

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

## STATIC DATA

### STATIC DATA – CALLS: CALL PRIORITY

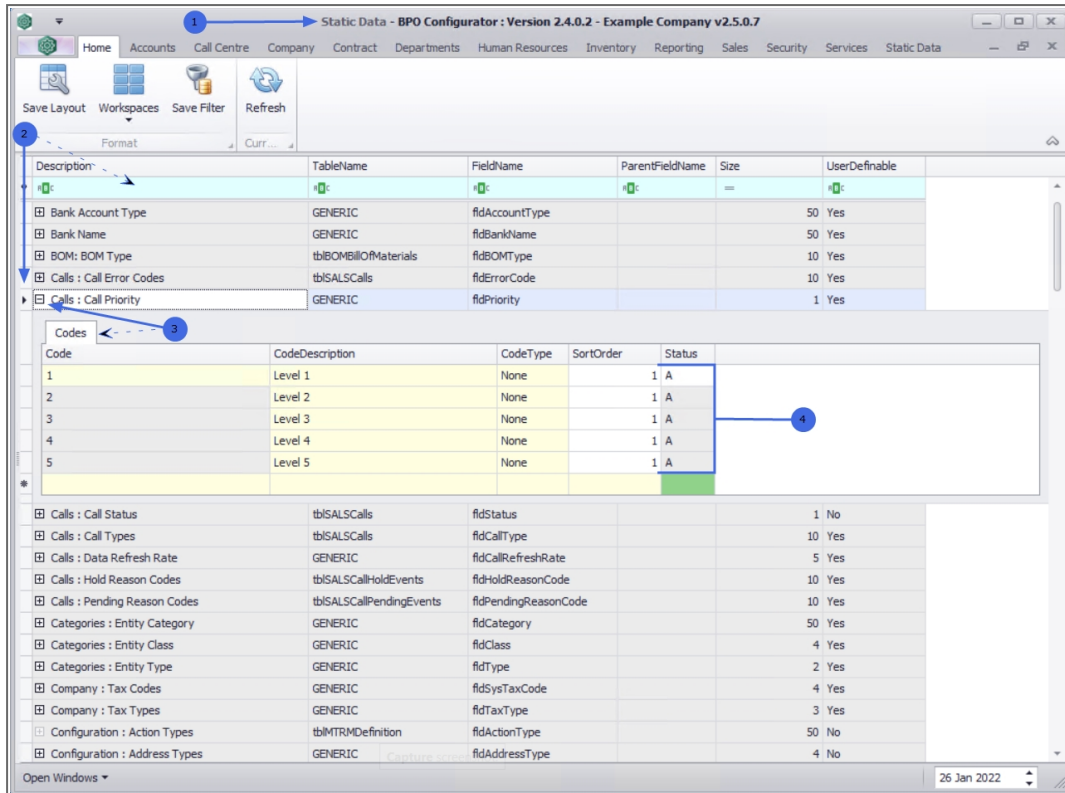
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RIBBON ACCESS: STATIC DATA> STATIC DATA

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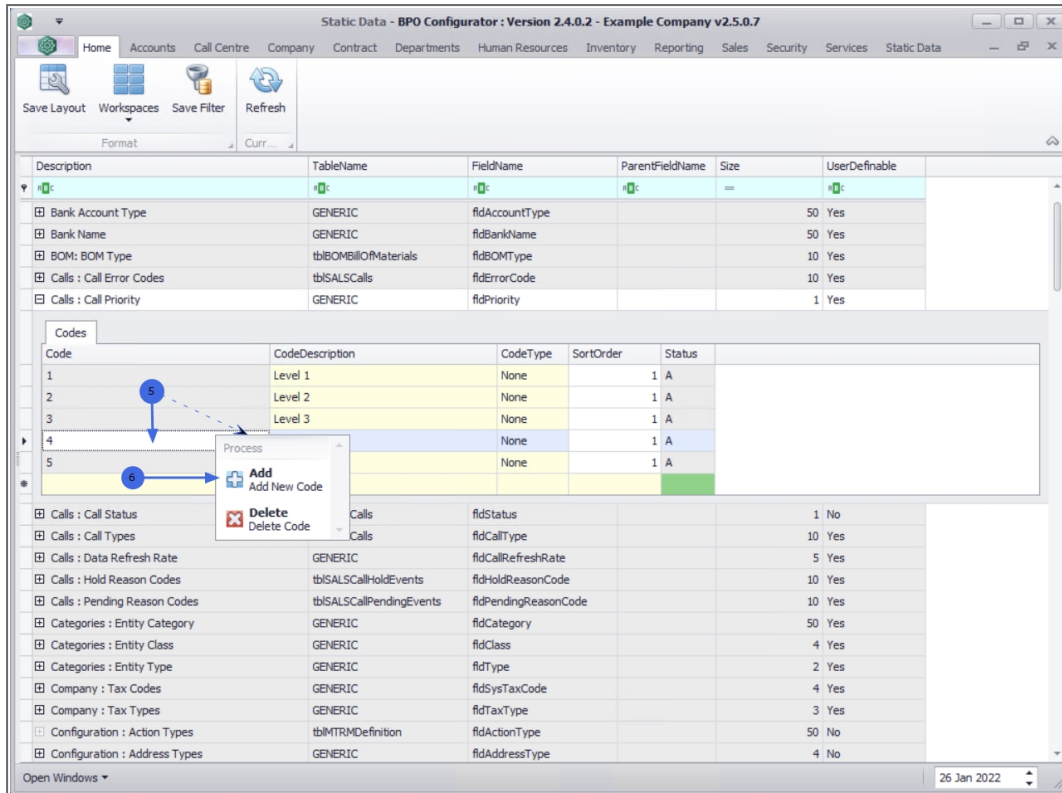


1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Call Priority** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view the **call priority codes** currently on the system.



## ADD A CALL PRIORITY

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

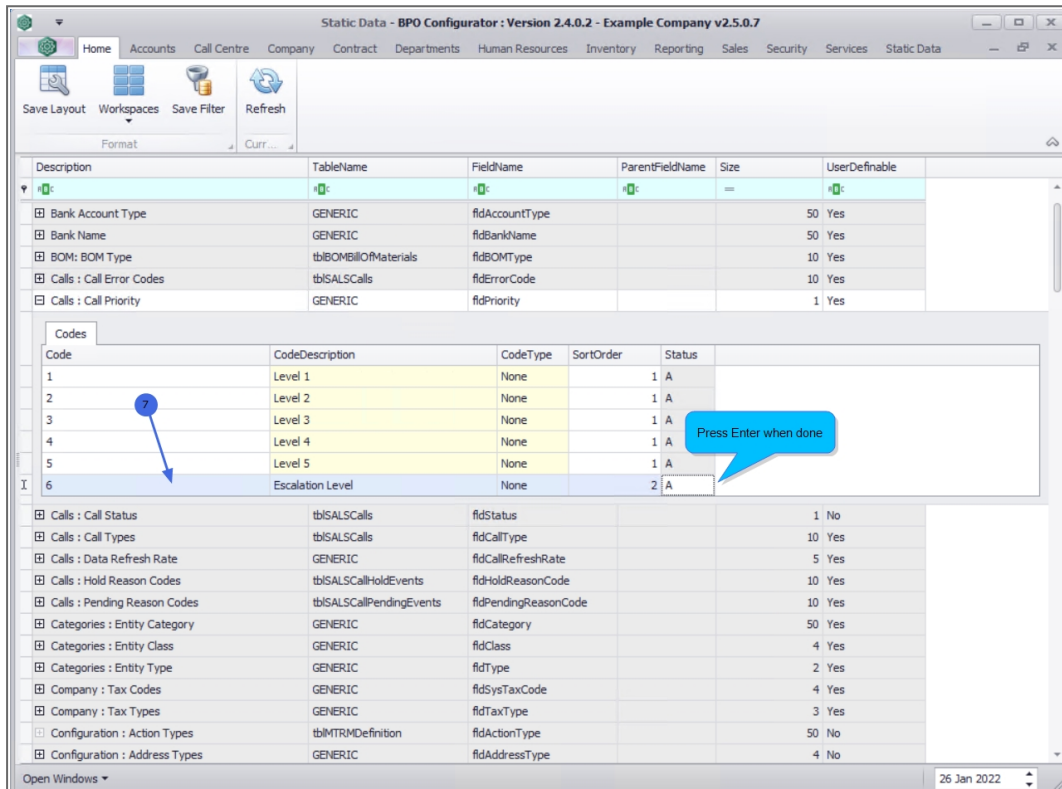


7. An available row will be added in the **Codes** data grid for adding the new Call Priority Code.

- **Code:** Click in this text box to type in a one digit code for the new call priority code.
- **Code Description:** Click in the text box to type a description for the call priority code.
- **Code Type:** This field will auto populate as **None** and may remain as is.

- **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 error code.
- **Status**: The status field will auto populate with an **A** - Active status.

8. When you have finished adding the call priority code details, press **Enter**.

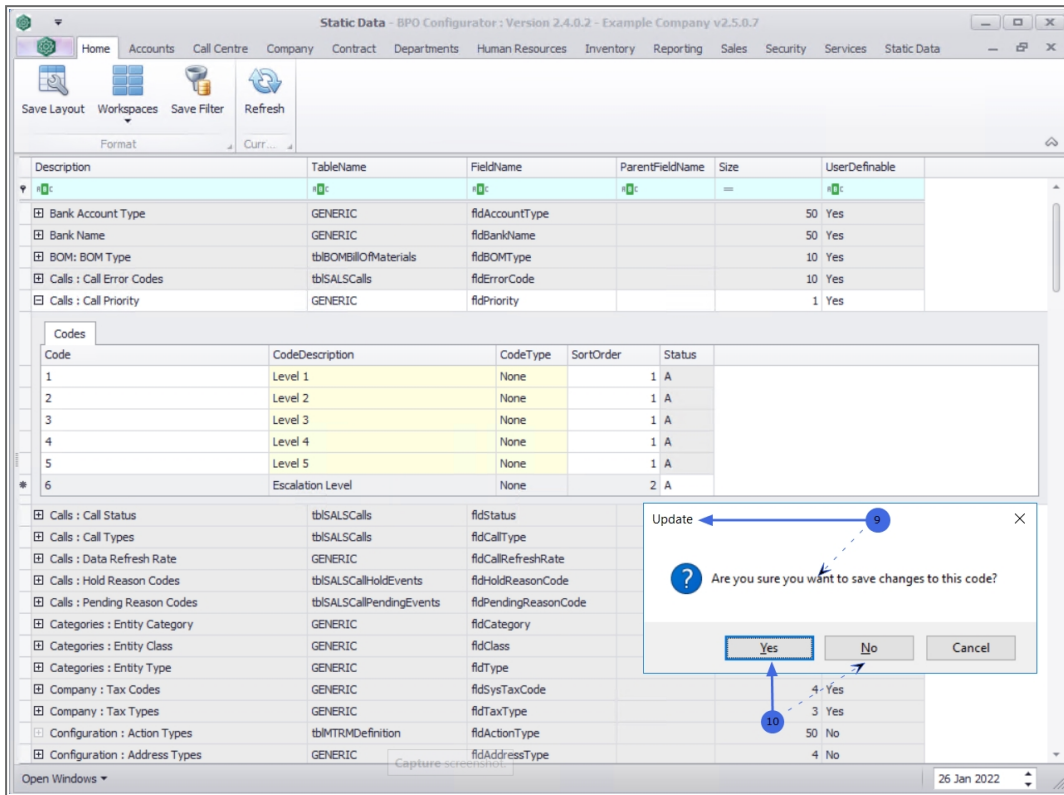


9. When you receive the **Update** message to confirm;

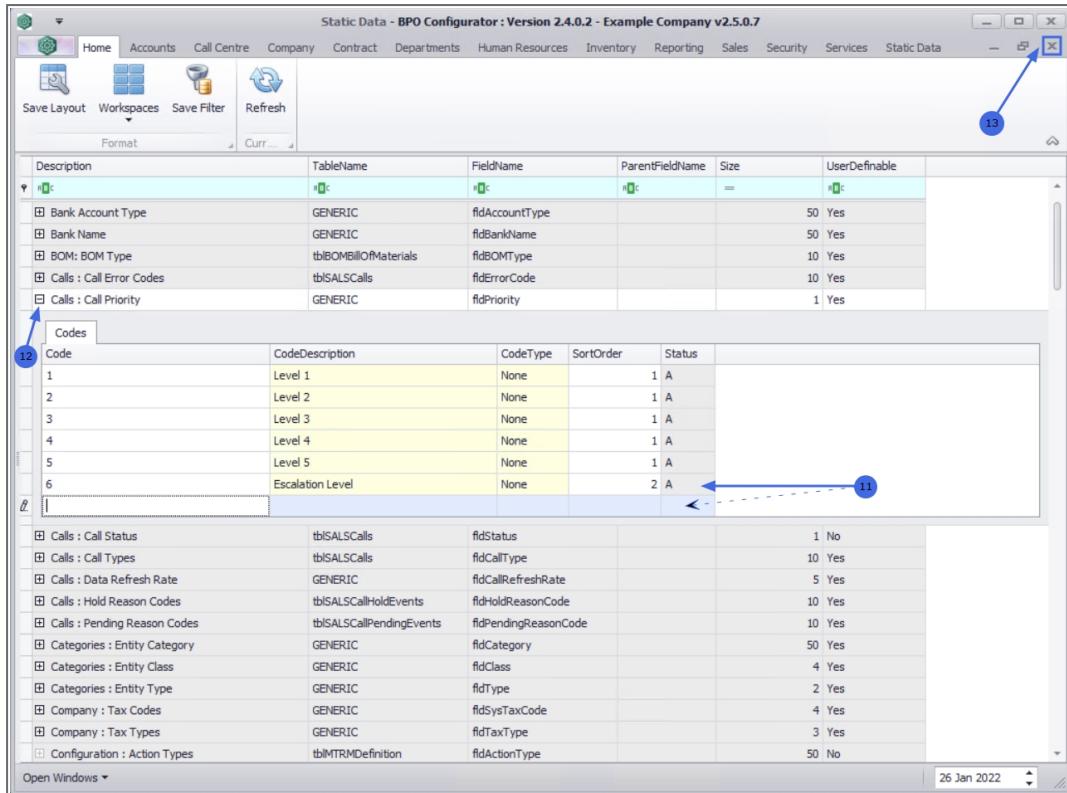
- **Are you sure you want to save changes to this code?**

<sup>1</sup>The sort order is the order in which the call priority 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.

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.



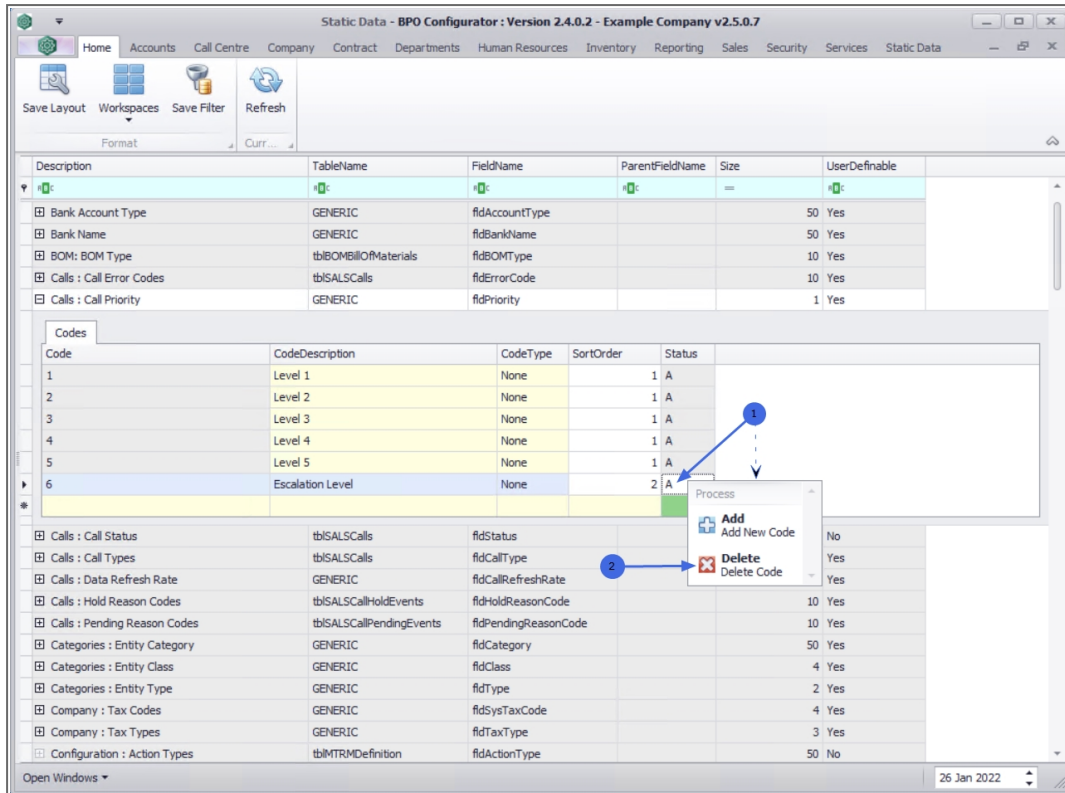
11. The call priority code will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



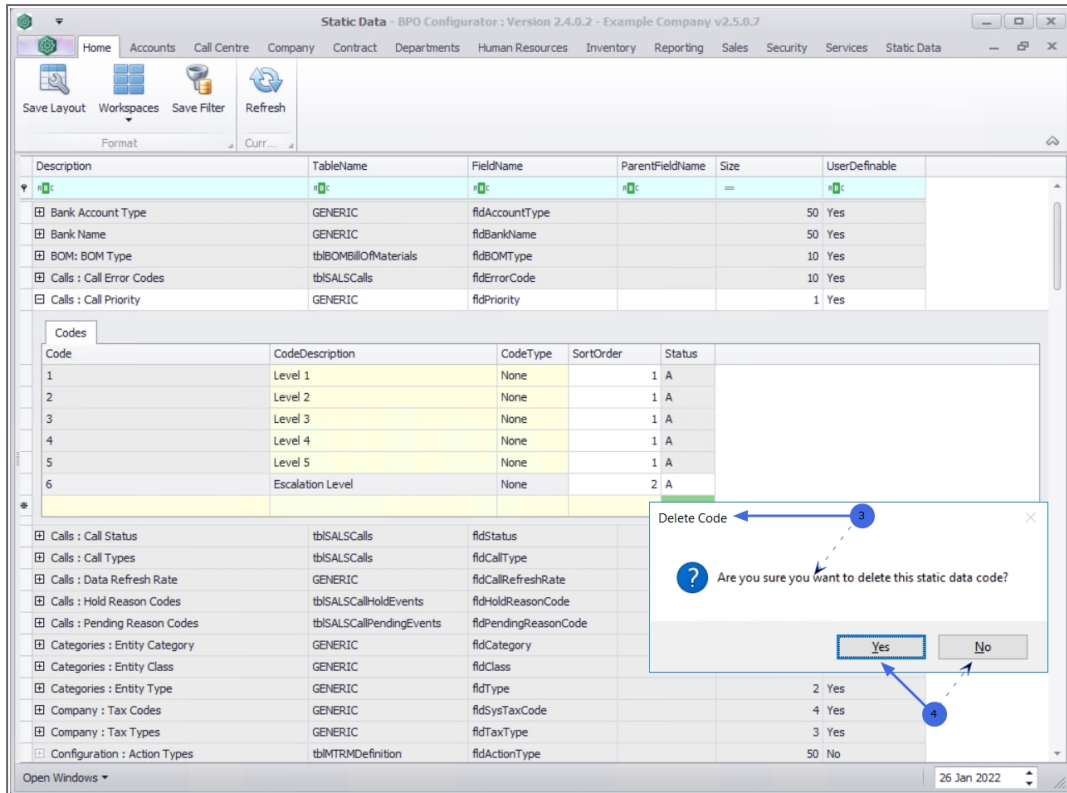
## REMOVE A CALL PRIORITY

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

- Right click** in the **row** of the Priority Code that is no longer required to display the **Process** menu.
- Click on **Delete** - Delete Code.

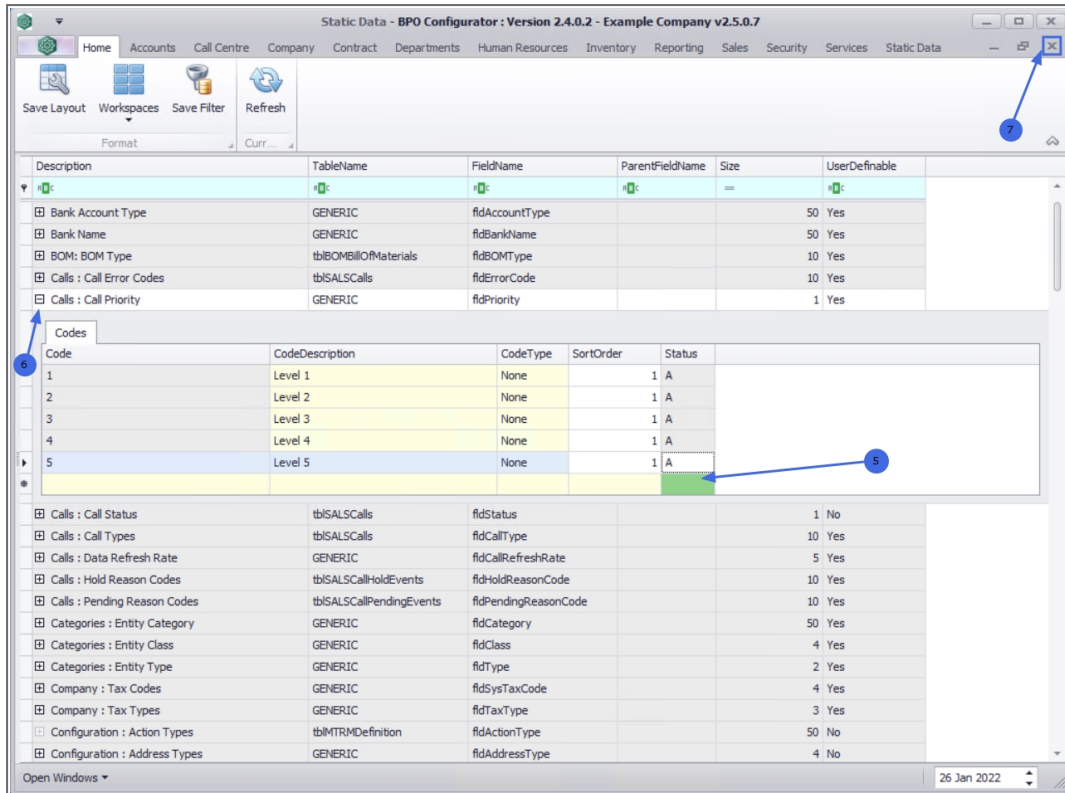


3. When you receive the **Delete Code** message to confirm;
  - **Are you sure you want to delete this static data code?**
4. Click on **Yes** to remove the code, or
  - Click on **No** to ignore the request and to leave the code in the Call Priority Code list.



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





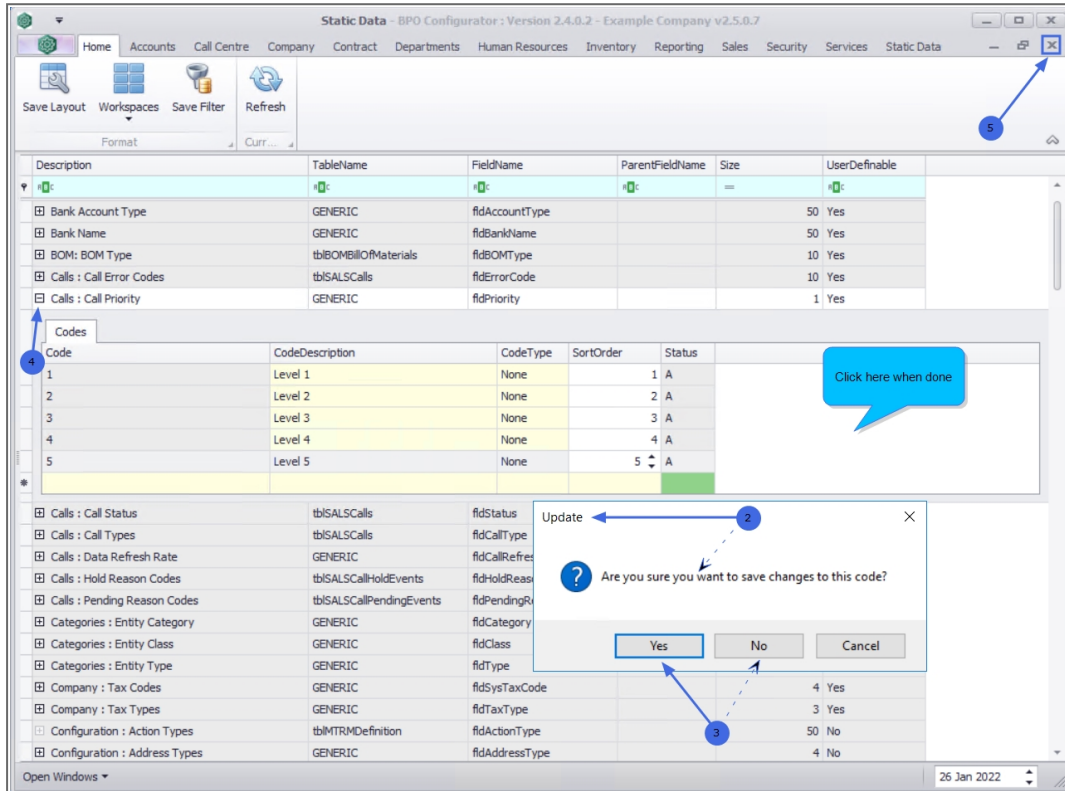
## EDIT CALL PRIORITY

You can make changes to the Code Description, Code Type or the Sort Order of the Call Priority 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 receive the **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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