

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

SUPPORTING APPLICATIONS

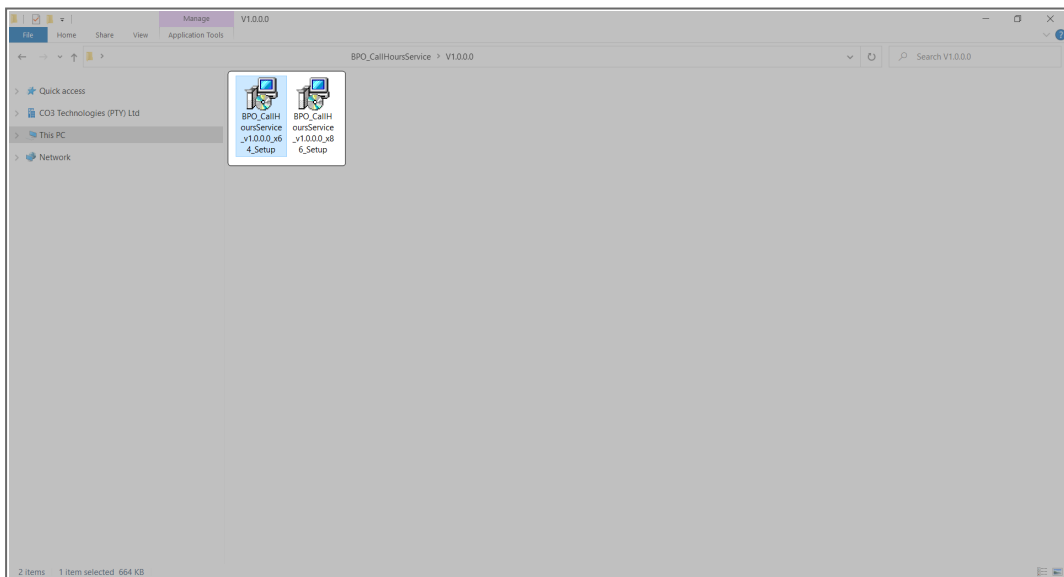
INTRODUCTION TO BPO CALL HOURS SERVICE

BPO Call Hours Service is installed, configured and managed on your server. This service calculates the elapsed SLA hours for open calls in the [Call SLA Management](#) screen.

Extended Call Centre - Version Compatibility¹

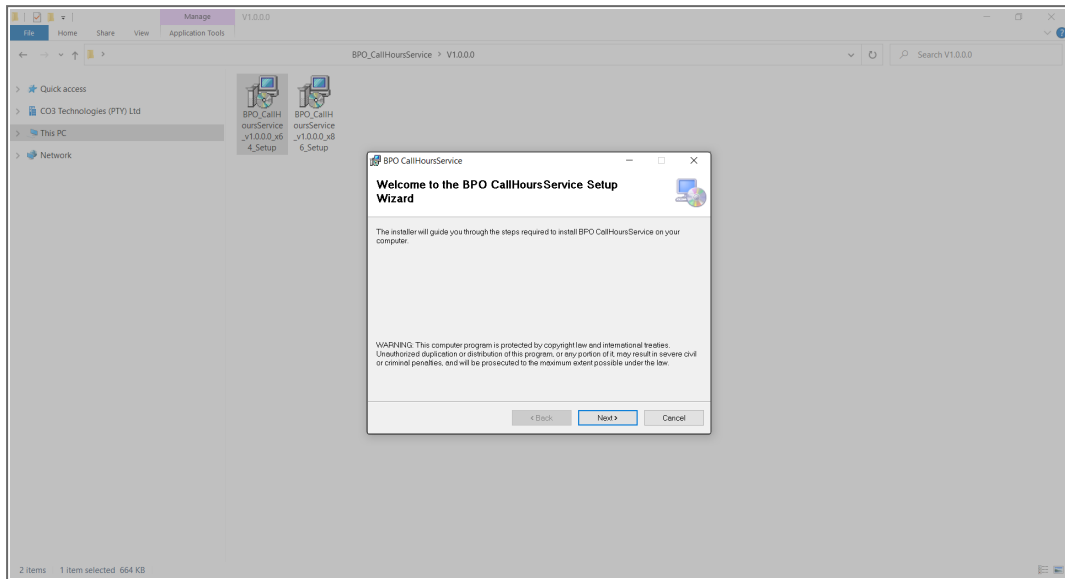
INSTALLATION

- Double click on the 'BPO_CallHoursService_Setup' install file.
 - **Note:** Check that you have the latest compatible version.



¹BPO2 v2.5.1.3 or higher.

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

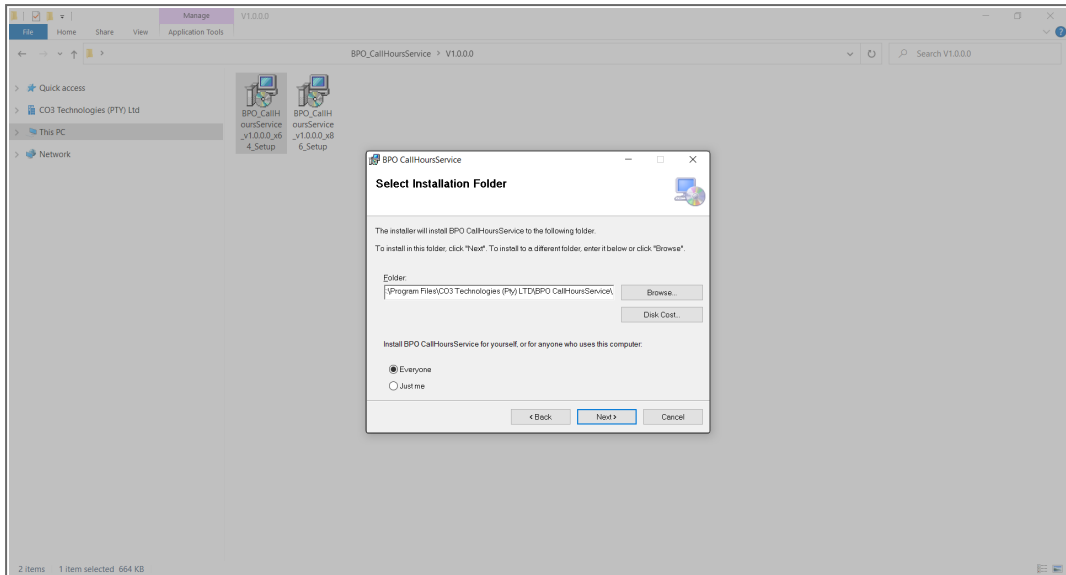


1. The default location for installation is:

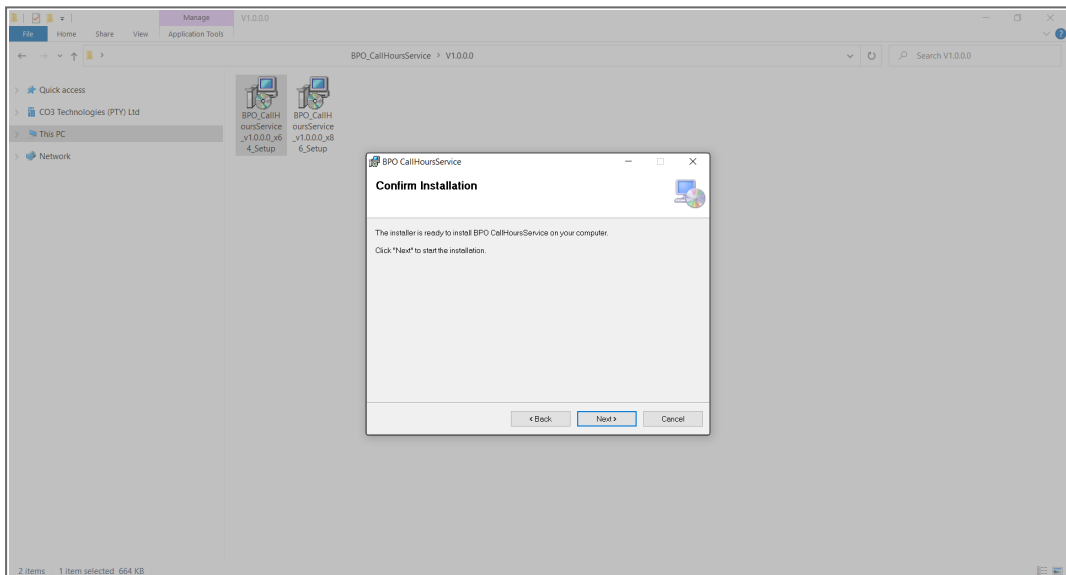
**C:\Program Files\CO3 Technologies (Pty) LTD\BPO
CallHoursService**

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

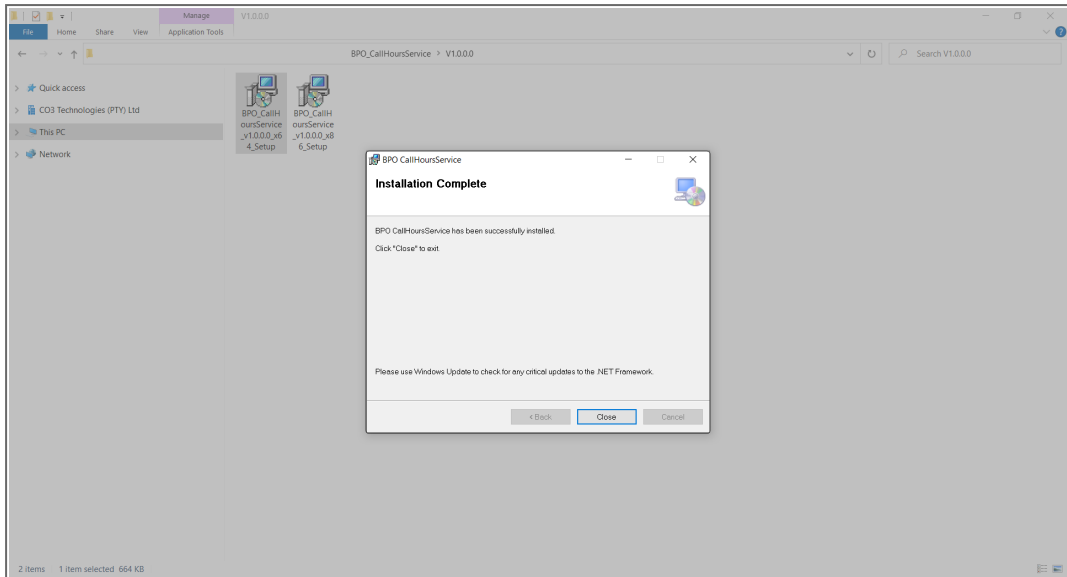
2. Ensure that **Everyone** is selected for the install.
3. Click on the **Next** button.



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



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

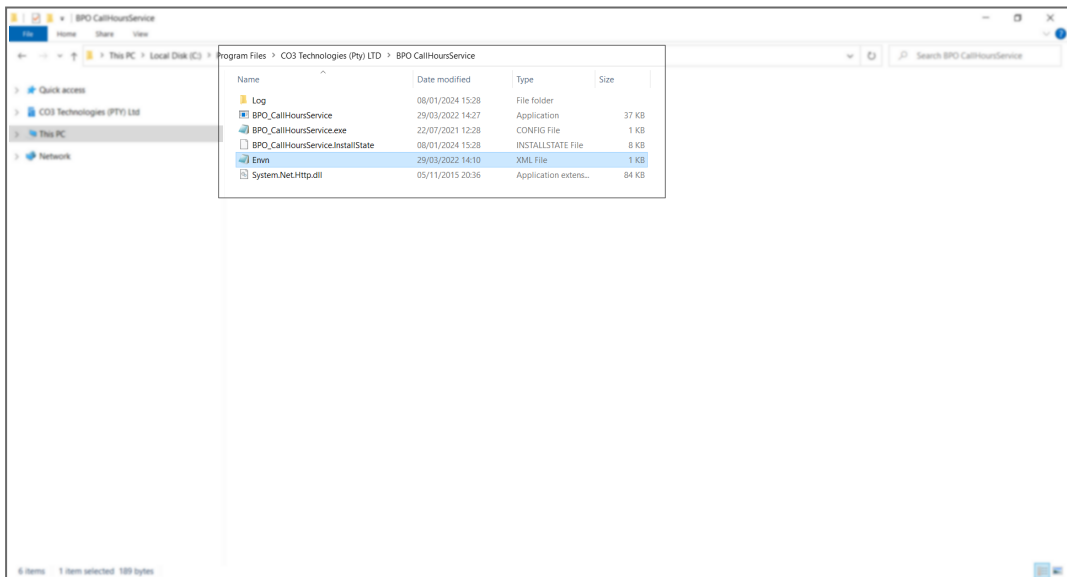


ENVIRONMENT CONFIGURATION

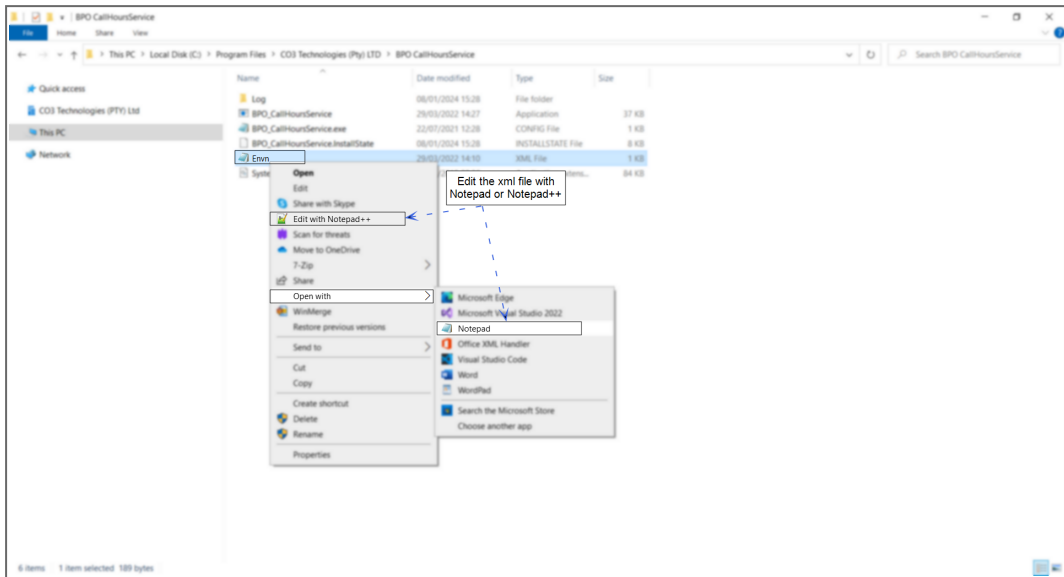
1. In your File Explorer, search for the following file location:

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

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

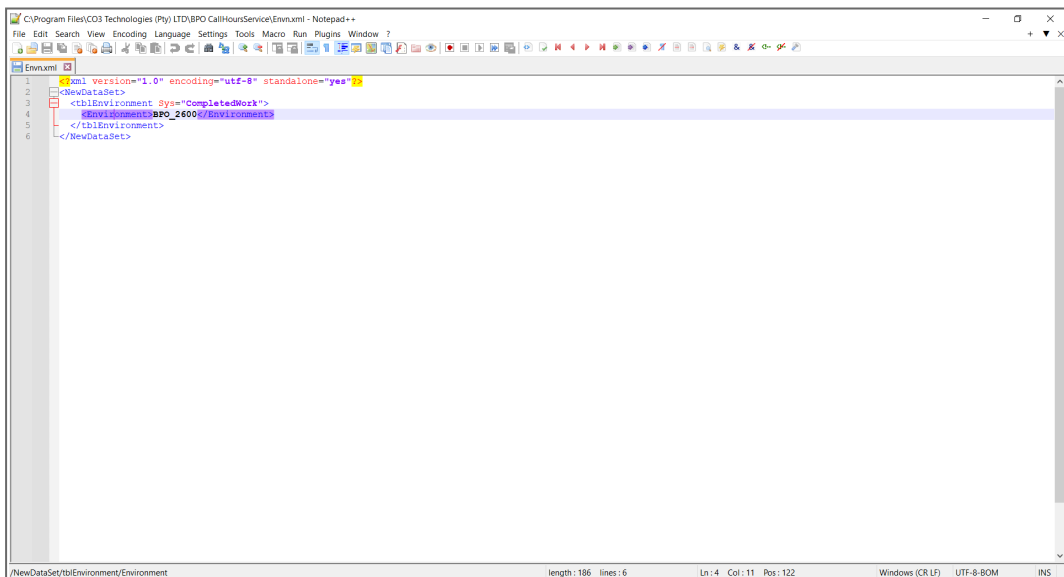


1. The **File menu** will open.
2. Select to **Edit with Notepad++**.



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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