

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

# **SUPPORTING APPLICATIONS**

## INTRODUCTION TO BPO CALL HOURS SERVICE

BPO Call Hours Service is installed, configured and managed on your server. This service calculates the elapsed SLA hours for open calls in the <u>Call SLA</u> <u>Management</u> screen.

Extended Call Centre - Version Compatibility<sup>1</sup>

### **INSTALLATION**

- Double click on the 'BPO\_CallHoursService\_Setup' install file.
  - Note: Check that you have the latest compatible version.



<sup>1</sup>BPO2 v2.5.1.3 or higher.



- The Installation Wizard will open.
- Click on Next.

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1. The default location for installation is:

#### C:\Program Files\CO3 Technologies (Pty) LTD\BPO CallHoursService\

It is recommended that you keep this default location. Keeping a standard will make upgrades easier.

- 2. Ensure that **Everyone** is selected for the install.
- 3. Click on the **Next** button.



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- 1. The installer will ask you to **Confirm Installation**.
- 2. Click on **Next** to start the installation.

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- 1. The BPO Call Hours Service installation will begin.
- 2. Wait for it to be completed.
- 3. Once Installation is Complete, click on Close.



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#### **ENVIRONMENT CONFIGURATION**

1. In your File Explorer, search for the following file location:

#### C:\Program Files\CO3 Technologies (Pty) LTD\BPO CallHoursService

2. Right click on the **Envn.xml** file.

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/	BPO_CallHoursService.InstallState	08/01/2024 15:28	INSTALLSTATE File	8 KB		
> 📫 Network	all Envin	29/03/2022 14:10	XML File	1 KB		
	System.Net.Http.dll	05/11/2015 20:36	Application extens	84 KB		
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- 1. The File menu will open.
- 2. Select to Edit with Notepad++.

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The xml file will open in **Notepad++**.

- 1. **Environment:** Type in the environment name, as defined for this database, in the Service Manager.
- 2. When you have finished editing the file, click on **Save**.





#### **CONFIGURE THE SERVICE INTERVAL**

This service interval is now set in CNFG App Settings which can only be configured in the database by a CO3 analyst for BPO2 v2.5.1.4. This configuration is available from the front end of Configurator in the Nucleus Suite.

#### **START SERVICE**

Once you have done the service configuration, you need to start the service from the **Administrative Tools** > **Services** screen in Windows. Refer to " **Start a service** " on page 1

#### **Related Topics**

- Service Introduction to Call SLA Management
- Service Call SLA Management Email Reminder
- Service Call SLA Management Close Call
- Service Call SLA Management Complete Call
- Service Call SLA Management Hold a Call
- Service Call SLA Management Pend a Call
- Service Call SLA Management Assign a Call
- Service Call SLA Management Call Hours Service Status
- Introduction to Call Hours Service

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