**Telesales Support Guide**

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# Key Machines In The Telesales Estates

Whilst this information should be obtained from STAR-180 to ensure you have the correct details, here is a quick reference to the key servers in the Serco & South West Trains Telesales estates.

## Serco Live

All these servers are hosted in Plymouth and are separate physical machines.

|  |  |  |
| --- | --- | --- |
| STAR Server | S3258001FI | 10.250.217.11 |
| Fulfilment Server 1 | CFI01001ZZ | 10.250.217.12 |
| Fulfilment Server 2 | CFI02001ZZ | 10.250.217.13 |
| Fulfilment witness server | CFI0W001ZZ | 10.250.217.14 |

The live routing node is hosted on the STAR server as <http://10.250.217.11:29312>

When this document talks about running things into a Fulfilment Server, you just need to run it into Fulfilment Server 1. Server 2 is synchronised with Server 1, and doesn’t need updating.

## Serco Training/UAT

All these servers are hosted in Plymouth but only the STAR ServerTOM is a physical machine. The Fulfilment Server is a virtual machine hosted on the live witness server (see above).

|  |  |  |
| --- | --- | --- |
| STAR ServerTOM | S9010001FI | 10.250.217.36 |
| Fulfilment Server | CFI0T001ZZ | 10.250.217.19 |

The live routing node is hosted on the STAR server as http://10.250.217.36:29312

## SWT Live

The STAR Server is a physical machine hosted in Southampton but the Fulfilment Server is a virtual machine hosted in the Fujitsu data centre.

|  |  |  |
| --- | --- | --- |
| STAR Server | S5905001SW | 10.205.242.106 |
| Fulfilment Server | CSWF1001ZZ | 145.227.178.145 |

The live routing node is hosted on a secondary STAR Central (CTS22001ZZ) as http://145.227.178.160:28001

## SWT Training/UAT

There is just the single STAR ServerTOM for SWT training/UAT and that acts as both the STAR Server and the Fulfilment Server.

|  |  |  |
| --- | --- | --- |
| STAR ServerTOM | S9018001SW | 10.205.27.185 |
| Fulfilment Server | S9018001SW | 10.205.27.185 |

The live routing node is hosted on the STAR server as http://10.205.27.185:29312

# Card payments in Telesales Release 5

In Telesales Release 3, an operator took card details in Telesales and pre-authed a payment with the banks (via TNSi). If the transaction was never processed then after 10 days the funds would return to the customer. Processing a transaction on the Fulfilment TOM (printing the tickets or placing them to TOD) would produce the SDCI that would settle the card payment via Lennon, permanently taking money from the customer.

In Telesales Release 5 the entire card payment process takes place whilst the operator is using Telesales. They enter the details of the card payment into the Ingenico e-Payment web pages (hosted inside a web control within the Telesales application) and when the payment is authorised it has actually taken the funds from the customer. There is a button press at the end of the Ingenico e-Payment web pages that then transfers control back to Telesales and tells it to go and discover what the result of the card payment was, adding a successful one into the basket. Now, when a Telesales transaction is processed on a Fulfilment TOM, nothing extra will happen if the processing is successful. The funds have already been taken.

When the card payment is in the Telesales basket, it can be voided through the Telesales software to return the money to the customer. If a problem occurs during processing of a Telesales Release 5 transaction on the Fulfilment TOM, the TOM will attempt to refund the card payment(s). To process the transaction again, a fresh transaction would have to be created (with fresh card payment). For payments in Telesales transactions that do not get processed on a Fulfilment TOM (or are not successfully voided through Telesales/refunded during failed Fulfilment TOM processing), their Payment References should show up in the normal reporting that gets managed by STAR third line support.

One of the typical support queries in Telesales Release 3 involves establishing (or confirming) how many times a payment has been taken or non-issued as a result of problems processing a transaction on the Fulfilment TOM. In Telesales Release 5, the customer (Serco or South West Trains) can actually get this information themselves through the Ingenico e-Portal.

# Adding and deleting Telesales PCs

Both Serco and South West Trains have a limited number of Telesales PCs that they are allowed to use:

Serco: 150  
South West Trains: 34

Therefore when they ask for a new PC to be added to the system, they typically need to supply an old PC name to get rid of. There is SQL elsewhere in this document to produce a list of the active Telesales PC names for either customer, if you need to check their current totals.

The process of adding a new Telesales PC to the system can be summarised like this:

1. Add the machine name to the STAR Server and the Fulfilment Server.
2. Give the machine name access to the queues on the Fulfilment Server.
3. Check the Telesales settings group IDs the old machine name had access to.
4. Give the new machine name access to those same Telesales settings group IDs.
5. Remove access to the system for the old machine name.

Typically we give them a few days between adding the new machine name(s) and removing the old ones, so that they can transition.

**For the training/UAT systems** it is the same process but we never delete PCs. Also, there’s likely to be only one settings group ID (1) in use.

## Adding a single new Telesales PC to the system

To add a single machine to the Telesales system, first you need to add it to both the Fulfilment Server and the STAR Server. Run this against the GlobalSTORE database on both servers. Replace the machine name in bold (**1PLCPU00342**) with the machine name to be added:

DECLARE @machine\_name as VARCHAR(32)

set @machine\_name = '**1PLCPU00342**'

INSERT FULF\_SOURCE\_MC\_LIST (SOURCE\_MC, OP\_STATUS, TYPE, DESCRIPTION, SITE\_ID)

VALUES (@machine\_name, 1, 1, @machine\_name + ' Telesales', 1)

If you receive an error about the entry already existing then that machine is already in the system. Often our customers will recycle old machine names, so this is to be expected.

The machine name needs access to all the active fulfilment queues, so the following statement should be run against the GlobalSTORE database on the Fulfilment Server. Replace the machine name in bold (**1PLCPU00342**) with the machine name being added:

DECLARE @machine VARCHAR(32)

DECLARE @machine\_id as INT

set @machine = '**1PLCPU00342**'

set @machine\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine)

INSERT FULF\_SOURCE\_MC\_QUEUE\_XREF

SELECT @machine\_id, QUEUE\_ID FROM FULF\_QUEUE\_LIST

WHERE QUEUE\_ID NOT IN (SELECT QUEUE\_ID FROM FULF\_SOURCE\_MC\_QUEUE\_XREF WHERE SOURCE\_MC\_ID = @machine\_id)

AND METHOD <> 3

AND OP\_STATUS <> 0

The new Telesales PC will also need database entries to setup which settings group it's part of. Use the query to list which group IDs the old PC name is allocated to and then add the new PC name to those.

To find out the settings group IDs for a specific Telesales PC, the following SQL (with the actual PC name replacing **machinename**) would be run on the Fulfilment Server (against GlobalSTORE):

select distinct FS.GROUP\_ID from FULF\_SETTINGS as FS

join FULF\_SOURCE\_MC\_SETTINGS\_GRP as FSG on FSG.GROUP\_ID = FS.GROUP\_ID

join FULF\_SOURCE\_MC\_LIST as FSM on FSM.SOURCE\_MC\_ID = FSG.SOURCE\_MC\_ID

where FSM.SOURCE\_MC = '**MACHINENAME**'

This SQL, run against GlobalSTORE on the Fulfilment Server, will add the example machine name to a single group. Replace the machine name in bold (**1PLCPU00342**) with the machine name you have added and replace the group ID in bold (**1**) with the group ID you need to allocate the machine to (you can only set one group ID at a time, so you have to run it again for each group ID)**:**

DECLARE @machine VARCHAR(32)

DECLARE @machine\_id as INT

DECLARE @grp\_id as integer

set @machine = '**1PLCPU00342**'

set @machine\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine)

set @grp\_id = '**1**'

INSERT FULF\_SOURCE\_MC\_SETTINGS\_GRP (SOURCE\_MC\_ID, GROUP\_ID)

VALUES (@machine\_id, @grp\_id)

## Adding multiple new Telesales PCs to the system

To add a number of new machine to the Telesales system, first you need to add them to both the Fulfilment Server and the STAR Server. Run this against the GlobalSTORE database on both servers. Replace the list of comma separated machine names in bold (**FGW02551,FGW02553,FGW02174,FGW02563**) with the list of machine names to be added:

DECLARE @machine\_list as VARCHAR(8000)

set @machine\_list = '**FGW02551,FGW02553,FGW02174,FGW02563**'

DECLARE @machine\_name as VARCHAR(32)

DECLARE @machine\_description VARCHAR(100)

DECLARE MACHINE\_NAME\_CURSOR CURSOR FOR

SELECT \* FROM dbo.split(@machine\_list,',')

OPEN MACHINE\_NAME\_CURSOR

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

WHILE @@FETCH\_STATUS = 0

BEGIN

SET @machine\_description = @machine\_name + ' Telesales'

IF NOT EXISTS (SELECT SOURCE\_MC FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine\_name)

BEGIN

INSERT FULF\_SOURCE\_MC\_LIST (SOURCE\_MC, OP\_STATUS, TYPE, DESCRIPTION, SITE\_ID)

VALUES (@machine\_name, '1', '1', @machine\_description, '1')

END

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

END

CLOSE MACHINE\_NAME\_CURSOR

DEALLOCATE MACHINE\_NAME\_CURSOR

If you receive an error about an entry already existing then that machine is already in the system. Often our customers will recycle old machine names, so this is to be expected.

The new machine names need access to all the active fulfilment queues, so the following statement should be run against the GlobalSTORE database on the Fulfilment Server. Replace the list of comma separated machine names in bold (**FGW02551,FGW02553,FGW02174,FGW02563**) with the list of machine names to be added:

DECLARE @machine\_name as VARCHAR(32)

DECLARE @source\_mc\_id INT

DECLARE MACHINE\_NAME\_CURSOR CURSOR FOR

SELECT \* FROM dbo.split('**FGW02551,FGW02553,FGW02174,FGW02563**',',')

OPEN MACHINE\_NAME\_CURSOR

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

WHILE @@FETCH\_STATUS = 0

BEGIN

SET @source\_mc\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine\_name)

INSERT FULF\_SOURCE\_MC\_QUEUE\_XREF

SELECT @source\_mc\_id, QUEUE\_ID FROM FULF\_QUEUE\_LIST

WHERE QUEUE\_ID NOT IN (SELECT QUEUE\_ID FROM FULF\_SOURCE\_MC\_QUEUE\_XREF WHERE SOURCE\_MC\_ID = @source\_mc\_id)

AND METHOD <> 3

AND OP\_STATUS = 1

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

END

CLOSE MACHINE\_NAME\_CURSOR

DEALLOCATE MACHINE\_NAME\_CURSOR

The new Telesales PCs will also need database entries to setup which settings group they are part of. Use the query to list which group IDs an old PC name is allocated to and then add the new PC name to those. You’ll have to do that for each old PC & new PC, but you may find many of them share the same group IDs.

To find out the settings group IDs for a specific Telesales PC, the following SQL (with the actual PC name replacing **machinename**) would be run on the Fulfilment Server (against GlobalSTORE):

select distinct FS.GROUP\_ID from FULF\_SETTINGS as FS

join FULF\_SOURCE\_MC\_SETTINGS\_GRP as FSG on FSG.GROUP\_ID = FS.GROUP\_ID

join FULF\_SOURCE\_MC\_LIST as FSM on FSM.SOURCE\_MC\_ID = FSG.SOURCE\_MC\_ID

where FSM.SOURCE\_MC = '**MACHINENAME**'

This SQL, run against GlobalSTORE on the Fulfilment Server, will add an example list of machine names to a single group. Replace the list of machine names in bold (**FGW02551,FGW02553,FGW02174,FGW02563**) with the list of machine names you have added and replace the group ID in bold (**1**) with the group ID you need to allocate the machine to (you can only set one group ID at a time, so you have to run it again for each group ID)**:**

DECLARE @machine\_list as VARCHAR(8000)

DECLARE @grp\_id as integer

set @machine\_list = '**FGW02551,FGW02553,FGW02174,FGW02563**'

set @grp\_id = '**1**'

DECLARE @machine\_name as VARCHAR(32)

DECLARE @mc\_id as integer

DECLARE MACHINE\_NAME\_CURSOR CURSOR FOR

SELECT \* FROM dbo.split(@machine\_list,',')

OPEN MACHINE\_NAME\_CURSOR

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

WHILE @@FETCH\_STATUS = 0

BEGIN

SET @mc\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine\_name)

IF NOT EXISTS (SELECT SOURCE\_MC\_ID, GROUP\_ID FROM FULF\_SOURCE\_MC\_SETTINGS\_GRP WHERE SOURCE\_MC\_ID = @mc\_id AND GROUP\_ID = @grp\_id)

BEGIN

INSERT FULF\_SOURCE\_MC\_SETTINGS\_GRP (SOURCE\_MC\_ID, GROUP\_ID)

VALUES (@mc\_id, @grp\_id)

END

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

END

CLOSE MACHINE\_NAME\_CURSOR

DEALLOCATE MACHINE\_NAME\_CURSOR

## Deleting Telesales PCs from the system

To remove a **single Telesales PC** from live use we only revoke its access. We don't delete it entirely from the system. The following SQL statement should be run against the GlobalSTORE database on the Fulfilment Server. Replace the machine name in bold (**1PLCPU00275**) with the machine name to be deleted:

DECLARE @machine VARCHAR(32)

DECLARE @machine\_id as INT

set @machine = '**1PLCPU00275**'

set @machine\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine)

delete from FULF\_SOURCE\_MC\_QUEUE\_XREF where SOURCE\_MC\_ID = @machine\_id

delete from FULF\_SOURCE\_MC\_SETTINGS\_GRP where SOURCE\_MC\_ID = @machine\_id

To delete a **list of Telesales PCs** from the system, the following SQL statement should be run against the GlobalSTORE database on the Fulfilment Server. Replace the machine name list in bold (**FGW02551,FGW02553,FGW02174,FGW02563**) with the comma separated list of machine name to be deleted:

DECLARE @machine\_list as VARCHAR(8000)

set @machine\_list = '**FGW02551,FGW02553,FGW02174,FGW02563**'

DECLARE @machine\_name as VARCHAR(32)

DECLARE @mc\_id as integer

DECLARE MACHINE\_NAME\_CURSOR CURSOR FOR

SELECT \* FROM dbo.split(@machine\_list,',')

OPEN MACHINE\_NAME\_CURSOR

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

WHILE @@FETCH\_STATUS = 0

BEGIN

SET @mc\_id = (SELECT SOURCE\_MC\_ID FROM FULF\_SOURCE\_MC\_LIST WHERE SOURCE\_MC = @machine\_name)

delete from FULF\_SOURCE\_MC\_QUEUE\_XREF where SOURCE\_MC\_ID = @mc\_id

delete from FULF\_SOURCE\_MC\_SETTINGS\_GRP where SOURCE\_MC\_ID = @mc\_id

FETCH NEXT FROM MACHINE\_NAME\_CURSOR

INTO @machine\_name

END

CLOSE MACHINE\_NAME\_CURSOR

DEALLOCATE MACHINE\_NAME\_CURSOR

# Telesales settings in Release 5

Release 5 Telesales has moved all Telesales settings from the registry to the new FULF\_SETTINGS table in the database on the Fulfilment Server. The following two registry settings remain on an individual Telesales PC or Citrix server:

**ServiceURL** - The IP address and port for the Telesales routing node, in the format <http://x.x.x.x:xxxxx>

**SourceMachine** - The machine name for the PC, often coming from an environment variable (by putting "ENV\_<variablename>" into the setting)

## Exploring the settings

In the FULF\_SETTINGS table you will find settings grouped by a GROUP\_ID value. Usually there will be one group of shared settings in a group for all machines and then any settings that vary between machines (like the JPApplicationPath at Serco, where they have two different Journey Planner servers to point at) are split into separate groups.

To find out which machines are in which group, you will need to cross reference the GROUP\_ID in the FULF\_SOURCE\_MC\_SETTINGS\_GRP table, which will give you which SOURCE\_MC\_ID values are in each group. With the SOURCE\_MC\_ID value, you can get the machine name from FULF\_SOURCE\_MC\_LIST. So to list what FULF\_SETTINGS group each Telesales PC is in, run this SQL on the Fulfilment Server (against GlobalSTORE):

select FSG.GROUP\_ID, FSM.SOURCE\_MC from FULF\_SOURCE\_MC\_LIST as FSM

join FULF\_SOURCE\_MC\_SETTINGS\_GRP as FSG on FSG.SOURCE\_MC\_ID = FSM.SOURCE\_MC\_ID order by FSM.SOURCE\_MC

And to find out the complete settings for a specific Telesales PC, the following SQL (with the actual PC name replacing **machinename**) would be run on the Fulfilment Server (against GlobalSTORE):

select FS.GROUP\_ID, FS.SETTING, FS.SETTING\_VALUE from FULF\_SETTINGS as FS

join FULF\_SOURCE\_MC\_SETTINGS\_GRP as FSG on FSG.GROUP\_ID = FS.GROUP\_ID

join FULF\_SOURCE\_MC\_LIST as FSM on FSM.SOURCE\_MC\_ID = FSG.SOURCE\_MC\_ID

where FSM.SOURCE\_MC = '**MACHINENAME**'

To find out the settings group IDs for a specific Telesales PC, the following SQL (with the actual PC name replacing **machinename**) would be run on the Fulfilment Server (against GlobalSTORE):

select distinct FS.GROUP\_ID from FULF\_SETTINGS as FS

join FULF\_SOURCE\_MC\_SETTINGS\_GRP as FSG on FSG.GROUP\_ID = FS.GROUP\_ID

join FULF\_SOURCE\_MC\_LIST as FSM on FSM.SOURCE\_MC\_ID = FSG.SOURCE\_MC\_ID

where FSM.SOURCE\_MC = '**MACHINENAME**'

# Some SQL for common changes

## PAF (Postcode Address File) folder for Serco

To update the Royal Mail postcode address lookup data location ('PAFDir') for all Serco Telesales PCs, use the following SQL with the '**E:\PAF\Y15M02**' replaced with the correct, new location. Run this query against the Serco Fulfilment Server (against GlobalSTORE).

update FULF\_SETTINGS set SETTING\_VALUE = '**E:\PAF\Y15M02**' where SETTING = 'PAFDir'

Settings changes require the restarting of the Telesales software to pick up.

## Producing a list of which machines are on which Journey Planner server

The Serco machines are split so that half point to one Serco Journey Planner server and half point to the other Serco Journey Planner server. You can see the two different settings, and their settings group ID, by running the following query on a Serco Fulfilment Server (against GlobalSTORE):

select \* from FULF\_SETTINGS where SETTING = 'JPApplicationPath'

You can then produce a list of which machine sits in with group by running a select statement against FULF\_SOURCE\_MC\_SETTINGS\_GRP using the GROUP\_ID. For example (this SQL gets the machine names from FULF\_SOURCE\_MC\_LIST to make it more readable), this query against the Fulfilment database on the Fulfilment Server gives you the list of machine names in group 2 (the number in bold):

select FSM.SOURCE\_MC, FSG.SOURCE\_MC\_ID, FSG.GROUP\_ID from FULF\_SOURCE\_MC\_SETTINGS\_GRP

as FSG join FULF\_SOURCE\_MC\_LIST as FSM on FSM.SOURCE\_MC\_ID = FSG.SOURCE\_MC\_ID

where FSG.GROUP\_ID = **2**

## Changing which Journey Planner server Telesales PCs use

On occasion, Serco have asked to move all their machines onto one of the Journey Planner servers, due to issues with the other machine. The way to do that would be to update one group's setting to match the other, so that it can be reverted once Serco wish to return to normal. Changing what group half the machines are in would be a bad idea, as that's much more complicated to revert.

At the time of writing, the two journey planner servers are defined in groups 2 and 3 of the settings, as follows:

|  |  |  |
| --- | --- | --- |
| **GROUP\_ID** | **SETTING** | **SETTING\_VALUE** |
| 2 | JPApplicationPath | javaws <http://10.250.217.50:5000/GUI/GUI.jnlp> -open %SOURCEMACHINE% |
| 3 | JPApplicationPath | javaws <http://10.250.217.51:5000/GUI/GUI.jnlp> -open %SOURCEMACHINE% |

If Serco requested to move all machines to use the Journey Planner server in group 2, for example, then the following SQL would do that:

update FULF\_SETTINGS set SETTING\_VALUE = '**javaws** [**http://10.250.217.50:5000/GUI/GUI.jnlp**](http://10.250.217.50:5000/GUI/GUI.jnlp) **-open %SOURCEMACHINE%**' where SETTING = 'JPApplicationPath' and GROUP\_ID = 3

That changes group 3's JPApplicationPath to match group 2's. However when Serco wish to revert the change, the machine split is still in place. You just set group 3's JPApplicationPath back to what it was. Settings changes require the restarting of the Telesales software to pick up.

## Querying Telesales transactions in FULF\_EVENTS

In Release 5, the Telesales events have become much easier to query to get a picture of what happened in a Telesales transaction. A column to contain the transaction reference (TRANS\_REF) has been added to the FULF\_EVENTS table. When a Telesales operator adds their first payment, a transaction reference is obtained from LSM. Before that point, a numerical internal reference is used. The switch between the internal reference and the external reference is tracked in a new EVENT\_TYPE of "SY\_GETREF". The contents of the EVENT\_DATA column on that event is the internal reference, whilst the TRANS\_REF column contains the proper, final reference for the transaction. You can query on both values to produce the full Telesales event history for a transaction.

 This SQL below, to be run against GlobalSTORE on the STAR Station Server, will give you the full event history for a specific transaction (replace the ref **8K7RFK7T** in bold with the one you wish to query) in date order:

declare @INTTRANSREF as varchar(32)

declare @EXTTRANSREF as varchar(32)

set @EXTTRANSREF = '**8K7RFK7T**'

select @INTTRANSREF = convert (varchar(32), EVENT\_DATA) from FULF\_EVENTS where EVENT\_TYPE = 'SY\_GETREF' and TRANS\_REF = @EXTTRANSREF

select \* from FULF\_EVENTS where TRANS\_REF = @EXTTRANSREF or TRANS\_REF = @INTTRANSREF order by EVENT\_TIME asc

## Produce a list of currently active Telesales PCs

To produce the list of licensed Telesales PC names at Serco, run this SQL against GlobalSTORE on the Fulfilment Server:

select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST

where SOURCE\_MC\_ID in (select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'T3258%'

and SOURCE\_MC not like 'S3258%'

and SOURCE\_MC not like 'DSTAR%'

and SOURCE\_MC not like 'FIPAPP%'

And at South West Trains, run this SQL against GlobalSTORE on the Fulfilment Server:

select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST

where SOURCE\_MC\_ID in (select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'T5905%'

and SOURCE\_MC not like 'S5905%'

and SOURCE\_MC not like 'DSTAR%'

## What machines have been used in the last 30 days?

To produce a list of Telesales PCs used in the last 30 days, run the following SQL against GlobalSTORE on the Fulfilment database. Replace the number 30 (in bold) with a different number of days, if required. For Serco:

select distinct SOURCE\_MC from FULF\_TRANS\_AUDIT where SOURCE\_MC in

(select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST where SOURCE\_MC\_ID in

(select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S3258%'

and SOURCE\_MC not like 'T3258%'

and SOURCE\_MC not like 'DSTAR%'

and SOURCE\_MC not like 'FIPAPP%')

and datediff(day, AUDIT\_TIME, getdate()) <= **30**

For South West Trains:

select distinct SOURCE\_MC from FULF\_TRANS\_AUDIT where SOURCE\_MC in

(select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST where SOURCE\_MC\_ID in

(select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S5905%'

and SOURCE\_MC not like 'T5905%'

and SOURCE\_MC not like 'DSTAR%')

and datediff(day, AUDIT\_TIME, getdate()) <= **30**

To do the reverse and discover which Telesales PCs have NOT been used in the last 30 days, run the following SQL against GlobalSTORE on the Fulfilment database. Replace the number 30 (in bold) with a different number of days, if required. For Serco:

select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST

where SOURCE\_MC\_ID in (select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S3258%'

and SOURCE\_MC not like 'T3258%'

and SOURCE\_MC not like 'DSTAR%'

and SOURCE\_MC not like 'FIPAPP%'

and SOURCE\_MC not in (select distinct SOURCE\_MC from FULF\_TRANS\_AUDIT where SOURCE\_MC in

(select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST where SOURCE\_MC\_ID in

(select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S3258%'

and SOURCE\_MC not like 'T3258%'

and SOURCE\_MC not like 'DSTAR%'

and SOURCE\_MC not like 'FIPAPP%')

and datediff(day, AUDIT\_TIME, getdate()) <= **30**)

For South West Trains:

select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST

where SOURCE\_MC\_ID in (select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S5905%'

and SOURCE\_MC not like 'T5905%'

and SOURCE\_MC not like 'DSTAR%'

and SOURCE\_MC not in (select distinct SOURCE\_MC from FULF\_TRANS\_AUDIT where SOURCE\_MC in

(select SOURCE\_MC from FULF\_SOURCE\_MC\_LIST where SOURCE\_MC\_ID in

(select distinct SOURCE\_MC\_ID from FULF\_SOURCE\_MC\_QUEUE\_XREF)

and SOURCE\_MC not like 'star%'

and SOURCE\_MC not like 'S5905%'

and SOURCE\_MC not like 'T5905%'

and SOURCE\_MC not like 'DSTAR%')

and datediff(day, AUDIT\_TIME, getdate()) <= **30**)

## How to get Telesales log files

 The Telesales installation folder moved as part of Release 5. The log files typically required are those in this format:

TraceBL<machine-name>-<year><month><day>.txt

And they can be found in:

C:\Fujitsu Services\Telesales\Logs\

An example log file name for Telesales PC 1PLCPU00431 on June 29th, 2015:

TraceBL1PLCPU00431-20150629.txt

## SQL to get an idea of card payment activity at a Telesales site

To get a picture of the card activity, perhaps when there are concerns about the Ingenico system going down, the following simple query will give you an idea. To be run against the GlobalSTORE database on the STAR Server, replace the date and time in bold with a more relevant value (avoid retrieving data older than a day unless absolutely necessary, as the results could get quite large!):

select \* from FULF\_EVENTS where EVENT\_TIME > '**2015-06-18 00:00:01.000**' and EVENT\_TYPE like 'SY\_CARD%'

You can see the failure reason in the colon seperated "fields" within the EVENT\_DATA column for an SY\_CARDFAIL event, and the overall picture can be observed from seeing the number & sequence of SY\_CARDAUTH events versus the number of SY\_CARDFAIL and SY\_CARDPROBLEM events. A burst of SY\_CARDPROBLEM events may indicate that the Ingenico e-Payment web pages are failing to load consistently within Telesales.

## Obtaining relevant information for Ingenico to raise a call on an Telesales e-Payment card transaction

(This section could be rewritten to be more friendly – it’s taken from an email at the moment)

For an ePayment error I am going to guess that Ingenico will want the ePayTransactionID and the eMerchantID, at the very least. Here's how you get what you need – replace the example payment reference in bold (**299832000101**) with the one you’re interested in:

Running against the STAR Server GlobalSTORE:

select ePayTransactionID, \* from payhistevent where payref = '**299832000101**'

select \* from fulf\_events where event\_type = 'SY\_CARDFAIL' and version = 2 and event\_data like '%**299832000101**%'

That gets you the ePayTransactionID (1118651 in this example) from payhistevent and in the EVENT\_DATA block of the FULF\_EVENTS query you will see the eMerchantID after the card type (EMA90A03A0003 in this example). These two queries should give you anything else they might ask for as well, like the amount, masked PAN etc. I would expect a lot of this is also available to you through Ingenico e-Portal.

# Appendix A: Future Document Inclusions

A rough list of other things we should include in this document at some point in the future:

* Updated estate diagrams for Serco & SWT