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).

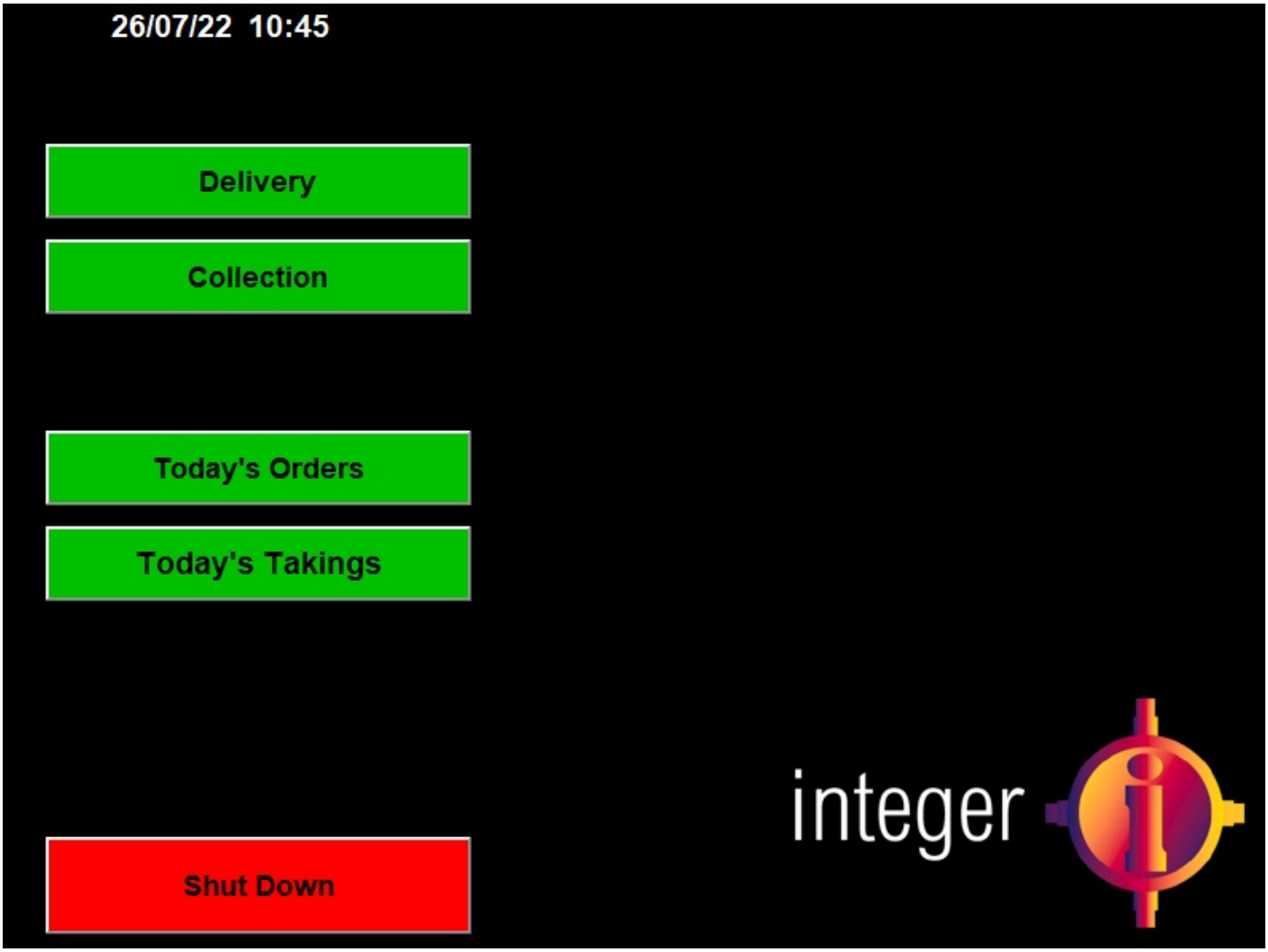
The .EXE files are on the fileserver in the intouch folder in a folder called Call Centre Software.

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

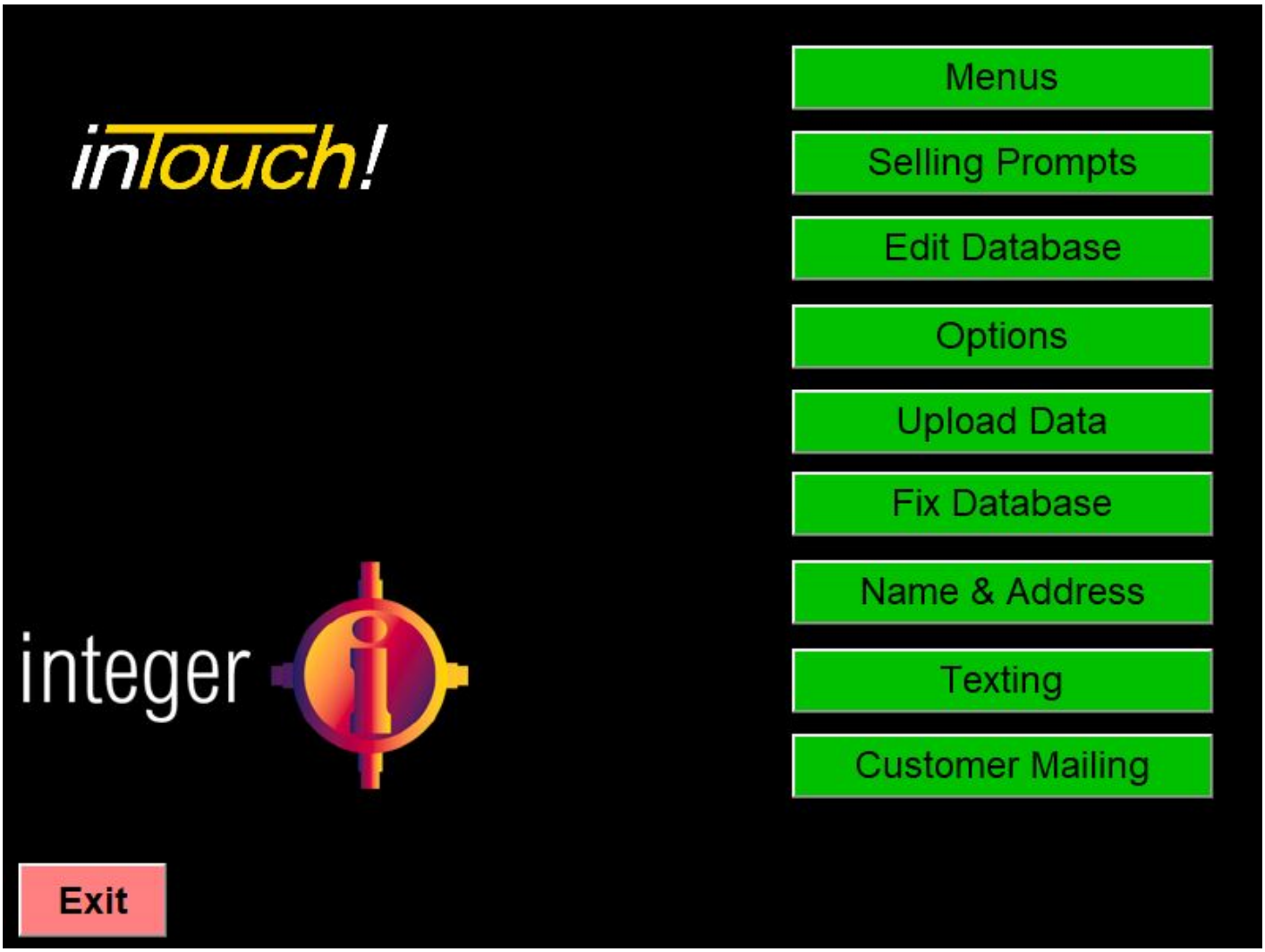
Make a shortcut to the ccmain,exe.

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

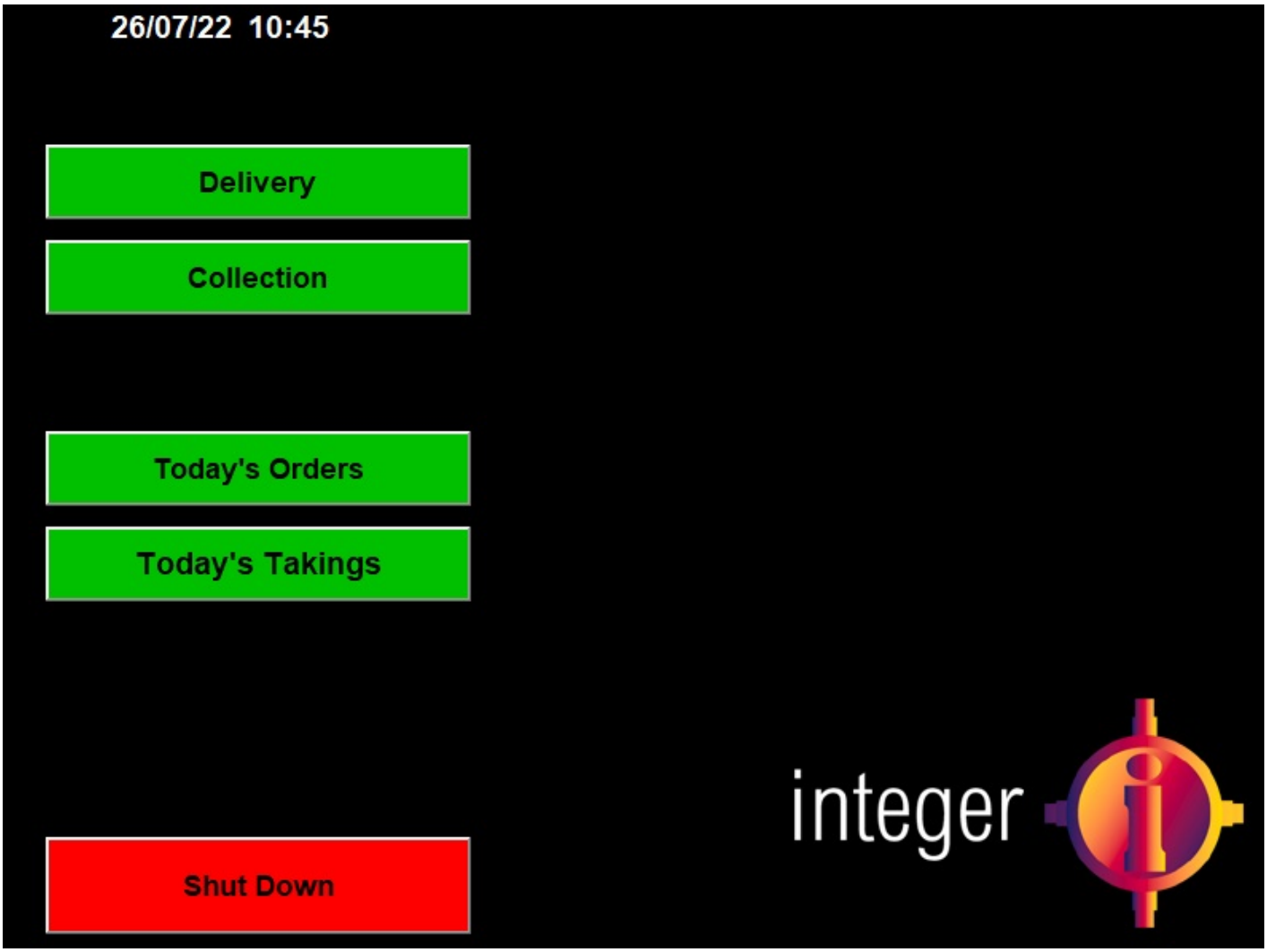
shop

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

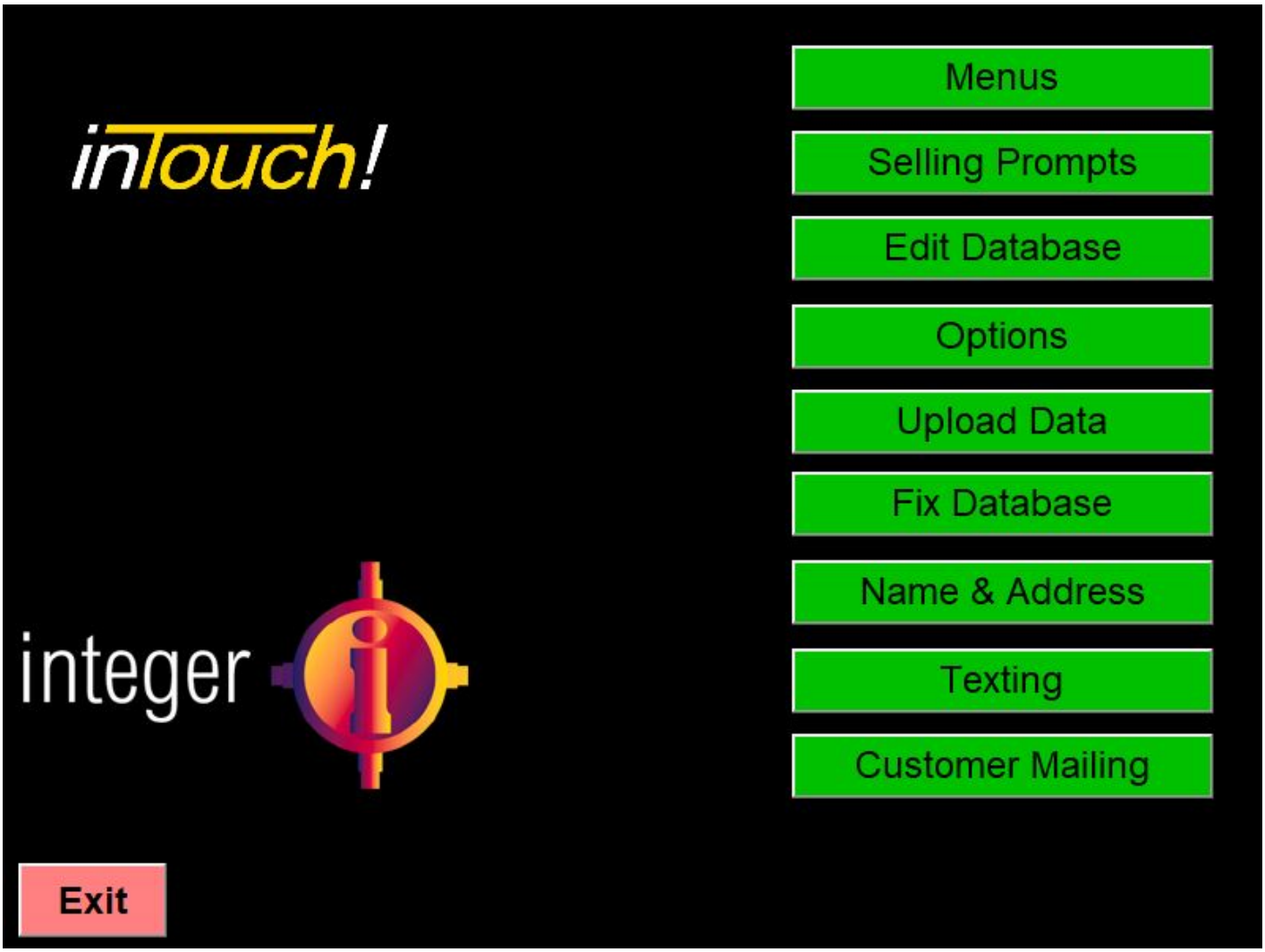
Main System

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,

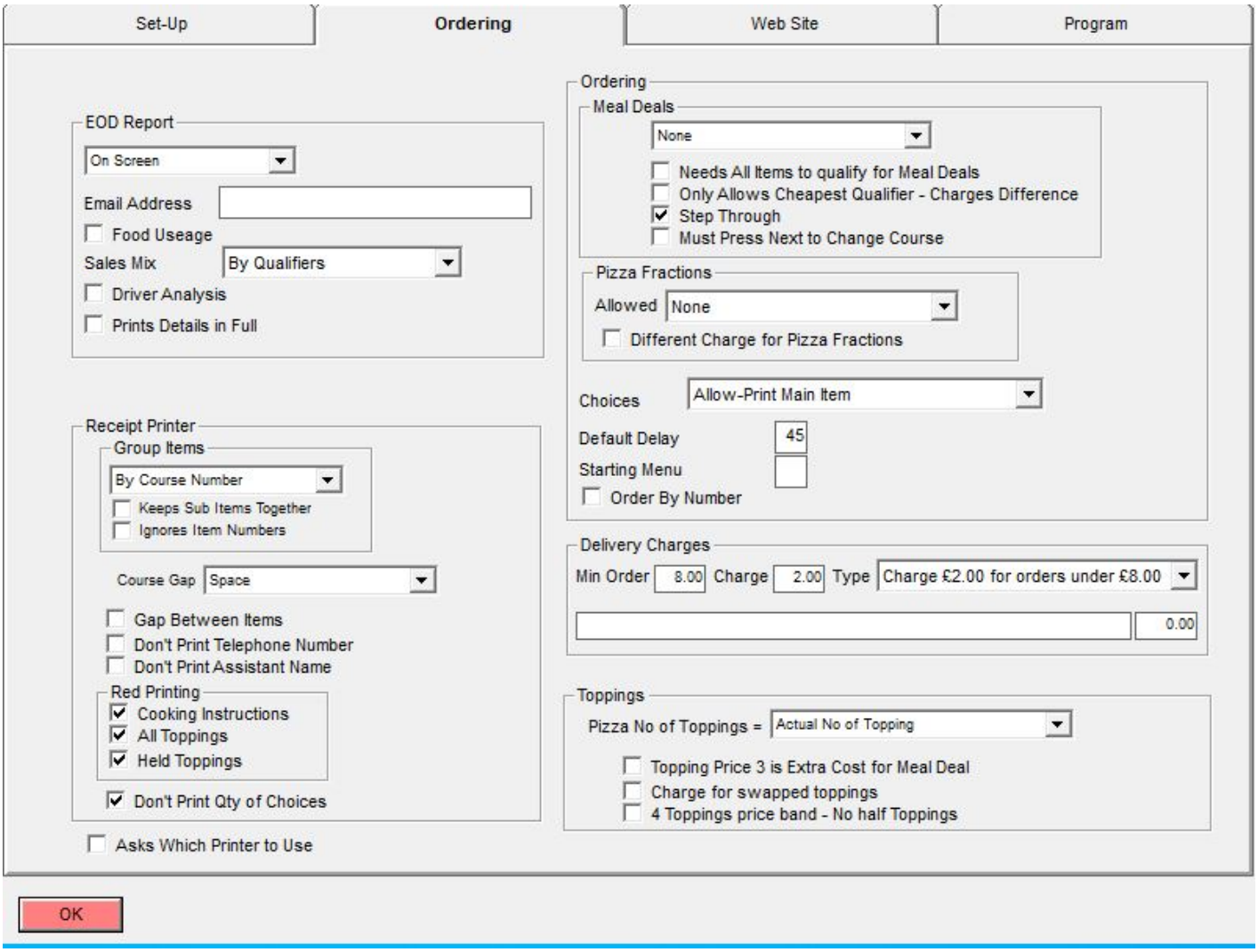


If you create another shortcut with /CC after wcimain,exe it will be a shortcut for the setup and clicking on it you will see the following,



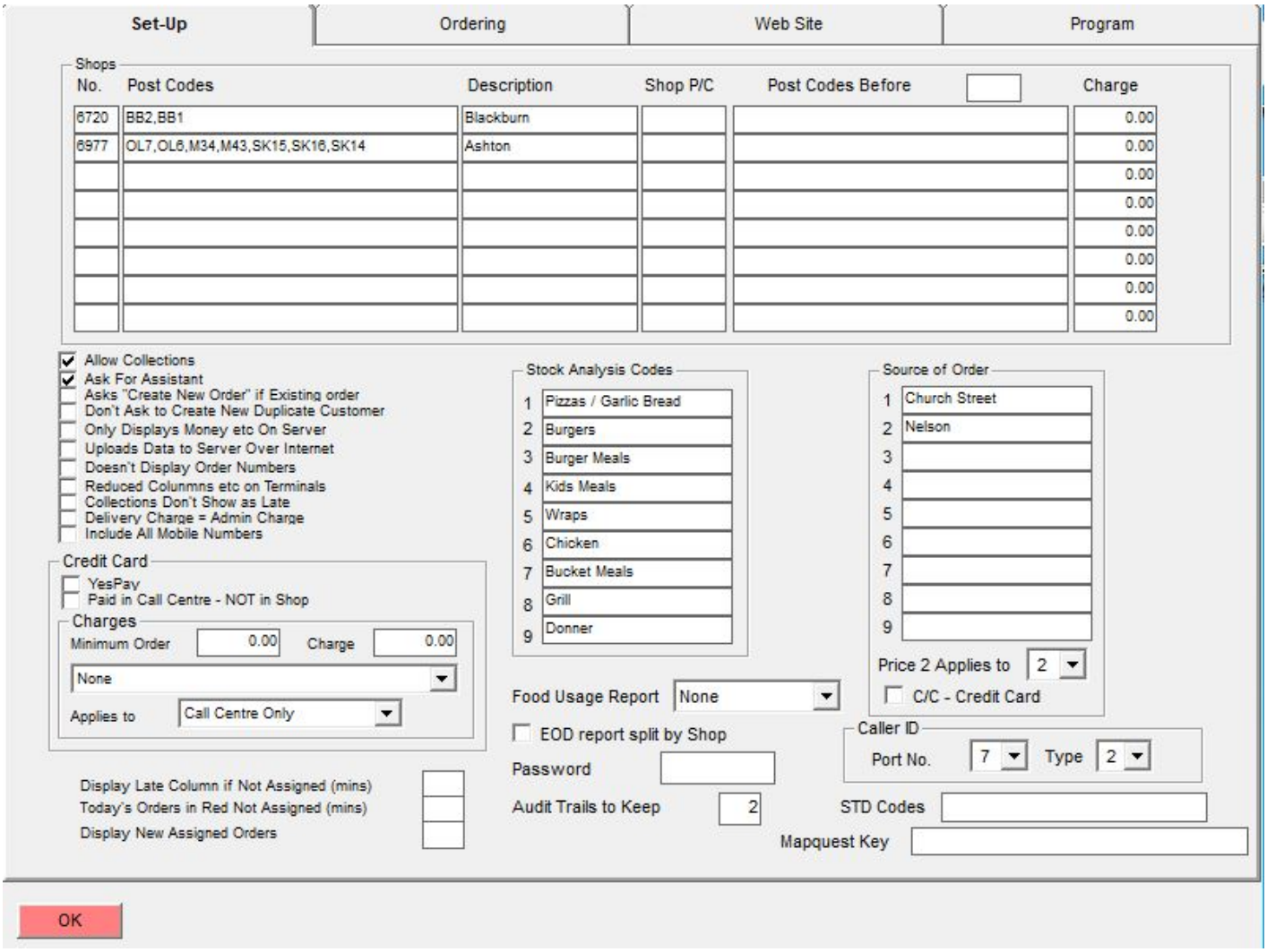
This is similar to the occasional menu on intouch. The Menus button will allow you to change items descriptions or prices or add items. The selling Prompts and Edit Database work the same as the normal program. The options are different and I will show that bellow. The rest of the buttons work the same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

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



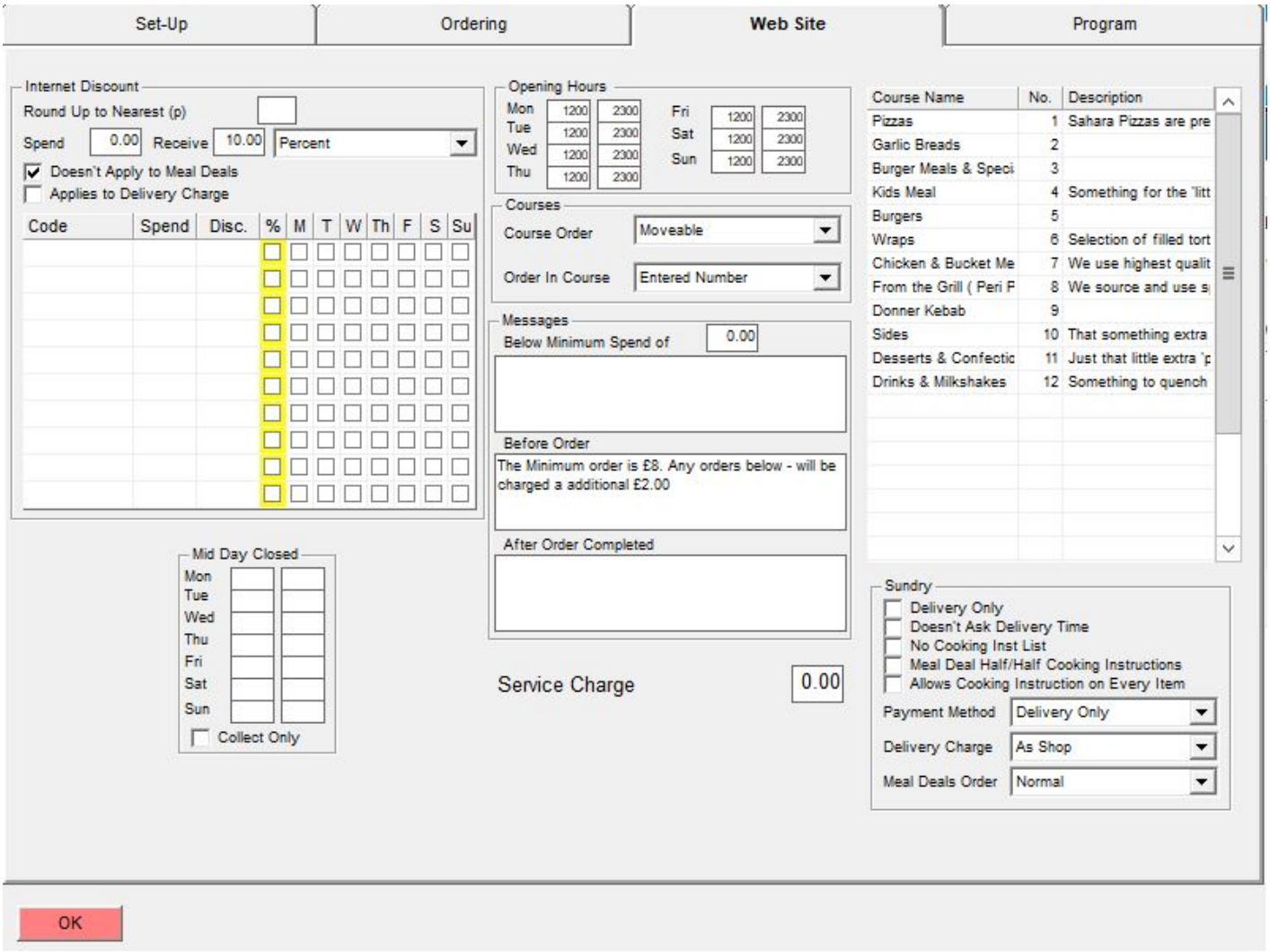
The options on here are similar to intouch and all self explanatory.

The setup Tab looks as below,



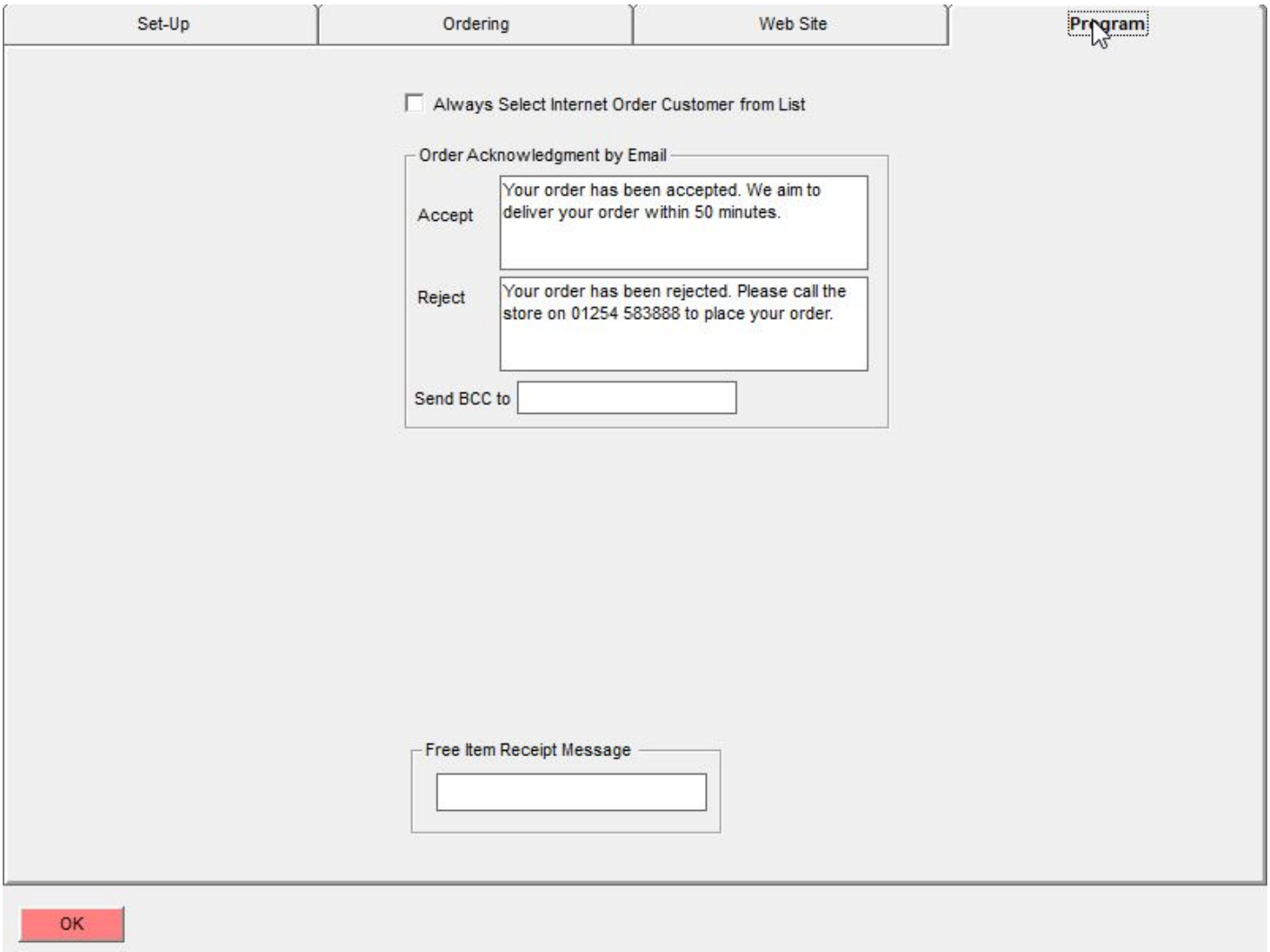
The Shops table is the most important, It has a column called No. that will have the license number of the shop and then a postcodes box that will dictate which orders will go to which shop. There is then a description box where the description of the shop is entered. The Shop P/C is the postcode of 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.



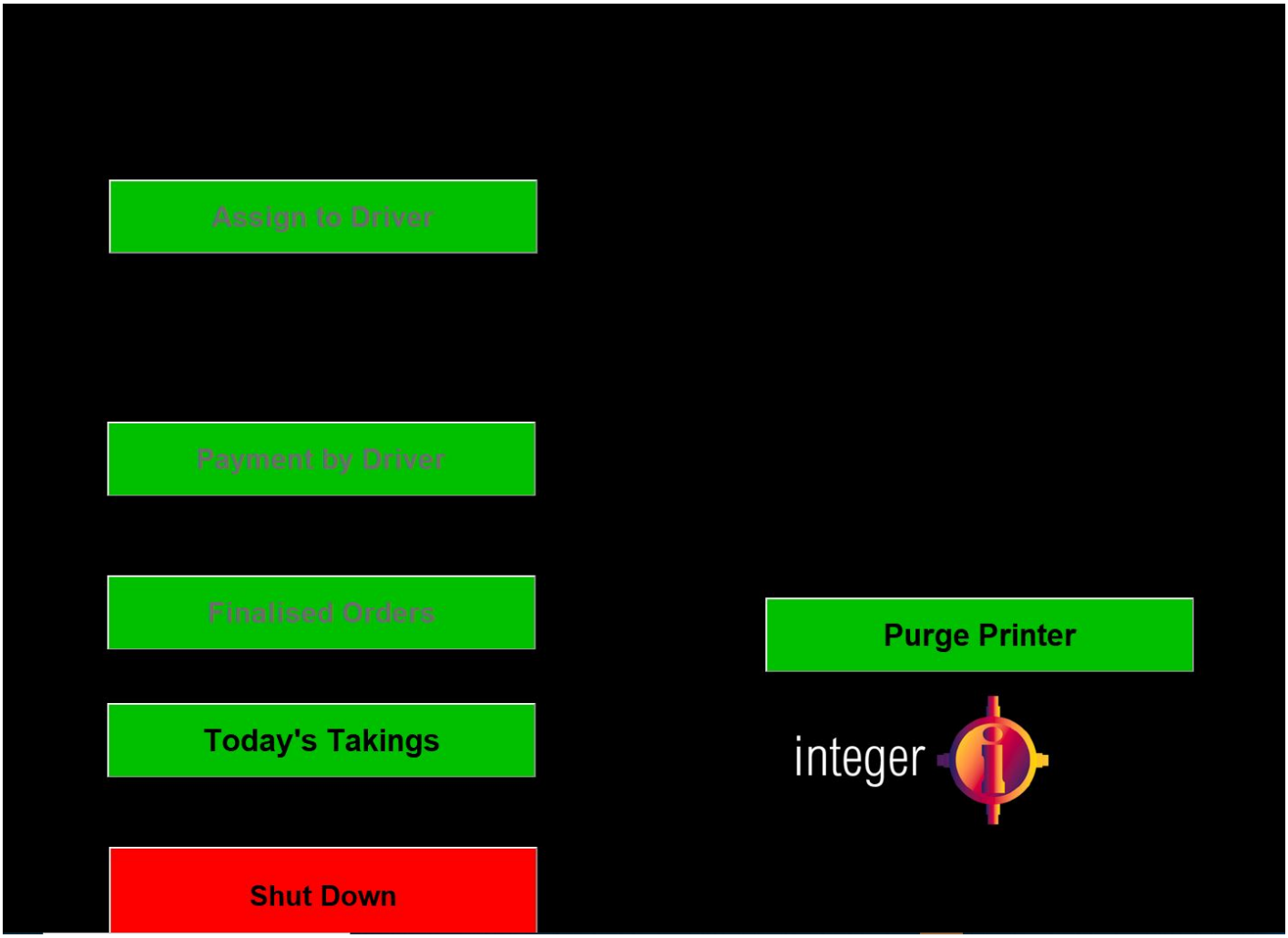
The options here are to do with how the online orders are dealt with or how they look and are similar to the internet options in the normal program.

The Program tab is shown bellow.


Set-Up
Ordering
Web Site
Program
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

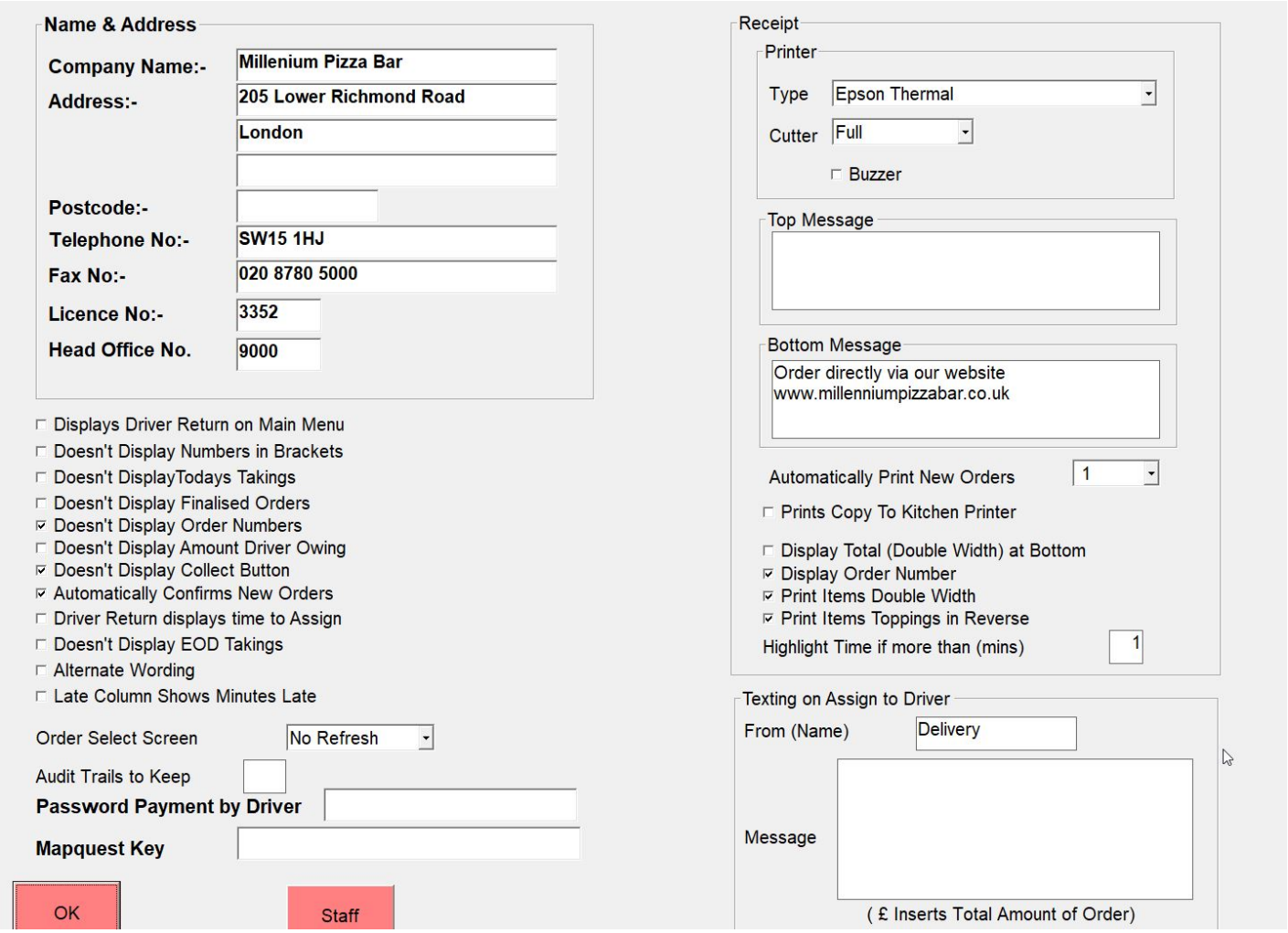
Shop System

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



When orders are placed on the ccmain.exe they will appear in Assign to Driver. When orders are assigned the appear in Payment by Driver. When they are completed on Payment by Driver they appear in Finalised Orders. Todays 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.



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

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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

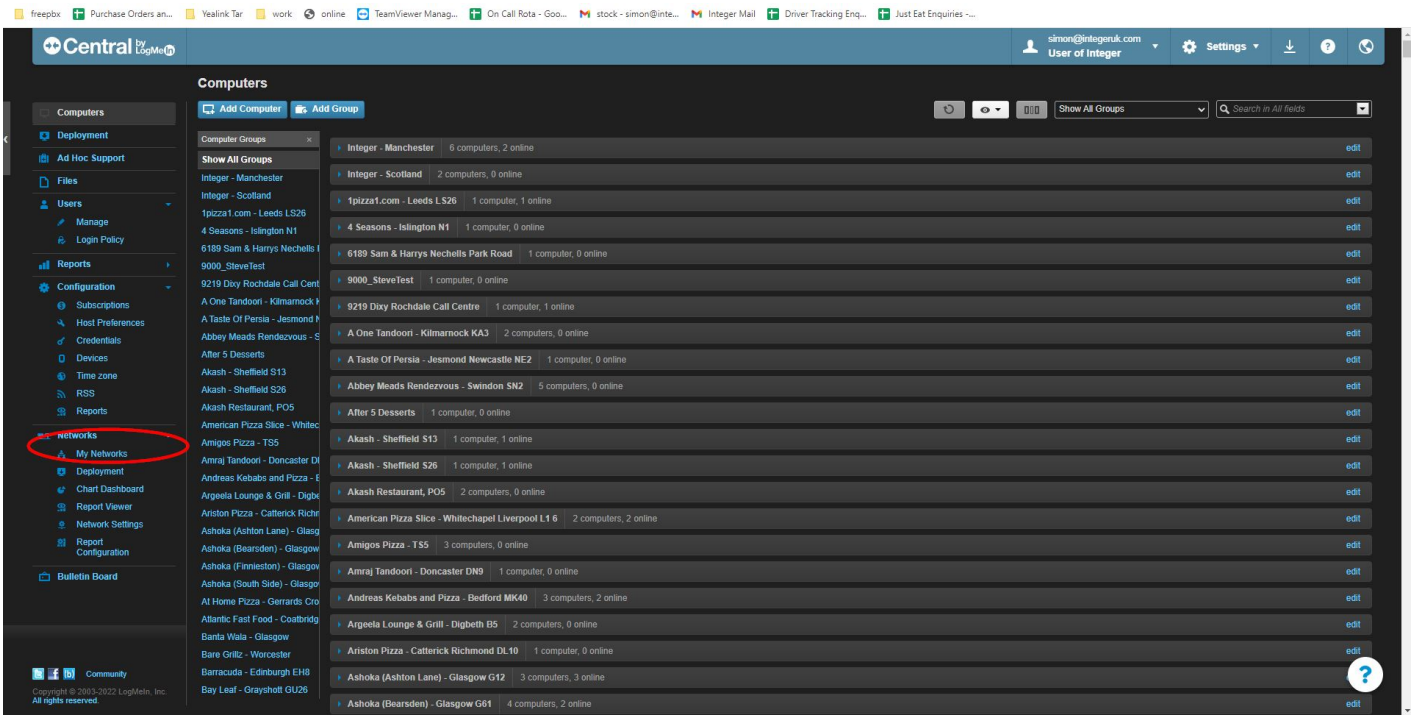
Get them to edit an order and ask if the shop received it

Hamachi

You can download the latest version of Hamachi at www.vpn.net.

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

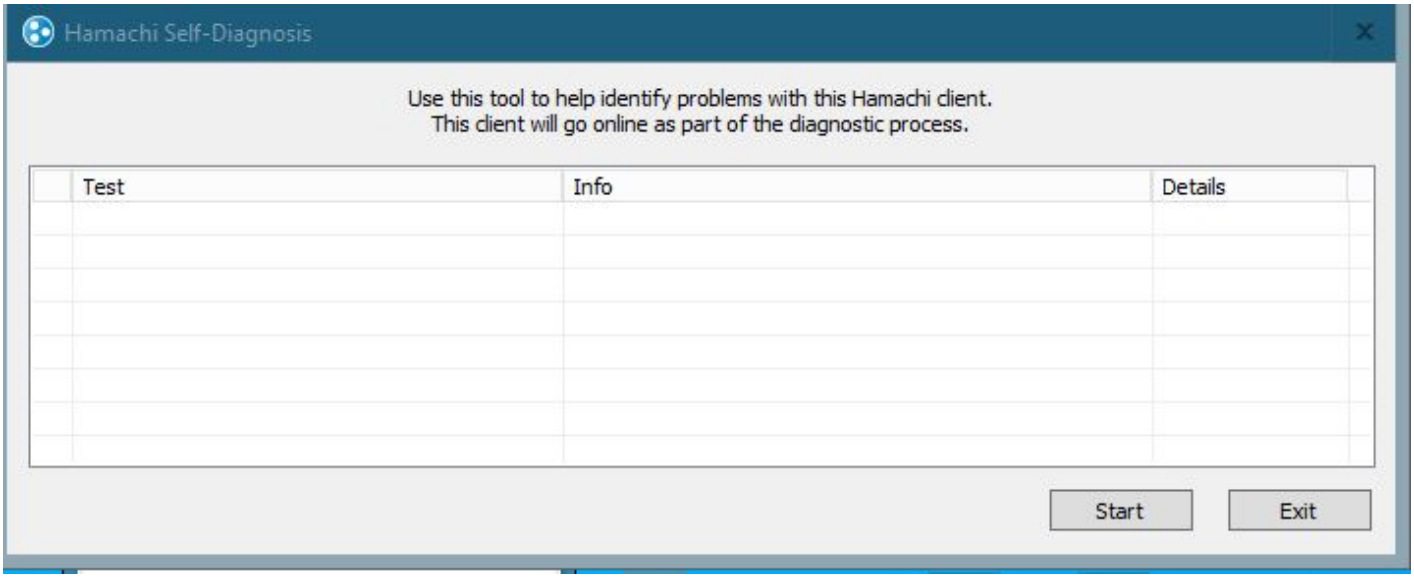
net use r: /delete /y

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

IF EXIST r:\winci\wcimain.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.