

Peregrine

Connect-It

Tailoring Guide TeleCenter
Integration



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Connect-It

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1 Database Dictionary Changes

CHAPTER

Changes to add the necessary fields to the backend tables.

 **Warning:**

These changes to the backend must be made before loading any associated unload file. Many changes in the unload files (e.g. data policy changes, links, format controls, etc.) are dependent on these fields existing in the database.

Company

Add 2 fields to the Company table

- companyold character
- delflag number

Dept

Add 3 fields to the Dept table

- slvl number
- deptold character
- delflag number

Location

Add 3 fields to the Location table

- slvl number
- locold character
- delflag number

Incidents

Add 3 fields to the Incidents table

- billto character
- billuser character
- bildept character

Problem

Add 3 fields to the Problem table

- billuser character
- bildept character
- billto character

CM3R

Add 4 fields to cm3r table

- billto character
- billuser character
- bildept character
- number.char character

CM3T

Add 4 fields to cm3t table

- billto character
- billuser character
- bildept character
- number.char character

Expline

Add 2 fields to the Expline table

- billuser character
- bildept character

2 | Company, Dept, and Location Changes

CHAPTER

Changes will allow for calculating hierarchical levels and tracking changes and deletes.

- 1 Add necessary fields to Company, Dept, and Location tables using dbdict as described in the [Database Dictionary Changes](#) [page 7] section of this document.
- 2 Modify the format control of the company.g form
 - 1 Calculations
 - 1 Add and Upd - true
 - 2 Calculation - last.update in \$file=tod();updated.by in \$file=\$lo.user.name
 - 3 Add and Upd - true
 - 4 Calculation - companyold in \$file=NULL
 - 5 Upd - true
 - 6 Calculation - if (updated.by in \$file~="TeleCenter") then if (company in \$file~=company in \$file0) then (companyold in \$file=company in \$file0)
 - 7 Del - true
 - 8 Calculation - delflag in \$file=1

- 2 Subroutines
 - 1 Upd - updated.by in \$file~="TeleCenter" and company in \$file~=companyold in \$file and not null(companyold in \$file)
 - 2 Del - true
 - 3 Before - true
 - 4 Application - axes.write
 - 5 Message - Company format control failed to write output event.
 - 6 Names - record
 - 7 Values - \$file
 - 8 Names - name
 - 9 Values - SCTCDelCompany
- 3 Modify the format of Dept.g form
 - 1 Add label with caption of "Level:"
 - 2 Add text box with input value of slvl.
 - 3 Set maxchars of slvl textbox to 0.
 - 4 Set read only of slvl textbox to yes.
 - 5 Set maxchars of dept textbox to 0.
 - 6 Set maxchars of dept.id textbox to 0.
- 4 Modify the format control of the Dept.g form
 - 1 Calculations
 - 1 Add and Upd - true
 - 2 Calculation - last.update in \$file=tod();updated.by in \$file=\$lo.user.name
 - 3 Add and Upd - true
 - 4 Calculation - deptold in \$file=NULL
 - 5 Add and Upd - true
 - 6 Calculation - slvl in \$file=lng(dept in \$file) - lng(strrep(dept in \$file, "/", ""))+1
 - 7 Upd - true
 - 8 Calculation - if (updated.by in \$file~="TeleCenter") then if (dept in \$file~=dept in \$file0) then (deptold in \$file=dept in \$file0)
 - 9 Del - true
 - 10 Calculation - delflag in \$file=1
 - 2 Subroutines

- 1 Upd - updated.by in \$file~="TeleCenter" and dept in \$file~=deptold in \$file and not null(deptold in \$file)
 - 2 Del - true
 - 3 Before - true
 - 4 Application - axces.write
 - 5 Message - Dept format control failed to write output event.
 - 6 Names - record
 - 7 Values - \$file
 - 8 Names - name
 - 9 Values - SCTCDELDept
- 5 Modify the format of Location.g form
 - 1 Add label with caption of "Level:"
 - 2 Add text box with input value of slvl.
 - 3 Set maxchars of slvl textbox to 0.
 - 4 Set read only of slvl textbox to yes.
 - 5 Set maxchars of location textbox to 0.
 - 6 Set elastic of slvl, location, location.name, and location.code textboxes to horizontal.
 - 6 Add format control maintenance record with filename of location
 - 7 Modify the format control of the location.g form
 - 1 Calculations
 - 1 Add and Upd - true
 - 2 Calculation - updated.by in \$file=\$lo.user.name
 - 3 Add and Upd - true
 - 4 Calculation - locold in \$file=NULL
 - 5 Add and Upd - true
 - 6 Calculation - slvl in \$file=lng(location in \$file) - lng(strrep(location in \$file, "/", ""))+1
 - 7 Upd - true
 - 8 Calculation - if (updated.by in \$file~="TeleCenter") then if (location in \$file~=location in \$file0) then (locold in \$file=location in \$file0)
 - 9 Del - true
 - 10 Calculation - delflag in \$file=1
 - 2 Subroutines

- 1 Upd - updated.by in \$file~="TeleCenter" and location in \$file~=locold in \$file and not null(locold in \$file)
 - 2 Del - true
 - 3 Before - true
 - 4 Application - axces.write
 - 5 Message - Location format control failed to write output event. written.
 - 6 Names - record
 - 7 Values - \$file
 - 8 Names - name
 - 9 Values - SCTCDeLoc
- 8 Create Event Registration for Company (1 new record)
 - 1 Event Code - SCTCDeCompany
 - 2 Sequence - 1
 - 3 Output
 - 4 Event Map Name - sctcdelcompany
 - 5 Map Type - Variable Length
 - 6 Delete Condition - false
 - 7 Application Tab - Execute Condition - true
 - 9 Create Event Registration for Dept (1 new record)
 - 1 Event Code - SCTCDeDept
 - 2 Sequence - 1
 - 3 Output
 - 4 Event Map Name - sctcdeldept
 - 5 Map Type - Variable Length
 - 6 Delete Condition - false
 - 7 Application Tab - Execute Condition - true
 - 10 Create Event Registration for Location (1 new record)
 - 1 Event Code - SCTCDeLoc
 - 2 Sequence - 1
 - 3 Output
 - 4 Event Map Name - sctcdelloc
 - 5 Map Type - Variable Length
 - 6 Delete Condition - false

- 7 Application Tab - Execute Condition - true
- 11 Create Event Maps for Company (3 new records)
 - 1 Map Name - sctcdelcompany
 - 2 Output
 - 3 Variable Length
 - 4 Sequence - 1
 - 5 Position
 - 1 1
 - 2 2
 - 3 3
 - 6 File Name - company
 - 7 Field Name
 - 1 company
 - 2 companyold
 - 3 delflag
 - 8 Data Type
 - 1 Character
 - 2 Character
 - 3 Number
 - 9 Condition for mapping - true
- 12 Create Event Maps for Dept (3 new records)
 - 1 Map Name - sctcdeldept
 - 2 Output
 - 3 Variable Length
 - 4 Sequence - 1
 - 5 Position
 - 1 1
 - 2 2
 - 3 3
 - 6 File Name - dept
 - 7 Field Name
 - 1 dept
 - 2 deptold
 - 3 delflag

- 8 Data Type
 - 1 Character
 - 2 Character
 - 3 Number
- 9 Condition for mapping - true
- 13 Create Event Maps for Location (3 new records)
 - 1 Map Name - sctcdelloc
 - 2 Output
 - 3 Variable Length
 - 4 Sequence - 1
 - 5 Position
 - 1 1
 - 2 2
 - 3 3
 - 6 File Name - location
 - 7 Field Name
 - 1 location
 - 2 locold
 - 3 delflag
 - 8 Data Type
 - 1 Character
 - 2 Character
 - 3 Number
 - 9 Condition for mapping - true

3 Incident Changes

CHAPTER

Changes will allow for gathering billto, billuser, and billdept data and for passing that data on to the problem and change management screens.

- 1 Add necessary fields to Incidents table using dbdict as described in the [Database Dictionary Changes](#) [SCTCTailoring.xml#_Database_Dictionary_Changes] section of this document.
- 2 Change data policy of the Incidents table
 - 1 Mandatory of billuser field
 - 1 billto in \$file="Contact"
 - 2 Mandatory of billdept field
 - 1 billto in \$file="Department"
- 3 Modify the format of the cc.incident.g form
 - 1 Add label with caption of "Bill To:"
 - 1 Justification - Right
 - 2 Add label with caption of ""
 - 1 Justification - Right
 - 2 Caption Condition - [billto]
 - 3 Visible Condition - [billto]<>"None"

- 3 Add Combo Box with input value of billto
 - 1 Elastic - Horizontal
 - 2 Value List - None;Contact;Department
 - 3 Box Lines - 3
 - 4 SelectOnly - Yes
- 4 Add Fill Box with input value of billuser
 - 1 Visible Condition - [billto]="Contact"
 - 2 Elastic - Horizontal
- 5 Add Fill Box with input value of billdept
 - 1 Visible Condition - [billto]="Department"
 - 2 Elastic - Horizontal
- 4 Modify the format control of cc.incident
 - 1 Calculations
 - 1 Add and Upd - (billto in \$file="Department" or billto in \$file="None") and not null(billuser in \$file)
 - 2 Value - billuser in \$file=NULL
 - 3 Add and Upd - (billto in \$file="Contact" or billto in \$file="None") and not null(billdept in \$file)
 - 4 Value - billdept in \$file=NULL
 - 5 Modify the link of cc.incident
 - 1 Add line
 - 1 Source field name - billuser
 - 2 Format/file name - contacts
 - 3 Target field name - contact.name
 - 4 Options - Select line
 - 1 Source field - billuser
 - 2 Target field - contact.name
 - 2 Add line
 - 1 Source field name - billdept
 - 2 Format/file name - dept
 - 3 Target field name - dept
 - 4 Options - Select line
 - 1 Source field - billdept
 - 2 Target field - dept

- 6 Modify the format of the cc.incquick.g form
 - 1 Add label with caption of "Bill To:"
 - 1 Justification - Right
 - 2 Add label with caption of ""
 - 1 Justification - Right
 - 2 Caption Condition - [billto]
 - 3 Visible Condition - [billto]<>"None"
 - 3 Add Combo Box with input value of billto
 - 1 Elastic - Horizontal
 - 2 Value List - None;Contact;Department
 - 3 Box Lines - 3
 - 4 SelectOnly - Yes
 - 4 Add Fill Box with input value of billuser
 - 1 Visible Condition - [billto]="Contact"
 - 2 Elastic - Horizontal
 - 5 Add Fill Box with input value of billdept
 - 1 Visible Condition - [billto]="Department"
 - 2 Elastic - Horizontal
- 7 Modify the format control of cc.incquick
 - 1 Calculations
 - 1 Add and Upd - (billto in \$file="Department" or billto in \$file="None") and not null(billuser in \$file)
 - 2 Value - billuser in \$file=NULL
 - 3 Add and Upd - (billto in \$file="Contact" or billto in \$file="None") and not null(billdept in \$file)
 - 4 Value - billdept in \$file=NULL
- 8 Modify the link of cc.incquick
 - 1 Add line
 - 1 Source field name - billuser
 - 2 Format/file name - contacts
 - 3 Target field name - contact.name
 - 4 Options - Select line
 - 1 Source field - billuser
 - 2 Target field - contact.name

- 2 Add line
 - 1 Source field name - billdept
 - 2 Format/file name - dept
 - 3 Target field name - dept
 - 4 Options - Select line
 - 1 Source field - billdept
 - 2 Target field - dept
- 9 Modify the link of screlate.incidents.cm3r
 - 1 Choose the incident.id line and choose select line from the options menu.
 - 2 Add the following:
 - 1 Source & Target field - billto
 - 2 Source & Target field - billuser
 - 3 Source & Target field - billdept
- 10 Modify the link of screlate.incidents.problem
 - 1 Choose the incident.id line and choose select line from the options menu.
 - 2 Add the following:
 - 1 Source & Target field - billto
 - 2 Source & Target field - billuser
 - 3 Source & Target field - billdept

4 | Problem Management Changes

CHAPTER

The following modifications will allow the user to assign a 'Bill To' value that is either a Contact or Department for each Problem Ticket that is created. When the Problem Ticket is closed, this information is transferred to the Expense Line table.

- 1 Add necessary fields to Problem and ExpLine tables using dbdict as described in the [Database Dictionary Changes](#) [SCTCTailoring.xml#_Database_Dictionary_Changes] section of this document.
- 2 Modify the Data Policy for the billuser and billdept

billuser	billto in \$file="Contact"
billdept	billto in \$file="Department"
billto	false (this is the default value)

- 3 Create new Link File called TPostProblem
 - 1 Name: TPostProblem
 - 2 Source Field Name: number
 - 3 Format/File Name: expline
 - 4 Target Field Name: source.key

- 5 Comments: POST
- 6 Go to Options/Select Line (Case Sensitive)
 - 1 Add to expression: billdept in \$File=dept in \$File
 - 2 Add to expression: billuser in \$File=billuser in \$File
- 4 Modify the format of the problem forms

List of affected forms:

- **problem.abends.close.g**
- **problem.abends.open.g**
- **problem.abends.update.g**
- **problem.example.close.g**
- **problem.example.open.g**
- **problem.example.update.g**
- **problem.facilities.close.g**
- **problem.facilities.open.g**
- **problem.facilities.update.g**
- **problem.hw.desktop.close.g**
- **problem.hw.desktop.open.g**
- **problem.hw.desktop.update.g**
- **problem.hw.mainframe.close.g**
- **problem.hw.mainframe.open.g**
- **problem.hw.mainframe.update.g**
- **problem.hw.midrange.close.g**
- **problem.hw.midrange.open.g**
- **problem.hw.midrange.update.g**
- **problem.hw.network.close.g**
- **problem.hw.network.open.g**
- **problem.hw.network.update.g**
- **problem.information.close.g**
- **problem.information.open.g**
- **problem.information.update.g**
- **problem.security.close.g**
- **problem.security.open.g**
- **problem.security.update.g**
- **problem.sw.desktop.close.g**

- `problem.sw.desktop.open.g`
- `problem.sw.desktop.update.g`
- `problem.sw.mainframe.close.g`
- `problem.sw.mainframe.open.g`
- `problem.sw.midrange.update.g`
- `problem.sw.midrange.close.g`
- `problem.sw.midrange.open.g`
- `problem.sw.mainframe.update.g`
- `problem.sw.network.close.g`
- `problem.sw.network.open.g`
- `problem.sw.network.update.g`
- `problem.telecom.close.g`
- `problem.telecom.open.g`
- `problem.telecom.update.g`

Figure 4.1. The `problem.abends.close.g` form in the ServiceCenter Forms Designer

- 1 Add New fields
 - 1 Add a new text object to the Contact tab
 - 1 Change the Caption property to: Bill To:
 - 2 Change the X coordinate property to: 90

- 3 Change the Y coordinate property to: 90
 - 4 Change the Justification property to: Left
 - 2 Add a new drop-down list object to the Contact tab
 - 1 Change the Input to: billto
 - 2 Change the X coordinate property to: 115
 - 3 Change the Y coordinate property to: 0
 - 4 Change the Elastic property to: Horizontal
 - 5 Change the ValueList property to: None, Contact, Department
 - 6 Change the SelectOnly property to: Yes
 - 3 Add a new text object to the Contact tab
 - 1 Change the Caption property to: blank or empty
 - 2 Change the Caption Condition property to: [billto]
 - 3 Change the X coordinate property to: 90
 - 4 Change the Y coordinate property to: 2
 - 5 Change the Visible Condition property to: [billto]<>"None"
 - 6 Change the Justification property to: Left
 - 4 Add a new Fill object to the Contact tab
 - 1 Change the Input to: billuser
 - 2 Change the X coordinate property to: 115
 - 3 Change the Y coordinate property to: 2
 - 4 Change the Width property to: 22
 - 5 Change the Visible Condition property to: [billto]="Contact"
 - 6 Change the Elastic property to: Horizontal
 - 5 Add a new Fill object to the Contact tab (this object should be placed over the billuser Fill object)
 - 1 Change the Input to: billdept
 - 2 Change the X coordinate property to: 115
 - 3 Change the Y coordinate property to: 2
 - 4 Change the Width property to: 26
 - 5 Change the Visible Condition property to: [billto]="Department"
 - 6 Change the Elastic property to: Horizontal
- 5 Modify the format control of the problem forms (for all forms listed above)
 - 1 Calculations

- 1 Add: (billto in \$file="Department" or billto in \$file="None") and not null(billuser in \$file)
 - 2 Udp: (billto in \$file="Department" or billto in \$file="None") and not null(billuser in \$file)
 - 3 Calculation billuser in \$file=NULL\
 - 4 Add: (billto in \$file="Contact" or billto in \$file="None") and not null(billdept in \$file)
 - 5 Udp: (billto in \$file="Contact" or billto in \$file="None") and not null(billdept in \$file)
 - 6 Calculation: billdept in \$file=NULL
- 2 Subroutines (only added for `close' type forms)
 - 1 Add: true
 - 2 Upd: true
 - 3 Values: post.fc
 - 4 Names: file
 - 5 Values: \$file
 - 6 Names: name
 - 7 Values: TCPostProblem
 - 8 Names: prompt
 - 9 Values: number

Figure 4.2. The active problem.abends.close.g form with modifications

The screenshot displays a web-based form for managing a problem. At the top, there is a toolbar with buttons for OK, Cancel, Save, Undo, Find, Fill, and Clocks. Below the toolbar, the form contains the following fields:

- Ticket No.: PM10080
- Ticket Status: Open
- Brief Desc: (empty)

The form is divided into several tabs: Problem Details, Actions/Resolution, Knowledge-Pak History, Contact, Abends, SLA, History, Parts & Labor, Attachments, Asset, and Ref. Call. The 'Contact' tab is currently active, showing the following fields:

- Contact: (empty)
- Name: (empty)
- Phone: (empty)
- Location: (empty)
- Ext: (empty)
- Bill To: Contact
- Contact: PETERS, J

5 | Change Management Changes (cm3r and cm3t)

CHAPTER

Changes will allow for adding billing information to Change Management requests. A list of affected screens will follow. All changes are the same for all screens.

- 1 Add necessary fields to cm3r, cm3t and ExpLine tables using dbdict as described in the [Database Dictionary Changes \[SCTCTailoring.xml#_Database_Dictionary_Changes\]](#) section of this document.
- 2 Add to Data Policy for cm3r and cm3t
 - 1 Billuser
 - 1 Field Name - billuser
 - 2 Available - true
 - 3 Caption - billuser
 - 4 Mandatory - billto in \$file="Contact"
 - 2 Billdept
 - 1 Field Name - billdept
 - 2 Available - true
 - 3 Caption - billdept
 - 4 Mandatory - billto in \$file="Department"

- 3 Billto
 - 1 Field Name - billto
 - 2 Available - true
 - 3 Caption - billto
 - 4 Mandatory - false
- 3 Modify the format control of cm3r/cm3t
 - 1 Calculations
 - 1 Billuser changes - Blanks out billuser in cm3r/cm3t if user chose to bill by department and entered something in the billuser field.
 - 1 Add/Upd - (billto in \$file="Department" or billto in \$file="None") and not null(billuser in \$file)
 - 2 Calculation - billuser in \$file=NULL
 - 2 Billdept changes - Blanks out billdept in cm3r/cm3t if user chose to bill by user and entered something in the billdept field.
 - 1 Add/Upd - (billto in \$file="Contact" or billto in \$file="None") and not null(billdept in \$file)
 - 2 Calculation - billdept in \$file=NULL
 - 3 Number.char changes
 - 1 Add - true
 - 2 number.char in \$file=str(number in \$file)
 - 2 Subroutines
 - 1 Del - true
 - 2 Before - true
 - 3 Application - post.fc
 - 4 Message - post.fc for cm3r (cm3t) has failed.
 - 5 Names - file
 - 6 Values - \$file
 - 7 Names - name
 - 8 Values - TCPostChange
 - 9 Names - prompt
 - 10 Values - number.char
 - 4 Create the link for post.fc to call
 - 1 name - TCPostChange
 - 2 Source field name - number.char

- 3 Format/file Name - expline
- 4 Target field name - source.key
- 5 Comments - POST
- 6 Go to Options/Select Line
 - 1 Add to expression: billdept in \$File=dept in \$File (Watch case sensitivity)
 - 2 Add to expression: billuser in \$File=billuser in \$File (Watch case sensitivity)
- 5 Form Changes
 - 1 Add "Bill To" box where appropriate on screen.
 - 2 Add label for combo box
 - 1 Caption = "Bill To:"
 - 3 Add label for fill box
 - 1 Caption - [billto]
 - 2 Visible Condition - [billto]<>"None"
 - 4 Add combo box
 - 1 Input - billto
 - 2 Value List - "None, Contact, Department" (Case is important!)
 - 3 Select Only - Yes
 - 4 Box Lines - 3
 - 5 Add Fill Boxes - These will need to be placed directly over the top of each other.
 - 1 Billuser box
 - 1 Input - billuser
 - 2 Visible Condition- [billto]="Contact"
 - 2 Billdept box
 - 1 Input - billdept
 - 2 Visible Condition - [billto]="Department"
 - 6 Add to links of form
 - 1 Source field name - billuser
 - 2 Format/File Name - contacts
 - 3 Target Field Name - contact.name
 - 4 Choose Options/Select Line
 - 1 Source Field - billuser

- 2 Target Field - contact.name
- 5 Source Field Name - billdept
- 6 Format/File Name - dept
- 7 Target Field Name - dept
- 8 Choose Options/Select Line
 - 1 Source Field - billdept
 - 2 Target Field - dept

List of affected forms

- 1 cm3r
 - 1 hw.server.appr.g
 - 2 hw.server.g
 - 3 application.appr.g
 - 4 application.g
 - 5 hardware.appr.g
 - 6 cts.build.g
 - 7 cts.g
 - 8 cts.install.g
 - 9 mac.appr.g
 - 10 hardware.g
 - 11 mac.g
 - 12 security.g
 - 13 security.appr.g
- 2 cm3t
 - 1 hw.deploy.appr.g
 - 2 hw.deploy.g
 - 3 hw.maintain.appr.g
 - 4 hw.maintain.g
 - 5 hw.remove.appr.g
 - 6 hw.remove.g
 - 7 hw_deploy.g
 - 8 hw_maintain.g

- 9 hw_remove.g
- 10 config/init.drive.g
- 11 connectivity.appr.g
- 12 connectivity.g
- 13 hardware.appr.g
- 14 hardware.g
- 15 install.drive.g
- 16 installation.appr.g
- 17 installation.g
- 18 security.appr.g
- 19 security.g
- 20 software.appr.g
- 21 software.g
- 22 backup.drive.g

List of included unload files:

- 1 cm3r
 - 1 hw.server.appr.unl
 - 2 hw.server.unl
 - 3 application.appr.unl
 - 4 application.unl
 - 5 hardware.appr.unl
 - 6 cts.build.unl
 - 7 cts.unl
 - 8 cts.install.unl
 - 9 mac.appr.unl
 - 10 hardware.unl
 - 11 mac.unl
 - 12 security.unl
 - 13 security.appr.unl
- 2 cm3t
 - 1 hw.deploy.appr.unl

- 2 hw.deploy.unl
- 3 hw.maintain.appr.unl
- 4 hw.maintain.unl
- 5 hw.remove.appr.unl
- 6 hw.remove.unl
- 7 hw_deploy.unl
- 8 hw_maintain.unl
- 9 hw_remove.unl
- 10 config/init.drive.unl
- 11 connectivity.appr.unl
- 12 connectivity.unl
- 13 hardware.appr.unl
- 14 hardware.unl
- 15 install.drive.unl
- 16 installation.appr.unl
- 17 installation.unl
- 18 security.appr.unl
- 19 security.unl
- 20 software.appr.unl
- 21 software.unl
- 22 backup.drive.unl

6 Expense Lines Changes

CHAPTER

The following changes to the expense line form will produce textboxes to display the values of the "BillUser" and "BillDept" fields. These values were previously assigned in the Problem Management or Change Management screens and passed to the expense line table.

- 1 Modify the format of expline.g form
- 2 Add label with caption of "Bill User:"
- 3 Add label with caption of "Bill Department:"
- 4 Add text box with input value of billuser.
- 5 Add text box with input value of billdept.
- 6 Set read only of billuser textbox to yes.
- 7 Set read only of billdept textbox to yes.

7 | Import Mappings

CHAPTER

These unload files contain the event registrations and event maps for the TeleCenter data import mappings. These mappings are used in conjunction with the TC2SC scenario. There is no need for a detailed description of these changes, as these will not already exist on the client system. Importing the unload files will suffice. For a list of what each file contains, please use the List Contents feature on the import screen in Service Center.

TcScCompany.unl

TcScContacts.unl

TcScDept.unl

TcScDeptDel.unl

TcScLocation.unl

TcScLocDel.unl

TcScInputSched.unl

8 | TeleCenter Operator

CHAPTER

This unload file contains the operator record of Telecenter. This is the login used for running the TC2SC and SC2TC Connect-It scenarios.

Operator.unl

9 Specific ServiceCenter 4.0 information

CHAPTER

Database Dictionary Changes

Changes to add the necessary fields to the backend tables.

 **Important:**

These changes to the backend must be made before loading any associated unload file.

Dept

Add 1 field to the Dept table:

- cost center character

Operator

Add 1 field to the Operator table:

- gl.number character

Model

Add 1 field to the Model table:

- gl.number character

CMParts

Add 1 field to the CMParts table:

- gl.number character

CMLabor

Add 1 field to the CMLabor table:

- gl.number character

Problem

Add 2 fields to the Problem table:

- part.gl.number parts structure character
- labor.gl.number labor structure character

CM3T

Add 2 fields to the CM3T table:

- part.gl.number parts structure character
- labor.gl.number labor structure character

CM3R

Add 2 fields to the CM3R table

- part.gl.number parts structure character
- labor.gl.number labor structure character

Unload file

For an out-of-the-box installation of Service Center 4.0, an unload file (SC42TC.unl) has been created to facilitate importing the changes necessary to run the SC42TC and TC2SC4 scenarios. To view the detailed listing of changes in this unload file, please use the list contents feature on the import utility in Service Center. This unload file should only be used for new installations of Service Center 4.0. For existing Service Center 4.0 installations, loading the unload file listed above will probably damage any current customization. Please contact a TeleCenter representative regarding the changes necessary to make Service Center 4.0 ready to run the scenarios.

Change Management Modifications

The unload file above only makes changes to the RFC Category in Change Management. Additional modifications will have to be made manually to any other category in change management that the customer chooses to use. The RFC category can be used as a model in making these changes. The changes include:

- 1 Add a column in each of the grids on the Parts & Labor tab
- 2 Add a Billing information tab with the following objects:
 - 1 GL Number Text box
 - 2 Bill To link box
 - 3 Bill Type option group with Department and Contact
- 3 Add link for BillTo to Department
- 4 Add link for BillTo to Contact
- 5 Add Calculation in Format Control for display = true and calculation = billtype in \$file=nullsub(billtype in \$file, "dept")

