

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

## STATIC DATA

### STATIC DATA – CALLS: CALL PRIORITY

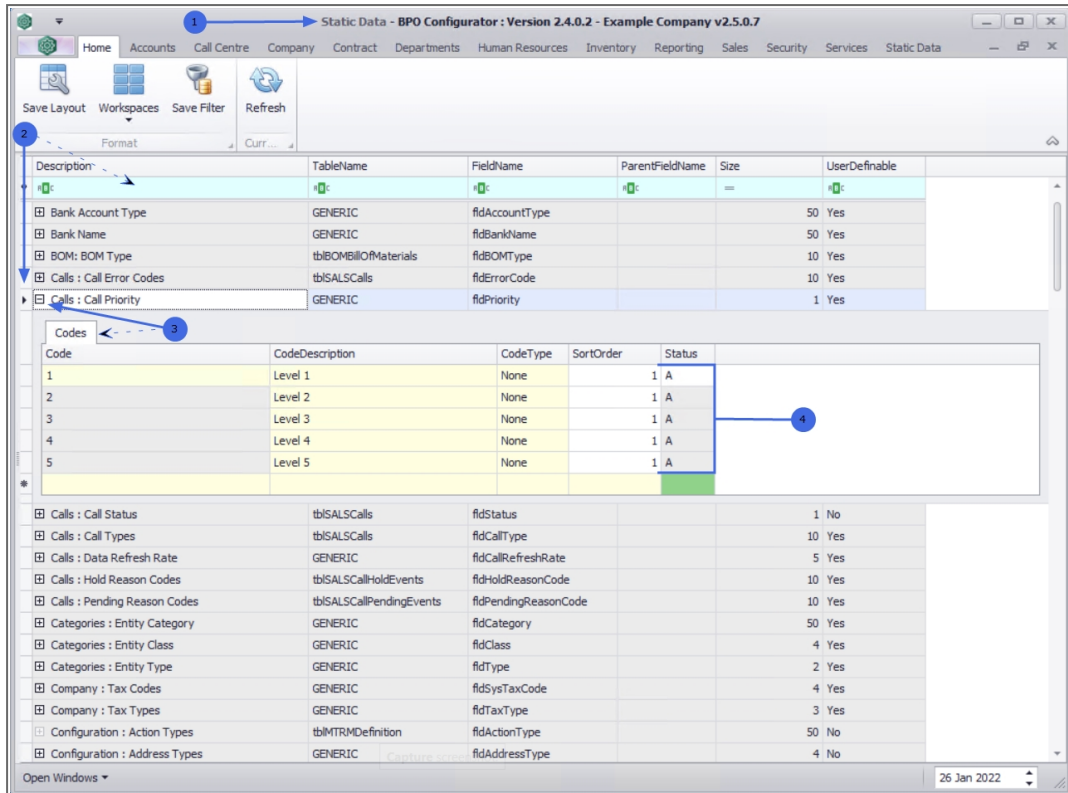
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RIBBON ACCESS: STATIC DATA> STATIC DATA

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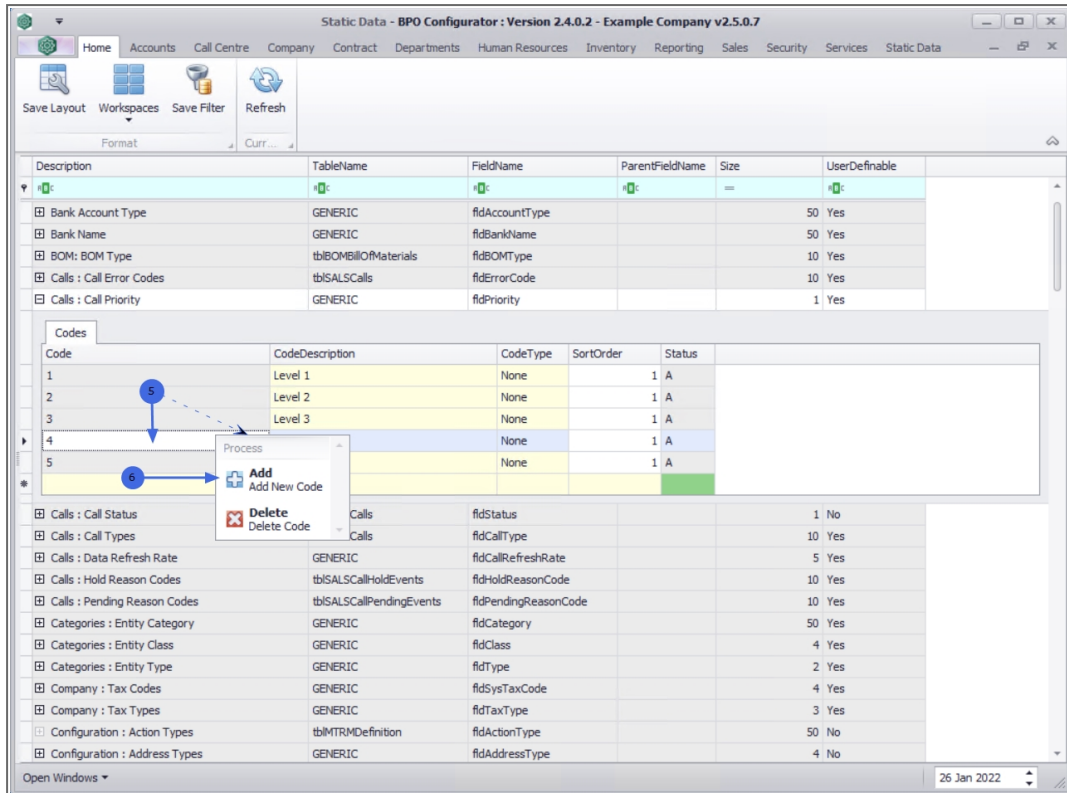


1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Call Priority** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view the **call priority codes** currently on the system.



## ADD A CALL PRIORITY

- Right click** in a **row** in the **Codes** data grid to display the **Process** menu.
- Click on **Add** - Add New Code.

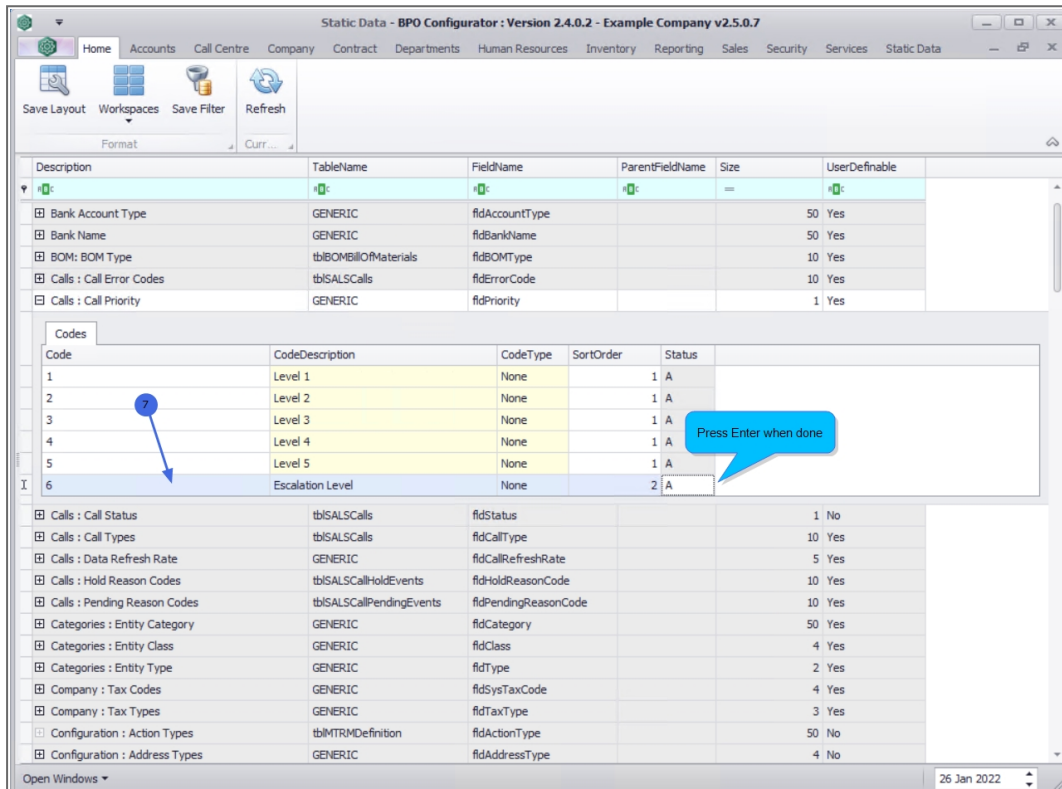


7. An available row will be added in the **Codes** data grid for adding the new Call Priority Code.

- **Code:** Click in this text box to type in a one digit code for the new call priority code.
- **Code Description:** Click in the text box to type a description for the call priority code.
- **Code Type:** This field will auto populate as **None** and may remain as is.

- **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.
- **Status**: The status field will auto populate with an **A** - Active status.

8. When you have finished adding the call priority code details, press **Enter**.

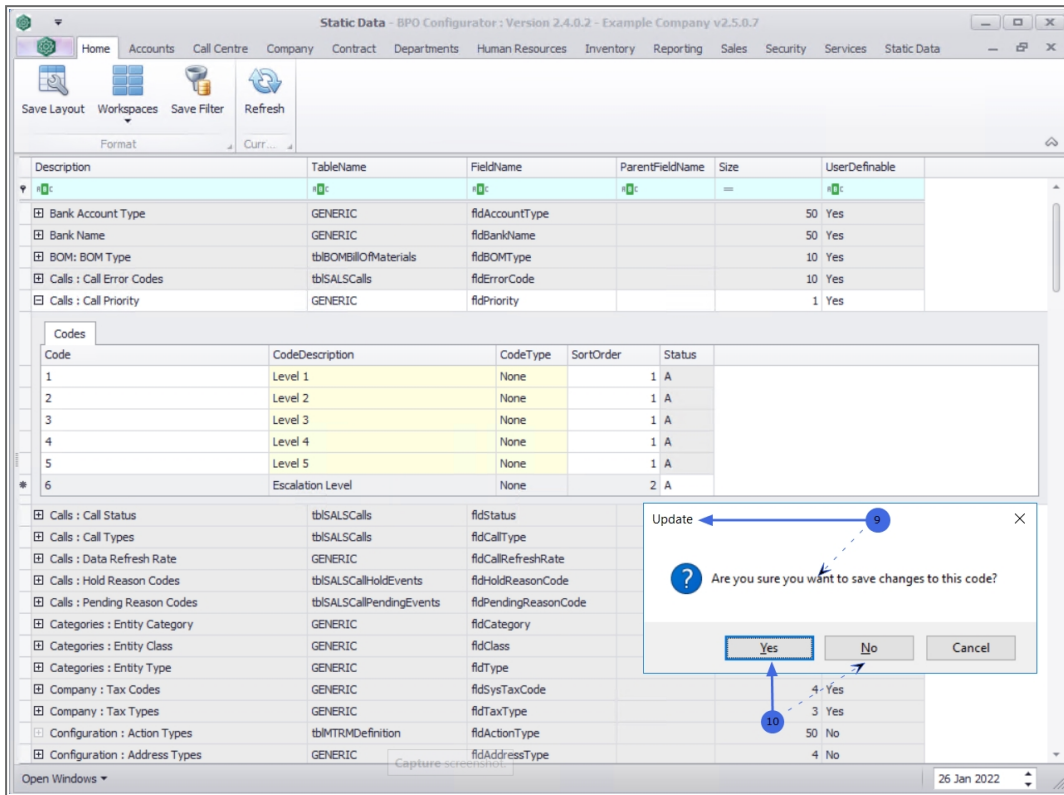


9. When you receive the **Update** message to confirm;

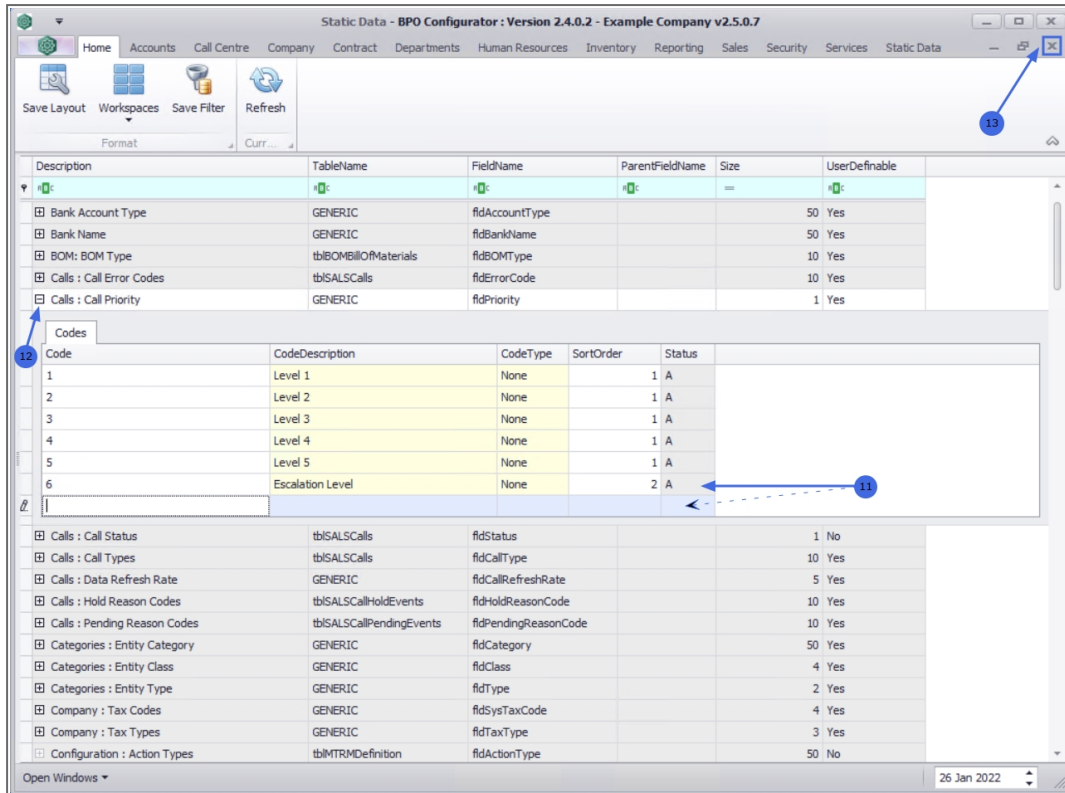
- **Are you sure you want to save changes to this code?**

<sup>1</sup>The sort order is the order in which the call priority 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 call error information.



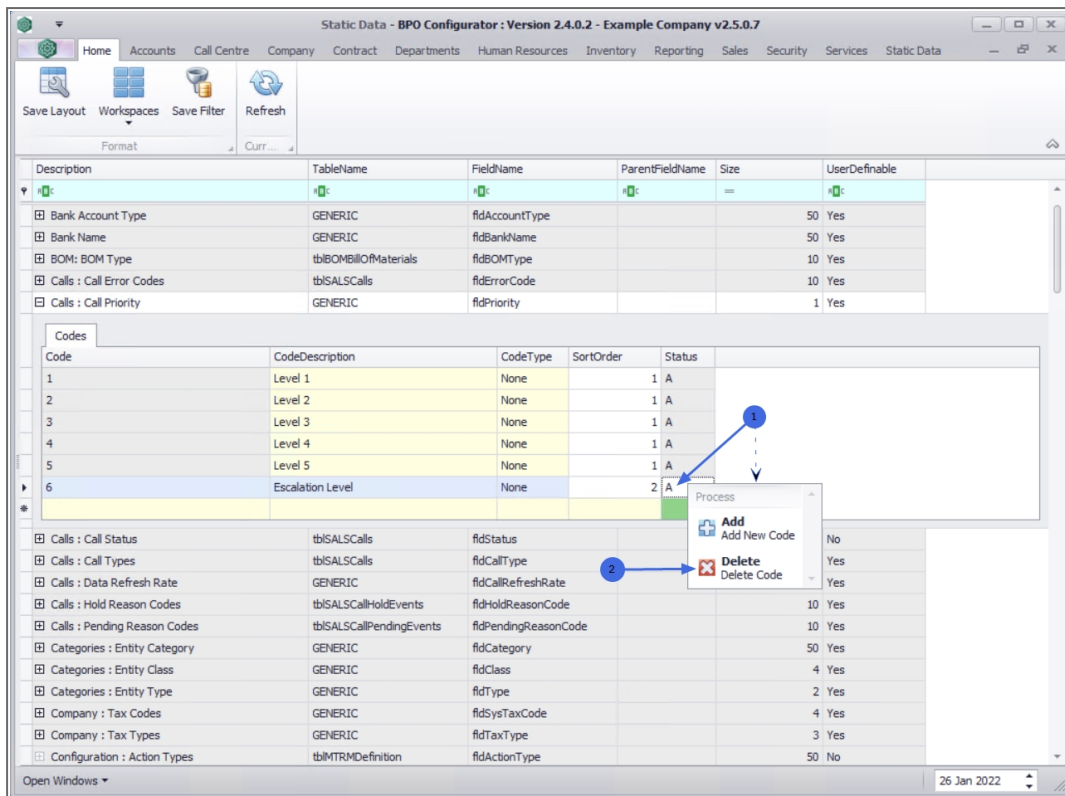
11. The call priority code will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



## REMOVE A CALL PRIORITY

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

1. **Right click** in the **row** of the Priority Code that is no longer required to display the **Process** menu.
2. Click on **Delete** - Delete Code.



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 Priority Code list.

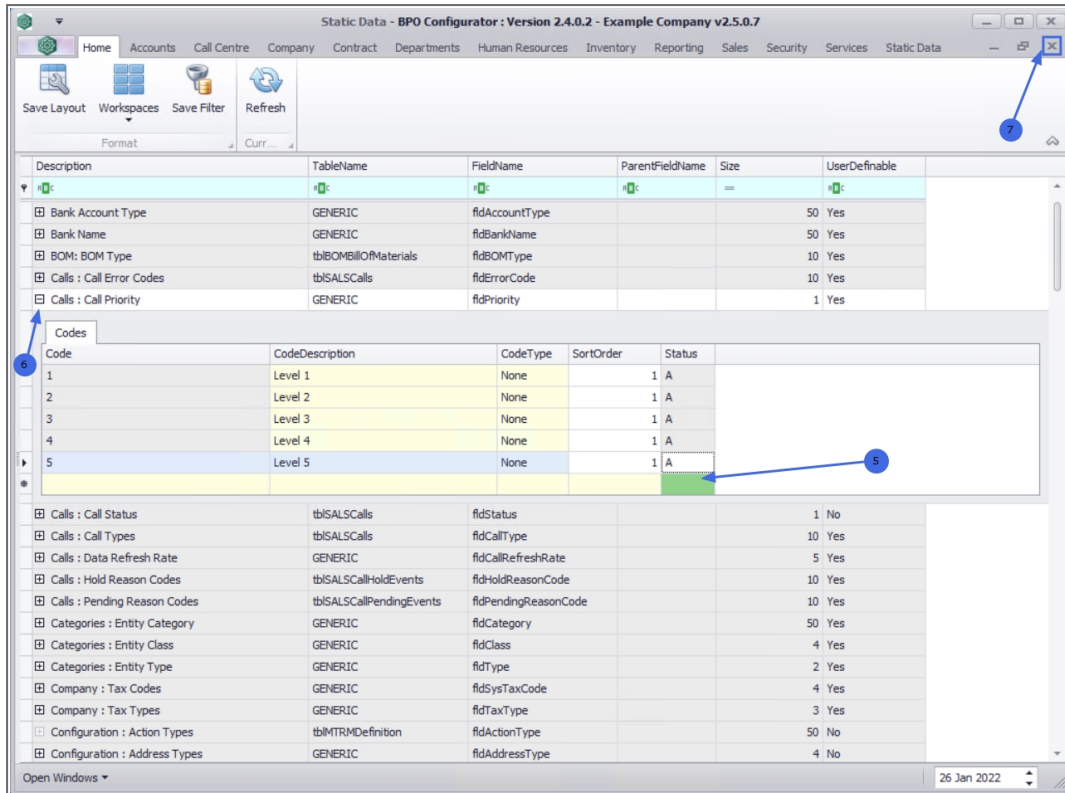
Description	TableName	FieldName	ParentFieldName	Size	UserDefinable
Bank Account Type	GENERIC	fidAccountType		50	Yes
Bank Name	GENERIC	fidBankName		50	Yes
BOM: BOM Type	tbBOMBOMMaterials	fidBOMType		10	Yes
Calls : Call Error Codes	tbSALSCalls	fidErrorCode		10	Yes
Calls : Call Priority	GENERIC	fidPriority		1	Yes

Code	CodeDescription	CodeType	SortOrder	Status
1	Level 1	None		1 A
2	Level 2	None		1 A
3	Level 3	None		1 A
4	Level 4	None		1 A
5	Level 5	None		1 A
6	Escalation Level	None		2 A

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





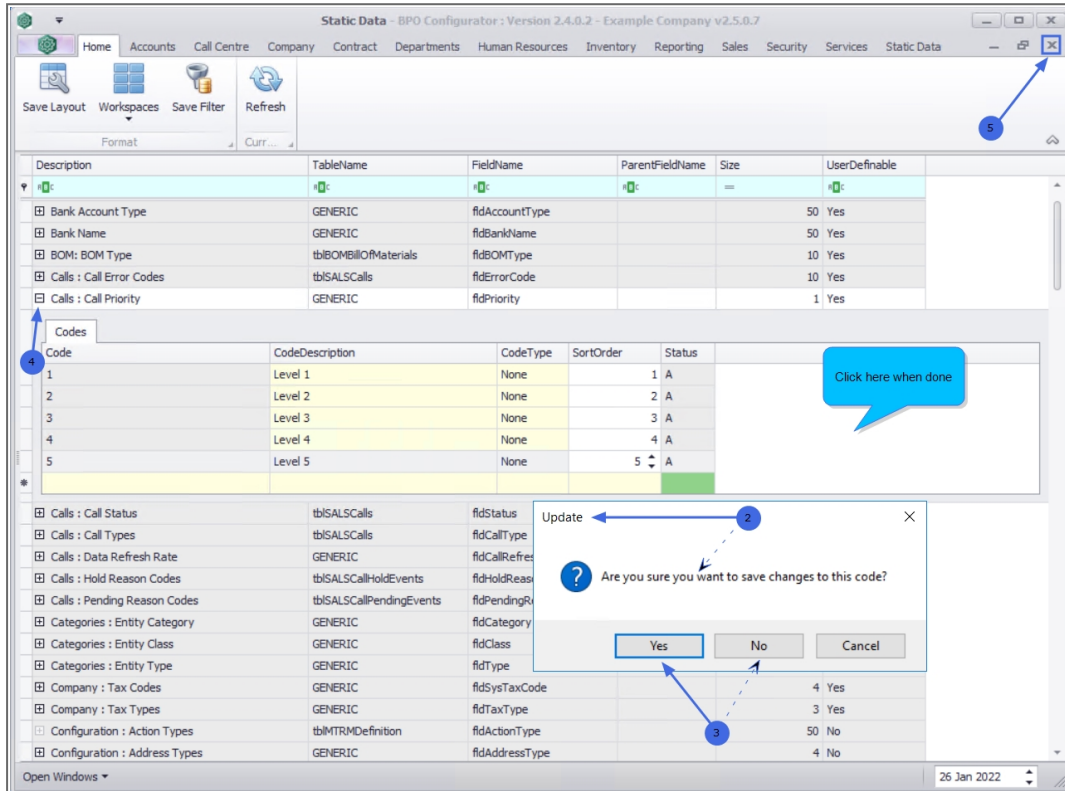
## EDIT CALL PRIORITY

You can make changes to the Code Description, Code Type or the Sort Order of the Call Priority 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 receive the **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.



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