

STATIC DATA

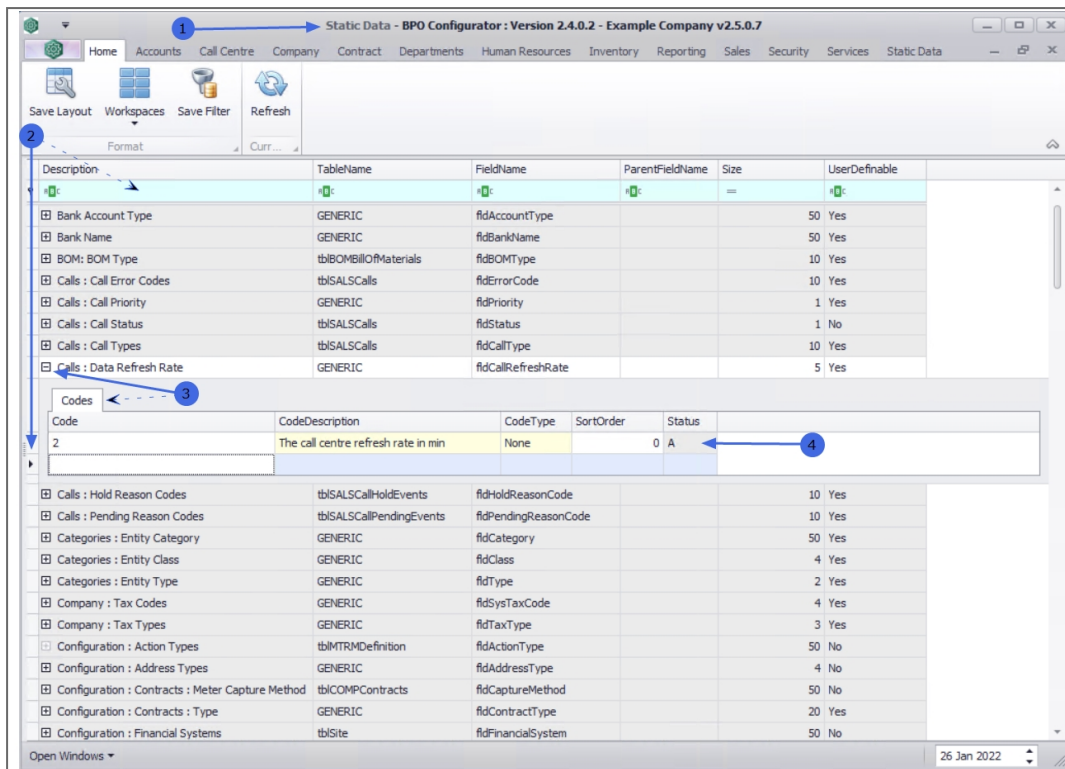
STATIC DATA – CALLS: CALL REFRESH RATE

THE REFRESH RATE MEASURES HOW QUICKLY THE CALL CONTENT ON THE SCREEN ARE BEING UPDATED IN THE CALL CENTRE. THE REFRESH RATE FREQUENCY DEPENDS ON THE CALL REFRESH RATE CODE CREATED AND THEREBY DETERMINES THE NUMBER OF TIMES THE DISPLAY REFRESHES EVERY MINUTE.

RIBBON ACCESS: *STATIC DATA* > *STATIC DATA*

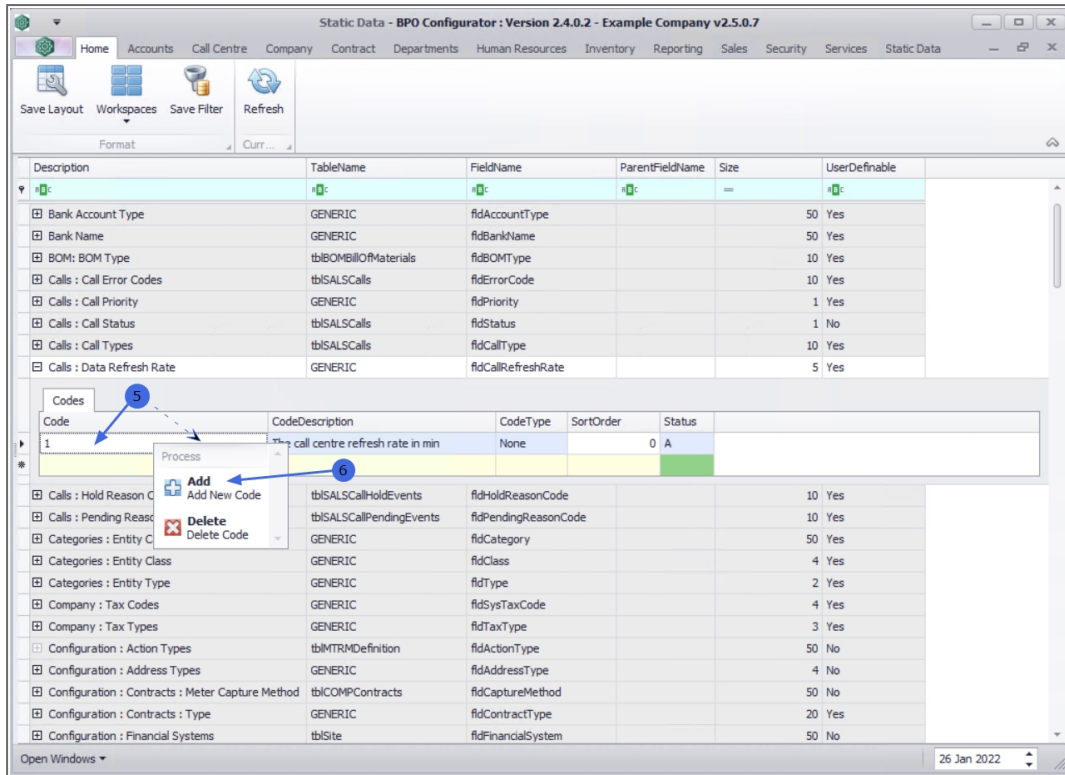


1. The **Static Data** listing screen will be displayed.
2. Use the **filter row** or **scroll down** the list until you find the **Calls: Data Refresh Rate** row.
3. Click on the **expand** icon to expand the **Codes** frame.
4. From here you can view the **data refresh rate** currently set for the system.



ADD A DATA REFRESH RATE

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

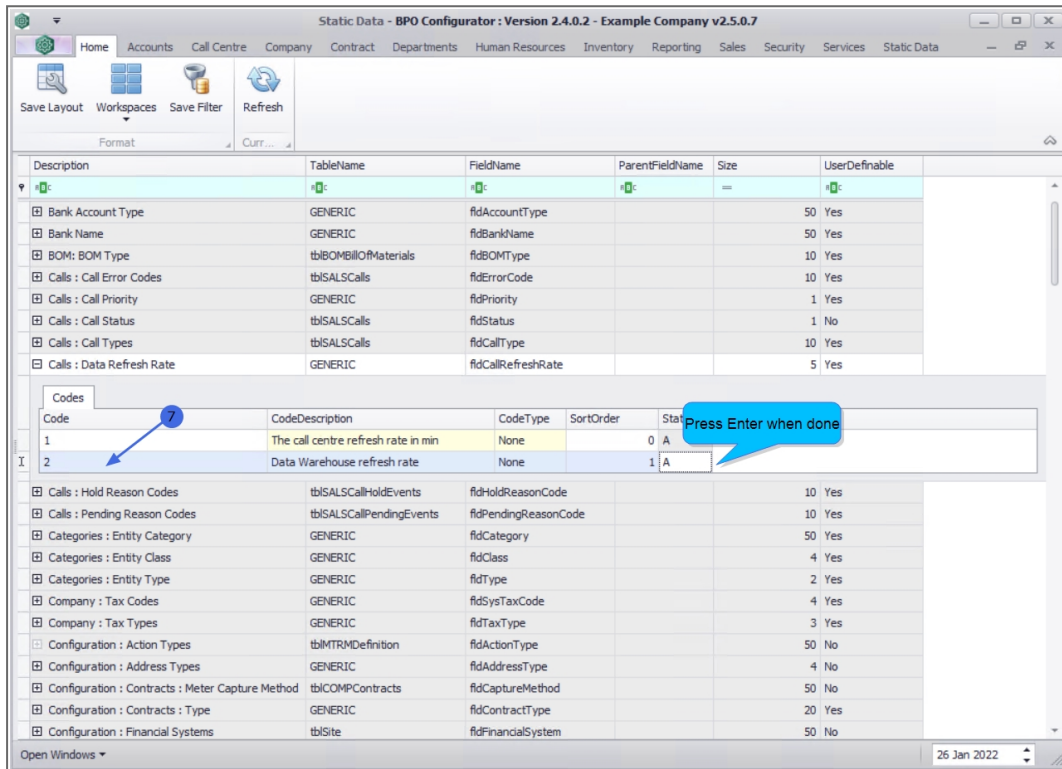


7. An available row for adding anew Call Refresh Rate will display in the **Codes** data grid.

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

- **Sort Order¹**: Click in the text box to type in or use the **arrow** indicators to select the sort order for the refresh rate code.
- **Status**: The status field will auto populate with an **A** - Active status.

8. When you have finished adding the new refresh rate details, press **Enter**.

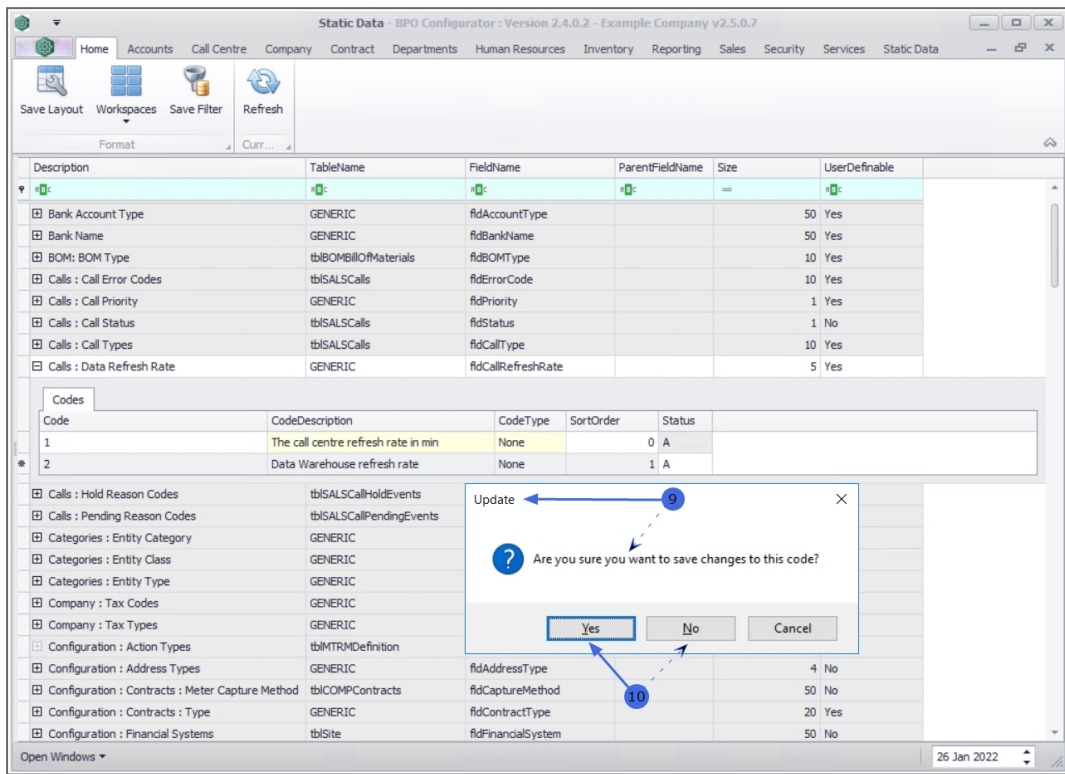


9. You will receive an **Update** message to confirm;

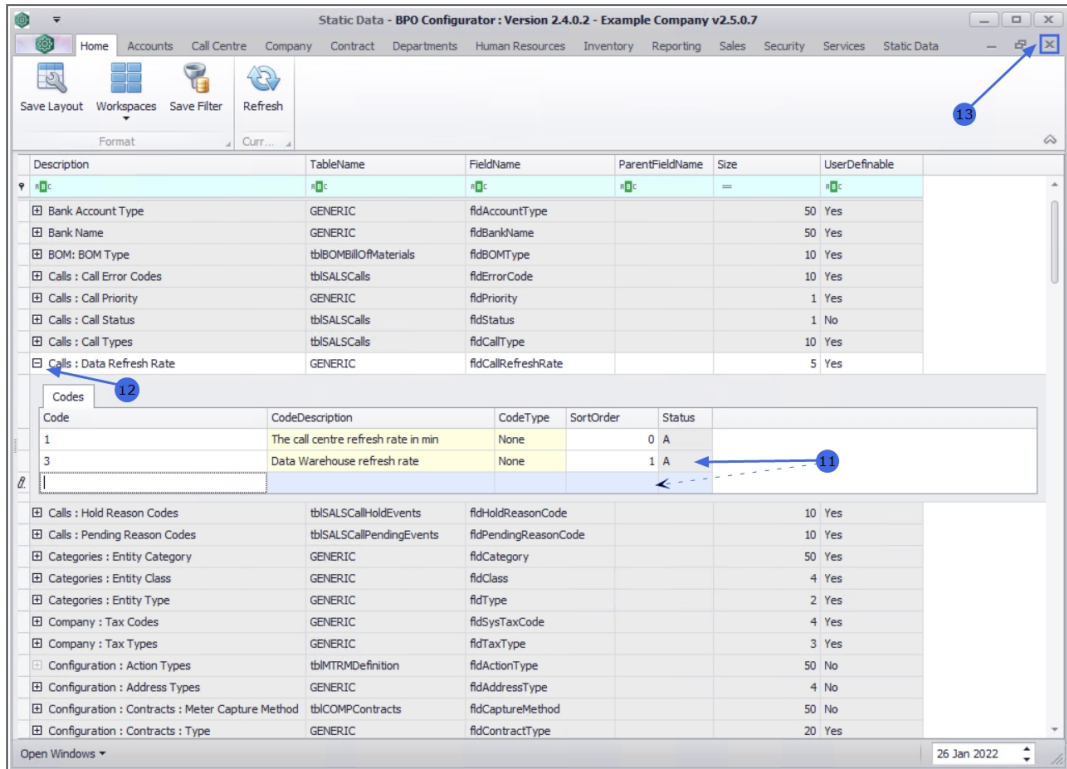
- **Are you sure you want to save changes to this code?**

¹The sort order is the order in which the refresh rate 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 refresh rate information.




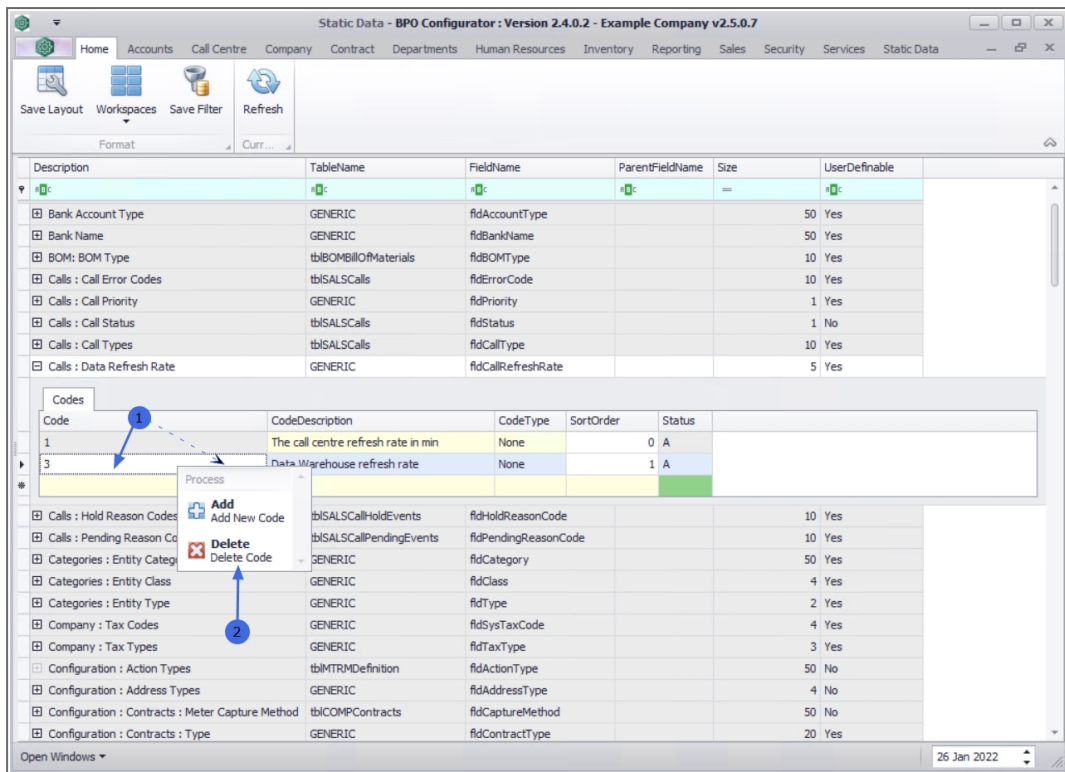
11. The new refresh rate will be **saved** and a **new row** will be added to the **Codes** data grid.
12. **Collapse** the Codes frame.
13. **Close** the screen when done.



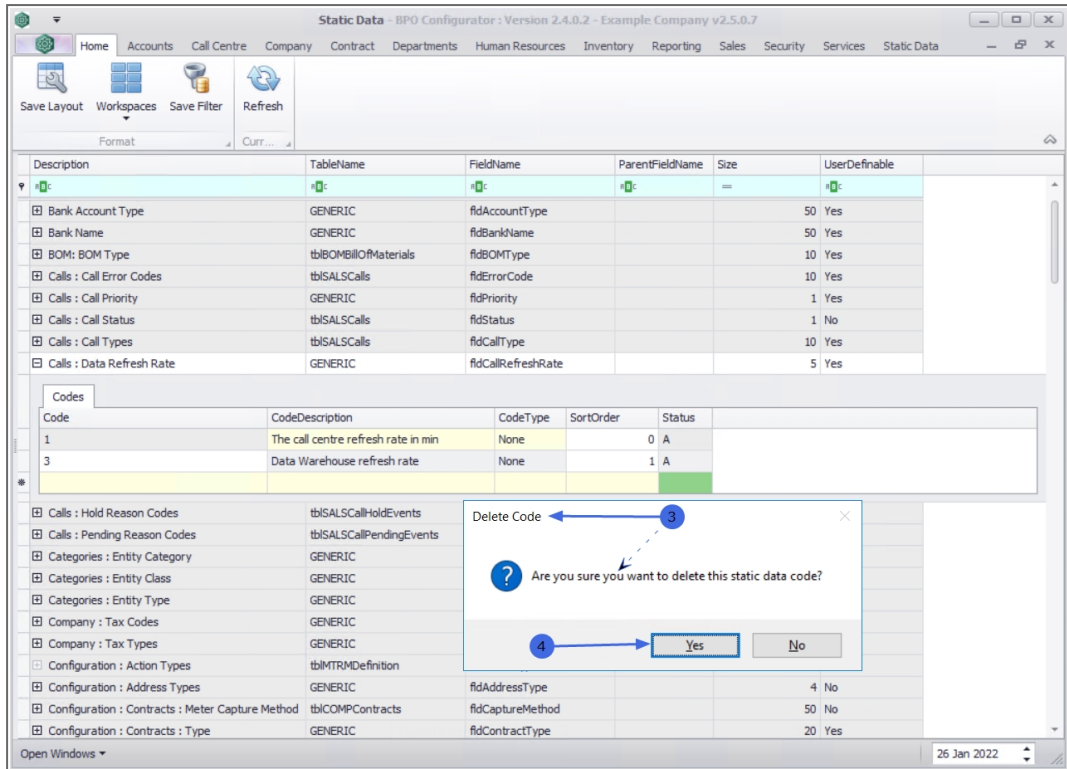
REMOVE THE DATA REFRESH RATE

You may need to remove the current data refresh rate if it is no longer required.

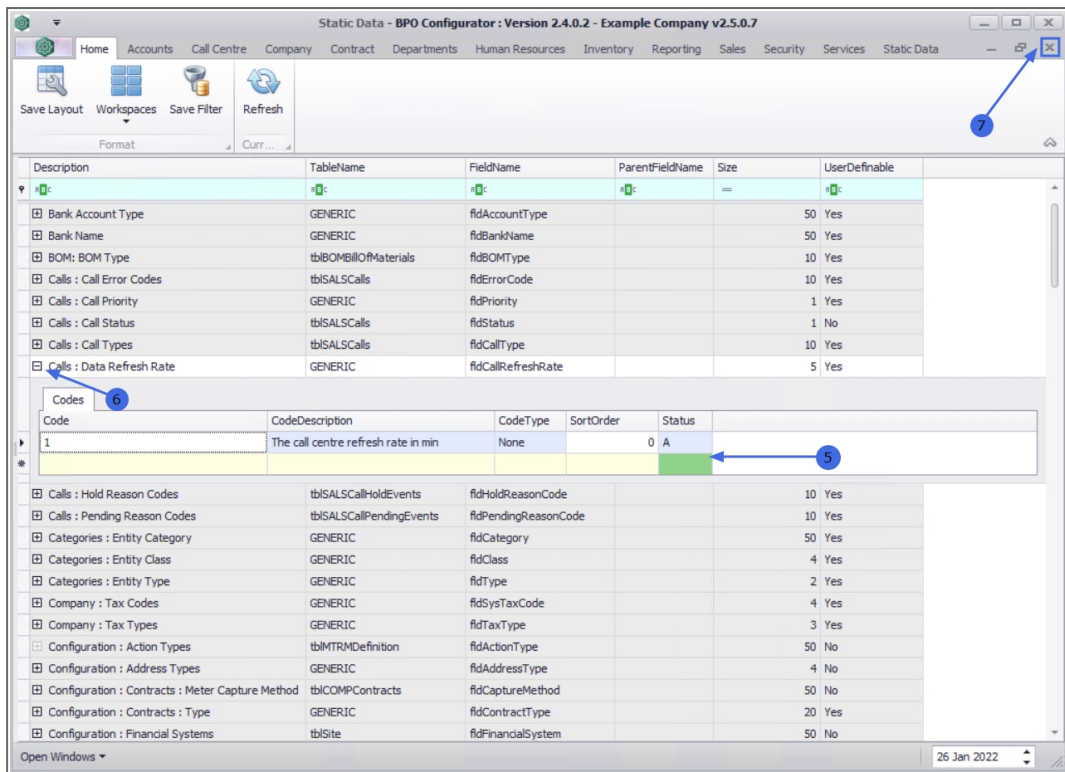
1.  **Right click** in the **row** of the refresh rate code that is no longer required to display the **Process** menu.
2. Click on **Delete** - Delete Code.



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 data refresh rate as is.



5. The **Data Refresh Rate** will be removed from the list.
6. **Collapse** the Codes frame.
7. **Close** the screen when done.



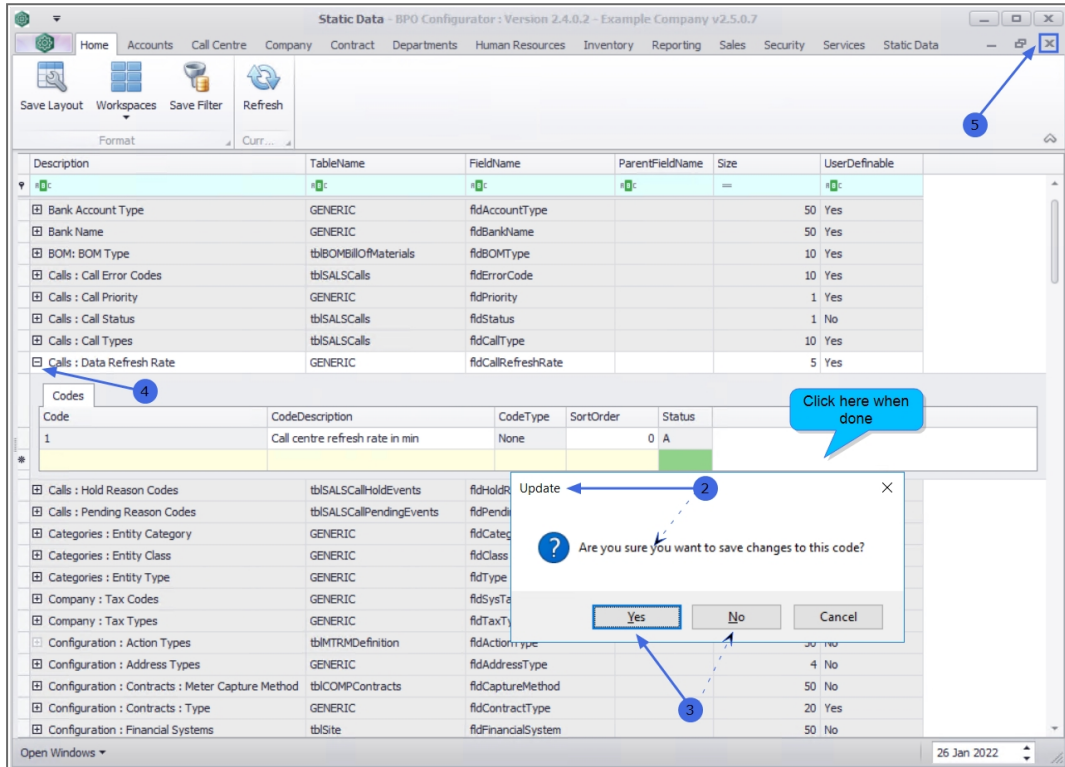
EDIT DATA REFRESH RATE

You can make changes to the *Code Description*, *Code Type* or the *Sort Order* to a Data Refresh Rate.

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



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