

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

STATIC DATA

STATIC DATA - CALLS: CALL REFRESH RATE

THE REFRESH RATE MEASURES HOW QUICKLY THE CALL CONTENT ON THE SCREEN ARE BEING UPDATED IN THE CALL CENTRE. THE REFRESH RATE FREQUENCY DEPENDS ON THE CALL REFRESH RATE CODE CREATED AND THEREBY DETERMINES THE NUMBER OF TIMES THE DISPLAY REFRESHES EVERY MINUTE.

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: Data Refresh Rate row.
- 3. Click on the **expand** icon to expand the **Codes** frame.
- 4. From here you can view the **data refresh rate** currently set for the system.



Home Accounts Call Centre	Static Data - BPO Confi Company Contract Department							Services Sta	atic Data	 8
ave Layout Workspaces Save Filter Refr										
Format _ Curr										
Description	TableName	FieldName		ParentFie	ldName	Size		UserDefinable		
NUC .	a 🛛 c	* 0 ¢		ROC		-		R C.		
Bank Account Type	GENERIC	fldAccountType						Yes		
Bank Name	GENERIC	fldBankName					50	Yes		
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType						Yes		
	tblSALSCalls	fldErrorCode					10	Yes		
Calls : Call Priority	GENERIC	fldPriority					-	Yes		
	tblSALSCalls	fldStatus					1	No		
☑ Calls : Call Types ☑ Calls : Data Refresh Rate	tblSALSCalls GENERIC	fidCallType fidCallRefreshRate						Yes		
Codes < 3										
Code	CodeDescription	CodeType	SortOrde		Status					
2	The call centre refresh rate in min	None		0	A <					
										_
L										
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fidHoldReasonCod	le				10	Yes		
Calls : Hold Reason Codes Calls : Pending Reason Codes	tblSALSCallHoldEvents tblSALSCallPendingEvents	fldHoldReasonCod fldPendingReason						Yes Yes		
							10			
E Calls : Pending Reason Codes	tblSALSCallPendingEvents	fldPendingReason					10 50	Yes		
 Calls : Pending Reason Codes Categories : Entity Category 	tblSALSCallPendingEvents GENERIC	fldPendingReason fldCategory					10 50 4	Yes Yes		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class	tbISALSCallPendingEvents GENERIC GENERIC	fldPendingReason fldCategory fldClass					10 50 4 2	Yes Yes Yes		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Class Categories : Entity Type	tblSALSCallPendingEvents GENERIC GENERIC GENERIC	fldPendingReason fldCategory fldClass fldType					10 50 4 2 4	Yes Yes Yes Yes		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	fldPendingReason fldCategory fldClass fldType fldSysTaxCode					10 50 4 2 4 3	Yes Yes Yes Yes Yes		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC	fidPendingReason fidCategory fidClass fidType fidSysTaxCode fidTaxType					10 50 4 2 4 3 50	Yes Yes Yes Yes Yes Yes		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC tbl/TRA/Definition GENERIC	fldPendingReason fldCategory fldClass fldType fldSysTaxCode fldTaxType fldActionType	Code				10 50 4 2 4 3 50 4	Yes Yes Yes Yes Yes Yes No		
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Actor Types Configuration : Address Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC tbl/TRA/Definition GENERIC	fldPendingReasonu fldCategory fldClass fldType fldSysTaxCode fldTaxType fldActionType fldAddressType	Code				10 50 4 2 4 3 50 4 50	Yes Yes Yes Yes Yes Yes No No		

ADD A DATA REFRESH RATE

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

menu.

6. Click on Add - Add New Code.



· ·	Static Data - BPO Config							
Home Accounts Call Centre Comp	any Contract Departments	a Human Resources	Inventory	Reporting	Sales Security	Services Static Data	a —	8
ave Layout Workspaces Save Filter Refresh								
÷								
Format 🛛 🖌 Curr 🖌								
Description	TableName	FieldName		entFieldName	Size	UserDefinable		
a⊡c	∎C .	R C	R C		-	R C		
Bank Account Type	GENERIC	fldAccountType			50	Yes		
🗄 Bank Name	GENERIC	fldBankName			50	Yes		
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType			10	Yes		
Calls : Call Error Codes	tblSALSCalls	fldErrorCode			10	Yes		
Calls : Call Priority	GENERIC	fldPriority			1	Yes		
Calls : Call Status	tblSALSCalls	fldStatus			1	No		
Calls : Call Types	tblSALSCalls	fldCallType			10	Yes		
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate			5	Yes		
Code Code	eDescription	CodeType	SortOrder	Status				
	call centre refresh rate in min	None		0 A				
Process	6							
Calls : Hold Reason C	tblSALSCallHoldEvents				10	Yes		
🛨 Calls : Hold Reason C 🔤 Add New Code	IDISALSCalifioidevents	fidHoldReasonCode	5		10			
	tblSALSCallPendingEvents	fidHoldReasonCode fidPendingReasonC	-			Yes		
			-		10			
Calls : Pending Rease Delete	tblSALSCallPendingEvents	fldPendingReasonC	-		10 50	Yes		
Calls : Pending Rease Calls : Pending Rease Delete Delete Code	tblSALSCallPendingEvents GENERIC	fldPendingReasonC fldCategory	-		10 50 4	Yes Yes		
Calls : Pending Reast Categories : Entity C Categories : Entity Class	tblSALSCallPendingEvents GENERIC GENERIC	fldPendingReasonC fldCategory fldClass	-		10 50 4 2	Yes Yes Yes		
Calls : Pending Rease Categories : Entity C Categories : Entity Class Categories : Entity Type	tblSALSCallPendingEvents GENERIC GENERIC GENERIC	fldPendingReasonC fldCategory fldClass fldType	-		10 50 4 2 4	Yes Yes Yes Yes		
Calls : Pending Reast Categories : Entity C Categories : Entity C Categories : Entity Class Categories : Entity Type Company : Tax Codes	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	fidPendingReasonC fidCategory fidClass fidType fidSysTaxCode	-		10 50 4 2 4 3	Yes Yes Yes Yes		
Calls : Pending Rease Categories : Entity of Categories : Entity of Categories : Entity Type Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC	fldPendingReasonC fldCategory fldClass fldType fldSysTaxCode fldTaxType	-		10 50 4 2 4 3 50	Yes Yes Yes Yes Yes		
Calls : Pending Rease Categories : Entity c Categories : Entity c Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC	fidPendingReasonC fidCategory fidClass fidType fidSysTaxCode fidTaxType fidActionType	-		10 50 4 2 4 3 50 4	Yes Yes Yes Yes Yes No		
Calls : Pending Reast Categories : Entity C Categories : Entity Class Categories : Entity Class Categories : Entity Type Company : Tax Codes Configuration : Action Types Configuration : Address Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC	fidPendingReasonC fidCategory fidClass fidType fidSysTaxCode fidTaxType fidActionType fidAddressType	-		10 50 4 2 4 3 50 4 50 4 50	Yes Yes Yes Yes Yes No No		

- An available row for adding anew Call Refresh Rate will display in the Codes data grid.
 - **Code:** Click in the text box to type in a code specific to the new call refresh rate.
 - **Code Description:** Click in the text box to type a description for the call refresh rate code.
 - Code Type: This field will auto populate as None and may remain as is.



- Sort Order¹: Click in the text box to type in or use the **arrow** indicators to select the sort order for the refresh rate code.
- **Status:** The status field will auto populate with an **A** Active status.
- When you have finished adding the new refresh rate details, press
 Enter.

		gurator : Version 2.4.0.2 -			Carriera Chalia	Data — 🗗
Weight Home Accounts Call Centre Compa Save Layout Workspaces Save Filter Format Curr.	ny Contract Department	s numan kesources inv	entory keporang	Sales Security	Services Stauc.	
Description	TableName	FieldName	ParentFieldName	Size	UserDefinable	
♥ = □ c	ABC .	n 🛛 c	R C	-	R C	
Bank Account Type	GENERIC	fldAccountType		50	Yes	
Bank Name	GENERIC	fldBankName		50	Yes	
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType		10	Yes	
Calls : Call Error Codes	tblSALSCalls	fldErrorCode		10	Yes	
Calls : Call Priority	GENERIC	fldPriority		1	Yes	
Calls : Call Status	tblSALSCalls	fldStatus		1	No	
Calls : Call Types	tblSALSCalls	fldCallType		10	Yes	
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate		5	Yes	
	Description all centre refresh rate in min	CodeType SortC None	rder Stat	ress Enter when don	e	
I 2 🗡 Data	Warehouse refresh rate	None	1 A			
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldHoldReasonCode		10	Yes	
	tblSALSCallPendingEvents	fldPendingReasonCode		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	
La company and types		A 14 14 14		50	No	
Configuration : Action Types	tblMTRMDefinition	fldActionType				
	tblMTRMDefinition GENERIC	fldActionType fldAddressType		4	No	
Configuration : Action Types	GENERIC				No No	
Configuration : Action Types Configuration : Address Types	GENERIC	fldAddressType		50		

9. You will receive an **Update** message to confirm;

• Are you sure you want to save changes to this code?

¹The sort order is the order in which the refresh rate 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 refresh rate information.

● ▼ Home Accounts Call Centre Com	Static Data - BPO Config only Contract Department					Services Static D	
Save Layout Workspaces Save Filter							6
Description	TableName	FieldName	Par	entFieldName	Size	UserDefinable	
P #0c	A D C	R C	* D C		-	88c	
Bank Account Type	GENERIC	fldAccountType			50	Yes	
Bank Name	GENERIC	fldBankName			50	Yes	
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType			10	Yes	
Calls : Call Error Codes	tblSALSCalls	fldErrorCode			10	Yes	
Calls : Call Priority	GENERIC	fldPriority			1	Yes	
Calls : Call Status	tblSALSCalls	fldStatus			1	No	
Calls : Call Types	tblSALSCalls	fldCallType			10	Yes	
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate	2		5	Yes	
Codes Code	eDescription	CodeType	SortOrder	Status			_
Code Coo 1 The	eDescription call centre refresh rate in min a Warehouse refresh rate	CodeType None None	SortOrder	Status 0 A			
Code Coo 1 The 2 Dat	call centre refresh rate in min a Warehouse refresh rate	None None	SortOrder	0 A			
Code Code 1 The 2 Dat El Calls : Hold Reason Codes	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents	None	SortOrder	0 A		×	
Code Code 1 The 2 Dat E: Calls : Hold Reason Codes E: Calls : Pending Reason Codes	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents	None None	SortOrder	0 A		×	
Code Coor 1 The 2 Dat E Calls : Hold Reason Codes E Calls : Pending Reason Codes E Calls : Pending Reason Codes E Calles : Pending Reason Codes	cal centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC	None None Update		0 A 1 A 9	nanges to this code?		
Code Cool 1 The 2 Dat Image: Calls : Hold Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Pending Reason Codes Image: Calls : Pending Reason Codes : Entity Calls Image: Calls : Pending Reason Codes	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC	None None Update		0 A 1 A 9	hanges to this code?		
Code Cod 1 The 2 Dat ID Calls : Hold Reason Codes Image: Calls : Fending Reason Codes ID Calls : Pending Reason Codes Image: Calls : Fently Category ID Categories : Entity Category Image: Categories : Entity Calls S ID Categories : Entity Type Image: Categories : Entity Type	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCAllPendingEvents GENERIC GENERIC	None None Update		0 A 1 A 9	hanges to this code?		
Code Code 1 The 2 Dat El Calls : Hold Reason Codes El Calls : Pending Reason Codes El Calls : Pending Reason Codes El Categories : Entity Category El Categories : Entity Callss El Categories : Entity Type El Company : Tax Codes El Company : Tax Codes	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC	None None Update	rou sure you w	0 A 1 A 9			
Code Cod 1 The 2 Dat ID Calls : Hold Reason Codes Image: Calls : Fending Reason Codes ID Calls : Pending Reason Codes Image: Calls : Fently Category ID Categories : Entity Category Image: Categories : Entity Calls S ID Categories : Entity Type Image: Categories : Entity Type	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	None None Update		0 A 1 A 9	hanges to this code?		
Code Code Code 1 The 2 Dat Calls : Hold Reason Codes Calls : Pending Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Category Categories : Entity Type Company : Tax Codes Company : Tax Types	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents GENERIC GENERIC GENERIC GENERIC GENERIC	None None Update	rou sure you w	0 A 1 A 9	Cancel		
Code Code 1 The 2 Dat E Calls : Hold Reason Codes E Calls : Pending Reason Codes E Categories : Entity Category E Categories : Entity Category E Categories : Entity Type E Categories : Entity Type E Categories : Entity Type E Company : Tax Codes E Company : Tax Types I Configuration : Action Types	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC	None None Update ? Are y	rou sure you w Yes	0 A 1 A 9	Cancel 4		
Code Code 1 The 2 Dat IB Calls : Hold Reason Codes ID Calls : Pending Reason Codes ID Calls : Fontig Reason Codes ID Categories : Entity Category ID Categories : Entity Class ID Categories : Entity Type ID Company : Tax Codes ID Company : Tax Types ID Configuration : Action Types ID Configuration : Action Types	call centre refresh rate in min a Warehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC	None None Update ? Are y fidAddressType	rou sure you w Yes	0 A 1 A 9	Cancel 4 50	No	

- The new refresh rate 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							
Home Accounts Call Centre Co	mpany Contract Department	s Human Resource	s Invento	ry R	eporting	Sales Security	Services Static Data	• - P
Save Layout Workspaces Save Filter Refresh								
▼								13
Format _ Curr	4							
Description	TableName	FieldName	F	ParentFi	eldName	Size	UserDefinable	
♥ # □ c	RBC	R 🛛 C		BC		-	REC	
Bank Account Type	GENERIC	fldAccountType				50	Yes	
Bank Name	GENERIC	fldBankName				50	Yes	
BOM: BOM Type	tblBOMBillOfMaterials	fldBOMType				10	Yes	
Calls : Call Error Codes	tblSALSCalls	fldErrorCode				10	Yes	
Calls : Call Priority	GENERIC	fldPriority				1	Yes	
Calls : Call Status	tblSALSCalls	fldStatus				1	No	
	tblSALSCalls	fldCallType				10	Yes	
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRate	: :			5	Yes	
Codes 12								
	deDescription	CodeType	SortOrder		Status			
	ne call centre refresh rate in min	None		0	A			
	ata Warehouse refresh rate	None		1	A 🔺		11	
					6			
2								
<u>K</u> :	ALCALCO-BUILD	Adu-Up-see Cod		-	~	10	M	
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fidHoldReasonCod		-	~		Yes	
Calls : Hold Reason Codes Calls : Pending Reason Codes	tblSALSCallPendingEvents	fldPendingReason		-	×	10	Yes	
Calls : Hold Reason Codes Calls : Pending Reason Codes Calls : Pending Reason Codes Calls : Categories : Entity Category	tblSALSCallPendingEvents GENERIC	fldPendingReason fldCategory				10	Yes Yes	
Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class	tblSALSCallPendingEvents GENERIC GENERIC	fidPendingReason fidCategory fidClass			×	10 50 4	Yes Yes Yes	
Calls : Hold Reason Codes Calls : Pending Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type	tblSALSCallPendingEvents GENERIC GENERIC GENERIC	fldPendingReason fldCategory fldClass fldType				10 50 4 2	Yes Yes Yes Yes	
Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Type Categories : Entity Type Company : Tax Codes	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	fldPendingReasond fldCategory fldClass fldType fldSysTaxCode				10 50 4 2 4	Yes Yes Yes Yes	
Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Type Categories : Entity Type Company : Tax Codes Company : Tax Types Company : Tax Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC	fldPendingReasond fldCategory fldClass fldType fldSysTaxCode fldTaxType				10 50 4 2 4 3	Yes Yes Yes Yes Yes Yes	
Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition	fldPendingReasond fldCategory fldClass fldType fldSysTaxCode fldTaxType fldActionType				10 50 4 2 4 3 50	Yes Yes Yes Yes Yes No	
Calls : Hold Reason Codes Calls : Hold Reason Codes Calts : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Codes Configuration : Action Types Configuration : Address Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition GENERIC	fldPendingReasonu fldCategory fldClass fldType fldSysTaxCode fldTaxType fldActionType fldAddressType	Code			10 50 4 2 4 3 50 4	Yes Yes Yes Yes Yes No No	
Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types	tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition GENERIC	fldPendingReasond fldCategory fldClass fldType fldSysTaxCode fldTaxType fldActionType	Code			10 50 4 2 4 3 50 4 50 4 50	Yes Yes Yes Yes Yes No	

REMOVE THE DATA REFRESH RATE

You may need to remove the current data refresh rate if it is no longer required.

1. Right click in the row of the refresh rate code that is no longer

required to display the **Process** menu.

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



Home Accounts	Call Centre Con	Static Data - BPO Confi Ipany Contract Department					Services Static Dat	(
ve Layout Workspaces Sav	7			,					
Description		TableName	FieldName	Par	entFieldName	Size	UserDefinable		
88c		a 🛛 c	R C	880		-	88c		
Bank Account Type		GENERIC	fldAccountType			50	Yes		
Bank Name		GENERIC	fldBankName			50	Yes		
BOM: BOM Type BOM: BOM Type		tblBOMBillOfMaterials	fldBOMType			10	Yes		
		tblSALSCalls	fldErrorCode			10	Yes		
		GENERIC	fldPriority			1	Yes		
		tblSALSCalls	fldStatus			1	No		
E Calls : Call Types		tblSALSCalls	fldCallType			10	Yes		
🖂 Calls : Data Refresh Rate		GENERIC	fldCallRefreshRat	e		5	Yes		
Code 1	、 Th	deDescription e call centre refresh rate in min	CodeType None	SortOrder	0 A				
3	Process	ta Warehouse refresh rate	None		1 A				
Calls : Hold Reason Codes	Add Add New Code	blSALSCallHoldEvents	fldHoldReasonCoo	le		10	Yes		
		blSALSCallPendingEvents	fldPendingReason	Code		10	Yes		
E Categories : Entity Catego	Delete Delete Code	GENERIC	fldCategory			50	Yes		
E Categories : Entity Class	†	GENERIC	fldClass			4	Yes		
Categories : Entity Type		GENERIC	fldType			2	Yes		
E Company : Tax Codes	2	GENERIC	fldSysTaxCode			4	Yes		
Company : Tax Types		GENERIC	fldTaxType			3	Yes		
Configuration : Action Type	s	tblMTRMDefinition	fldActionType			50	No		
E Configuration : Address Type		GENERIC	fldAddressType			4	No		
Configuration : Contracts :	Meter Capture Meth		fldCaptureMethod	1			No		
E Configuration : Contracts :		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 data refresh rate as is.



Home Accounts Cal	ll Centre Compan	Static Data - BPO Config ny Contract Departments						Services S	tatic Data	_	-	
ave Layout Workspaces Save Fi		iy Contract Department	s Human Resource	s invento	y Keporun	y 3aic	s Security	Jervices J	lauc Data			
Description		TableName	FieldName	P	arentFieldNam	e Size		UserDefinable	e			
n 🛛 c		R 🛛 C	8 C		B.C.	-		8 0 0				
Bank Account Type		GENERIC	fldAccountType				50	Yes				
Bank Name		GENERIC	fldBankName				50	Yes				
BOM: BOM Type		tblBOMBillOfMaterials	fldBOMType				10	Yes				
E Calls : Call Error Codes		tblSALSCalls	fldErrorCode				10	Yes				
		GENERIC	fldPriority				1	Yes				
Calls : Call Status		tblSALSCalls	fldStatus				1	No				
		tblSALSCalls	fldCallType				10	Yes				
🖂 Calls : Data Refresh Rate		GENERIC	fldCallRefreshRate				5	Yes				
Code 1 3	The ca	escription Il centre refresh rate in min Varehouse refresh rate	CodeType None None	SortOrder	Status 0 A 1 A							
Code 1	The ca	Il centre refresh rate in min	None		0 A			~				
Code 1 3	The ca	Il centre refresh rate in min Varehouse refresh rate	None		0 A			×				
Code 1 3 Colls : Hold Reason Codes	The ca	Il centre refresh rate in min Varehouse refresh rate tbISALSCallHoldEvents	None		0 A			×				
Code 1 3 E Calls : Hold Reason Codes Calls : Pending Reason Codes	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents	None None Delete Code		0 A 1 A 3	e this sta	atic data code					
Code 1 3 E Calls : Hold Reason Codes Calls : Pending Reason Codes Calls : Pending Reason Codes Categories : Entity Category	The ca	Il centre refresh rate in min Varehouse refresh rate tbISALSCallHoldEvents tbISALSCallPendingEvents GENERIC	None None Delete Code		0 A 1 A 3	e this sta	atic data code					
Code 1 3 E Calls : Hold Reason Codes E Calls : Pending Reason Codes E Categories : Entity Category E Categories : Entity Class	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC	None None Delete Code		0 A 1 A 3	e this sta	atic data code					
Code 1 3 Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Type	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC	None None Delete Code		0 A 1 A 3		atic data code					
Code 1 3 E Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category E Categories : Entity Category E Categories : Entity Class E Categories : Entity Type E Company : Tax Codes	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	None None Delete Code		0 A 1 A 3 want to dele							
Code 1 3 Colls : Hold Reason Codes Colls : Hold Reason Codes Colls : Pending Reason Codes Colls : Pending Reason Codes Colls Colls : Entity Category Colls Colls Colls : Entity Class Company : Tax Codes Company : Tax Types Company : Tax Type Company : Tax	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC	None None Delete Code		0 A 1 A 3 want to dele		No					
Code 1 3 Colls : Hold Reason Codes Colls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types	The ca	Il centre refresh rate in min Varehouse refresh rate tblSALSCallHoldEvents tblSALSCallPendingEvents GENERIC GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition	None None Delete Code <	ou sure you	0 A 1 A 3 want to dele		<u>N</u> o 4	2?				

- 5. The **Data Refresh Rate** will be removed from the list.
- 6. **Collapse** the Codes frame.
- 7. Close the screen when done.



-	-	Static Data - B	PO Configu	irator: Version 2.	4.0.2 - Ex	cample (ompany	v2.5.0.7					
8	Home Accounts Call Centre Co	mpany Contract De	epartments	Human Resource	s Inven	ntory R	eporting	Sales	Security	Services	Static Data	a —	8
	Layout Workspaces Save Filter											2	/
D	escription	TableName		FieldName		ParentF	ieldName	Size		UserDefinat	ble		
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ŧ	Bank Account Type	GENERIC		fldAccountType					50	Yes			
	Bank Name	GENERIC		fldBankName					50	Yes			
ŧ	BOM: BOM Type	tblBOMBillOfMateri	als	fldBOMType					10	Yes			
ŧ	Calls : Call Error Codes	tblSALSCalls		fldErrorCode					10	Yes			
÷	Calls : Call Priority	GENERIC		fldPriority					1	Yes			
Đ	Calls : Call Status	tblSALSCalls		fldStatus					1	No			
÷	Calls : Call Types	tblSALSCalls		fldCallType					10	Yes			
E	Calls : Data Refresh Rate	GENERIC		fldCallRefreshRate					5	Yes			
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**	Code Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Categories : Entity Categories : Entity Type Categories : Ent	odeDescription he call centre refresh rat tb/SALSCallHoldEve tb/SALSCallPending GENERIC GENERIC GENERIC	ents	fdHoldReasonCod fdPendingReason fdCategory fdClass fdType	SortOrde	-			10 10 50 4 2 4	Yes Yes Yes Yes Yes			
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	Code Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Class Categories : Entity Class Categories : Entity Type Company : Tax Codes Company : Tax Types	odeDescription te call centre refresh ration tblSALSCallProldEve tblSALSCALF tblSALSCA	ents	fdHoldReasonCod fdPendingReason fdClategory fdClass fdType fdSysTaxCode fdTaxType	SortOrde	-			10 10 50 4 2 4 3 50	Yes Yes Yes Yes Yes Yes Yes			
	Code Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Category Categories : Entity Case Company : Tax Codes Company : Tax Codes Company : Tax Types Configuration : Action Types	deDescription he call centre refresh rat tblSALSCallHoldEve tblSALSCallPending GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition GENERIC	ents gEvents	fdHoldReasonCod fdPendingReason fdCategory fdClass fdType fdSysTaxCode fdTaxType fdActionType	SortOrde le Code	-			10 10 50 4 2 4 3 50 4	5 Yes Yes Yes Yes Yes Yes No			
	Code Calls : Hold Reason Codes Calls : Hold Reason Codes Calls : Pending Reason Codes Categories : Entity Category Categories : Entity Categories : Entity Type Company : Tax Codes Company : Tax Types Configuration : Action Types Configuration : Address Types	deDescription he call centre refresh rat tblSALSCallHoldEve tblSALSCallPending GENERIC GENERIC GENERIC GENERIC tblMTRMDefinition GENERIC	ents gEvents	CodeType None fidHoldReasonCod fidPendingReason fidCategory fidClass fidType fidSysTaxCode fidTaxType fidActionType fidActionType	SortOrde le Code	-			10 10 50 4 2 2 4 3 50 4 3 50 4 50	5 Yes Yes Yes Yes Yes Yes No No			

EDIT DATA REFRESH RATE

You can make changes to the Code Description, Code Type or the Sort Order to a Data Refresh Rate.

- **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.

● ▼ Home Accounts Call C	Centre Compa	Static Data - BPO Config ny Contract Departments							ity Services Stati	c Data – &
Save Layout Workspaces Save Filte	er Refresh									5
Description		TableName	FieldNan	1e		ParentFi	eldName	Size	UserDefinable	
9 #BC		REC	REC			REC.	crait tarrie	=	REC	
Bank Account Type		GENERIC	fldAccou	ntType		-			50 Yes	
Bank Name		GENERIC	fidBankt						50 Yes	
BOM: BOM Type		tblBOMBillOfMaterials	fldBOMT						10 Yes	
Calls : Call Error Codes		tblSALSCalls	fldError						10 Yes	
Calls : Call Priority Calls Call Cal		GENERIC	fldPriorit	y					1 Yes	
Calls : Call Status		tblSALSCalls	fidStatus	5					1 No	
Calls : Call Types		tblSALSCalls	fldCallTy	pe					10 Yes	
Calls : Data Refresh Rate		GENERIC	fldCallRe	freshRate					5 Yes	
Costra 4										
Codes 4	Codel	Description	6	deType S	SortOrde	-	Status		Click here when don	e
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