

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

## STATIC DATA

### STATIC DATA – CALLS: HOLD REASON CODES

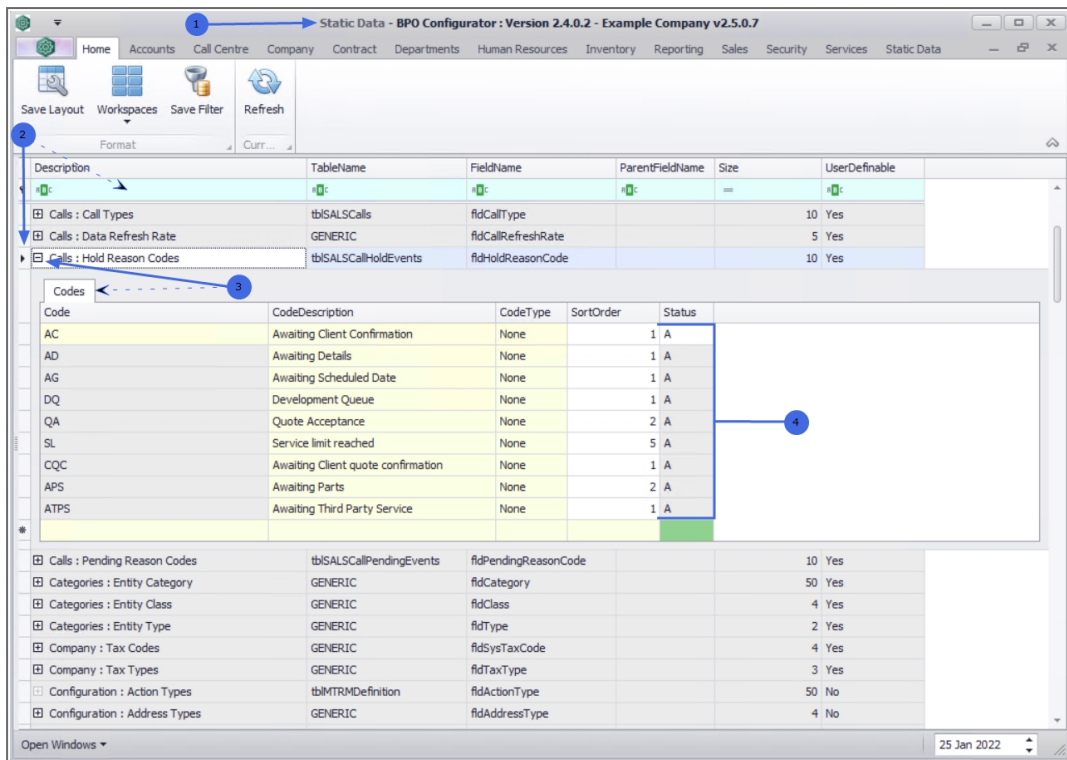
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**Ribbon Access:** Static Data> Static Data

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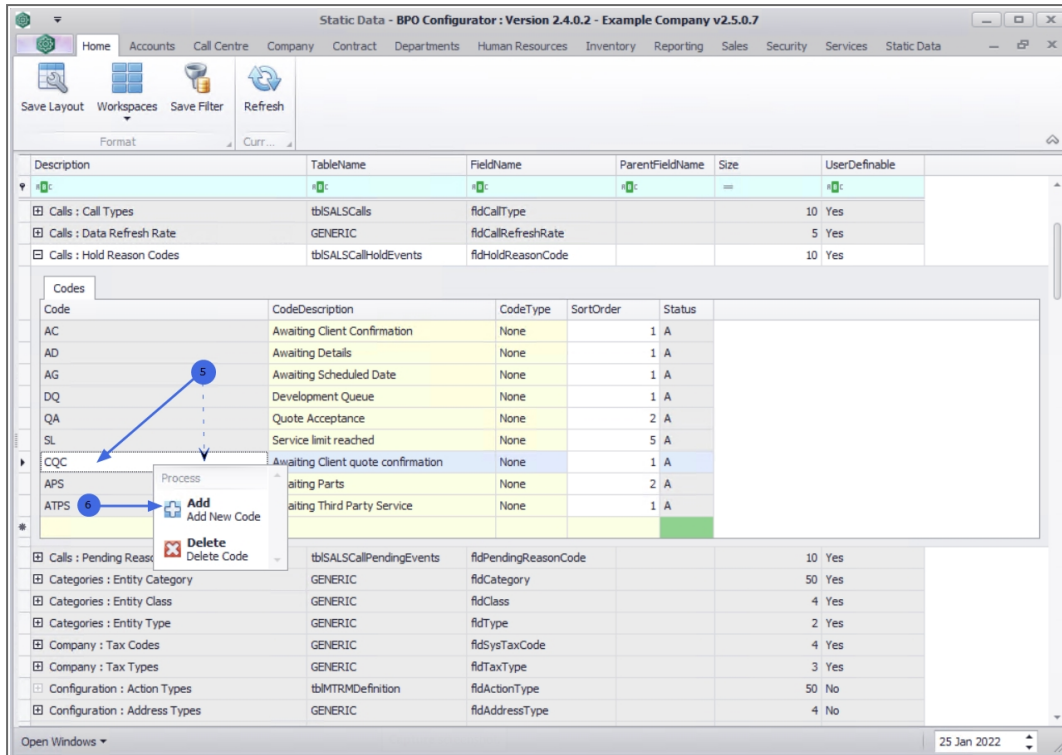


1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Hold Reason Codes** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. Here you can view a list of the **hold reason codes** currently on the system.



## ADD HOLD REASON CODE

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

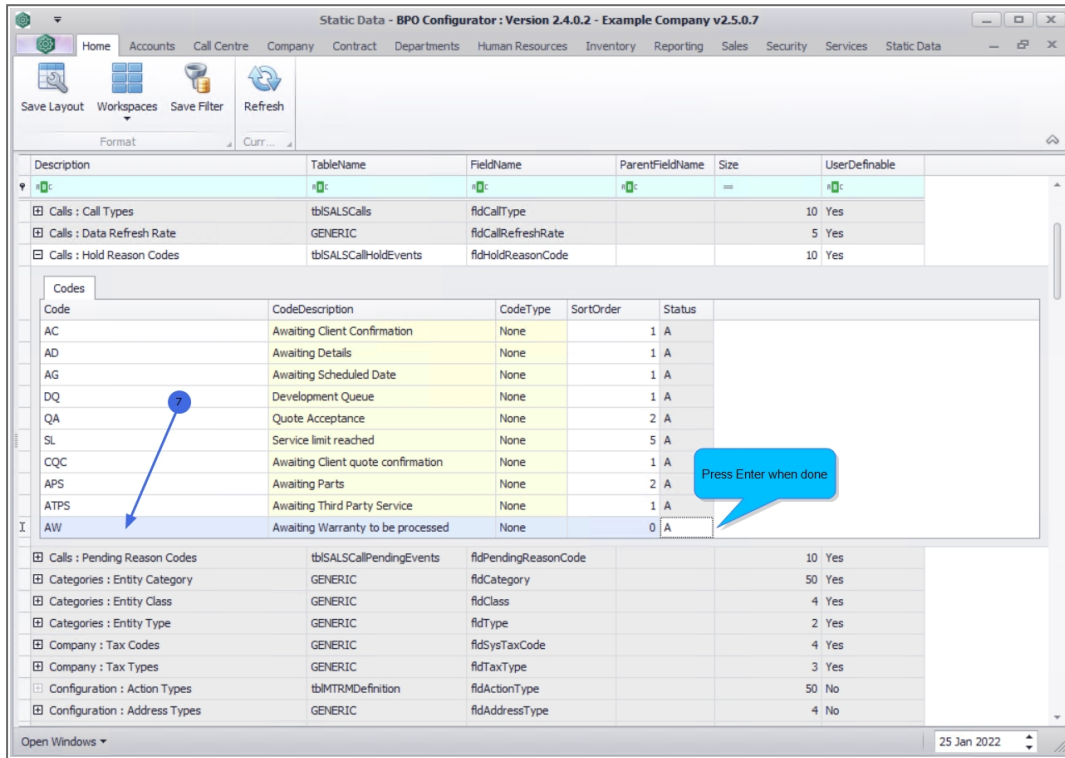


7. An available row for adding the new hold reason code will display in the **Codes** data grid.

- **Code:** Click in the text box to type in a code specific to the new call hold reason.
- **Code Description:** Click in the text box to type in a description for the call hold reason 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<sup>1</sup>**: Click in the text box to type in or use the **arrow** indicators to select the sort order for the new hold reason code.

8. When you have finished adding the new call hold reason code details, press **Enter**.



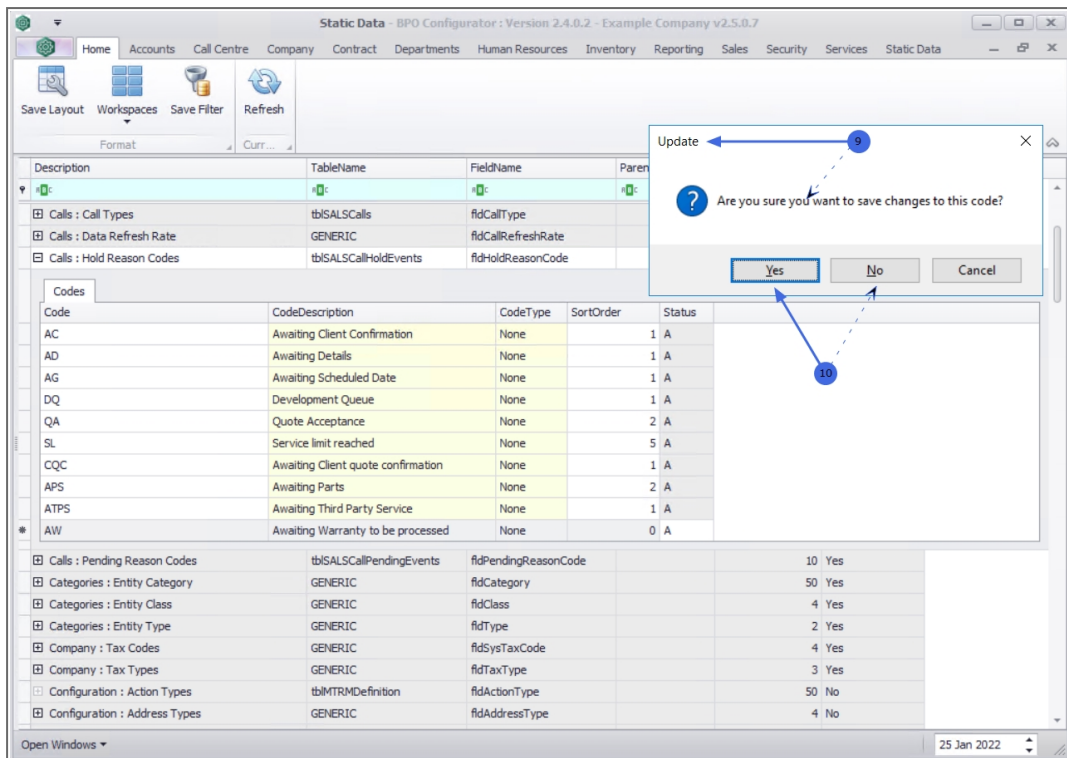
9. When you receive the **Update** message to confirm;

- **Are you sure you want to save changes to this code?**

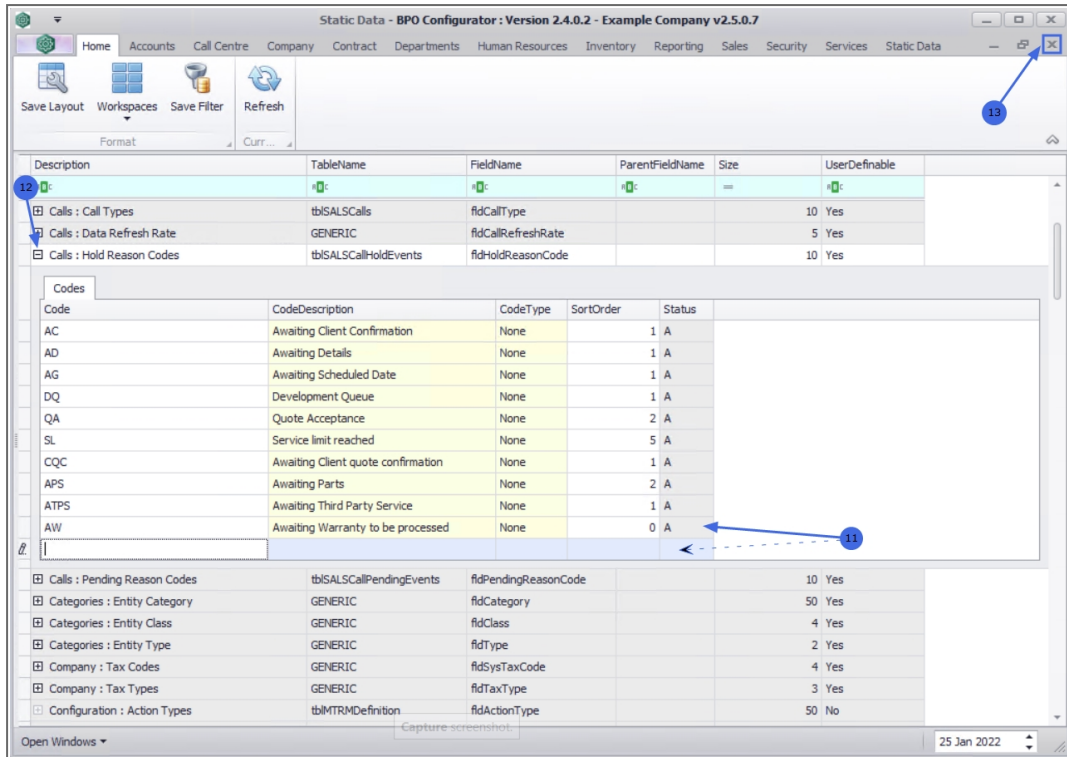
10. Click on **Yes** to save the code, or

- Click on **No** to remove the information from the row, enabling you to add new hold reason code information.

<sup>1</sup>The sort order is the order in which the hold reason code will appear in the drop-down list. If each call hold 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 reason code will appear 5th in the drop-down list.



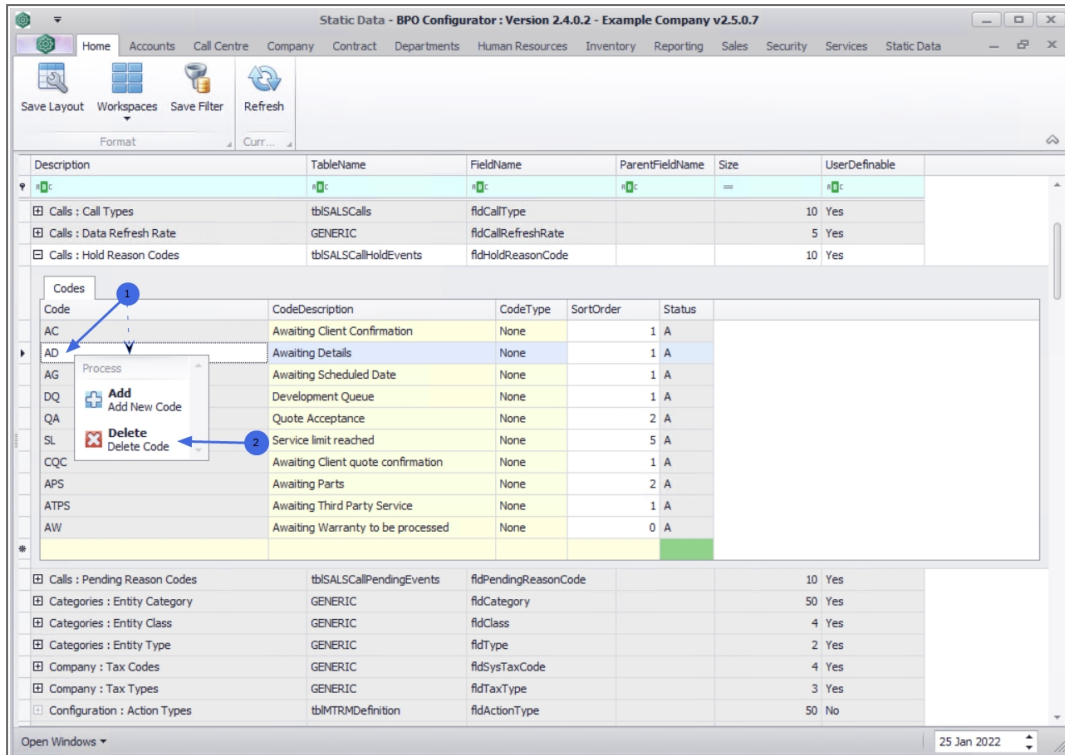
11. The new call hold reason code will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



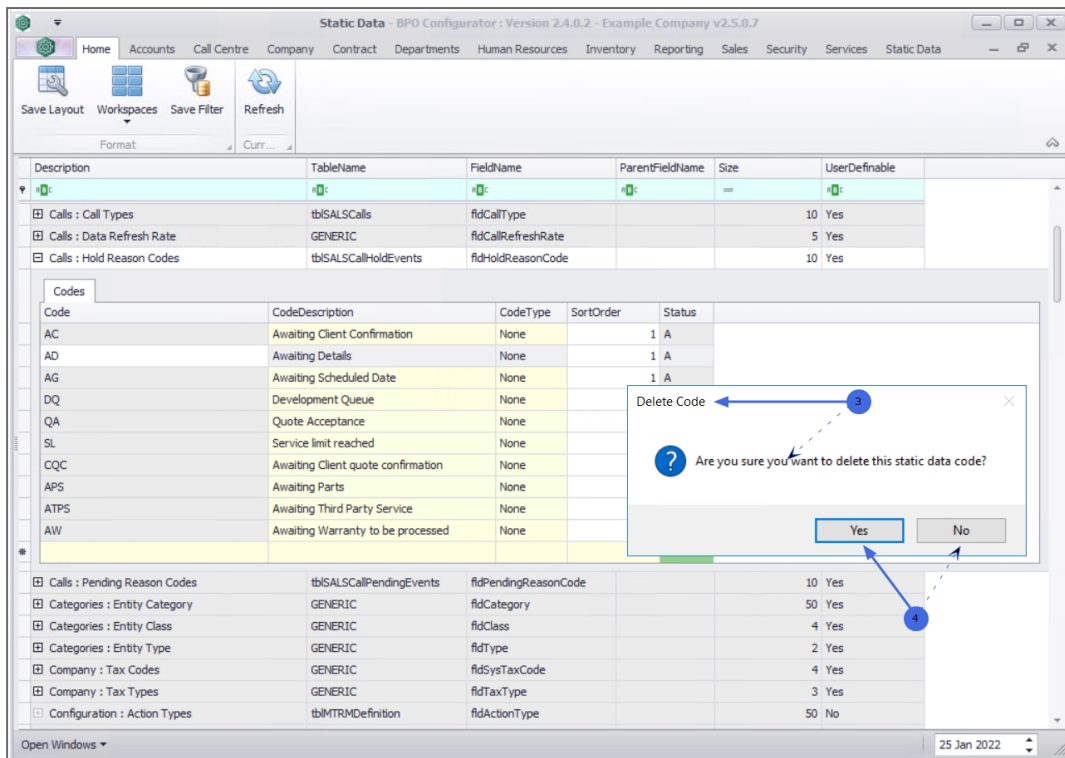
## REMOVE A HOLD REASON CODE

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

1. **Right click** in the **row** of the Hold Reason Code that is no longer required, to display the **Process** menu.
2. Click on **Delete** - Delete Code.

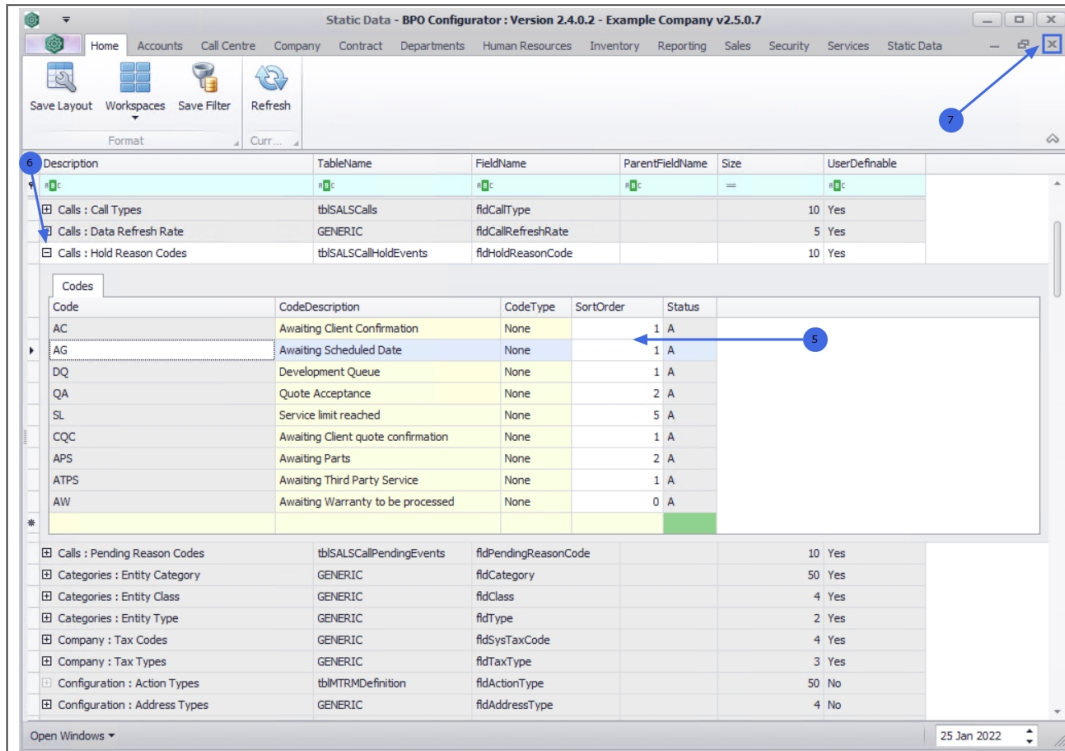


3. When you receive the **Delete Code** message to confirm;
  - Are you sure you want to delete this static data code?
4. Click on **Yes** to remove the code, or
  - Click on **No** to ignore the request and to leave the code in the Hold Reason Code list.



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





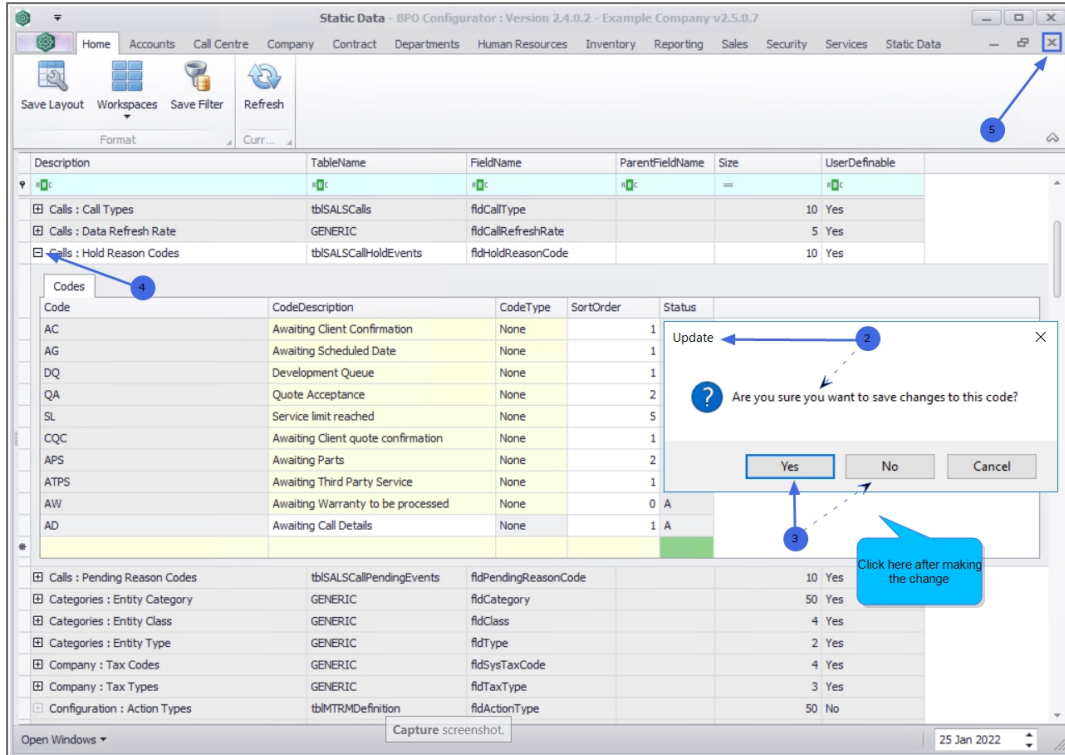
## EDIT HOLD REASON CODE

You can make changes to the Code Description, Code Type or the Sort Order for a Hold 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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