

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

# **STATIC DATA**

## **STATIC DATA - CALLS: CALL ERROR CODES**

**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: Error Codes row.
- 3. Click on the **expand** icon to expand the **Codes** frame.
- 4. From here you can view a list of **call error codes** currently on the system.



Home Accounts Call Centre		Static Data - BPO Config ny Contract Department								Services	Static Data	_	8	
÷	efresh													
Description .	an a	TableName	FieldNa	ame		Parent	FieldName	Size		UserDefin	able			-
10: <b>A</b>		RBC	R C C			ROC	inclusive inclusive	=		800	labre -			
Calls : Call Error Codes		tblSALSCalls	fldErro	rCode					10	Yes				
Codes Code		Description		CodeType	SortOrde		Status							
CON		act Service		None			A							
FA	Faulty		N	None		1	Α.		-4					
		GENERIC	fldPrior	rity					1	Yes				
Calls : Call Status     Calls     Call Status     Call     Call		tblSALSCalls	fldStat	us					1	No				
Calls : Call Types     Calls     Call Types     Call Type     Call		tblSALSCalls	fldCall	Гуре					10	Yes				
🗈 Calls : Data Refresh Rate		GENERIC	fldCallF	RefreshRate	2				5	Yes				
E Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHold	ReasonCod	le				10	Yes				
Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPen	dingReason	Code				10	Yes				
Categories : Entity Category		GENERIC	fldCate	egory					50	Yes				
Categories : Entity Class		GENERIC	fldClas	s					4	Yes				
Categories : Entity Type		GENERIC	fldType	e					2	Yes				
Company : Tax Codes		GENERIC	fldSysT	TaxCode					4	Yes				
Company : Tax Types		GENERIC	fldTax	Туре					3	Yes				
Configuration : Action Types		tblMTRMDefinition	fldActio	onType					50	No				
Configuration : Address Types		GENERIC	fldAdd	ressType					4	No				
E Configuration : Contracts : Meter Captur	e Method	tblCOMPContracts	fldCap	tureMethod					50	No				
E Configuration : Contracts : Type		GENERIC	fldCon	tractType					20	Yes				
		tblSite	fldFina	ncialSystem					50	No				
Configuration : Meter Definition Codes		tblMTRMDefinition	0.04	erDefCode						Yes				

### ADD AN ERROR CODE

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

menu.

6. Click on Add - Add New Code.



<b>→</b>	_			Static Data - BPO	-									_		
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Descripti	Format	⊿ Cu	rr "	TableName	Eie	dName		Darant	ieldName	Size		UserDefin	abla			_
P IC:	JOH			R C	- Te			Parentr RCc	leiuname	Size			able			
-	: Call Error Codes			tblSALSCalls		- ErrorCode		- Car			10	-				
El Calls	: Call Error Codes			<b>DISALSCAIIS</b>	na	rrorCode					10	Yes				
Code	es 🔰															
Code		N	Code	Description		CodeType	SortOrde	er	Status							
CON		×	Contra	act Service		None		1	Α							
FA	<u> </u>	4	Faulty			None		1	A							
		Process	^	6												
E Calls	: Call Priority	Add Add New Co	_	GENERIC	fidi	Priority					1	Yes				
E Calls	: Call Status		ode	tblSALSCalls	fid	Status					1	No				
E Calls	: Call Types	Delete Code		tblSALSCalls	fid	CallType					10	Yes				
E Calls	: Data Refresh Ra		- ·	GENERIC	fid	CallRefreshRate	2				5	Yes				
E Calls	: Hold Reason Co	des		tblSALSCallHoldEvent	s fld	HoldReasonCod	le				10	Yes				
E Calls	: Pending Reason	Codes		tblSALSCallPendingEv	ents fid	PendingReason	Code				10	Yes				
E Cater	gories : Entity Cai	tegory		GENERIC	fld	Category					50	Yes				
E Categ	gories : Entity Cla	SS		GENERIC	fid	Class					4	Yes				
E Categ	gories : Entity Typ	)e		GENERIC	fld	Гуре					2	Yes				
E Comp	any : Tax Codes			GENERIC	fld	SysTaxCode					4	Yes				
E Comp	any : Tax Types			GENERIC	fld	ГахТуре					3	Yes				
🗄 Confi	guration : Action	Types		tblMTRMDefinition	fid	ActionType					50	No				
E Confi	guration : Addres	s Types		GENERIC	fid	AddressType					4	No				
E Confi	guration : Contra	cts : Meter Capture	Method	tblCOMPContracts	fid	CaptureMethod					50	No				
E Confi	guration : Contra	cts : Type		GENERIC	fid	ContractType					20	Yes				
E Confi	guration : Financi	al Systems		tblSite	fide	FinancialSystem	1				50	No				
Conf	guration : Meter I	Definition Codes		tblMTRMDefinition	Bat	MeterDefCode					50	Yes				

- 7. An available row for adding the new Call Error Code will display in the **Codes** data grid.
  - **Code:** Click in the text box to type in a code specific for the new call error.
  - **Code Description:** Click in the text box to type a description for the call error code.
  - Code Type: This field will auto populate as None and may remain as is.
  - **Status:** The status field will auto populate with an **A** Active status.



- Sort Order<sup>1</sup>: Click in the text box to type in or use the arrow indicators to select the sort order for the new error code.
- 8. When you have finished adding the new call error code details, press **Enter**.

	Static Data - BPO Config ny Contract Departments						Services Static [		
Save Layout Workspaces Save Filter									0
Description	TableName	FieldName		ParentF	ieldName	Size	UserDefinable		_
-O:	* <b>0</b> ¢	* <b>D</b> ¢		REC		-	* <b>0</b> ¢		
Calls : Call Error Codes	tblSALSCalls	fldErrorCode				10	Yes		
Codes	Dana da Kan	Colition	Carlouda		Chabus	1			-
EC Code	Description	CodeType	SortOrde		Status				-
	act Service	None		-		Press Enter when dor	le le		
FA Faulty		None			A	Tess Enter Michael			
		None			A	1			
							Lan.		_
Calls : Call Priority	GENERIC	fldPriority					Yes		
Calls : Call Status	tblSALSCalls	fldStatus				-	No		
E Calls : Call Types	tblSALSCalls	fldCallType					Yes		
Calls : Data Refresh Rate	GENERIC	fldCallRefreshRat	~			-	Yes		
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldHoldReasonCo					Yes		
Calls : Pending Reason Codes	tblSALSCallPendingEvents	fldPendingReason	nCode				Yes		
Categories : Entity Category	GENERIC	fldCategory					Yes		
Categories : Entity Class	GENERIC	fldClass					Yes		
Categories : Entity Type	GENERIC	fldType					Yes		
Company : Tax Codes	GENERIC	fldSysTaxCode					Yes		
Company : Tax Types	GENERIC	fldTaxType					Yes		
Configuration : Action Types	tblMTRMDefinition	fldActionType					No		
Configuration : Address Types	GENERIC	fldAddressType					No		
Configuration : Contracts : Meter Capture Method     ■		fldCaptureMethod	1				No		
Configuration : Contracts : Type	GENERIC	fldContractType					Yes		
Configuration : Financial Systems	tblSite	fldFinancialSystem	n			50	No		

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

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

- 10. Click on Yes to save the code, or
  - Click on **No** to remove the information from the row, enabling you to add new call error information.

<sup>1</sup>The sort order is the order in which the Call Error 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.



0		Compar	Static Data - BPO Config ny Contract Departments								Services	Static Data	_	0	>
58	ve Layout Workspaces Save Filter Format	esh	ry consider organisment				ury r	cepor ung	Juica	becanty	Services	Subc Sub			
	Description		TableName	FieldNa	ame		Parenti	ieldName	Size		UserDefina	ble			
,	·0·		* <b>0</b> ¢	• <b>D</b> ¢			R <b>O</b> C		-		* <b>0</b> ¢				
T	Calls : Call Error Codes		tblSALSCalls	fldErro	rCode					10	Yes				
	Codes					a 10 l									-
			lescription		CodeType	SortOrde		Status							4
		Error C			lone			A							
			act Service		lone			A							
		Faulty			lone			A							
	π	Toner	Low	N	lone		5	Α							-
			GENERIC	fldPrior	ity		ι	Ipdate 🤜			-9			$\times$	
			tblSALSCalls	fldStat	us						1				
	E Calls : Call Types		tblSALSCalls	fldCallT	Гуре					Ľ					
	🗄 Calls : Data Refresh Rate		GENERIC	fldCallF	RefreshRate				Are you s	sure you wa	ant to save o	changes to t	his code?		
	E Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHold	ReasonCod	e									
	Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPend	dingReason	Code									
	Categories : Entity Category		GENERIC	fldCate	egory					<u>Y</u> es	No		Cancel		L
	E Categories : Entity Class		GENERIC	fldClas	s				_	•	- 1				
	Categories : Entity Type		GENERIC	fldType	2					2	Yes				
	E Company : Tax Codes		GENERIC	fldSysT	TaxCode					9	Yes				
	Company : Tax Types		GENERIC	fldTaxT	Гуре					10 3	Yes				
	Configuration : Action Types		tblMTRMDefinition	fidActio	onType					50	No				
]	Configuration : Address Types		GENERIC	fldAddr	ressType					4	No				
]	Configuration : Contracts : Meter Capture M	lethod	tblCOMPContracts	fldCapt	tureMethod					50	No				
	Configuration : Contracts : Type		GENERIC	fldCont	tractType					20	Yes				
	Configuration : Financial Systems		tblSite	fldFina	ncialSystem					50	No				

- 11. The new call error code 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.



<b>7</b>	Static Data - BPO Con	figurator : Version 2	.4.0.2 - Example	Company	v2.5.0.7		
Home Accounts Call Centre (	Company Contract Departmen	nts Human Resource	es Inventory I	Reporting	Sales Security	Services Static Da	ta — 🗗
ave Layout Workspaces Save Filter	sh						13
Description 12	TableName	FieldName	Parent	ieldName	Size	UserDefinable	
10;	A D C	a 🗖 c	ROC		=	R C	
Calls : Call Error Codes	tblSALSCalls	fldErrorCode			10	Yes	
Codes	Code Docertation	Colotan	SortOrder	Status	1		
	CodeDescription Error Code	CodeType		A			
	Contract Service	None		A			
	Faulty	None		A			
	Toner Low	None		A <			
2		Horic	5			11	
Calls : Call Priority	GENERIC	fidPriority			1	Yes	
Calls : Call Status	tblSALSCalls	fldStatus			1	No	
☑ Calls : Call Types	tblSALSCalls	fldCallType			10	Yes	
	GENERIC	fldCallRefreshRat	e		5	Yes	
	tblSALSCallHoldEvents	fldHoldReasonCod	le		10	Yes	
€ Calls : Pending Reason Codes	tblSALSCallPendingEvents	fldPendingReason	Code		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	
Configuration : Action Types	tblMTRMDefinition	fldActionType			50	No	
Configuration : Address Types     ■	GENERIC	fldAddressType			4	No	
☑ Configuration : Contracts : Meter Capture M	ethod tblCOMPContracts	fldCaptureMethod			50	No	
	GENERIC	fldContractType				Yes	

### **REMOVE AN ERROR CODE**

You may need to remove a Call Error Code that is no longer required.

1. Right click in the row of the Error Code that is no longer required

to display the **Process** menu.

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

Help v2024.5.0.7/1.0 - Pg 6 - Printed: 04/07/2024



Home Accounts Call Centre		nfigurator : Version 2				Constant Challen		-	
ave Layout Workspaces Save Filter	Company Contract Departm	ents Human Resource	s inventory i	Reporting	Sales Security	Services Static	Data —	L.	
Description	TableName	FieldName	Parenti	ieldName	Size	UserDefinable		_	-
*D:	* <b>B</b> ¢	8 <b>0</b> 0	REC		-	- <b>D</b> 4			
Calls : Call Error Codes	tblSALSCalls	fldErrorCode			10	Yes	-		
Codes 1 Code	CodeDescription	CodeType	SortOrder	Status					
EC Process	Error Code	None		A					
CON	Contract Service	None		A					
FA Add New Code	Faulty	None		A					
* 2 Delete Delete Code	Toner Low	None	5	A					
Calls : Call Priority	GENERIC	fidPriority			1	Yes			1
Calls : Call Status	tblSALSCalls	fidStatus			-	No			
Calls : Call Types	tblSALSCalls	fidCallType			-	Yes			
☑ Calls : Data Refresh Rate	GENERIC	fldCallRefreshRat	e		5	Yes			
Calls : Hold Reason Codes	tblSALSCallHoldEvents	fldHoldReasonCod	le		10	Yes			
Calls : Pending Reason Codes	tblSALSCallPendingEvents	s fldPendingReason	Code		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			
Configuration : Action Types	tblMTRMDefinition	fldActionType			50	No			
☑ Configuration : Address Types	GENERIC	fldAddressType			4	No			
Configuration : Contracts : Meter Capture	e Method tblCOMPContracts	fldCaptureMethod	1		50	No			
☑ Configuration : Contracts : Type	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 code in the Call Error Code list.



0		Static Data - BPO Co mpany Contract Departm							arity	Services Stat	ir Data -		×
Sa	ve Layout Workspaces Save Filter Curr.			nan ricesource	3 11/0	itory i		Juica Ju	curry			-	6
1	Description	TableName	Field	Name		Parent	ieldName	Size		UserDefinable			-
ę	-O:	<ul> <li>••••</li> </ul>	# <b>D</b> C			REC		-		R <b>O</b> C			
	□ Calls : Call Error Codes	tblSALSCalls	fidEr	rorCode					10	Yes			
	Codes Code	odeDescription		CodeType	SortOrd	ar	Status	1					1
		ror Code		None	3010010		A						
		ontract Service		None		-	A						
		aulty		None			A						
		oner Low		None			A						
F		Delete Code		THOME	3	5	8	×					
		GENER		1					1	Yes			1
	Calls : Call Status	thical		Ľ						No			
	Calls : Call Types	tblSALS Are	you sure y	ou want to d	elete this	static da	ta code?			Yes			
		GENER							5	Yes			
	Calls : Hold Reason Codes	tbISALS				_		_	10	Yes			
	Calls : Pending Reason Codes	tblSALS			<u>Y</u> es		<u>N</u> o		10	Yes			
	Categories : Entity Category	GENERIC	fldCa	ategory			1		50	Yes			
	Categories : Entity Class	GENERIC	fldCl	ass		,'			4	Yes			
		GENERIC	fldTy	pe					2	Yes			
		GENERIC	fldSy	sTaxCode					4	Yes			
		GENERIC	fldTa	хТуре					3	Yes			
	Configuration : Action Types	tblMTRMDefinition	fidAd	tionType					50	No			
		GENERIC	fidAd	ldressType					4	No			
	Configuration : Contracts : Meter Capture Met	hod tblCOMPContracts	fldCa	aptureMethod					50	No			
		GENERIC	fldCo	ontractType					20	Yes			

- 5. The **Call Error Code** will be removed from the list.
- 6. **Collapse** the Codes frame.
- 7. Close the screen when done.



9		Compa	Static Data - BPO Config ny Contract Department							Services Static D		8	[
San	e Layout Workspaces Save Filter	Tresh									7	/	
t	Description		TableName	Field	dName		ParentF	ieldName	Size	UserDefinable			1
1	0:		••••	* <b>D</b> C			REC		-	* <b>0</b> 4			
E	Calls : Call Error Codes		tblSALSCalls	fldE	rrorCode				10	Yes			
	Codes	Codel	Description		CodeType	SortOrd	~	Status	1				
	CON		act Service		None	Sortoru	-	A		-			
	FA	Faulty			None			A		- 5			
	TL I	Toner			None			A		-			
	12	Torici	LOW		None		5	^					
		-											
	E Calls : Call Priority		GENERIC		riority					Yes			
- 1	E Calls : Call Status E Calls : Call Types		tblSALSCalls tblSALSCalls		tatus allType				-	No			
	Calls : Call Types Calls : Data Refresh Rate		GENERIC		all i ype allRefreshRate					Yes			
-17	Calls : Data Refresh Rate		tblSALSCallHoldEvents		oldReasonCod				-	Yes			
	Calls : Pending Reason Codes		tblSALSCallPendingEvents		endingReason	-				Yes			
	Categories : Entity Category		GENERIC		ategory	COUC				Yes			
	B Categories : Entity Class		GENERIC		lass					Yes			
	Categories : Entity Type		GENERIC		vpe					Yes			
	Company : Tax Codes		GENERIC		ysTaxCode				4	Yes			
	Company : Tax Types		GENERIC		axType				3	Yes			
	Configuration : Action Types		tblMTRMDefinition	fidA	ctionType				50	No			
E	E Configuration : Address Types		GENERIC	fldA	ddressType				4	No			
E	Configuration : Contracts : Meter Capture	Method	tblCOMPContracts	fldC	aptureMethod				50	No			
E	B Configuration : Contracts : Type		GENERIC	fldC	ontractType				20	Yes			
	Configuration : Financial Systems		tblSite	Ade	inancialSystem				50	No			

### EDIT AN ERROR CODE

You can make changes to the Code Description, Code Type or the Sort Order of an Error Code.

- **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 to leave the code as is.
- 4. **Collapse** the Codes frame.
- 5. **Close** the screen when done.

,		Compan	Static Data - BPO Config y Contract Departments							Services Static I		8
a	ve Layout Workspaces Save Filter Ref	resh									5	
T	Format Cur	En. at	TableName	Field	Name		ParentF	ieldName	Size	UserDefinable		4
	* <b>O</b> C		RBC	REC			RBC		-	RBC		
E	Calls : Call Error Codes		tblSALSCalls	fldEr	rorCode				10	Yes		
	Codes	CodeDe	escription		CodeType	SortOrde	ar.	Status				_
	BEP	Report			None	bortoruc	. 13					
	SALS	Sales			None		14	A				
	SAPP	Service	Apps		None		15	A	Click he	ere when done		
	SERV	Service	s		None		16	A				
	SGRN	Stock -	GRN		None		17	A				
	STIR	Stock -	Issue/Return		None		18	A				
	TECH	Techco	nnect		None		19	A				
	USRS	Users/S	Security		None		20	A				
	CON	Contra	ct Service		None		1	А				
	FA	Faulty	Hardware		None		1	A				
					Upda	te 🚽 🗕			2	Х		
E	Calls : Call Priority		GENERIC	fldPr								
E	Calls : Call Status		tblSALSCalls	fldSt	atus			Ľ				
	Calls : Call Types		tblSALSCalls	fldCa	Штур	? Are y	ou sure	you want	to save changes to	this code?		
-	🗄 Calls : Data Refresh Rate		GENERIC	fldCa								
	Calls : Hold Reason Codes		tblSALSCallHoldEvents	fldHo		_						
	Calls : Pending Reason Codes		tblSALSCallPendingEvents	fldPe			Yes		No	Cancel		
	Categories : Entity Category		GENERIC	fldCa					1			
	Categories : Entity Class		GENERIC	fldCl					1	Yes		
	Categories : Entity Type     Company + Tax Codes		GENERIC	fldTy					, –	Yes		
	<ul> <li>Company : Tax Codes</li> <li>Company : Tax Types</li> </ul>		GENERIC		sTaxCode xType			3		Yes		
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