

# Call Centre

- Setup
- Main System
- Shop System
- Orders not going through to the receivers
- Hamachi

# Setup

The Call Centre software comprises of the main system (ccmain.exe) on the shop systems (shop.exe).

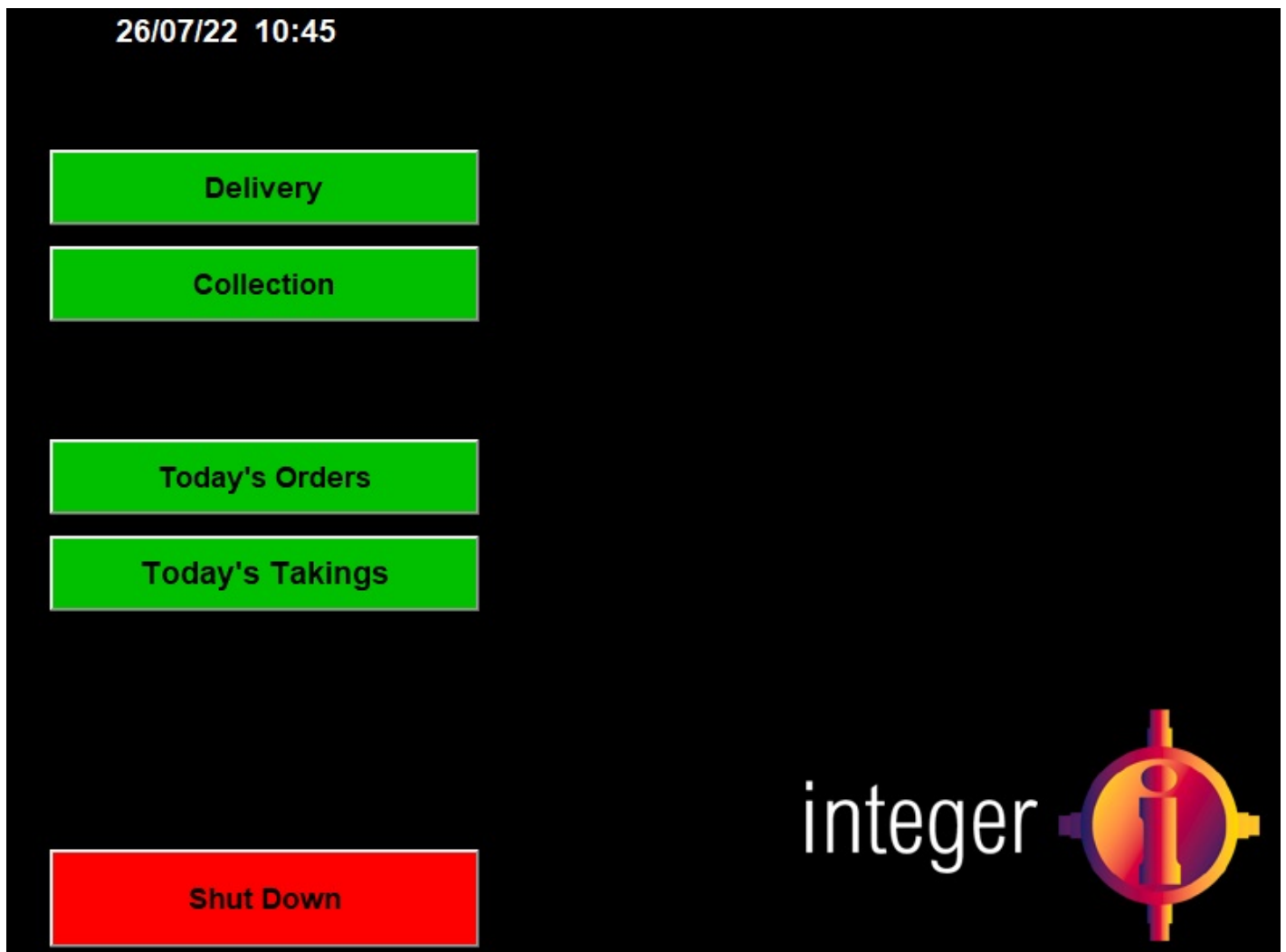
The .EXE files are on the fileserver in the intouch folder in a folder called Call Centre Software.

On the main machine install intouch and then copy the ccmmain.exe to the winci folder.

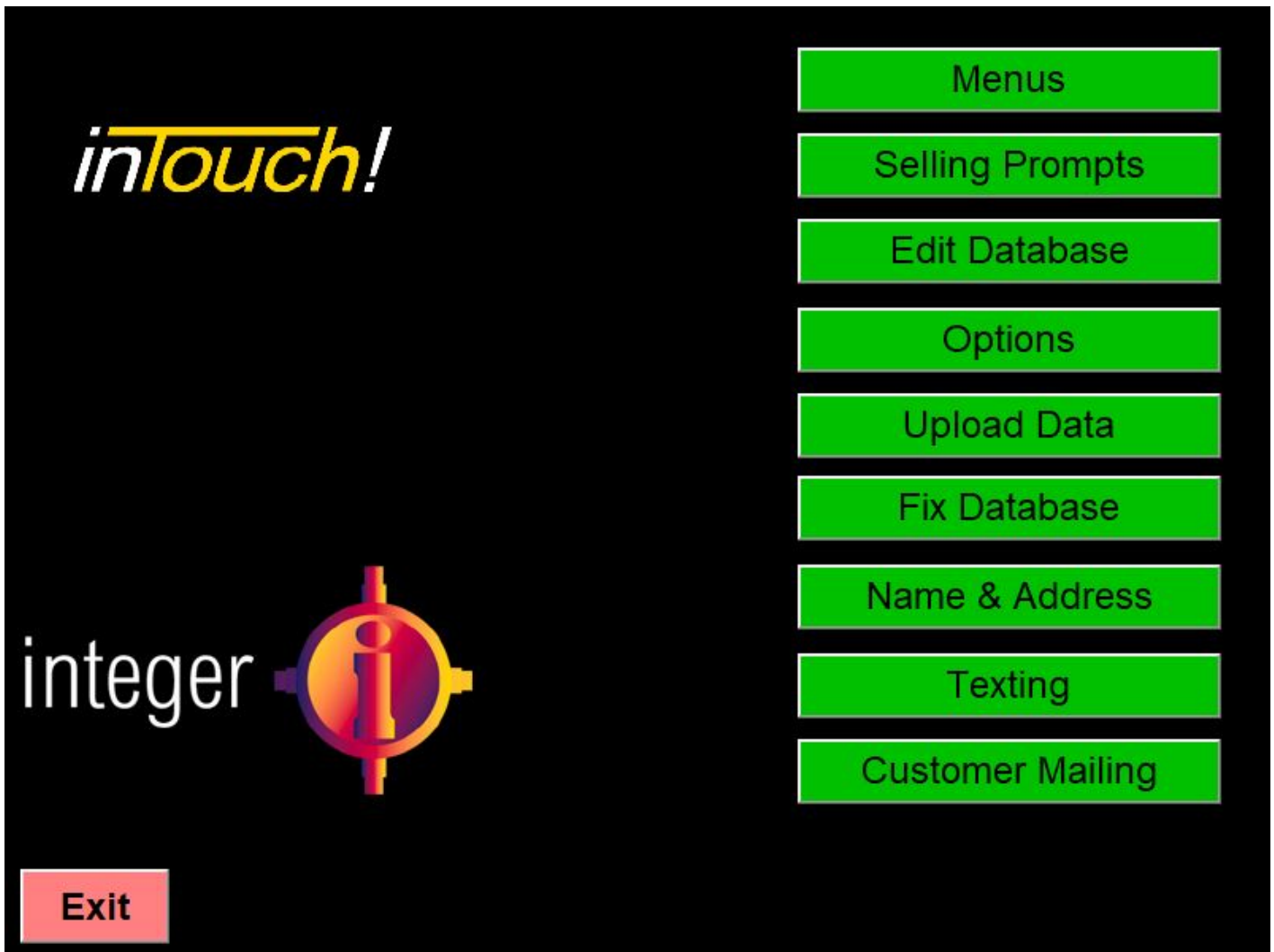
Make a shortcut to the ccmmain.exe.

If you then make another shortcut the has /CC after the .exe this will be the setup shortcut.

Going into the main program you will see the the image below.



Going into the setup you will see the the image below.



The Call Centre Software works by creating a small file for each order and putting it in a folder called "orders" in the winci folder. The order files that are created are named the order number followed by a dot then the shop it is intended for. The shop machines look in this folder for order for that shop and display them and print them when the are accepted.

The call centre server and the shop machines have Hamachi installed and they are connected together so the shop machines see the c: of the call centre server as r: so they can get their orders.

On the shop machines install intouch normally and put the shop.exe in the winci folder. Edit the intouch.bat file in the winci folder and enter the follwing:-

```
@echo off
```

```
Cd\
```

```
net use r: /delete
```

```
net use r: \\???.???.???.????\c
```

```
cd\winci
```

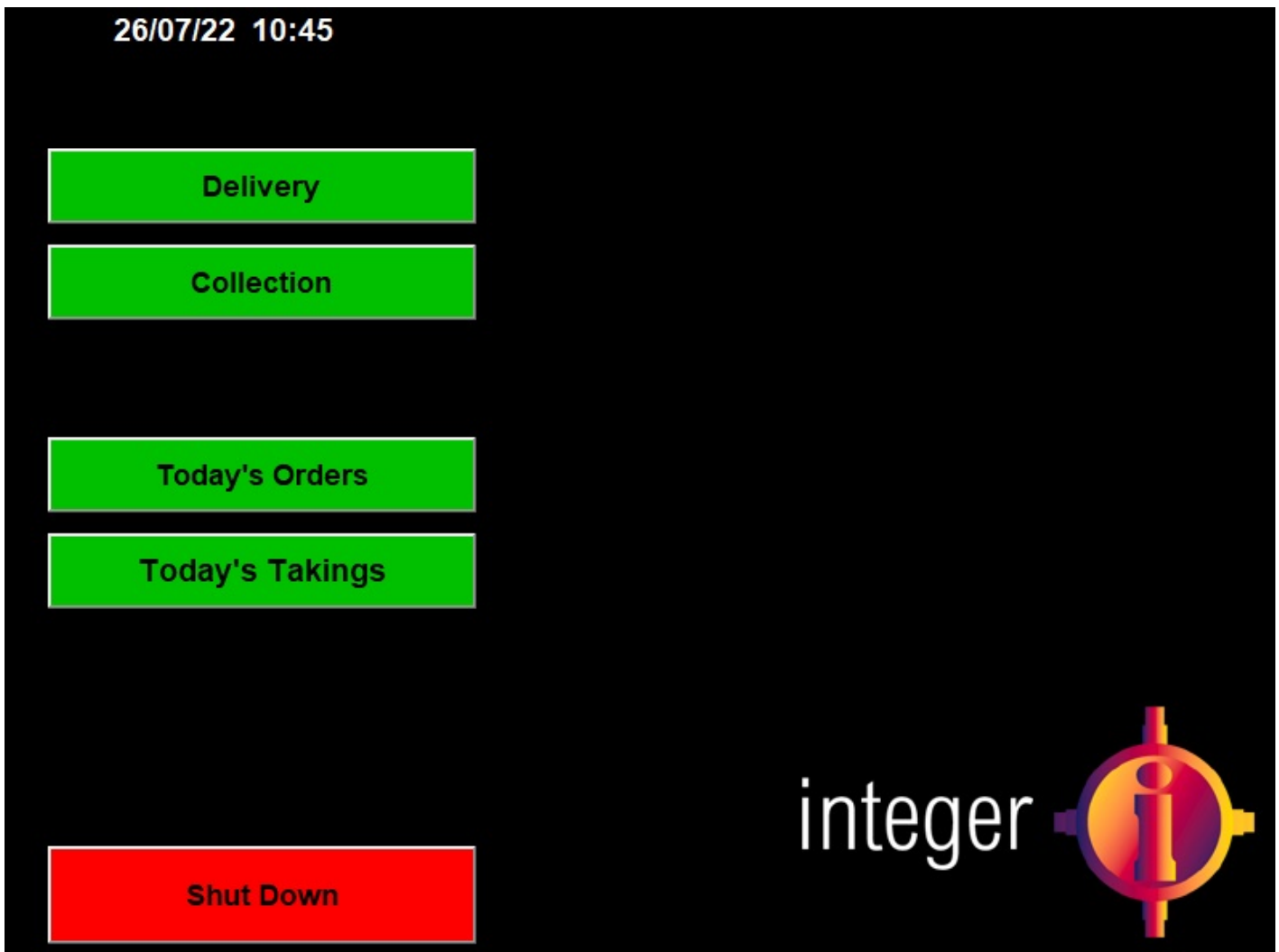
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shop
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Where ???.???.???.???? is thhe ip address of the cc server in Hamachi.

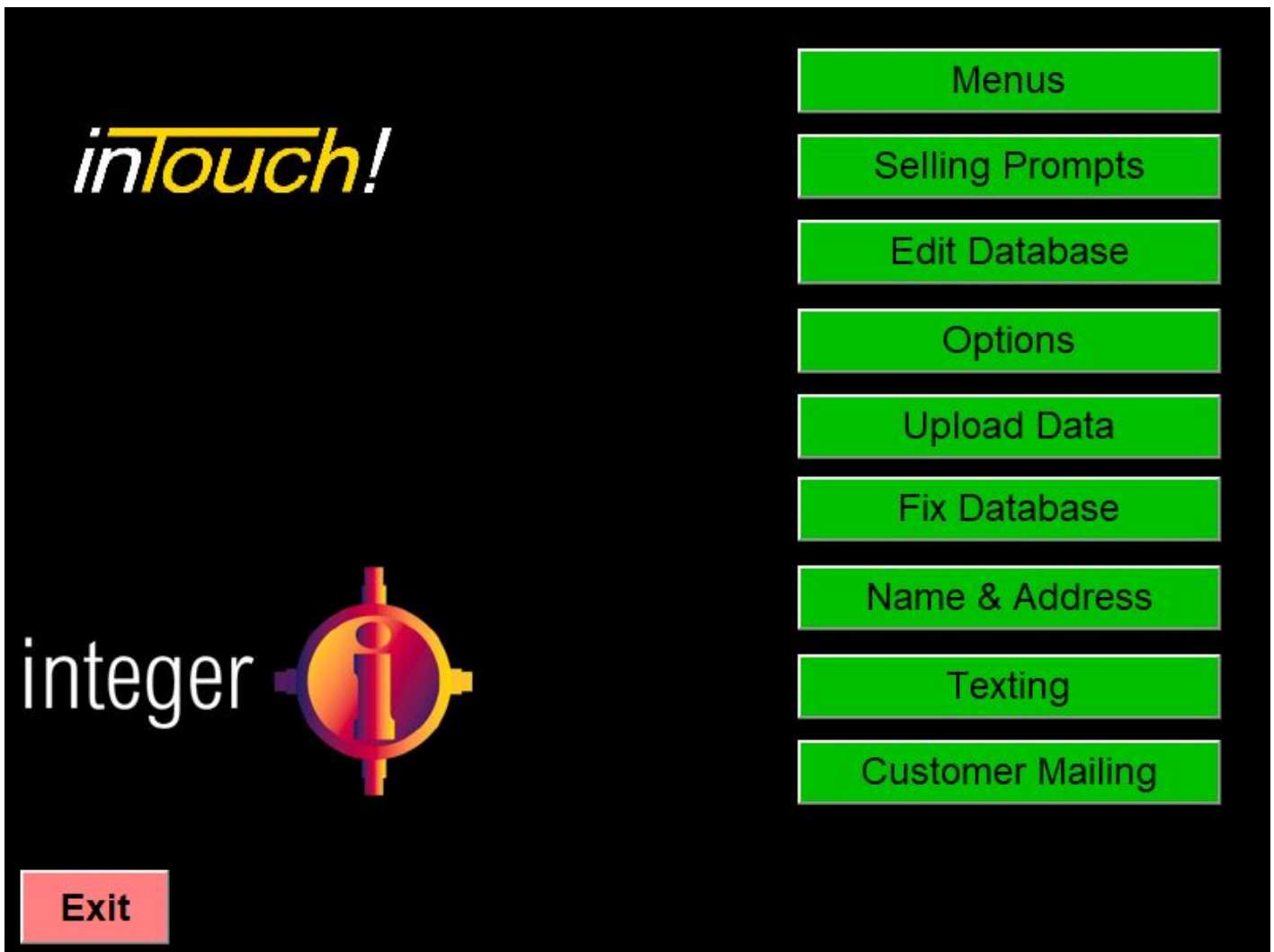
# Main System

The Call Centre has ccmain.exe in the winci folder after intouch has been installed.

If you create a shortcut to ccmain.exe you will see the following,



If you create another shortcut with /CC after wcimain.exe it will be a shortcut for the setup and clicking on it you will see the following,



This is similar to the occasional menu on intouch. The Menus button will allow you to change items descriptions or prices or add items. The selling Prompts and Edit Database work the same as the normal program. The options are different and I will show that bellow. The rest of the buttons work the same as the normal program.

If you go into the options the first page you will see the ordering tab.

Set-Up	Ordering	Web Site	Program
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><b>EOD Report</b></p> <p>On Screen <input type="button" value="v"/></p> <p>Email Address <input type="text"/></p> <p><input type="checkbox"/> Food Usage</p> <p>Sales Mix <input type="button" value="By Qualifiers v"/></p> <p><input type="checkbox"/> Driver Analysis</p> <p><input type="checkbox"/> Prints Details in Full</p> </div> <div style="width: 30%;"> <p><b>Meal Deals</b></p> <p><input type="button" value="None v"/></p> <p><input type="checkbox"/> Needs All Items to qualify for Meal Deals</p> <p><input type="checkbox"/> Only Allows Cheapest Qualifier - Charges Difference</p> <p><input checked="" type="checkbox"/> Step Through</p> <p><input type="checkbox"/> Must Press Next to Change Course</p> </div> <div style="width: 30%;"> <p><b>Pizza Fractions</b></p> <p>Allowed <input type="button" value="None v"/></p> <p><input type="checkbox"/> Different Charge for Pizza Fractions</p> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><b>Receipt Printer</b></p> <p>Group Items</p> <p><input type="button" value="By Course Number v"/></p> <p><input type="checkbox"/> Keeps Sub Items Together</p> <p><input type="checkbox"/> Ignores Item Numbers</p> <p>Course Gap <input type="button" value="Space v"/></p> <p><input type="checkbox"/> Gap Between Items</p> <p><input type="checkbox"/> Don't Print Telephone Number</p> <p><input type="checkbox"/> Don't Print Assistant Name</p> <p><b>Red Printing</b></p> <p><input checked="" type="checkbox"/> Cooking Instructions</p> <p><input checked="" type="checkbox"/> All Toppings</p> <p><input checked="" type="checkbox"/> Held Toppings</p> <p><input checked="" type="checkbox"/> Don't Print Qty of Choices</p> <p><input type="checkbox"/> Asks Which Printer to Use</p> </div> <div style="width: 30%;"> <p>Choices <input type="button" value="Allow-Print Main Item v"/></p> <p>Default Delay <input type="text" value="45"/></p> <p>Starting Menu <input type="text"/></p> <p><input type="checkbox"/> Order By Number</p> </div> <div style="width: 30%;"> <p><b>Delivery Charges</b></p> <p>Min Order <input type="text" value="8.00"/> Charge <input type="text" value="2.00"/> Type <input type="button" value="Charge £2.00 for orders under £8.00 v"/></p> <p><input type="text" value=""/> <input type="text" value="0.00"/></p> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"></div> <div style="width: 30%;"> <p><b>Toppings</b></p> <p>Pizza No of Toppings = <input type="button" value="Actual No of Topping v"/></p> <p><input type="checkbox"/> Topping Price 3 is Extra Cost for Meal Deal</p> <p><input type="checkbox"/> Charge for swapped toppings</p> <p><input type="checkbox"/> 4 Toppings price band - No half Toppings</p> </div> <div style="width: 30%;"></div> </div>			
<input type="button" value="OK"/>			

The options on here are similar to intouch and all self explanatory.

The setup Tab looks as below,

Set-Up		Ordering	Web Site	Program	
Shops					
No.	Post Codes	Description	Shop P/C	Post Codes Before	Charge
6720	BB2, BB1	Blackburn			0.00
6977	OL7, OL6, M34, M43, SK15, SK16, SK14	Ashton			0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00

Allow Collections

Ask For Assistant

Asks "Create New Order" if Existing order

Don't Ask to Create New Duplicate Customer

Only Displays Money etc On Server

Uploads Data to Server Over Internet

Doesn't Display Order Numbers

Reduced Columns etc on Terminals

Collections Don't Show as Late

Delivery Charge = Admin Charge

Include All Mobile Numbers

Stock Analysis Codes

1	Pizzas / Garlic Bread
2	Burgers
3	Burger Meals
4	Kids Meals
5	Wraps
6	Chicken
7	Bucket Meals
8	Grill
9	Donner

Source of Order

1	Church Street
2	Nelson
3	
4	
5	
6	
7	
8	
9	

Price 2 Applies to

C/C - Credit Card

Credit Card

YesPay

Paid in Call Centre - NOT in Shop

Charges

Minimum Order  Charge

Applies to

Food Usage Report

EOD report split by Shop

Password

Audit Trails to Keep

Caller ID

Port No.  Type

STD Codes

Mapquest Key

Display Late Column if Not Assigned (mins)

Today's Orders in Red Not Assigned (mins)

Display New Assigned Orders

OK

The Shops table is the most important, It has a column called No. that will have the license number of the shop and then a postcodes box that will dictate which orders will go to which shop. There is then a description box where the description of the shop is entered. The Shop P/C is the postcode of the shop. The Post Codes Before has a box next to it for a time and if this is filled in you can say before a certain time send certain postcodes to a different shop (This is usually for when a certain shop is closed until later so the delivery orders before a certain time go to another shop. The Charge column lets you set a delivery charge for the different shops.

The Website tab is shown bellow.

Set-Up	Ordering	Web Site	Program																																																																																																																																																																																										
<p><b>Internet Discount</b></p> <p>Round Up to Nearest (p) <input type="text"/></p> <p>Spend <input type="text" value="0.00"/> Receive <input type="text" value="10.00"/> Percent <input type="text"/></p> <p><input checked="" type="checkbox"/> Doesn't Apply to Meal Deals  <input type="checkbox"/> Applies to Delivery Charge</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Spend</th> <th>Disc.</th> <th>%</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> <th>Su</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input 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Any orders below - will be charged a additional £2.00</p> <p><b>After Order Completed</b></p>		Mon	1200	2300	Fri	1200	2300	Tue	1200	2300	Sat	1200	2300	Wed	1200	2300	Sun	1200	2300	Thu	1200	2300				<table border="1"> <thead> <tr> <th>Course Name</th> <th>No.</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>Pizzas</td><td>1</td><td>Sahara Pizzas are pre</td></tr> <tr><td>Garlic Breads</td><td>2</td><td></td></tr> <tr><td>Burger Meals &amp; Speci</td><td>3</td><td></td></tr> <tr><td>Kids Meal</td><td>4</td><td>Something for the litt</td></tr> <tr><td>Burgers</td><td>5</td><td></td></tr> <tr><td>Wraps</td><td>6</td><td>Selection of filled tort</td></tr> <tr><td>Chicken &amp; Bucket Me</td><td>7</td><td>We use highest qualit</td></tr> <tr><td>From the Grill ( Peri F</td><td>8</td><td>We source and use s</td></tr> <tr><td>Donner Kebab</td><td>9</td><td></td></tr> <tr><td>Sides</td><td>10</td><td>That something extra</td></tr> <tr><td>Desserts &amp; Confectio</td><td>11</td><td>Just that little extra 'p</td></tr> <tr><td>Drinks &amp; Milkshakes</td><td>12</td><td>Something to quench</td></tr> </tbody> </table>		Course Name	No.	Description	Pizzas	1	Sahara Pizzas are pre	Garlic Breads	2		Burger Meals & Speci	3		Kids Meal	4	Something for the litt	Burgers	5		Wraps	6	Selection of filled tort	Chicken & Bucket Me	7	We use highest qualit	From the Grill ( Peri F	8	We source and use s	Donner Kebab	9		Sides	10	That something extra	Desserts & Confectio	11	Just that little extra 'p	Drinks & Milkshakes	12	Something to quench
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OK

The options here are to do with how the online orders are dealt with or how they look and are similar to the internet options in the normal program.

The Program tab is shown bellow.

Always Select Internet Order Customer from List

Order Acknowledgment by Email

Accept

Your order has been accepted. We aim to deliver your order within 50 minutes.

Reject

Your order has been rejected. Please call the store on 01254 583888 to place your order.

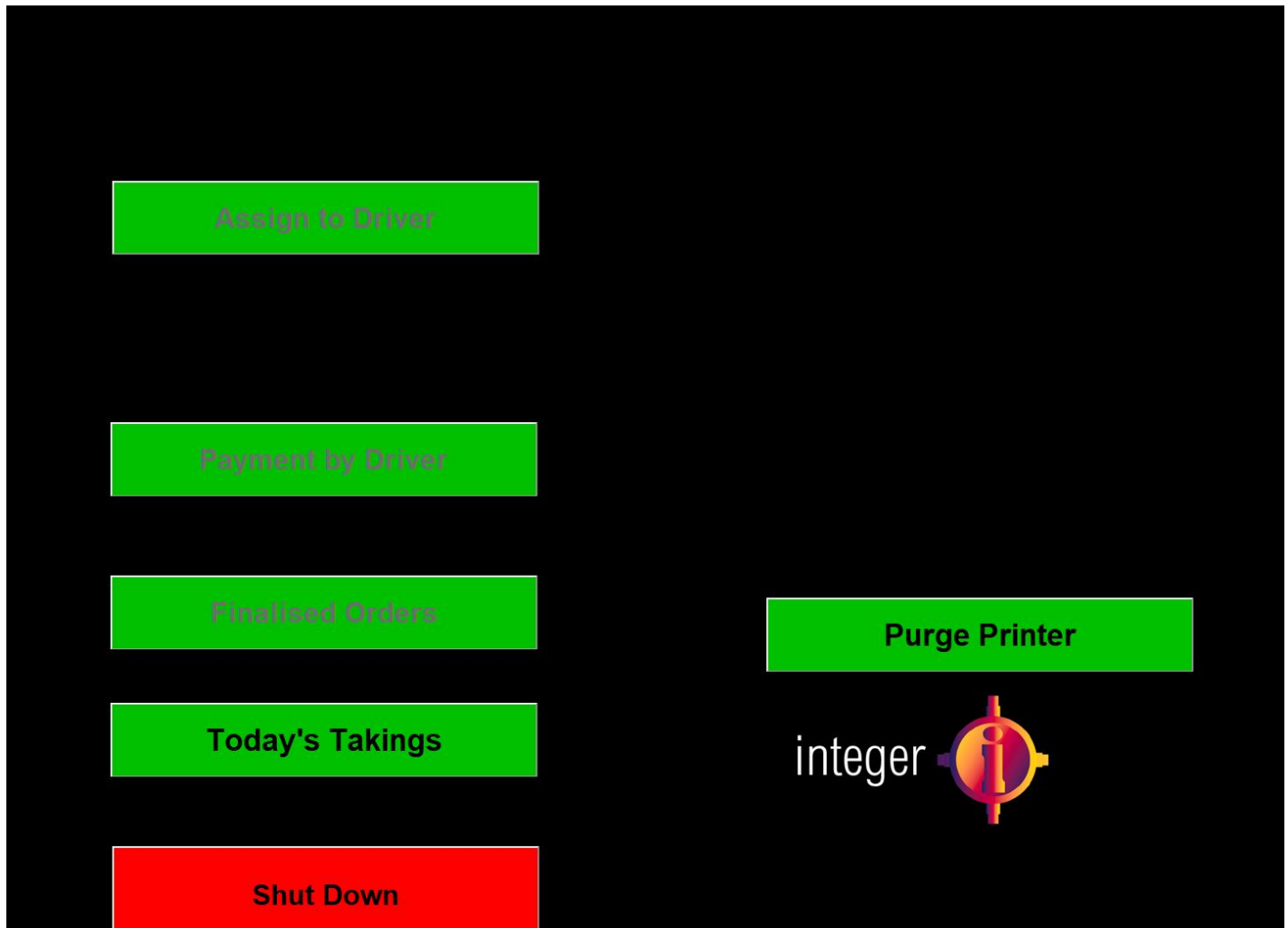
Send BCC to

Free Item Receipt Message

OK

# Shop System

If you click on the shortcut for the shop program you will see the screen bellow.



When orders are placed on the ccmaint.exe they will appear in Assign to Driver. When orders are assigned they appear in Payment by Driver. When they are completed on Payment by Driver they appear in Finalised Orders. Today's Taking shows the takings for the day. Purge Printer clears the print queue. Shut Down closes the program down.

The Setup shortcut will take you to the screen bellow.

### Name & Address

**Company Name:-**

**Address:-**

**Postcode:-**

**Telephone No:-**

**Fax No:-**

**Licence No:-**

**Head Office No.**

- Displays Driver Return on Main Menu
- Doesn't Display Numbers in Brackets
- Doesn't Display Todays Takings
- Doesn't Display Finalised Orders
- Doesn't Display Order Numbers
- Doesn't Display Amount Driver Owing
- Doesn't Display Collect Button
- Automatically Confirms New Orders
- Driver Return displays time to Assign
- Doesn't Display EOD Takings
- Alternate Wording
- Late Column Shows Minutes Late

Order Select Screen

Audit Trails to Keep

**Password Payment by Driver**

**Mapquest Key**

### Receipt

**Printer**

Type

Cutter

Buzzer

**Top Message**

**Bottom Message**

Order directly via our website  
 www.millenniumpizzabar.co.uk

Automatically Print New Orders

Prints Copy To Kitchen Printer

Display Total (Double Width) at Bottom

Display Order Number

Print Items Double Width

Print Items Toppings in Reverse

Highlight Time if more than (mins)

**Texting on Assign to Driver**

From (Name)

**Message**

( £ Inserts Total Amount of Order)

The Name & Address is the most important section on here, The name, address and phone number can be filled in with the correct information. The license number is the number for this shop and dictates what orders it picks up. The head office number is the license number of the head office. The other options on this page are self explanatory.

The Staff button at the bottom goes into a screen similar to the normal program that allows you to setup the staff names.

# Orders not going through to the receivers

Close the Call Center program

**image-1622026170884.png**

Image not found or type unknown

Go to file explorer

**image-1622026424753.png**

Image not found or type unknown

Click on 'This PC'

**image-1622026456198.png**

Image not found or type unknown

Then Local Disk (C:)

**image-1622026476465.png**

Image not found or type unknown

**Go into the 'WINCI' folder**

**image-1622026695653.png**

Image not found or type unknown

**Click on the 'Orders' folder**

**image-1622026833411.png**

Image not found or type unknown

**Delete all the files within the 'Orders' folder**

image-1622026919655.png

Image not found or type unknown

**Open the Call Center program back open**

**image-1622026060277.png**

Image not found or type unknown

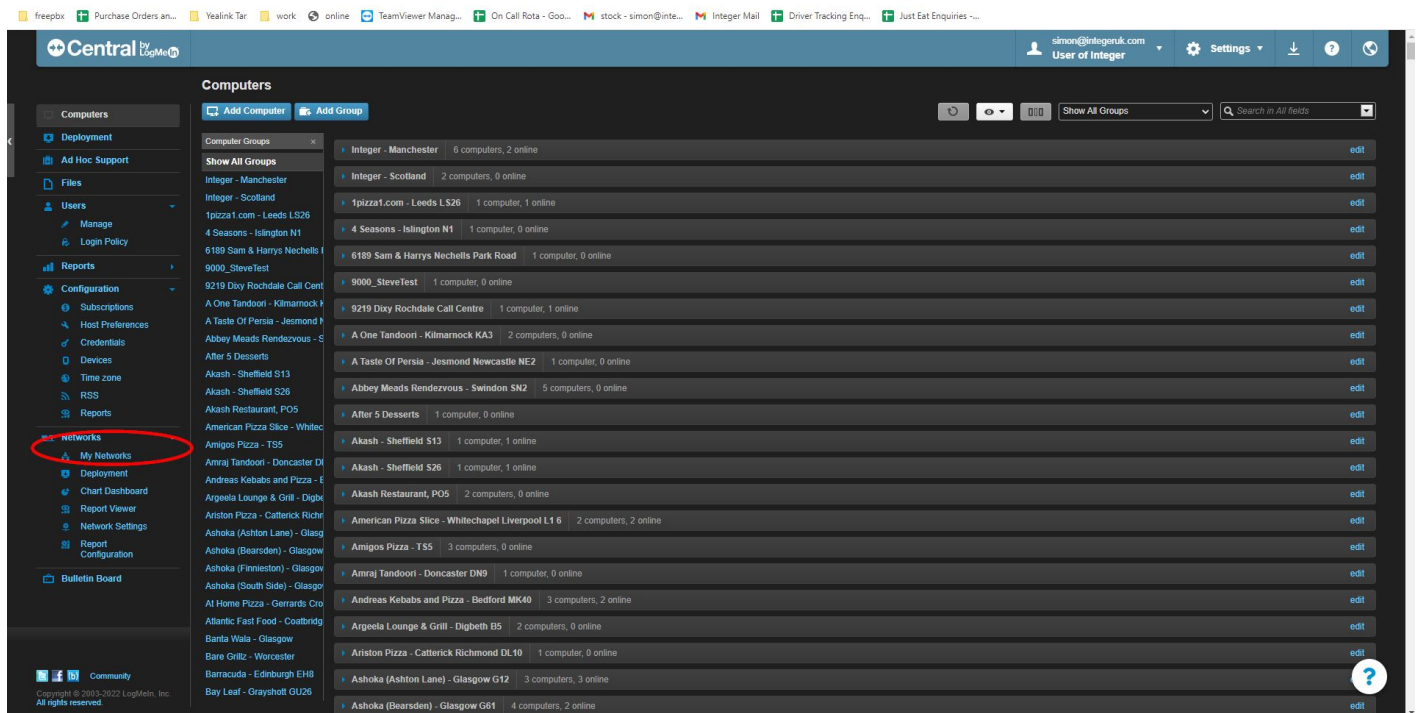
**Get them to edit an order and ask if the shop received it**

# Hamachi

You can download the latest version of Hamachi at [www.vpn.net](http://www.vpn.net).

If you download and install it on each machine.

In Logmein in a browser click on My Networks on the right shown below.



Set up a network for the shop and click edit at the right hand side and the ID of the network to be entered in each of the shops is shown, Also on here is a tab called Join Requests that will show each of the shops requests that will need to be accepted.

On the remote machines the C: drive on the server will need to be Mapped to R:.

The shop can run the intouch batch file and there is a copy of the contents of that file below

```
@ECHO OFF
```

```
: TOP
```

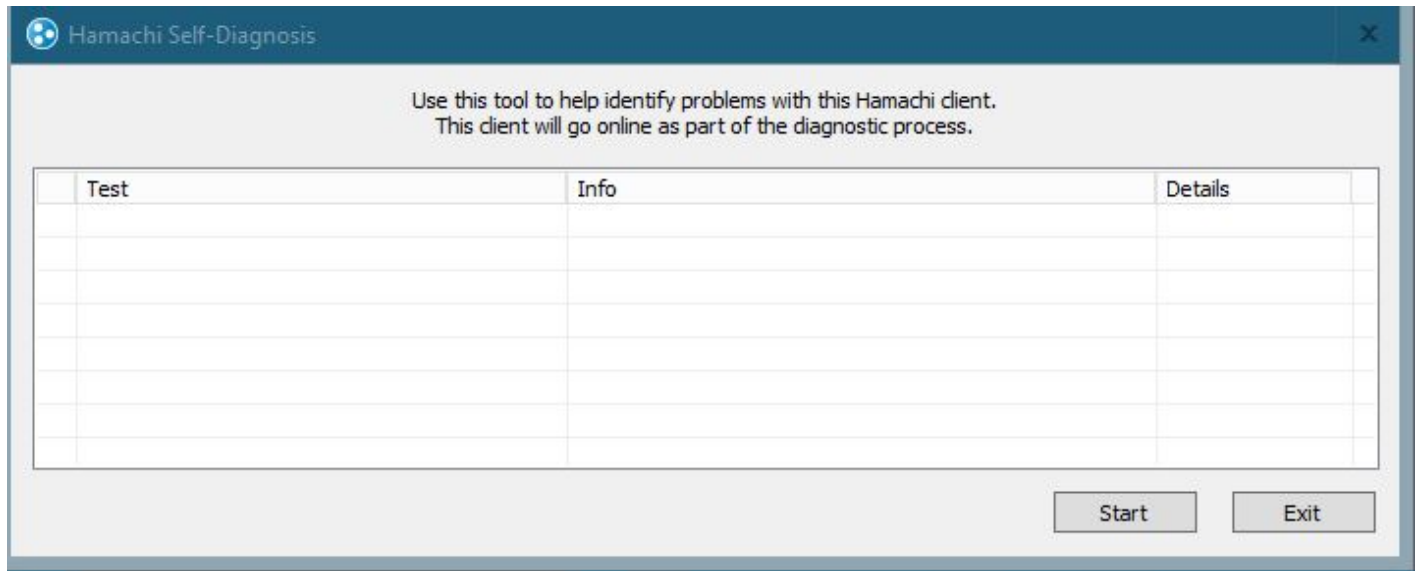
```
net use r: /delete /y
```

```
net use /persistent:yes r: \\(the Hamachi IP address of the server)\c
```

IF EXIST r:\winci\wcinmain.exe (c:\winci\shop.exe) ELSE GOTO TOP

Sometimes there is a problem with Hamachi causing a problem with our program as the shop machines can't see the remote drive.

Log into the machines and check Hamachi is working. If you go into help and choose Hamachi self Diagnosis you will see the following,



Click Start and there should be a few lines in green appear, but if there is one in yellow go into Administrative tools in control panel and services and restart the Hamachi service.