

Configuring One Early Years Enquiries (EYE)

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Technical Guide

one



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01 / Configuring Early Years Enquiries (EYE)

Purpose

This document is intended to describe how to configure Early Years Enquiries (EYE).

Application.ini

EYE customers must configure the email sections of their Application.ini file. EYE uses this to send Quick Reports via email. You are able to predefine the sender address, subject and body of the emails using the following settings:

Section	Setting	Purpose	Notes
[EARLYYEARS ENQUIRY]	Subject	Subject of the email sent to the enquirer	None
[EARLYYEARS ENQUIRY]	Body	<p>Path of a text file containing the body of the email sent to the enquirer.</p> <p>A file named <i>QuickReportsEmail.txt</i> is provided in “EYESTandardTexts” subdirectory under “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p> <p>Please note that if you want to modify this path it should be relative to the path of application server’s configuration file i.e. “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p>	<p><i>EYESTandardTexts\QuickReportsEmail.txt</i></p> <p>Default content of the text file:</p> <p>Dear [Title]. [Forename] [Surname],</p> <p>Thank you for your enquiry.</p> <p>Please find attached the reports detailing the information you have requested.</p> <p>If we can be of any further assistance, please do not hesitate to contact us</p> <p>Yours sincerely</p> <p>CIS Team</p> <p>[Title], [Forename], and [Surname] are reserved keywords meant to be replaced by Enquirer’s Title, Enquirer’s Forename, and Enquirer’s Surname respectively.</p>

Section	Setting	Purpose	Notes
[EYEQUICKREPORTWORDTYPE]	QuickReport Text	<p>Path of a text file containing the standard Text to be added to quick report for Setting Details, Training Details and Setting Job Vacancies details.</p> <p>A file named <i>QuickReportsSearchDetails.txt</i> is provided in “EYESTandardTexts” subdirectory under “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p> <p>Please note that if you want to modify this path it should be relative to the path of application server's configuration file i.e. “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p>	<p><i>EYESTandardTexts\QuickReportsSearchDetails.txt</i></p> <p>Default content of the text file:</p> <p>Dear [Title]. [Forename] [Surname],</p> <p>Thank you for your enquiry.</p> <p>Please find enclosed the reports detailing the information you have requested.</p> <p>If we can be of any further assistance, please do not hesitate to contact us</p> <p>Yours sincerely</p> <p>CIS Team</p> <p><i>[Title], [Forename], and [Surname] are reserved keywords meant to be replaced by Enquirer's Title, Enquirer's Forename, and Enquirer's Surname respectively.</i></p>
[EYEChildcareProviderInfo]	Server	Folder location of Childcare Information Pack documents	None
[EYEChildcareProviderInfo]	FromAddress	Email address used as the sender's email address for emails meant to be sent to enquirer with Childcare Information Pack documents	Any valid email address
[EYEChildcareProviderInfo]	Subject	Subject of the email sent to the enquirer with Childcare Information Pack documents.	Please find attached document(s) of provider information.

Section	Setting	Purpose	Notes
[EYEChildcareProviderInfo]	Message	<p>Path of a text file containing the body of the email sent to the enquirer with Childcare Information Pack documents.</p> <p>A file named <i>InformationRequestMessage.txt</i> is provided in “EYESTandardTexts” subdirectory under “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p> <p>Please note that if you want to modify this path it should be relative to the path of application server's configuration file i.e. “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p>	<p><i>EYESTandardTexts\InformationRequestMessage.txt</i></p> <p>Default content of the text file:</p> <p>Dear [Title]. [Forename] [Surname],</p> <p>Thank you for your enquiry.</p> <p>Please find attached the documents you have requested.</p> <p>If we can be of any further assistance, please do not hesitate to contact us.</p> <p>Yours sincerely</p> <p>CIS Team</p> <p><i>[Title], [Forename], and [Surname] are reserved keywords meant to be replaced by Enquirer's Title, Enquirer's Forename, and Enquirer's Surname respectively.</i></p>
[EYEFeebackFormWorkflow]	NoOfDays	Predefined age (in days) of enquiries to be included in reminder workflow message for sending Feedback Forms using the scheduled process.	0
[EYEFeebackFormWorkflow]	Message	Message of the reminder Workflow Message.	Please send feedback details.
[EARLYYEARS ENQUIRYFEEDBACK]	Subject	Subject of the email sent to the enquirer with feedback form.	Please provide your feedback.

Section	Setting	Purpose	Notes
[EARLYYEARS ENQUIRYFEEDBACK]	Body	<p>Path of a text file containing the body of the email sent to the enquirer with feedback form.</p> <p>A file named <i>FeedbackEmail.txt</i> is provided in “EYESTandardTexts” subdirectory under “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p> <p>Please note that if you want to modify this path it should be relative to the path of application server’s configuration file i.e. “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p>	<p><i>EYESTandardTexts\FeedbackEmail.txt</i></p> <p>Default content of the text file:</p> <p><i>Dear [Title]. [Forename] [Surname],</i></p> <p><i>Please find attached a form which we would be grateful if you could complete and return to us at your earliest convenience.</i></p> <p><i>If we can be of any further assistance, please do not hesitate to contact us.</i></p> <p><i>Yours sincerely</i></p> <p><i>CIS Team</i></p> <p><i>[Title], [Forename], and [Surname] are reserved keywords meant to be replaced by Enquirer’s Title, Enquirer’s Forename, and Enquirer’s Surname respectively.</i></p>
[EYEFEEBACKQUIRYREPORTWORDTYPE]	QuickReport Text	<p>Path of a text file containing the header text to be printed with feedback form.</p> <p>A file named <i>FeedbackPrint.txt</i> is provided in “EYESTandardTexts” subdirectory under “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p> <p>Please note that if you want to modify this path it should be relative to the path of application server’s configuration file i.e. “Config” subdirectory of CCS Enterprise Application Server virtual directory.</p>	<p><i>EYESTandardTexts\FeedbackPrint.txt</i></p> <p>Default content of the text file:</p> <p><i>Dear [Title]. [Forename] [Surname],</i></p> <p><i>Please find enclosed a form which we would be grateful if you could complete and return to us at your earliest convenience.</i></p> <p><i>If we can be of any further assistance, please do not hesitate to contact us.</i></p> <p><i>Yours sincerely</i></p> <p><i>CIS Team</i></p> <p><i>[Title], [Forename], and [Surname] are reserved keywords meant to be replaced by Enquirer’s Title, Enquirer’s Forename, and Enquirer’s Surname respectively.</i></p>

SQL Server Reports

Additional configuration of the report server is required to facilitate EYE. After the Report Server is deployed, configure CCS Enterprise Report Server via the **Report Server** tab of CCS Server Configuration utility. The following additional configuration activities need to be performed specifically for Early Years Enquiries while configuring CCS Enterprise Report Server:

1. Upload Capita One Live Attainment Data Model.smdl provided in the Config subdirectory of the CCS Enterprise Report Server virtual directory. This is loaded into the Report Models folder of the SSRS Report Manager, creating the folder if necessary.

2. Upload EnquiryIntensity.rdl provided in the SQL Server Reports\EYE MIS Reports subdirectory of the CCS Enterprise Report Server virtual directory. This is uploaded into the User Defined Reports folder of the SSRS Report Manager, creating the folder if necessary.
3. Upload OutstandingEnquiries.rdl provided in the SQL Server Reports\EYE MIS Reports subdirectory of the CCS Report Server virtual directory. This is uploaded into the User Defined Reports folder of the SSRS Report Manager, creating the folder if necessary.

Visit your SQL Server Reporting Server's Home Page to verify and set (if required):

- a. The data source information for Capita One Attainment Data Model report model:
 - i. Visit SSRS Report Manager home page
 - ii. Select "Report Models" folder.
 - iii. Select "Capita ONE Live Attainment Data Model".
 - iv. Select "DataSources" from LHS menu.
 - v. Click on Browse and select DataSources/<SSRS Datasource> created through Report Servers tab of "CCS Server Configuration" utility.
- b. The data source information for the two EYE MIS reports:
 - i. Visit SSRS Report Manager home page.
 - ii. Select "User Defined Reports" folder.
 - iii. Select 'Enquiry Intensity Report'.
 - iv. Select "Properties" tab.
 - v. Select "DataSources" from LHS menu.
 - vi. Select 'A Shared Datasource' radio button and click on Browse and select Report Models/Capita One Live Attainment Data Model.
 - vii. Click "OK" button and then "Apply" button to save your changes.
 - viii. Repeat the above steps for "Outstanding Enquiries Report".

ClientSettings.ini

ClientSettings.INI contains values of generic parameters used throughout the smart client application. It contains settings which are used to populate Local Authority's data (e.g. Address, Telephone etc.) on quick reports send in response of enquiries.

After deployment this file can be found at the installation path of the Capita ONE smart client.

The sections and settings need to be added in the "ClientSettings.ini" file, are as follows:

Section	Setting	Description	Default Value
[HomePage]	ClientName	Name of the local authority using the EYE application.	For Example: Urbanshire County Council
[HomePage]	ClientAddress1	Address Line 1 part of the address of local authority using the EYE application.	Line 1 of local authority's address. For example: ClientAddress1= 450 Putnoe Lane
[HomePage]	ClientAddress2	Address Line 2 part of the address of local authority using the EYE application.	Line 2 of local authority's address. For example: ClientAddress2= Putnoe

Section	Setting	Description	Default Value
[HomePage]	ClientCity	City part of the address of local authority using the EYE application.	City part of local authority's address. ClientCity=Bedford
[HomePage]	ClientPostCode	Post code part of the address of local authority using the EYE application.	Post Code part of local authority's address For example: ClientPostCode= MK44 9AD
[HomePage]	ClientTelephone	Telephone number of local authority using the EYE application	Contact telephone number of local authority using the application. For example: ClientTelephone= 01234 224455

Workflow

Configure the scheduled time for sending reminder workflow message for sending feedback forms using following steps:

1. Open the ScheduleTasks.xml in the "Config" subdirectory of the CCS Enterprise Application Server virtual directory.
2. Modify the following elements in last the <ScheduleTask> task having "Send_EarlyYears_Feedback_Messages" value in its <TaskName> tag:
 - a. RepeatInterval: Value of time interval on which this task will execute.
 - b. RepeatUnit: Unit of time interval for which this task will execute.