

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

## **STATIC DATA**

## **STATIC DATA - CALLS: CALL STATUS**

The Call Status frame can only be viewed for information. These codes are hard coded within BPO and no changes can be made to the information.

Ribbon Access: Static Data> Static Data

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	0	Accounts	Call Centre	Company	Contract	Departments	Human Resources	Inventory	Reporting	Sales	Security	Services	Static Data	
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- 1. The Static Data listing screen will be displayed.
- Use the filter row or scroll down the list until you find the Calls: Call Status row.
- 3. Click on the **expand** icon to expand the **Codes** frame.
- 4. Here you can view the **call status codes**.
- 5. Collapse the Codes frame.
- 6. Close the screen when done.



## Static Data - Call Status

Home Accounts Call	Centre Compa	ny contract Department	s Human Reso	Jurdes Invi	entory R	teporang	sales security	Services Static L	
	123								
ave Layout Workspaces Save Filt	ter Refresh								6
Format	Curr								
escription		TableName	FieldName	FieldName		ieldName	Size	UserDefinable	
10: ×		R C	R C		REC		=	R C	
Bank Account Type		GENERIC	fldAccountTy	pe			50	Yes	
Bank Name	GENERIC	fldBankName	-			50	Yes		
E BOM: BOM Type		tblBOMBillOfMaterials	fldBOMType	OMType			10	Yes	
E Calls : Call Error Codes		tblSALSCalls	fldErrorCode				10	Yes	
Calls : Call Priority	GENERIC	fldPriority	Priority			1	Yes		
🗆 Calls : Call Status		tblSALSCalls	fldStatus				1	No	
C	C Close		None		der 6	A			
Code	Codel	Description	CodeType SortOr		der	Status			
E In Pro			None		0	A .			
H	Hold	Jyi 655	None		4	A .			
N	New		None		1				
P	Pend		None		5 A				
м	Comp	lete	None		3	A			
							1		
Calls : Call Types		tblSALSCalls	fldCallType				10	Yes	
🗄 Calls : Data Refresh Rate	GENERIC	fldCallRefres	lRefreshRate			5	Yes		
E Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHoldReaso	nCode	de		10	Yes	
☑ Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPendingRe	endingReasonCode			10	Yes	
E Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes		GENERIC	fldCategory	fldCategory fldClass fldType			50 4 2 4	Yes Yes Yes Yes	
		GENERIC	fldClass						
		GENERIC	fldType						
		GENERIC	fldSysTaxCode						
Company : Tax Types		GENERIC	fldTaxType				3	Yes	
Configuration : Action Turner		thIMTRMDefinition	fidActionType				50	No	

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