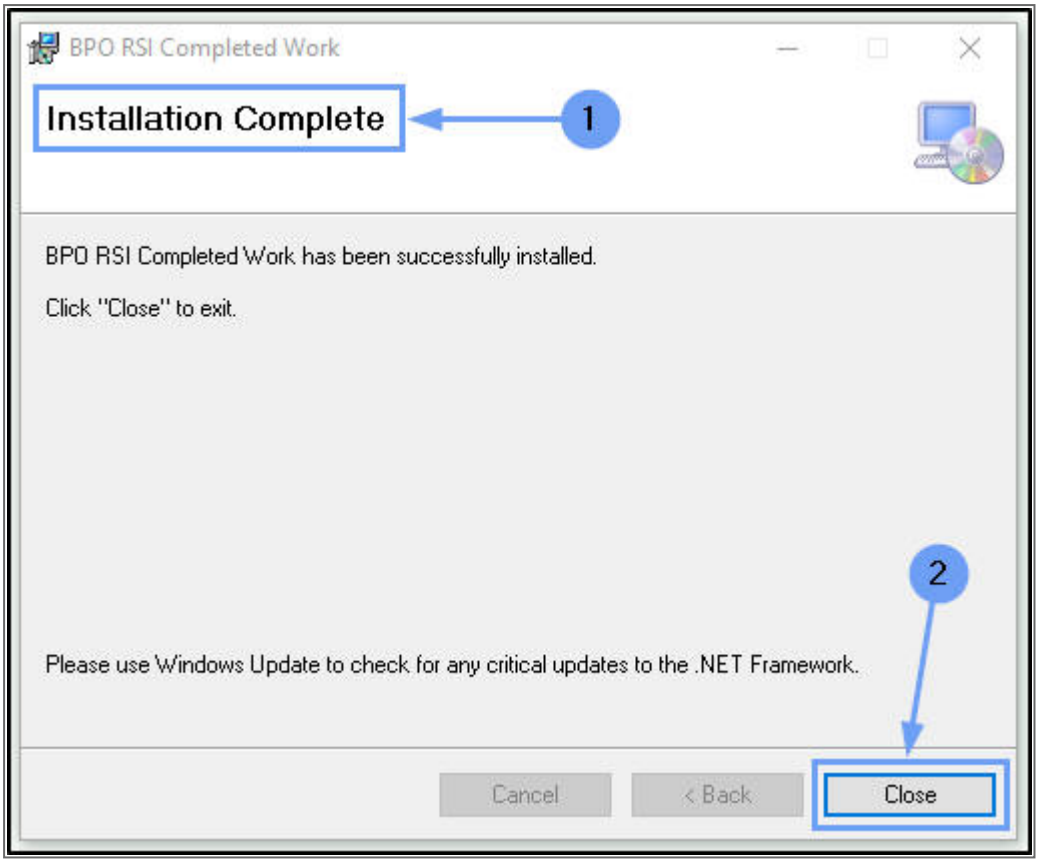

ENVIRONMENT CONFIGURATION

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.

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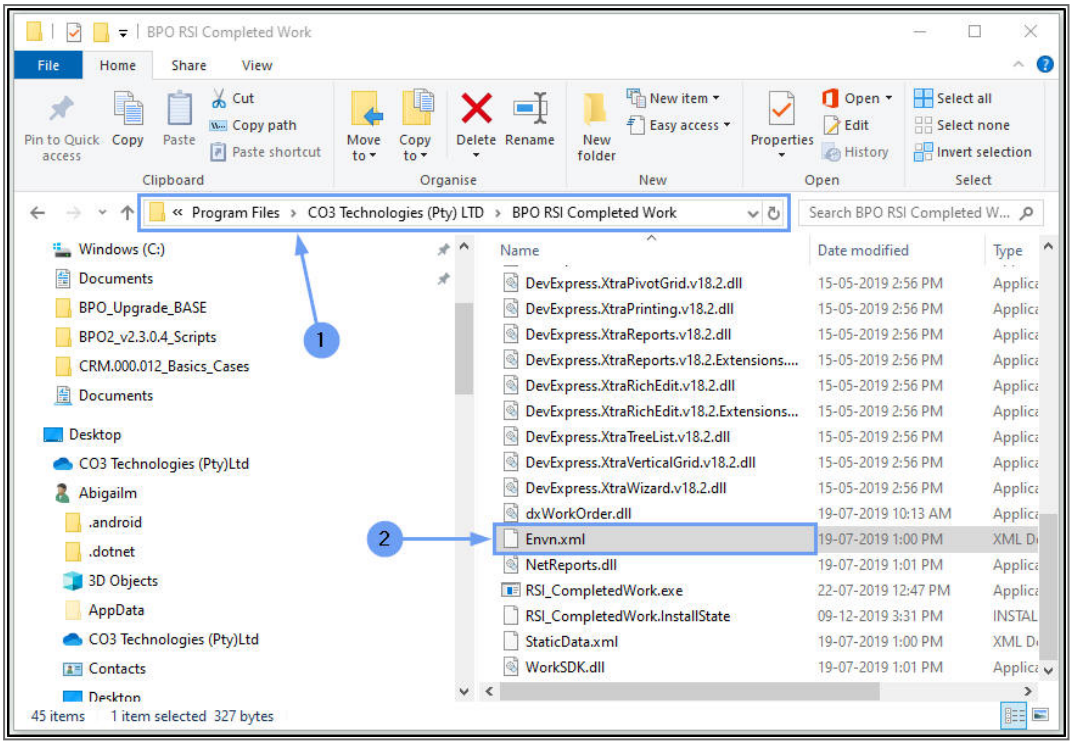

1. The **File menu** will open.
2. Select to **Edit with Notepad++**.

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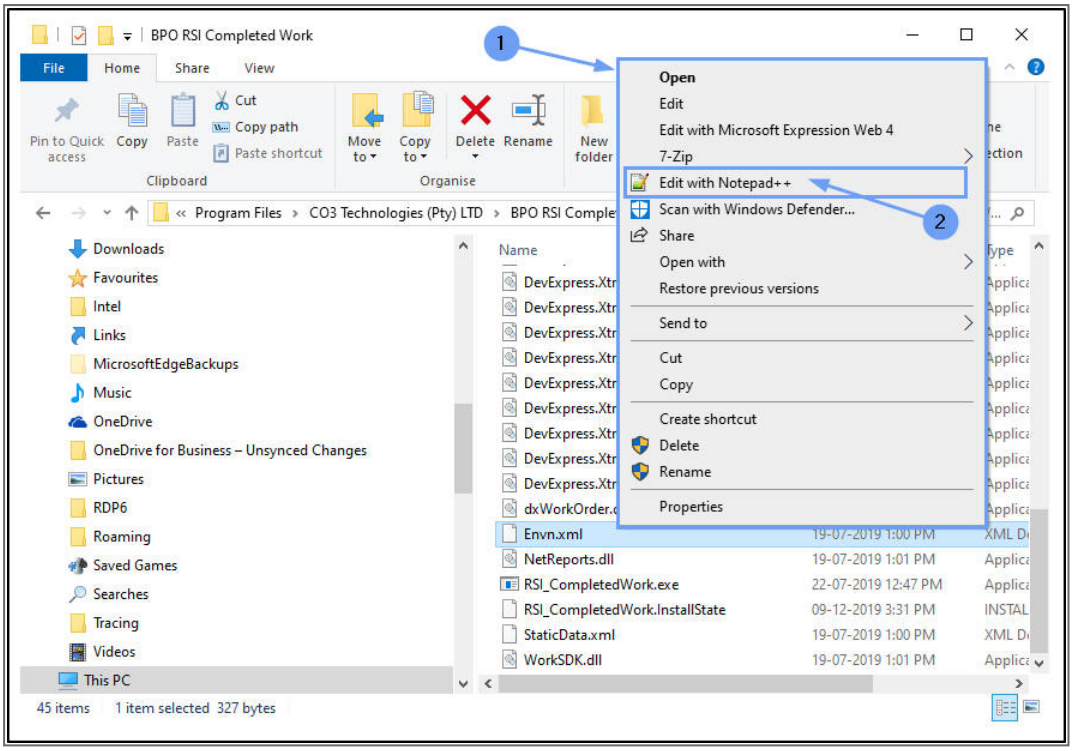

The xml file will open in **Notepad++**.

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.

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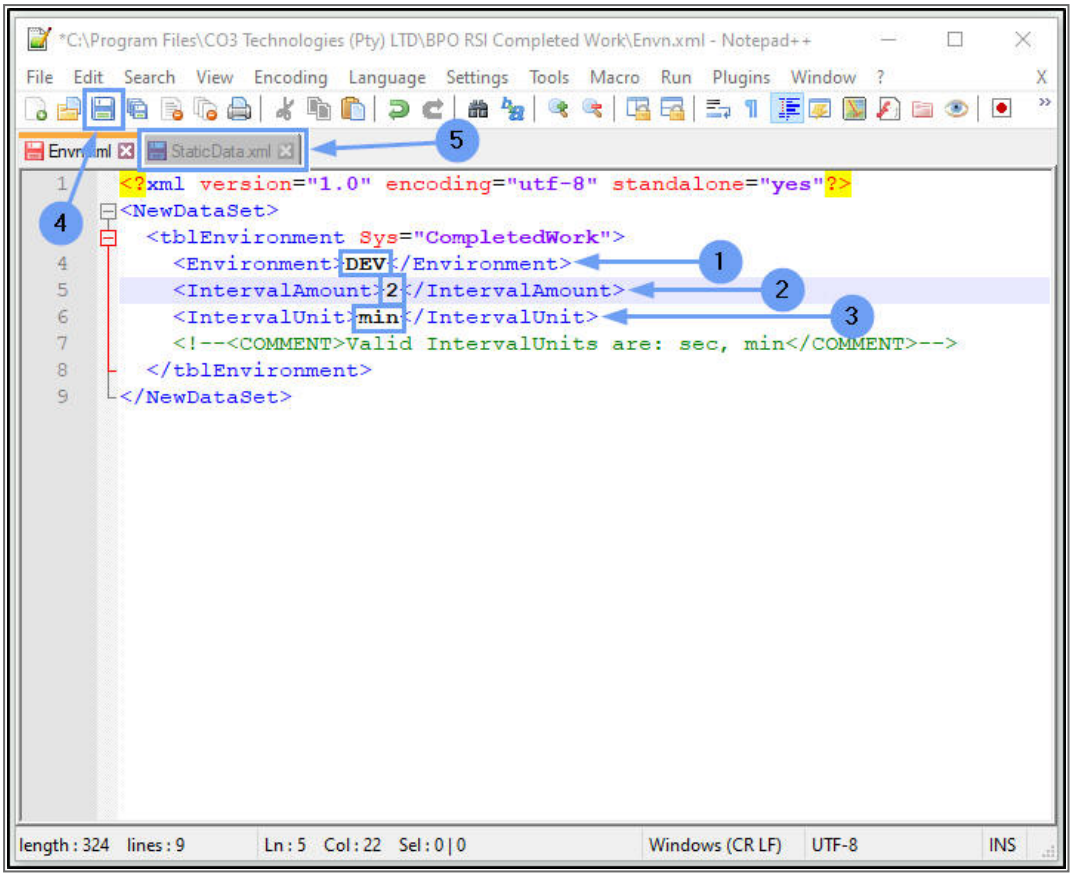

1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.

   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.

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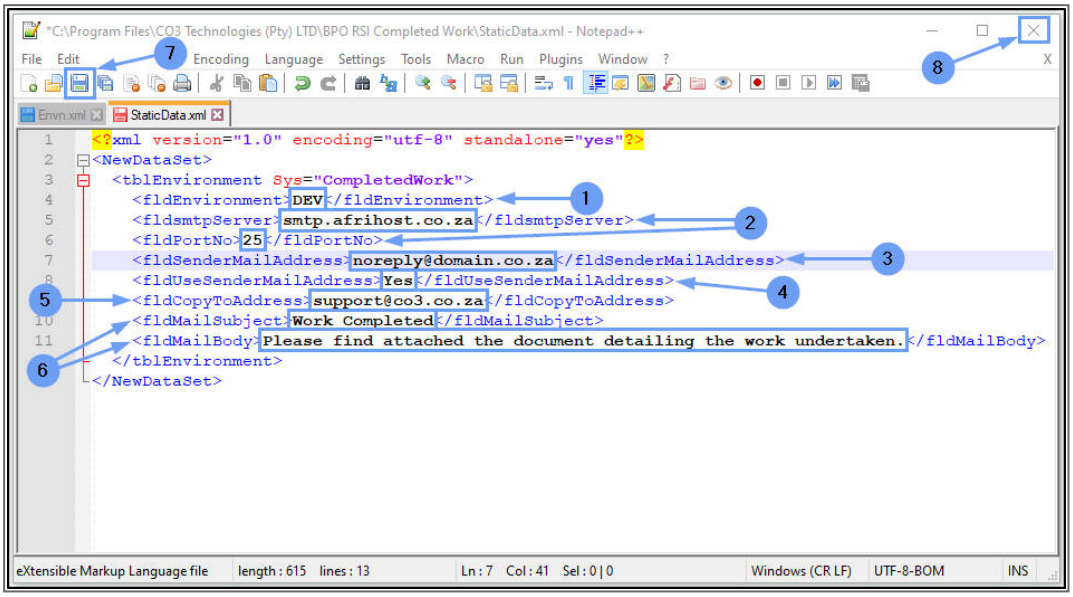
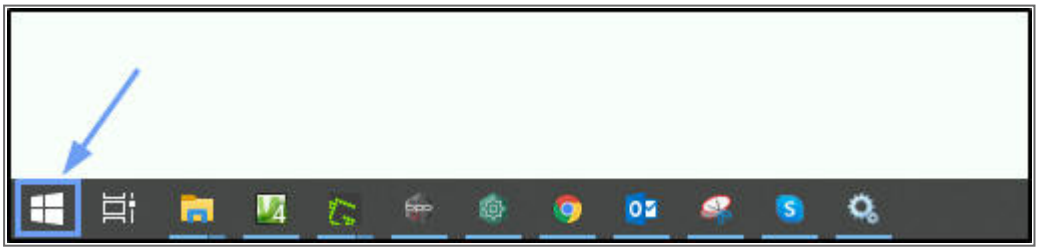
6. **Mail Subject** and **Mail Body:** These are populated with defaults, but you can type in any changes, as required.
7. When you have finished editing the details, click on **Save**.
8. **Close** Notepad++.



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.

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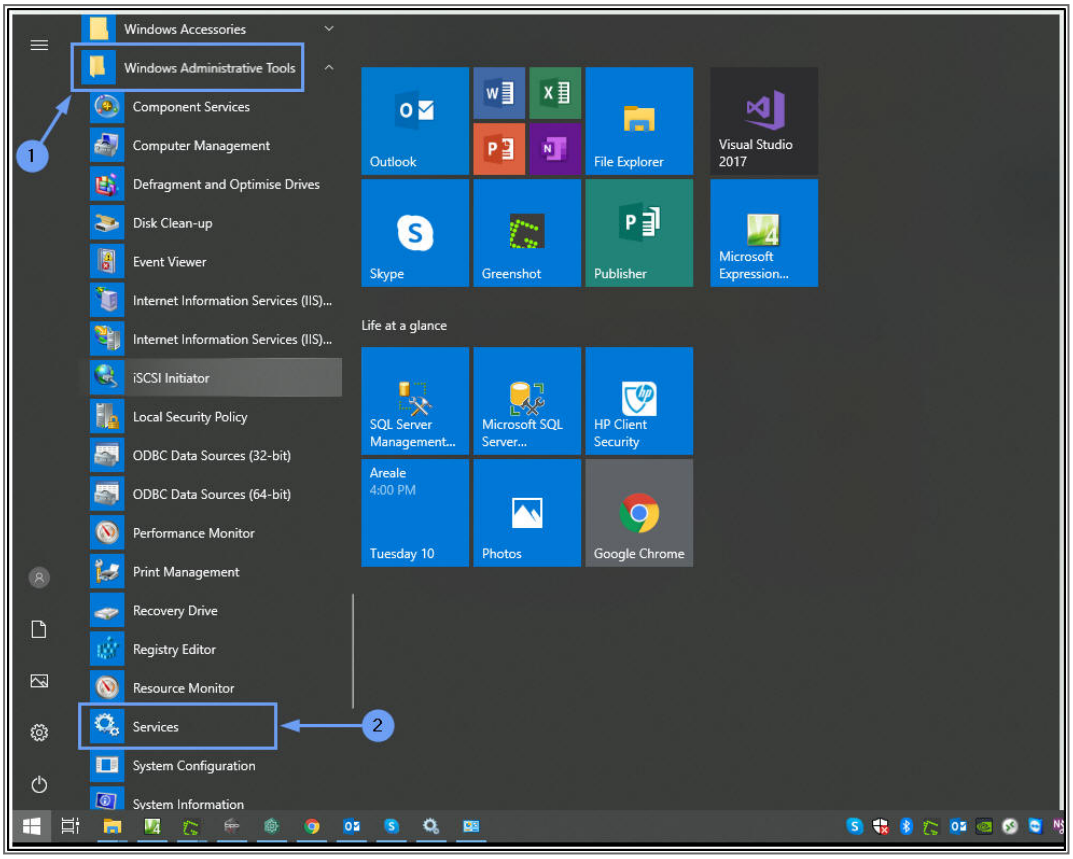
2. Search for and single click on **Services**.



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

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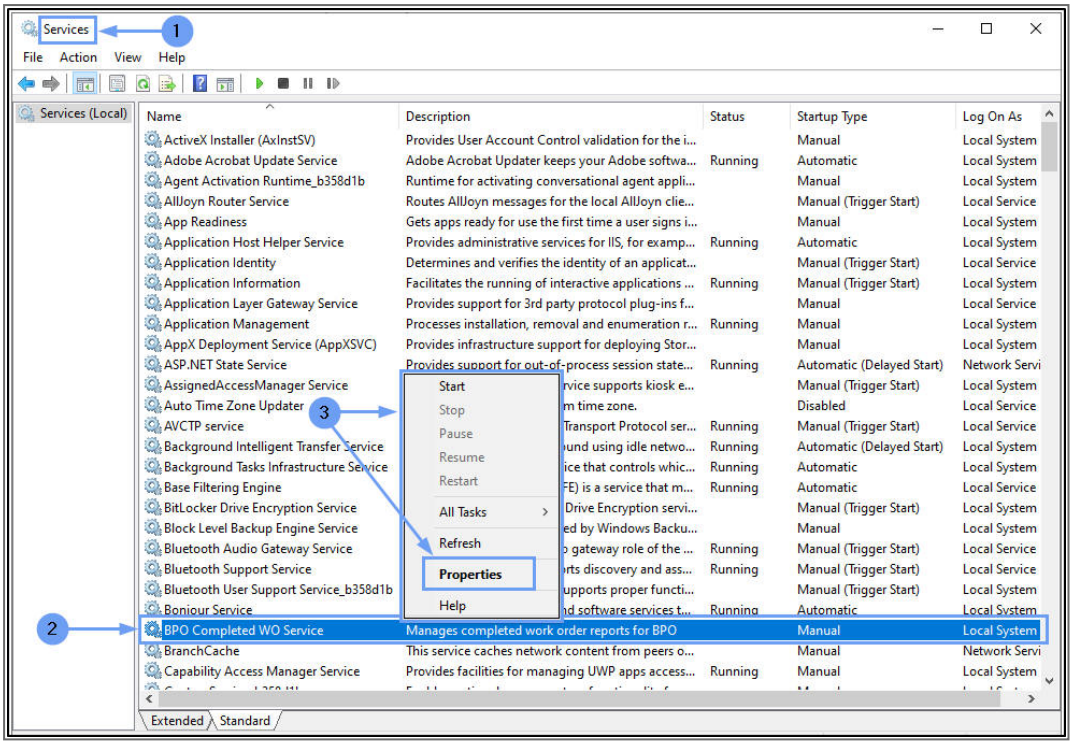

1. The **Properties** screen will pop up.
2. Click on the drop-down arrow in the **Startup Type** field.
3. Select **Automatic (Delayed Start)** from the menu.
    - This setting will ensure the service is restarted if your server is restarted.
4. Click on **OK**.

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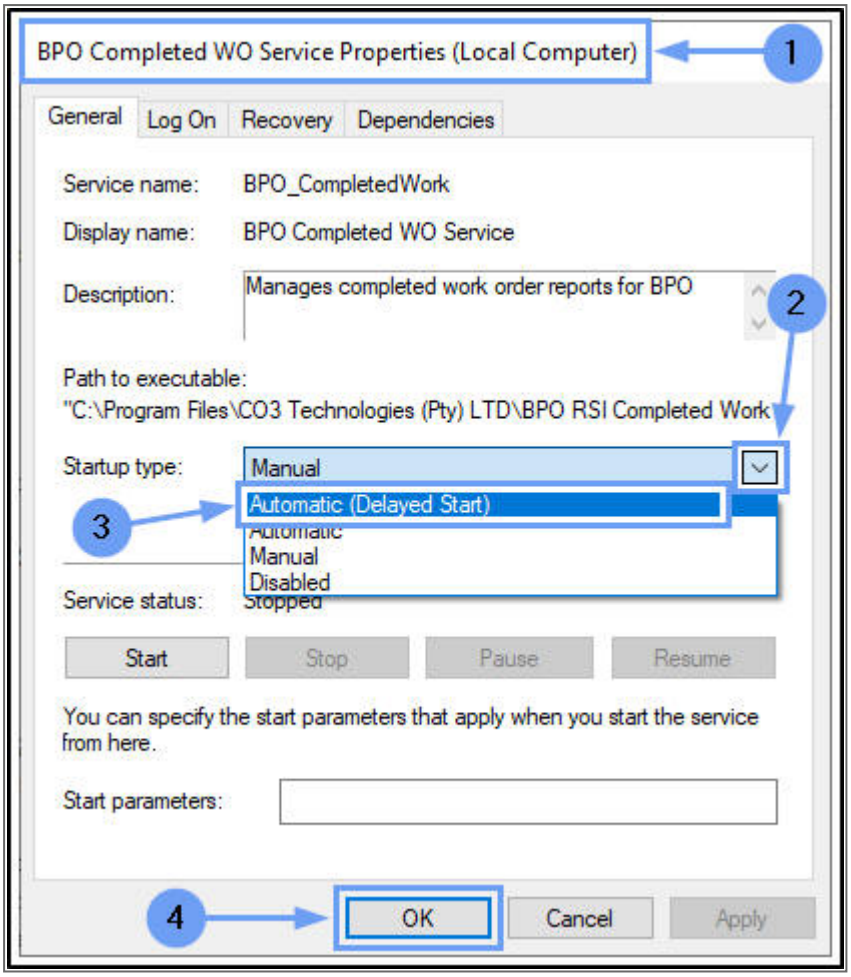

The **Properties** menu will disappear.

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**.

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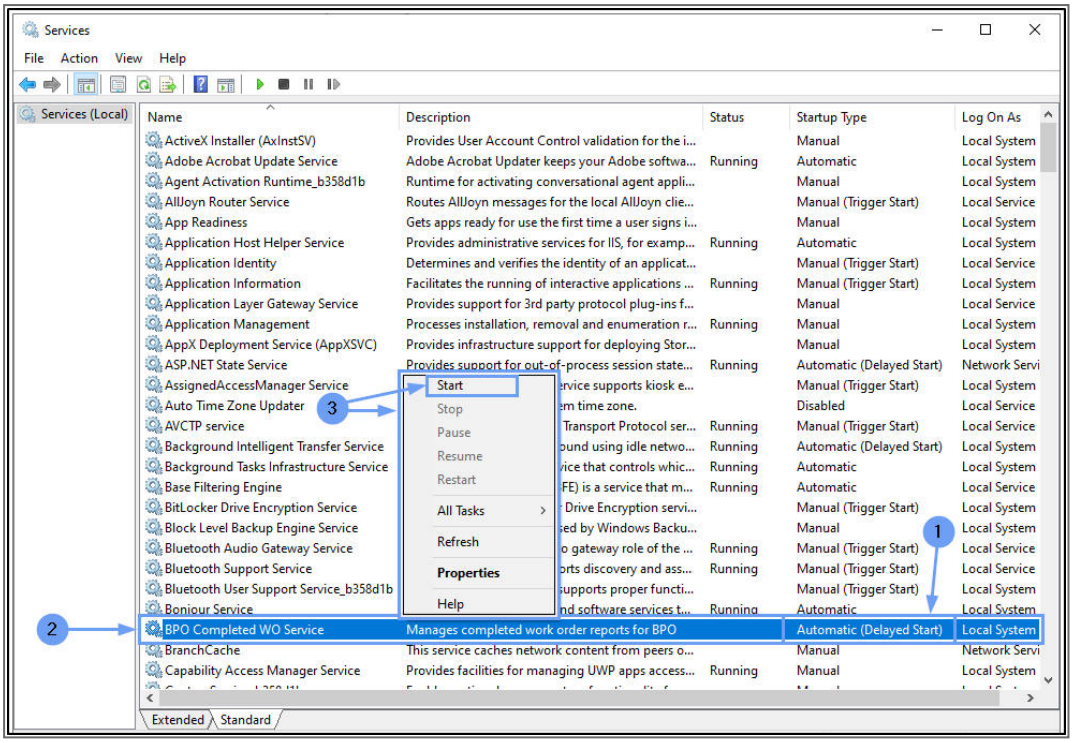

1. The service will now be **Running**.
2. **Close** the Services screen.

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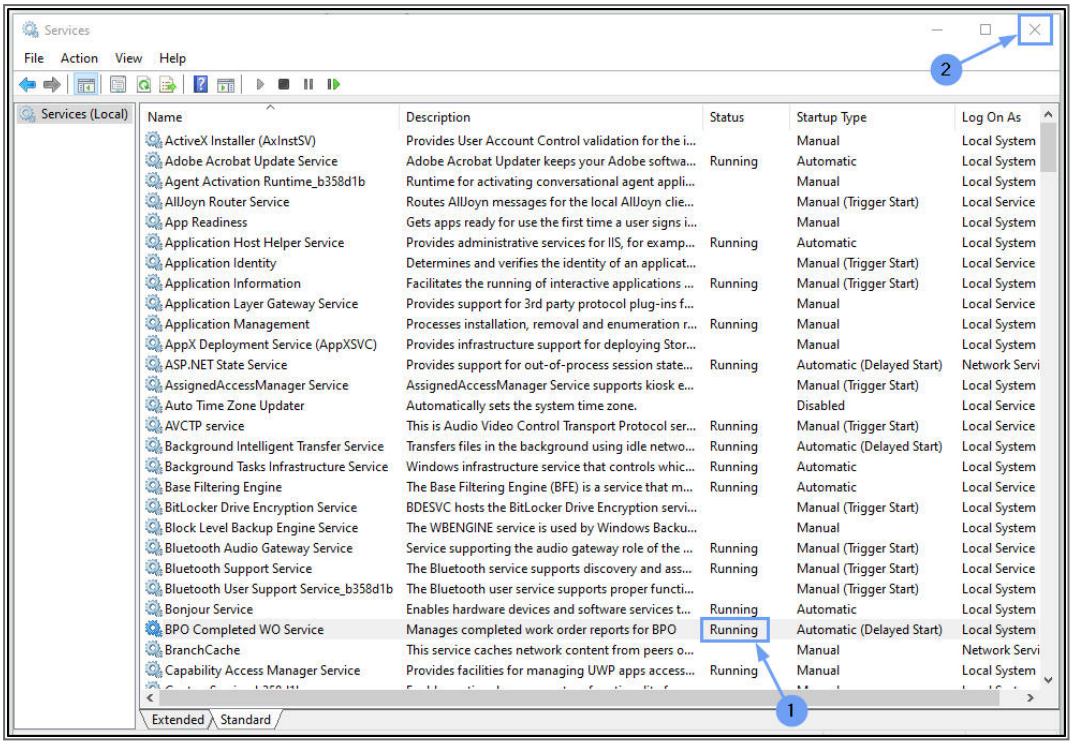

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