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COMPANION APPLICATION

INTRODUCTION TO THE AUTO CLOSE CALL SERVICE

The **Auto Close Call Service** will check to see if any calls are completed, with completed work orders. If all underlying items have been actioned, the call will be closed by the service. **Note:** this application can be used with the [Auto Complete Call Service](#) and the [Auto Call Invoice Service](#) to improve Call Centre housekeeping.

CONFIGURATION

To use this functionality, the following configuration is required:

- The [BPO_PostingEngine](#) must be installed and configured.
- Cannot be used with '[fldCallClosureErrorCode](#)' Company Configuration flag set to Yes.
- If the company configuration '[fldReadingRequired](#)' is set to yes – a call or its underlying work order(s) cannot be closed without adding a meter reading to the call or underlying work order.

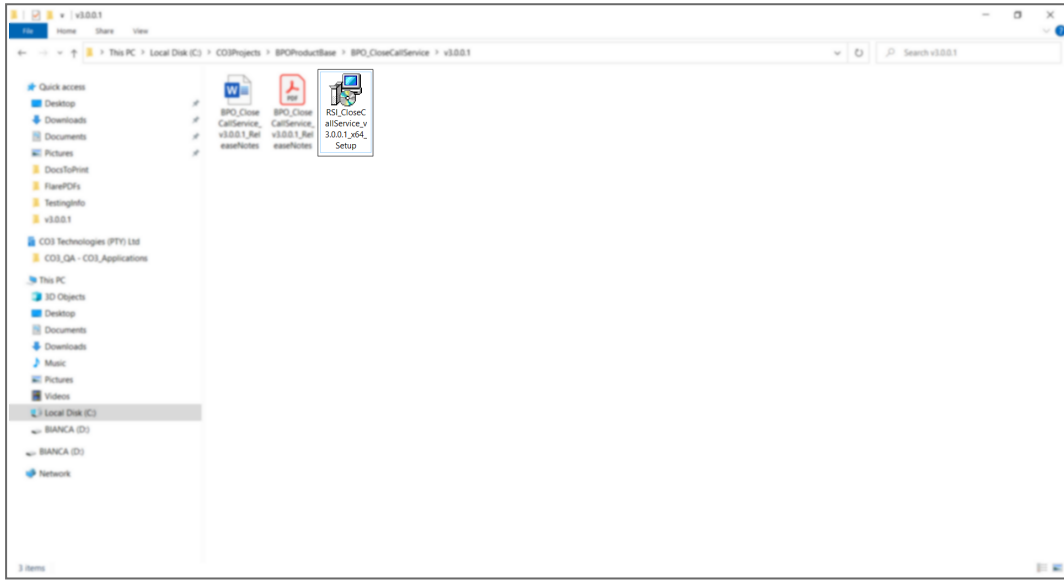
REQUIREMENTS

- Additional functionality has been added to the service from Close Call Service v3.0.0.1 to cater for the new [call exception screen](#) in BPO2 v2.5.1.3 or higher.
- This application will be installed by your CO3 Analyst or BPO System Administrator on your company's application server, and

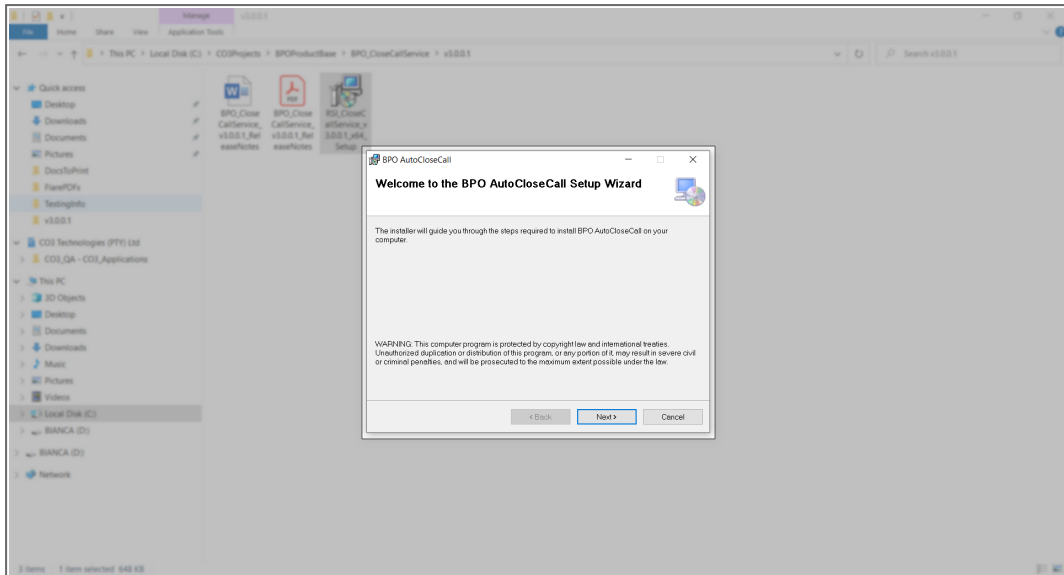
scheduled to run automatically. Confirm with your System Administrator to check on the interval configured for your company.

INSTALLATION

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



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

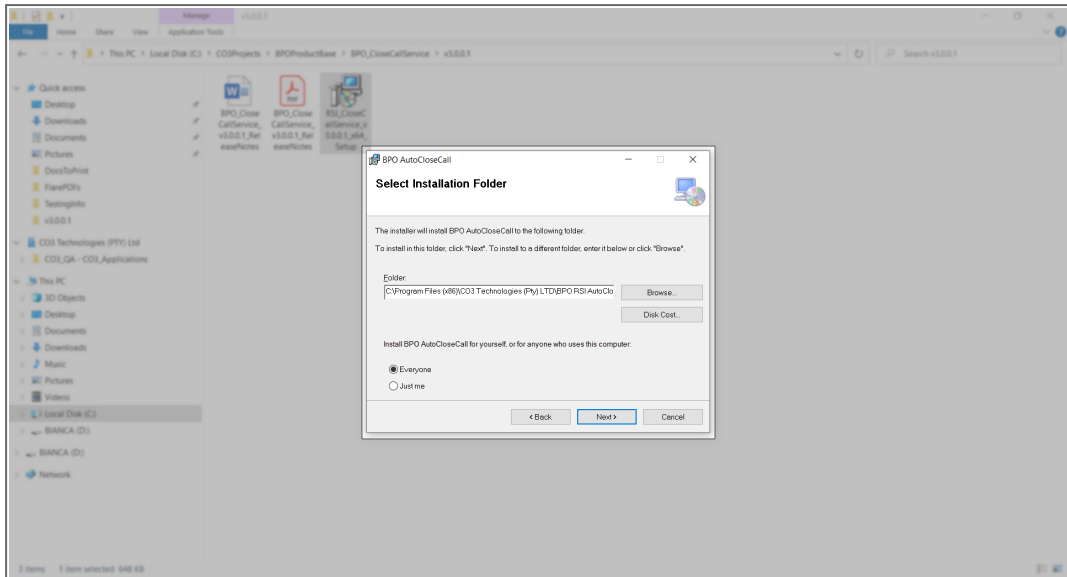


- The default location for installation is:

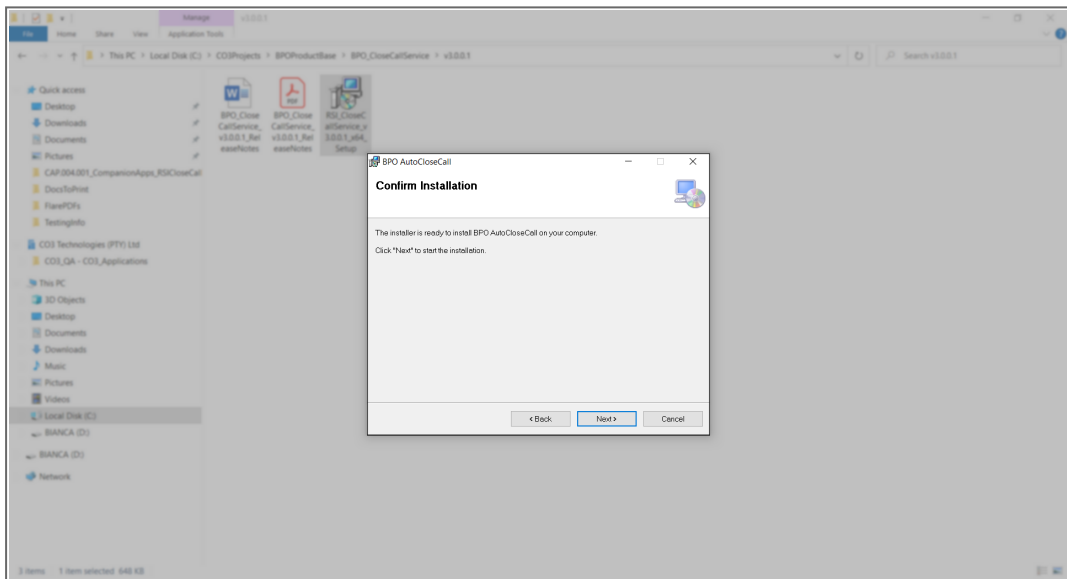
**C:\Program Files (x86)\CO3 Technologies\BPO RSI
AutoCloseCall**

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

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

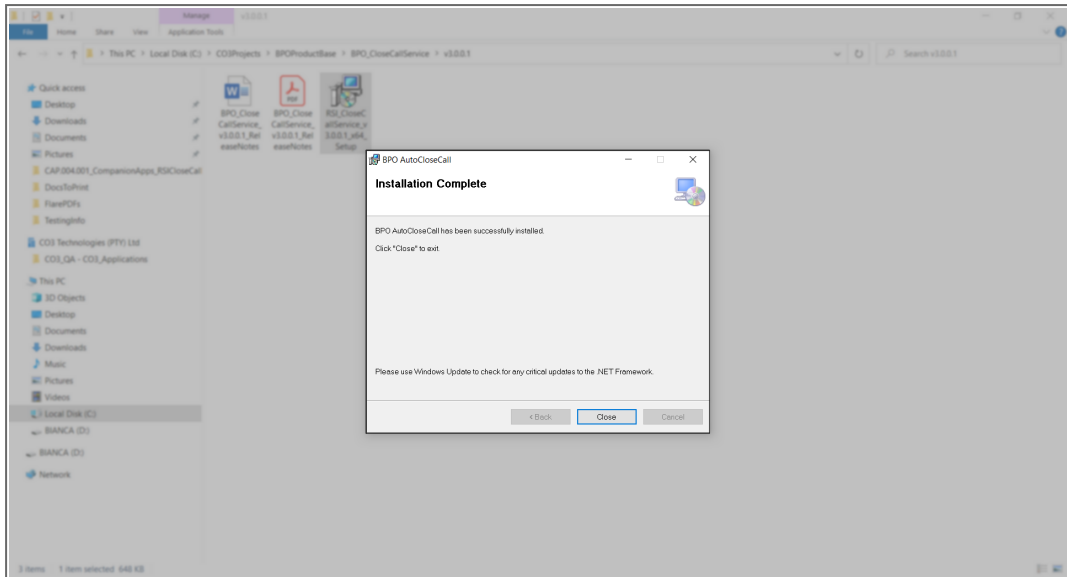


- The installer will ask you to **Confirm Installation**.
- Click on **Next** to start the installation.



The **BPO RSI Auto Close Call** installation will begin. **Wait** for it to be completed.

- Once Installation is **Complete**.
- Click on **Close**.

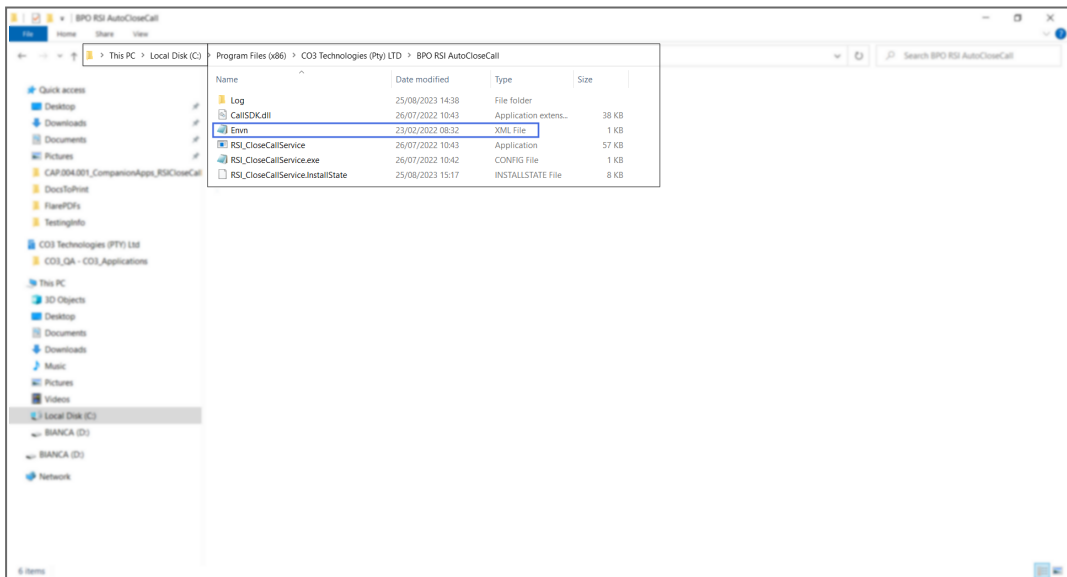


ENVIRONMENT CONFIGURATION

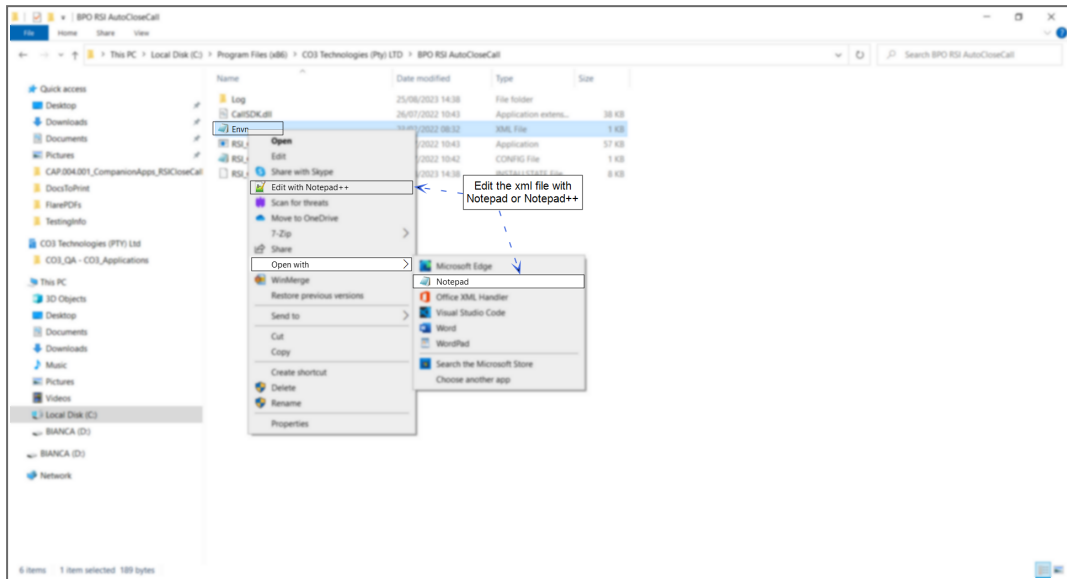
- In your File Explorer, search for the following file location:

**C:\Program Files (x86)\CO3 Technologies\BPO RSI
AutoCloseCall**

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

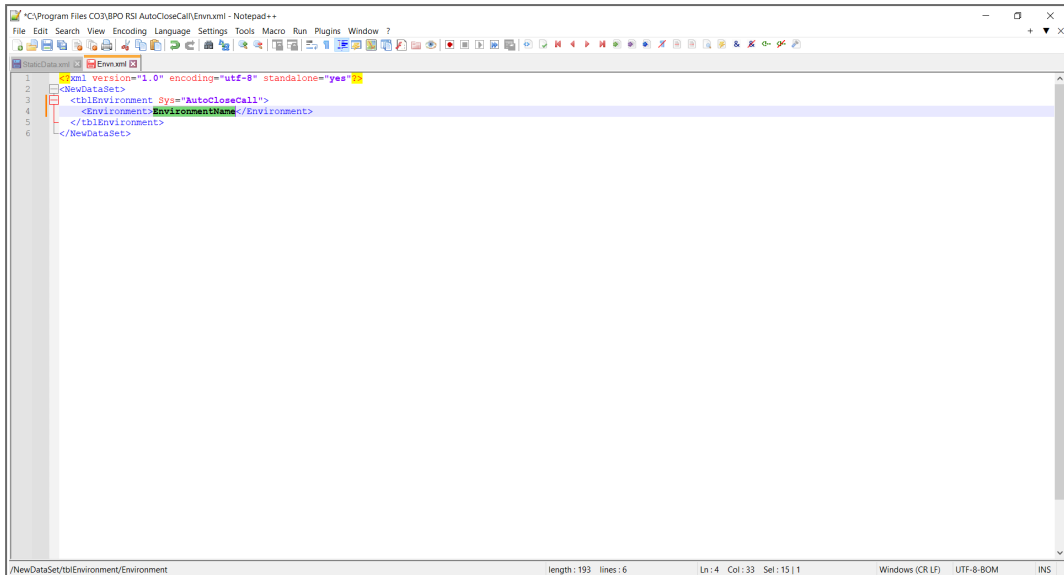


- The **File** menu will open.
- Select to either Open with *Notepad* or **Edit with Notepad++** (or any program that will allow editing and saving an xml file).



The xml file will open in the selected program.

- **Environment:** Type in the environment name, as defined for this database, in the **Service Manager**.
- **Interval Amount** and **Interval Unit** are no longer set up in the Environment File. All supporting application settings are being moved to an application settings table and will be available from **Nucleus Configurator**. Your **CO3 Administrator** will update the settings in the table if required. The default settings for the **Auto Close Call Service** will be set to run at 10 minute intervals.
- When you have finished editing the file, **Save** and **Close**.



```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<NewDataSet>
  <Environment Sys="AutoCloseCall">
    <Environment EnvironmentName/>
  </Environment>
</NewDataSet>
```

STATIC DATA CONFIGURATION

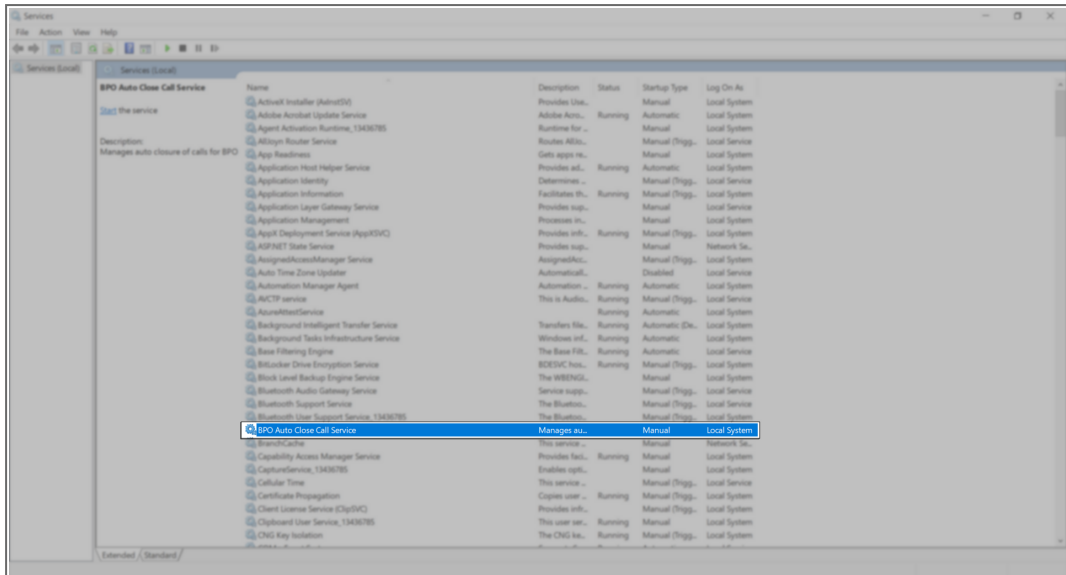
- The StaticData.xml file is no longer required as the details from the Service Manager are used. This keeps the details in one place for supporting applications and prevents having to set this up multiple times. Ensure the Email configuration is correct in the [Service Manager](#) within BPO Configurator.

START THE SERVICE AND CHECK LOGS

Starting the application after installation and configuration is important, in order to ensure all configuration has been done correctly.

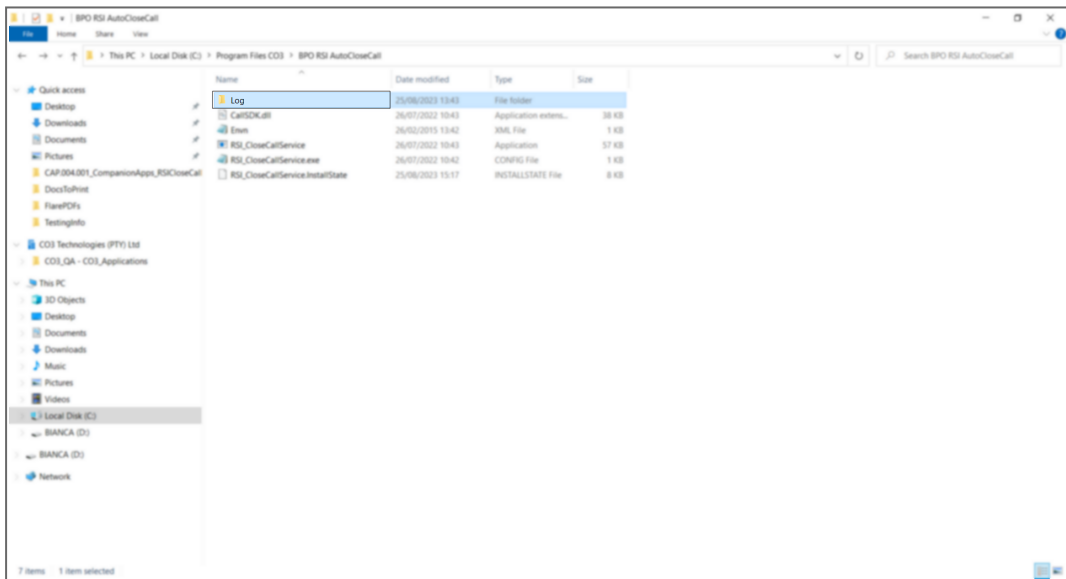


Refer to "[Start a service](#)" on [page 1](#) for more information relating to starting the BPO Close Call Service.

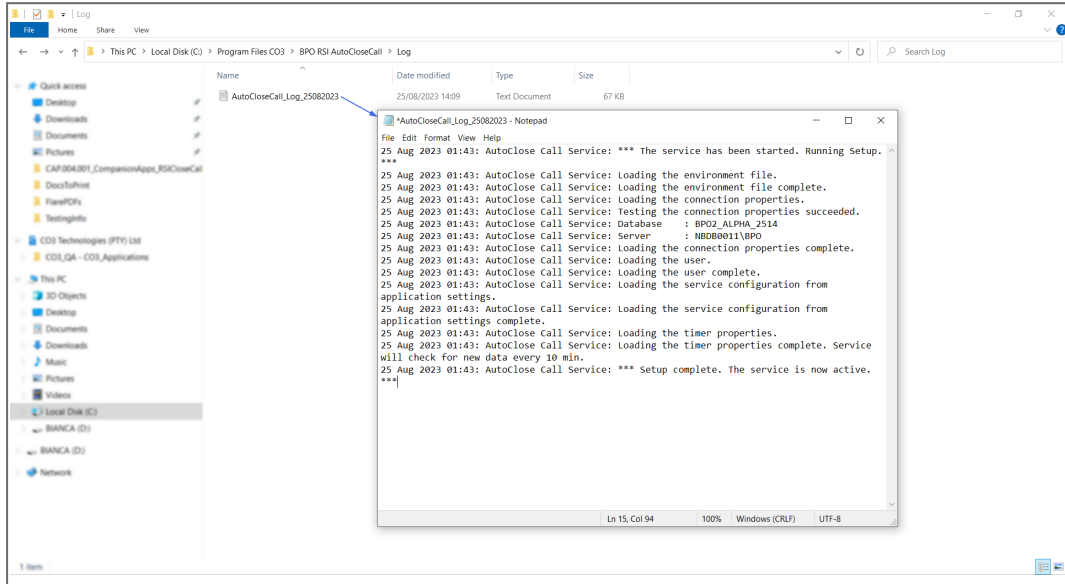


After running the service check the application's log to ensure the application is running correctly.

- Browse to the application's installation folder.
- Log text files are generated by date within the **Log** folder.



- Open the Log file generated for the corresponding date.
- Check that connection was successful, and that there are no errors in the log.
- Resolve any issues until the log file is clear of errors.



- It is recommended that you check the log files the following day to make sure the Service is running and that there are no errors in the log.
- Note that if any errors arise relating to calls that cannot be closed due to outstanding tasks - these exceptions can now be viewed in the [Call Exceptions screen](#) and those outstanding tasks can be actioned. BPO Version Compatibility¹
- This application can now be left to run via Windows Local Services.
- Review the log if any issues arise on BPO related to this functionality.

Related Topics

¹BPO2 v2.5.1.3 or higher.



- [Call Exceptions](#)
- [BPO_PostingEngine](#)

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