

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

STATIC DATA

STATIC DATA - CALLS: CALL ERROR CODES

RIBBON ACCESS: STATIC DATA> STATIC DATA



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



Home Accounts Call Centre		Static Data - BPO Config ny Contract Department								Services	Static Data	_	8	
÷	efresh													
Description .	an a	TableName	FieldNa	ame		Parent	FieldName	Size		UserDefin	able			-
10: 7		RBC	R C C			ROC	inclusive inclusive	=		800	labre -			
Calls : Call Error Codes		tblSALSCalls	fldErro	rCode					10	Yes				
Codes Code		Description		CodeType	SortOrde		Status							
CON		act Service		None			A							
FA	Faulty		N	None		1	Α.		-4					
		GENERIC	fldPrior	rity					1	Yes				
Calls : Call Status Calls Call Status Call Call		tblSALSCalls	fldStat	us					1	No				
Calls : Call Types Calls Call Types Call Type Call		tblSALSCalls	fldCall	Гуре					10	Yes				
🗈 Calls : Data Refresh Rate		GENERIC	fldCallF	RefreshRate	2				5	Yes				
E Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHold	ReasonCod	le				10	Yes				
Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPen	dingReason	Code				10	Yes				
Categories : Entity Category		GENERIC	fldCate	egory					50	Yes				
Categories : Entity Class		GENERIC	fldClas	s					4	Yes				
Categories : Entity Type		GENERIC	fldType	e					2	Yes				
Company : Tax Codes		GENERIC	fldSysT	TaxCode					4	Yes				
Company : Tax Types		GENERIC	fldTax	Туре					3	Yes				
Configuration : Action Types		tblMTRMDefinition	fldActio	onType					50	No				
Configuration : Address Types		GENERIC	fldAdd	ressType					4	No				
E Configuration : Contracts : Meter Captur	e Method	tblCOMPContracts	fldCap	tureMethod					50	No				
E Configuration : Contracts : Type		GENERIC	fldCon	tractType					20	Yes				
		tblSite	fldFina	ncialSystem					50	No				
Configuration : Meter Definition Codes		tblMTRMDefinition	0.04	erDefCode						Yes				

ADD AN ERROR CODE

5. Right click in a row of the Codes data grid to display the Process

menu.

6. Click on Add - Add New Code.



→	_			Static Data - BPO	-									_		
Save Layou	Home Account	Save Filter Re	fresh	ny Contract Depa	artments H	uman Resource	es Inver	ntory F	Reporting	Sales	Security	Services	Static Data	_	8	
Descripti	Format	.⊿ Cu	rr "	TableName	Eie	dName		Darant	ieldName	Size		UserDefin	abla			_
P IC:	JOH			R C	-0			Parentr RCc	leiuname	Size			able			
-	: Call Error Codes			tblSALSCalls		- ErrorCode		- Car			10	-				
El Calls	: Call Error Codes			DISALSCAIIS	na	rrorCode					10	Yes				
Code	es 🔰															
Code		N	Code	Description		CodeType	SortOrde	er	Status							
CON		×	Contra	act Service		None		1	Α							
FA	<u> </u>	4	Faulty			None		1	A							
		Process	^	6												
E Calls	: Call Priority	Add Add New Co	_	GENERIC	fidi	Priority					1	Yes				
E Calls	: Call Status		ode	tblSALSCalls	fid	Status					1	No				
E Calls	: Call Types	Delete Code		tblSALSCalls	fid	CallType					10	Yes				
E Calls	: Data Refresh Ra		- ·	GENERIC	fid	CallRefreshRate	2				5	Yes				
E Calls	: Hold Reason Co	des		tblSALSCallHoldEvent	s fld	HoldReasonCod	le				10	Yes				
E Calls	: Pending Reason	Codes		tblSALSCallPendingEv	ents fid	PendingReason	Code				10	Yes				
E Cater	gories : Entity Cai	tegory		GENERIC	fld	Category					50	Yes				
E Categ	gories : Entity Cla	SS		GENERIC	fid	Class					4	Yes				
E Categ	gories : Entity Typ)e		GENERIC	fld	Гуре					2	Yes				
E Comp	any : Tax Codes			GENERIC	fld	SysTaxCode					4	Yes				
E Comp	any : Tax Types			GENERIC	fld	ГахТуре					3	Yes				
🗄 Confi	guration : Action	Types		tblMTRMDefinition	fid	ActionType					50	No				
E Confi	guration : Addres	s Types		GENERIC	fid	AddressType					4	No				
E Confi	guration : Contra	cts : Meter Capture	Method	tblCOMPContracts	fid	CaptureMethod					50	No				
E Confi	guration : Contra	cts : Type		GENERIC	fid	ContractType					20	Yes				
E Confi	guration : Financi	al Systems		tblSite	fid	FinancialSystem	1				50	No				
Conf	guration : Meter I	Definition Codes		tblMTRMDefinition	Bat	MeterDefCode					50	Yes				

- 7. An available row for adding the new Call Error Code will display in the **Codes** data grid.
 - **Code:** Click in the text box to type in a code specific for the new call error.
 - **Code Description:** Click in the text box to type a description for the call error 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 Order¹: Click in the text box to type in or use the arrow indicators to select the sort order for the new error code.
- 8. When you have finished adding the new call error code details, press **Enter**.

	Static Data - BPO Config ny Contract Departments						Services Static [
Save Layout Workspaces Save Filter									0
Description	TableName	FieldName		ParentF	ieldName	Size	UserDefinable		_
-O:	* 0 ¢	* D ¢		REC		-	* 0 ¢		
Calls : Call Error Codes	tblSALSCalls	fldErrorCode				10	Yes		
Codes	Dana da Kan	Colition	Cartouda		Chabus	1			-
EC Code	Description	CodeType	SortOrde		Status				-
	act Service	None		-		Press Enter when dor	le le		
FA Faulty		None			A	Tess Enter Michael			
		None			A	1			
							Lan.		_
Calls : Call Priority	GENERIC	fldPriority					Yes		
Calls : Call Status	tblSALSCalls	fldStatus				-	No		
E Calls : Call Types	tblSALSCalls	fldCallType					Yes		
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRat	~			-	Yes		
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldHoldReasonCo					Yes		
Calls : Pending Reason Codes	tblSALSCallPendingEvents	fldPendingReason	nCode				Yes		
Categories : Entity Category	GENERIC	fldCategory					Yes		
Categories : Entity Class	GENERIC	fldClass					Yes		
Categories : Entity Type	GENERIC	fldType					Yes		
Company : Tax Codes	GENERIC	fldSysTaxCode					Yes		
Company : Tax Types	GENERIC	fldTaxType					Yes		
Configuration : Action Types	tblMTRMDefinition	fldActionType					No		
Configuration : Address Types	GENERIC	fldAddressType					No		
Configuration : Contracts : Meter Capture Method ■		fldCaptureMethod	1				No		
Configuration : Contracts : Type	GENERIC	fldContractType					Yes		
Configuration : Financial Systems	tblSite	fldFinancialSystem	n			50	No		

9. You will receive an **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 call error information.

¹The sort order is the order in which the Call Error Code will appear in the drop-down list. If each error 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 the item is number 5 in an ordered list of 1-10, then the item will appear 5th in the drop-down list.



0		Compar	Static Data - BPO Config ny Contract Departments								Services	Static Data	_	0	>
58	ve Layout Workspaces Save Filter Format	esh	ry consider organisment				ury r	tepor ung	Juica	becanty	be need	Subc Sub			
	Description		TableName	FieldNa	ame		Parenti	ieldName	Size		UserDefina	ble			
,	-O-		* 0 ¢	• D ¢			R O C		-		* 0 ¢				
T	Calls : Call Error Codes		tblSALSCalls	fldErro	rCode					10	Yes				
	Codes					a 10 l									-
			lescription		CodeType	SortOrde		Status							4
		Error C			lone			A							
			act Service		lone			A							
		Faulty			lone			A							
	π	Toner	Low	N	lone		5	Α							-
			GENERIC	fldPrior	ity		ι	Ipdate 🤜			-9			\times	
			tblSALSCalls	fldStat	us						1				
	E Calls : Call Types		tblSALSCalls	fldCallT	Гуре					Ľ					
	🗄 Calls : Data Refresh Rate		GENERIC	fldCallF	RefreshRate				Are you s	sure you wa	ant to save o	changes to t	his code?		
	E Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHold	ReasonCod	e									
	Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPend	dingReason	Code									
	Categories : Entity Category		GENERIC	fldCate	egory					<u>Y</u> es	No		Cancel		L
	E Categories : Entity Class		GENERIC	fldClas	s				_	•	- 1				
	Categories : Entity Type		GENERIC	fldType	2					2	Yes				
	E Company : Tax Codes		GENERIC	fldSysT	TaxCode					9	Yes				
	Company : Tax Types		GENERIC	fldTaxT	Гуре					10 3	Yes				
	Configuration : Action Types		tblMTRMDefinition	fidActio	onType					50	No				
]	Configuration : Address Types		GENERIC	fldAddr	ressType					4	No				
]	Configuration : Contracts : Meter Capture M	lethod	tblCOMPContracts	fldCapt	tureMethod					50	No				
	Configuration : Contracts : Type		GENERIC	fldCont	tractType					20	Yes				
	Configuration : Financial Systems		tblSite	fldFina	ncialSystem					50	No				

- 11. The new call error 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 done.



		Static Data - BPO Config	gurator : \	/ersion 2.	4.0.2 - Ex	ample (ompany	v2.5.0.7			
Home Accounts Call Centre	Compar	ny Contract Departments	s Humar	n Resource	s Inven	tory R	eporting	Sales Security	Services Static Da	ata —	8
÷	fresh									13	
Description 12		TableName	FieldNar	me		ParentF	ieldName	Size	UserDefinable		
*D:		* 0 ¢	* 0 ¢			R O C		-	8 0 0		
Calls : Call Error Codes		tblSALSCalls	fldError	Code				10	Yes		
Codes	Co de D			detter a	C-+0-4		Status				_
Code EC	Error	Description		odeType one	SortOrde		A				
CON		act Service		one		-	A				
FA	Faulty			one		-	A				
T.	Toner			one			A <				_
2	TOHE	Low	144	JIIC		J			11		
Calls : Call Priority	1	GENERIC	fldPriorit	tv				1	Yes		
Calls : Call Status		tblSALSCalls	fldStatu					1	No		
Calls : Call Types		tblSALSCalls	fldCallTy	vpe				10	Yes		
☑ Calls : Data Refresh Rate		GENERIC		efreshRate				5	Yes		
		tblSALSCallHoldEvents	fldHoldR	leasonCod	e			10	Yes		
		tblSALSCallPendingEvents	fldPendi	ingReason	Code			10	Yes		
Categories : Entity Category		GENERIC	fldCateg	gory				50	Yes		
Categories : Entity Class		GENERIC	fldClass					4	Yes		
Categories : Entity Type		GENERIC	fldType					2	Yes		
Company : Tax Codes		GENERIC	fldSysTa	axCode				4	Yes		
Company : Tax Types		GENERIC	fldTaxT	ype				3	Yes		
Configuration : Action Types		tblMTRMDefinition	fldAction	nType				50	No		
☑ Configuration : Address Types		GENERIC	fldAddre	essType				4	No		
Configuration : Contracts : Meter Capture	Method	tblCOMPContracts	fldCapt	ureMethod				50	No		
		GENERIC		actType				20	Yes		

REMOVE AN ERROR CODE

You may need to remove a Call Error Code that is no longer required.

1. Right click in the row of the Error Code that is no longer required

to display the **Process** menu.

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

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F Home Accounts Call Centre		nfigurator : Version 2				Constant Challen		-	
ave Layout Workspaces Save Filter	Company Contract Departm	ents Human Resource	es inventory i	Reporting	Sales Security	Services Static	Data —	L.	
Description	TableName	FieldName	Parenti	ieldName	Size	UserDefinable		_	-
*D:	* B ¢	8 0 0	REC		-	- D 4			
Calls : Call Error Codes	tblSALSCalls	fldErrorCode			10	Yes	-		
Codes 1 Code	CodeDescription	CodeType	SortOrder	Status					
EC Process	Error Code	None		A					
CON	Contract Service	None		A					
FA Add New Code	Faulty	None		A					
* 2 Delete Delete Code	Toner Low	None	5	A					
Calls : Call Priority	GENERIC	fidPriority			1	Yes			1
Calls : Call Status	tblSALSCalls	fidStatus			-	No			
Calls : Call Types	tblSALSCalls	fidCallType			-	Yes			
☑ Calls : Data Refresh Rate	GENERIC	fldCallRefreshRat	e		5	Yes			
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldHoldReasonCod	le		10	Yes			
Calls : Pending Reason Codes	tblSALSCallPendingEvents	s fldPendingReason	Code		10	Yes			
Categories : Entity Category	GENERIC	fldCategory			50	Yes			
Categories : Entity Class	GENERIC	fldClass			4	Yes			
Categories : Entity Type	GENERIC	fldType			2	Yes			
Company : Tax Codes	GENERIC	fldSysTaxCode			4	Yes			
Company : Tax Types	GENERIC	fldTaxType			3	Yes			
Configuration : Action Types	tblMTRMDefinition	fldActionType			50	No			
☑ Configuration : Address Types	GENERIC	fldAddressType			4	No			
Configuration : Contracts : Meter Capture	e Method tblCOMPContracts	fldCaptureMethod	1		50	No			
☑ Configuration : Contracts : Type	GENERIC	fldContractType				Yes			

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 Call Error Code list.



0		Static Data - BPO Co mpany Contract Departm							arity	Services Stat	ir Data -		×
Sa	ve Layout Workspaces Save Filter Curr.			nan ricsource	3 11/0	itory i		Juica Ju	curry			-	6
1	Description	TableName	Field	Name		Parent	ieldName	Size		UserDefinable			-
ę	-O:	 •••• 	# D C			REC		-		R O C			
	□ Calls : Call Error Codes	tblSALSCalls	fldEr	rorCode					10	Yes			
	Codes Code	odeDescription		CodeType	SortOrd	ar	Status	1					1
		ror Code		None	3010010		A						
		ontract Service		None		-	A						
		aulty		None			A						
		oner Low		None			A						
F		Delete Code		THOME	3	5	8	×					
		GENER		1					1	Yes			1
	Calls : Call Status	thical		Ľ						No			
	Calls : Call Types	tblSALS Are y	you sure y	ou want to d	elete this	static da	ta code?			Yes			
		GENER							5	Yes			
	Calls : Hold Reason Codes	tbISALS				_		_	10	Yes			
	Calls : Pending Reason Codes	tblSALS			<u>Y</u> es		No		10	Yes			
	Categories : Entity Category	GENERIC	fldCa	ategory			1		50	Yes			
	Categories : Entity Class	GENERIC	fldCl	ass		,'			4	Yes			
		GENERIC	fldTy	pe					2	Yes			
		GENERIC	fldSy	sTaxCode					4	Yes			
		GENERIC	fldTa	хТуре					3	Yes			
	Configuration : Action Types	tblMTRMDefinition	fidAd	tionType					50	No			
		GENERIC	fidAd	ldressType					4	No			
	Configuration : Contracts : Meter Capture Met	hod tblCOMPContracts	fldCa	aptureMethod					50	No			
		GENERIC	fldCo	ontractType					20	Yes			

- 5. The **Call Error Code** will be removed from the list.
- 6. **Collapse** the Codes frame.
- 7. Close the screen when done.



2		Compar	Static Data - BPO Config ny Contract Departments							Services Static		8
Sa	ve Layout Workspaces Save Filter	resh									7	/
t	Description		TableName	FieldNa	ame		ParentF	ieldName	Size	UserDefinable	1	
1				a 🗖 c			REC		-	8 0 0		
(Calls : Call Error Codes		tblSALSCalls	fldErro	rCode				10	Yes	-	
	Codes	Carden			adotto e a	Carlord		Status				_
	CON		Description act Service		CodeType None	SortOrd				_		_
	FA	Faulty			None			A		- 5		
	TL I	Toper			lone			A		-		
	12	TORICI	LOW		ione		5	^				
		-	la.	Lawre						Family		
	Calls : Call Priority		GENERIC	fldPrior						Yes		
			tblSALSCalls	fldStat					-	No		
			tblSALSCalls	fldCall						Yes		
			GENERIC		RefreshRate				-	Yes		
	Calls : Hold Reason Codes		tblSALSCallHoldEvents		ReasonCod	-				Yes		
	Calls : Pending Reason Codes		tblSALSCallPendingEvents GENERIC		dingReason	Code				Yes		
	Categories : Entity Category		GENERIC	fldCate						Yes		
	Categories : Entity Class Categories : Entity Type		GENERIC	fldTvp	-					Yes		
	Company : Tax Codes		GENERIC		e TaxCode				-	Yes		
	Company : Tax Codes Company : Tax Types		GENERIC	fldTax						Yes		
	Configuration : Action Types		tblMTRMDefinition		onType					No		
	Configuration : Address Types		GENERIC		ressTvpe					No		
	Configuration : Contracts : Meter Capture	Method			tureMethod					No		
	 Configuration : Contracts : Type 	- icolou	GENERIC		tractType					Yes		
1	Configuration : Financial Systems		tblSite		ncialSystem					No		

EDIT AN ERROR CODE

You can make changes to the Code Description, Code Type or the Sort Order of an Error 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.
- 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 to leave the code as is.
- 4. **Collapse** the Codes frame.
- 5. **Close** the screen when done.

a	Home Accounts Call Centre C Call Ce		nts Hu	man Resource	es Invento	ory R	eporting	Sales Security	Services Static I	Data —	8
1	Description	TableName	Field	iName		ParentF	ieldName	Size	UserDefinable		
2	nDc.	R B C	880			RBC		-	R D C		
	Calls : Call Error Codes	tblSALSCalls	fidE	rrorCode				10	Yes		
	Codes										
		CodeDescription		CodeType	SortOrder		Status				
	REP	Reports		None	burtorder	13					
	SALS	Sales		None		14	A				
	SAPP	Service Apps		None		15	A	Click he	ere when done		
	SERV	Services		None		16	A				
	SGRN	Stock - GRN		None		17	A				
	STIR	Stock - Issue/Return		None		18	A				
	TECH	Techconnect		None		19	A				
	USRS	Users/Security		None		20	A				
	CON	Contract Service		None		1	Α				
	FA	Faulty Hardware		None		1	Α				
*				Upda	te 🚽			2	×		
	Calls : Call Priority	GENERIC	fldPr	riority					~		
	Calls : Call Status	tblSALSCalls	fldS	tatus	_		11				
	E Calls : Call Types	tblSALSCalls	fldC	allTyp	? Are yo	u sure	you want	to save changes to t	this code?		
		GENERIC	fldC	allRef							
	Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldH	oldRe							
	Calls : Pending Reason Codes	tblSALSCallPendingEvents		ending		Yes		No	Cancel		
	Categories : Entity Category	GENERIC		atego				1			
	Categories : Entity Class	GENERIC	fldC					/	Yes		
	Categories : Entity Type	GENERIC	fldT					1	Yes		
	Company : Tax Codes Company : Tax Types	GENERIC		ysTaxCode axType			3		Yes		

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