

Call Centre

Logmein 9201 CCservernew

- [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).

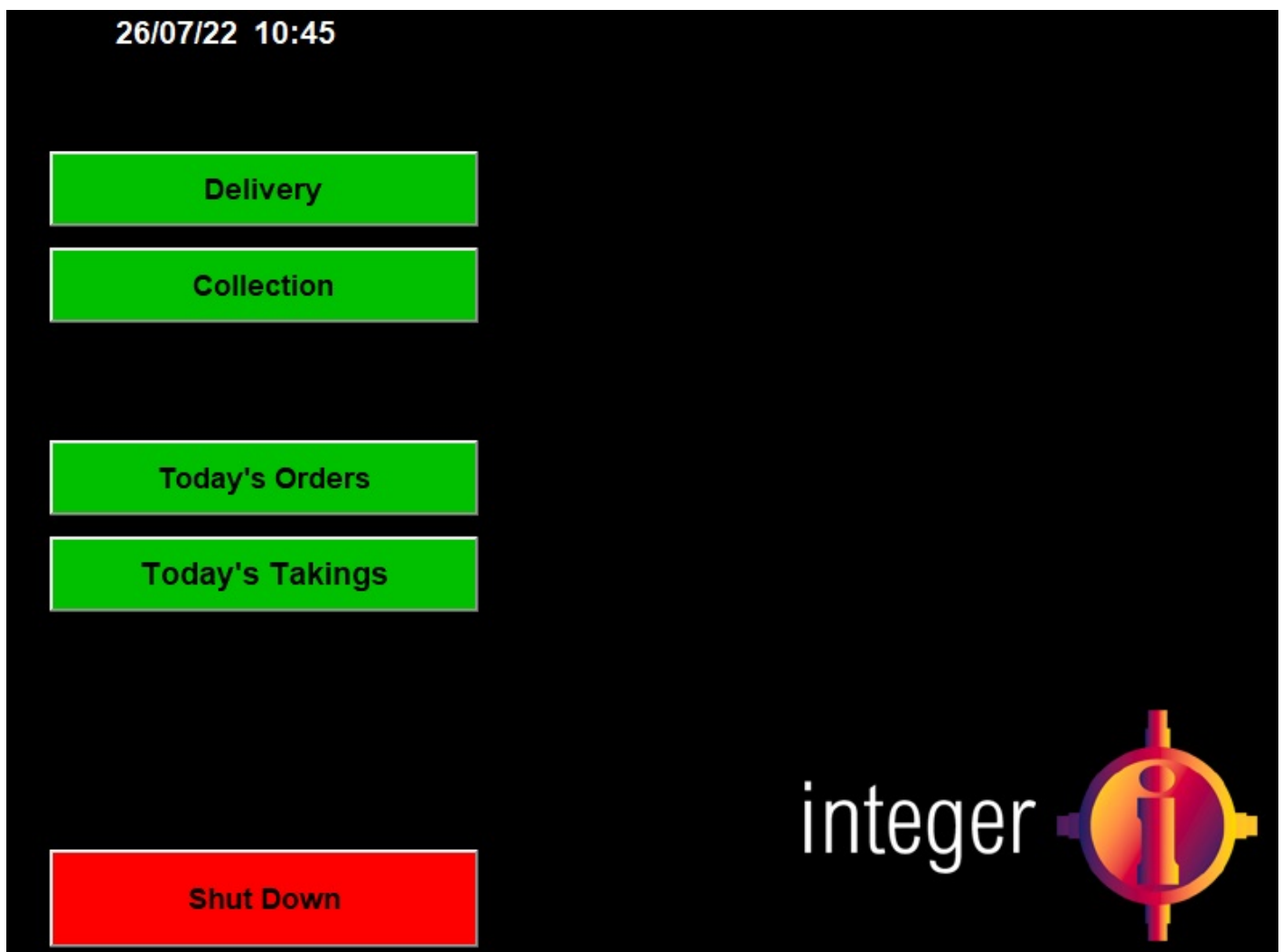
The .EXE files are on the fileserver in the intouch folder in a folder called Call Centre Software.

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

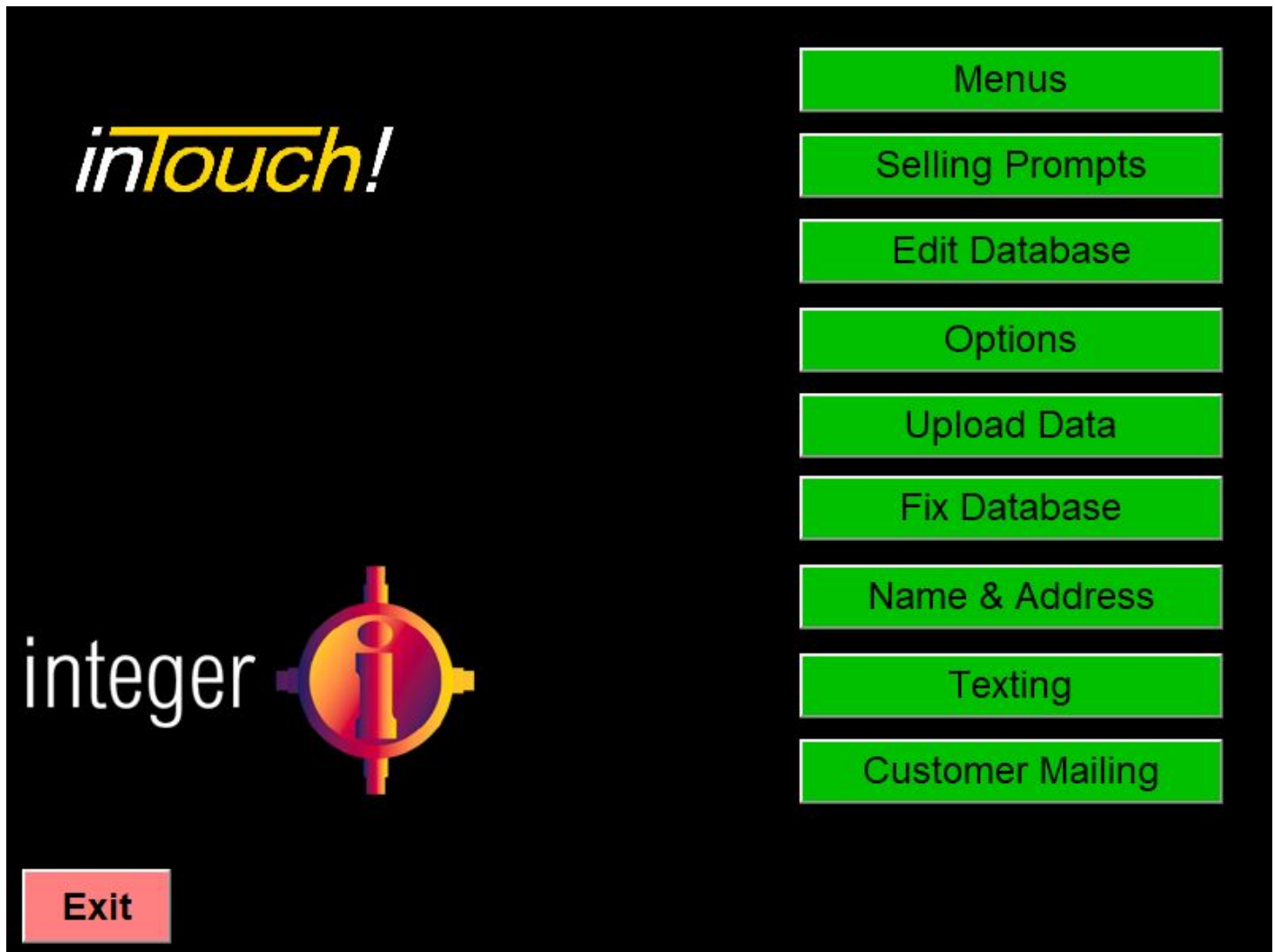
Make a shortcut to the ccmmain.exe.

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
```

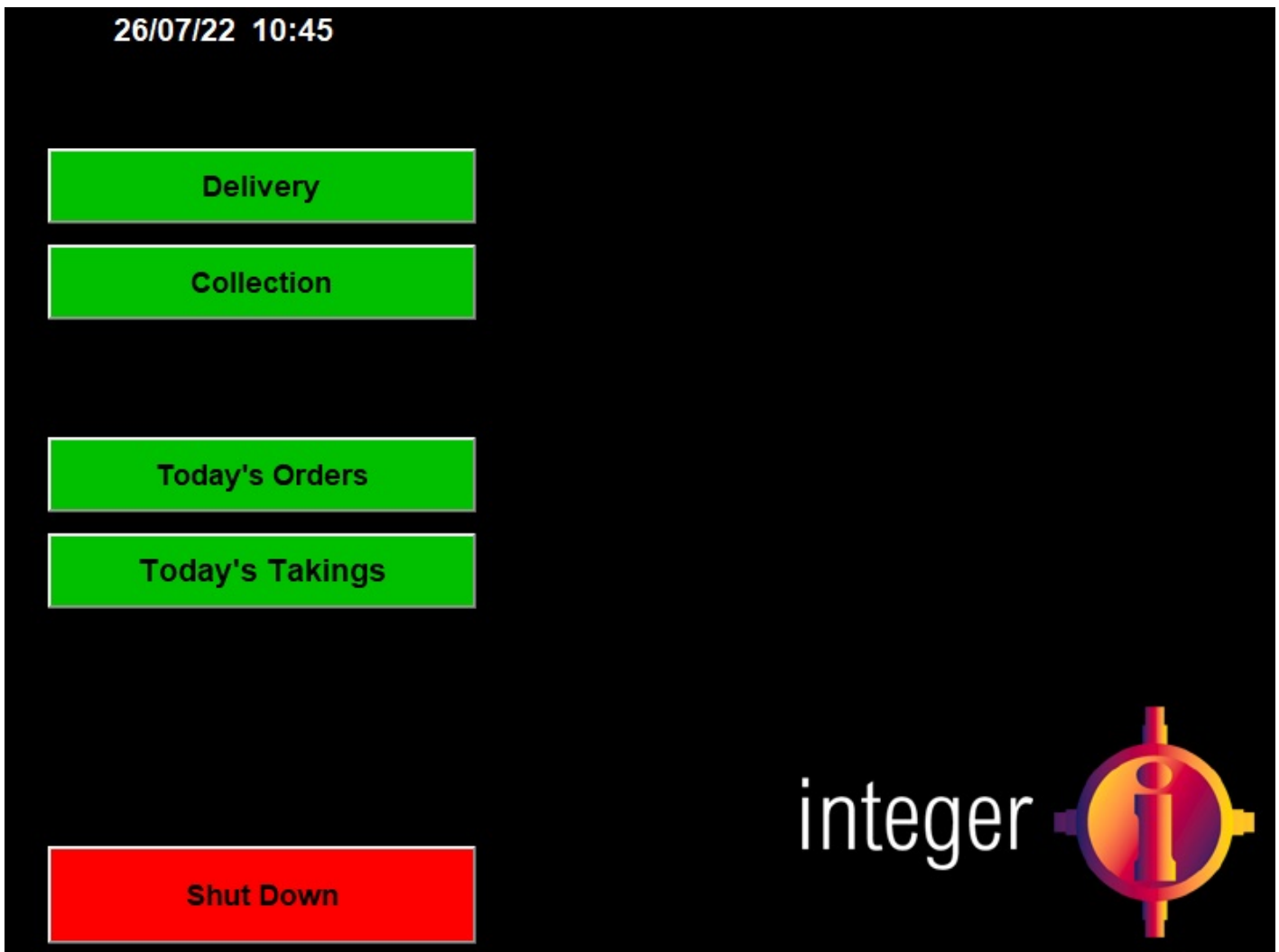
```
shop
```

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

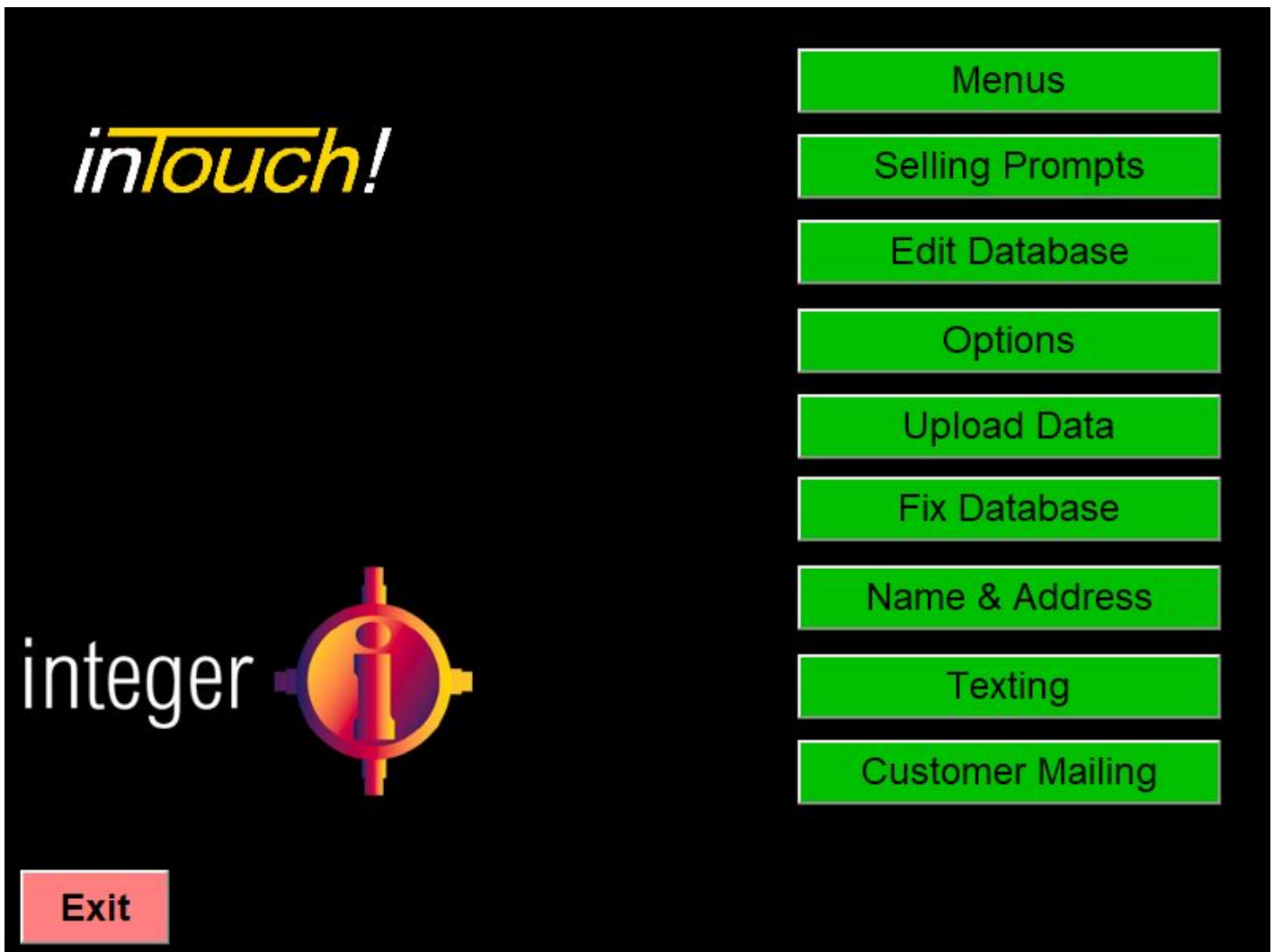
Main System

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.

Set-Up	Ordering	Web Site	Program
<div> <div> EOD Report On Screen <input type="button" value="v"/> Email Address <input type="text"/> <input type="checkbox"/> Food Usage Sales Mix <input type="button" value="By Qualifiers"/> <input type="button" value="v"/> <input type="checkbox"/> Driver Analysis <input type="checkbox"/> Prints Details in Full </div> <div> Receipt Printer Group Items <input type="button" value="By Course Number"/> <input type="button" value="v"/> <input type="checkbox"/> Keeps Sub Items Together <input type="checkbox"/> Ignores Item Numbers Course Gap <input type="button" value="Space"/> <input type="button" value="v"/> <input type="checkbox"/> Gap Between Items <input type="checkbox"/> Don't Print Telephone Number <input type="checkbox"/> Don't Print Assistant Name Red Printing <input checked="" type="checkbox"/> Cooking Instructions <input checked="" type="checkbox"/> All Toppings <input checked="" type="checkbox"/> Held Toppings <input checked="" type="checkbox"/> Don't Print Qty of Choices <input type="checkbox"/> Asks Which Printer to Use </div> </div>			
<div> <div> Ordering Meal Deals <input type="button" value="None"/> <input type="button" value="v"/> <input type="checkbox"/> Needs All Items to qualify for Meal Deals <input type="checkbox"/> Only Allows Cheapest Qualifier - Charges Difference <input checked="" type="checkbox"/> Step Through <input type="checkbox"/> Must Press Next to Change Course Pizza Fractions Allowed <input type="button" value="None"/> <input type="button" value="v"/> <input type="checkbox"/> Different Charge for Pizza Fractions Choices <input type="button" value="Allow-Print Main Item"/> <input type="button" value="v"/> Default Delay <input type="text" value="45"/> Starting Menu <input type="text"/> <input type="checkbox"/> Order By Number </div> <div> Delivery Charges 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"/> <input type="button" value="v"/> <input type="text"/> <input type="text" value="0.00"/> </div> <div> Toppings Pizza No of Toppings = <input type="button" value="Actual No of Topping"/> <input type="button" value="v"/> <input type="checkbox"/> Topping Price 3 is Extra Cost for Meal Deal <input type="checkbox"/> Charge for swapped toppings <input type="checkbox"/> 4 Toppings price band - No half Toppings </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																																																																																																																																																																																																																																																	
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Internet Discount</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</p> <p><input type="checkbox"/> Applies to Delivery Charge</p> <table border="1" style="width:100%; border-collapse: collapse;"> <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 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 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 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 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 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 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 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 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 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 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 type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Mid Day Closed</p> <table border="1" style="width:100%; 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height: 30px; margin: 5px 0;"></div> <p>Before Order</p> <p>The Minimum order is £8. Any orders below - will be charged a additional £2.00</p> <p>After Order Completed</p> <div style="border: 1px solid black; height: 30px; margin: 5px 0;"></div> <p style="text-align: right; margin-top: 20px;">Service Charge <input type="text" value="0.00"/></p> </div> </div> <div style="width: 45%;"> <table border="1" style="width:100%; border-collapse: collapse;"> <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 & 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 & 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 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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.

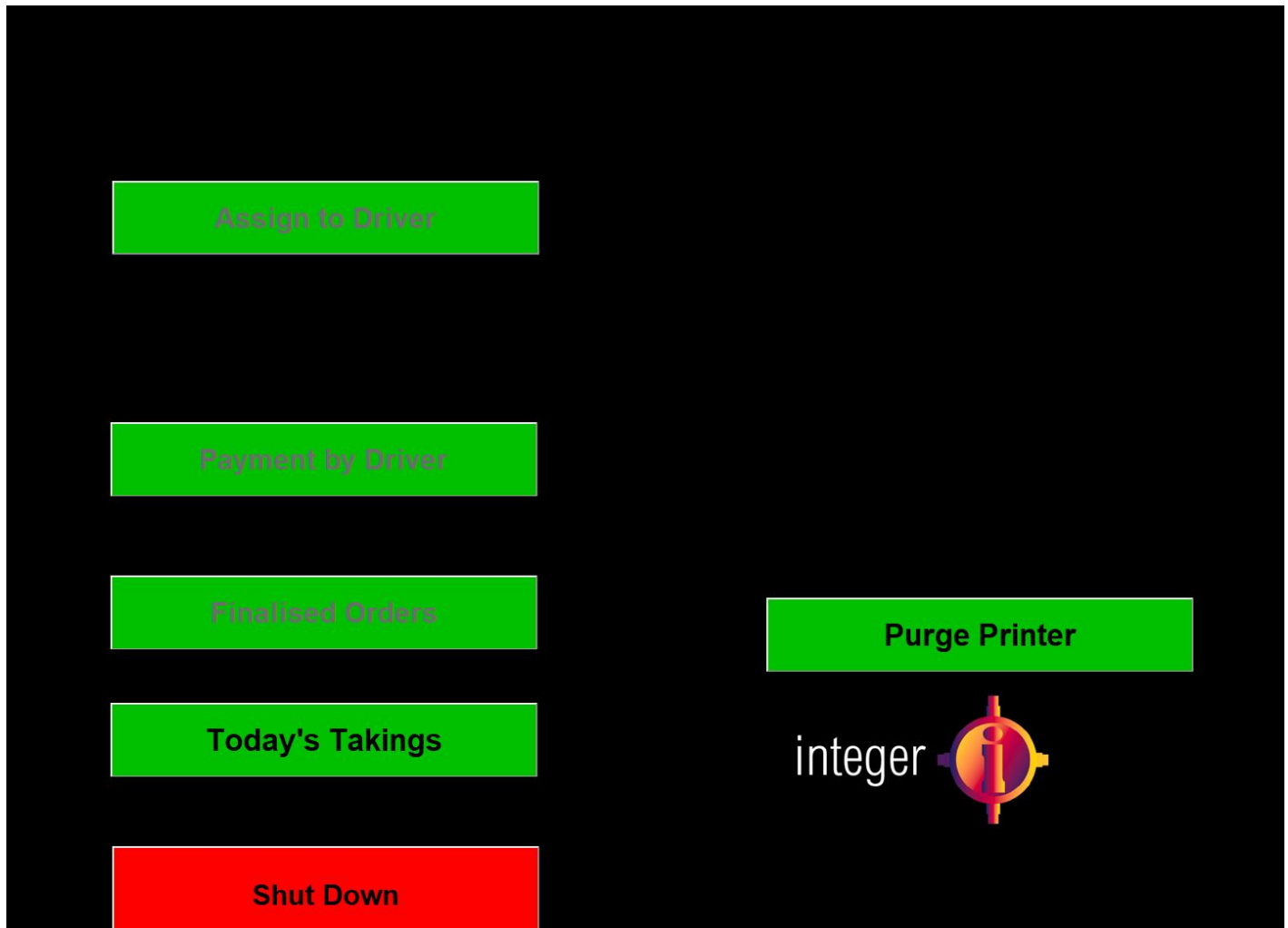
Send BCC to

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 ccmain.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:-	Millenium Pizza Bar
Address:-	205 Lower Richmond Road
	London
Postcode:-	
Telephone No:-	SW15 1HJ
Fax No:-	020 8780 5000
Licence No:-	3352
Head Office No.	9000

☐ 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 No Refresh
Audit Trails to Keep
Password Payment by Driver
Mapquest Key

OK

Staff

Receipt	
Printer	
Type	Epson Thermal
Cutter	Full
<input type="checkbox"/> Buzzer	
Top Message	
Bottom Message	
Order directly via our website www.millennumpizzabar.co.uk	
Automatically Print New Orders	1
<input type="checkbox"/> Prints Copy To Kitchen Printer	
<input type="checkbox"/> Display Total (Double Width) at Bottom	
<input checked="" type="checkbox"/> Display Order Number	
<input checked="" type="checkbox"/> Print Items Double Width	
<input checked="" type="checkbox"/> Print Items Toppings in Reverse	
Highlight Time if more than (mins)	1
Texting on Assign to Driver	
From (Name)	Delivery
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

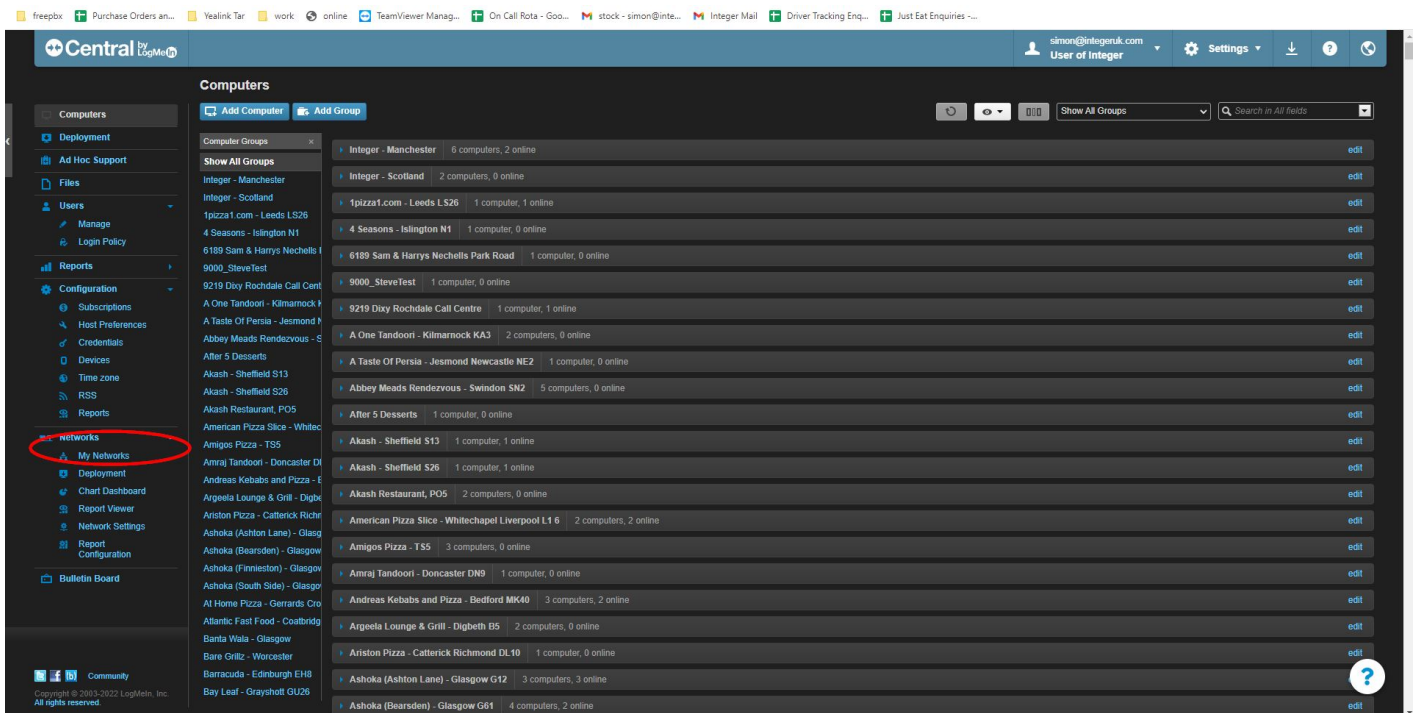
Get them to edit an order and ask if the shop received it

Hamachi

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

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
```

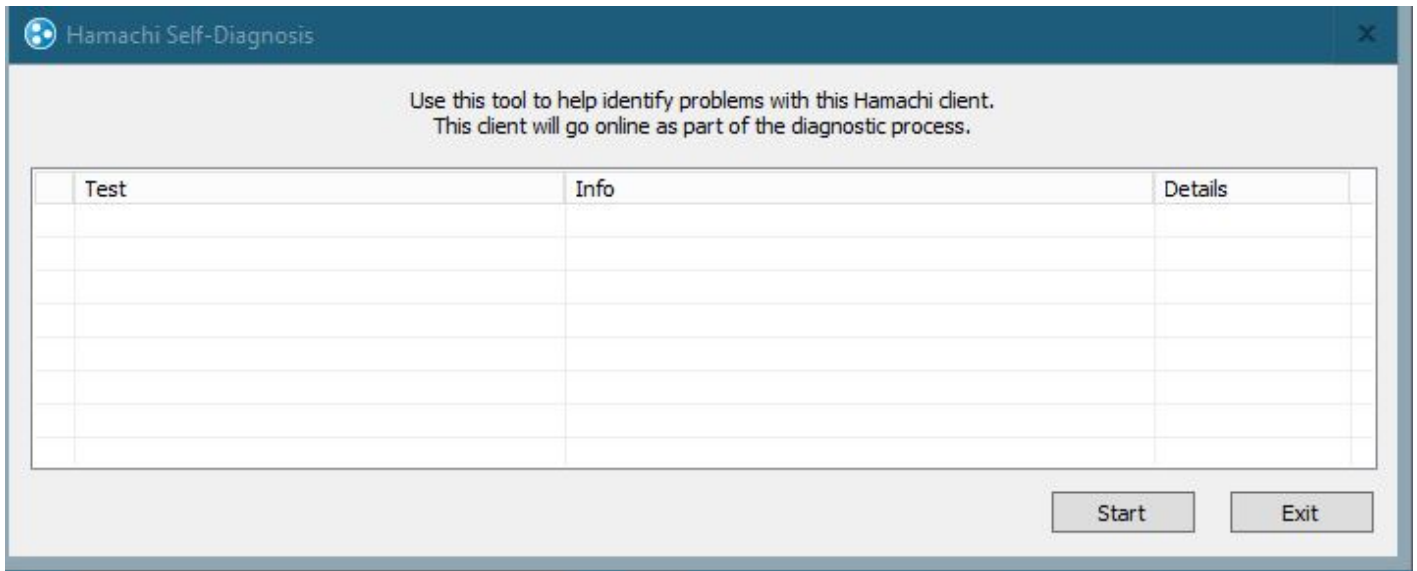
```
net use r: /delete /y
```

```
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.