Calls

Purpose

The Calls data-table holds data for phone-calls and other conversations made by KKFU staff with farmers. It is a **child data-table** which links to other data-tables: Farmers and Staff. Each Person record includes a "SocietiesID" to link the record to the main data-entities of KKSys.

The Calls data-table includes data-fields to help manage the process of calling and working with farmers. A full listing of **all** the fields in the data-table with their purposes and any automation built into the App is laid out below. To fully understand the purpose of the data-fields please consult this.
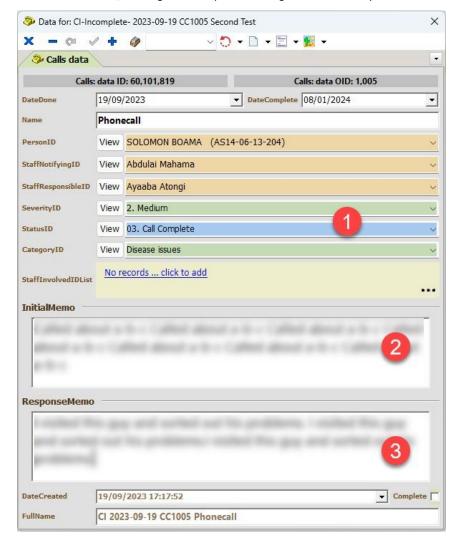
Note that the Calls data-table is used in the Teleagric Dashboard, for more information see this link:

[The TeleAgric Dashboard](#)

How and where to access Calls data

The image below shows the "Calls" Edit Form. This is accessed via its own entry in the System Entities screen. Calls are a **child** of the People entity, so any number of calls can be linked to any "Person" record in the KKSys.

Call calls entity is generally used within the TeleAgric Dashboard, users of KKSys would mainly access the Calls entity to review any communications with individual farmers, and to generate reports detailing the work-done by ICO staff to follow-up calls made to the TeleAgric team.

KKSys Calls Edit Form

1. Severity, Status and Category fields, which are used to differentiate different types of call

2. Initial Memo field, used by the TeleAgric staff member to enter details of the farmer's problem or issue.

3. Response Memo field, used by field-officers or TeleAgric staff members to detail work done to resolve the farmer's problem or issue.

Data-schema: full details of the data-fields and their purpose in the FarmFields data-table

Field- Name / Data-type	Description / Purpose	Possible Values	Coding / Automation
ID (Primary Key)	Unique number which identifies each record.		Automatically set by Orixa, not under the control of users or developers.
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OID (Integer)	Used to add an "OID" to the Calls data-table. See an explanation of OID fields here: Structuring Your Database - Orixa Standards	Entered by user	Default value: OID('CIS')
DateDone (Date)	Self explanitory	Entered by user	Default value: Current_Date
DateComplete (Date)	Self explanitory	Entered by user	
Name (Text)	Self explanitory	Entered by user	
PersonID (Link-ID)	Links to the People table	Selected from list by User	Will default to the currently open People ID
StaffNotifyingID (Link-ID)	Links to the Staff table	Selected from list by User	[Properties] CurrentUser=1
StaffResponsibleID (Link-ID)	Links to the Staff table	Selected from list by User	[Properties] CurrentUser=1
CategoryID (Link-ID)	Links to the Types table	Pick from list of possible Types values.	
SeverityID (Link-ID)	Links to the Types table	Pick from list of possible Types values.	
StatusID (Link-ID)	Links to the Status table	Pick from list of possible Status values.	
InitialMemo (Long Text)	Used to add information gathered from the farmer about their issue.	Entered by user	
ResponseMemo (Long Text)	Used to add information about the issue as it was fixed / completed.	Entered by user	
DateCreated (Timestamp)	Set to the exact date and time the record was first created.		Automatically set by Orixa, not under the control of users or developers.
Complete (true/false)	Tick this field to lock the record so further editing is restricted.	True / false	Default value: false
FullName (Text)	Read-Only, computed by Orixa, based on values in the database.	Value generated by Orixa, to create a unique value which can be used in reporting.	

Field- Name / Data-type	Description / Purpose	Possible Values	Coding / Automation
StaffInvolvedIDList (Text)	Self explanitory	Entered by user	[Properties] IDList=1 IDListTableName=Staff IDListWHERESQL=WHERE Current=true

Field- Name / Data-type	Description / Purpose	Possible Values	Coding / Automation
StaffInvolvedIDList (Text)	Self explanitory	Entered by user	[Properties] IDList=1 IDListTableName=Staff IDListWHERESQL=WHERE Current=true