

MULTI-SITE

WALK-IN

SPA

HAIR


BARBER

CLINIC

ENTERPRISE MANAGER DATA AGENT

HOME &
MOBILE

BEAUTY


SHORTCUTS
SMARTER BUSINESS TECHNOLOGY

it suits you

Last updated 16 June 2017

By Erin Lewis

Product: Enterprise Manager

Software version no: 8.0.20

Document version no: 1.0

Country: Australia

CONTENTS

- DATA AGENT 1**
- DATA AGENT OVERVIEW1**
- MANUALLY CONNECTING THE DATA AGENT2**
- CONFIGURING THE SYNCHRONISATION SCHEDULE4**

ABOUT THIS DOCUMENT

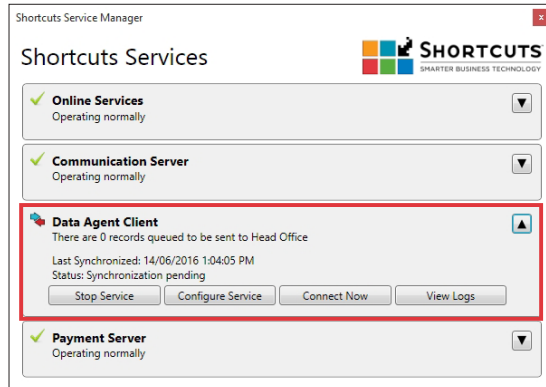
Working hand in hand with Shortcuts Fusion at your individual sites, Enterprise Manager provides you with the power and flexibility to make fast and intelligent decisions to enhance and grow your business.

With Enterprise Manager, you can configure items such as products, services, sundry items, payment options, employee details, security levels and much more!

This document is designed to give you a helping hand when it comes to setting up and managing your sites in Enterprise Manager.

DATA AGENT

DATA AGENT OVERVIEW



The data agent is a significant part of the communications system between head office and each individual site. Installed at each site and utilising the internet, the data agent has the important task of sending transactional data to head office and receiving configuration data from head office.

The data agent is configured to send and receive information on a regular basis to ensure that both head office and sites have the most up to date information. In the event of an internet service interruption, the data agent will keep track of the information that needs to be sent and send it through as soon as the internet is back up and working.



Green arrows indicate that data transfer is in progress.



Blue and red arrows indicate that the data agent is standing by. This is the colour you will see when the data agent is working normally.




Red arrows indicate that there is an error communicating with Enterprise Server. It could be as simple as Shortcuts Fusion or Enterprise Server not being connected to the Internet, or it could be a problem related to the data that the data agent is attempting to transfer. First, check that your internet connection is working, then try manually connecting the data agent. If the red arrows are still displayed, contact your Shortcuts support team.



A red 'X' indicates that the data agent is not installed. If you see this icon, contact your Shortcuts support team to get the data agent installed.

MANUALLY CONNECTING THE DATA AGENT

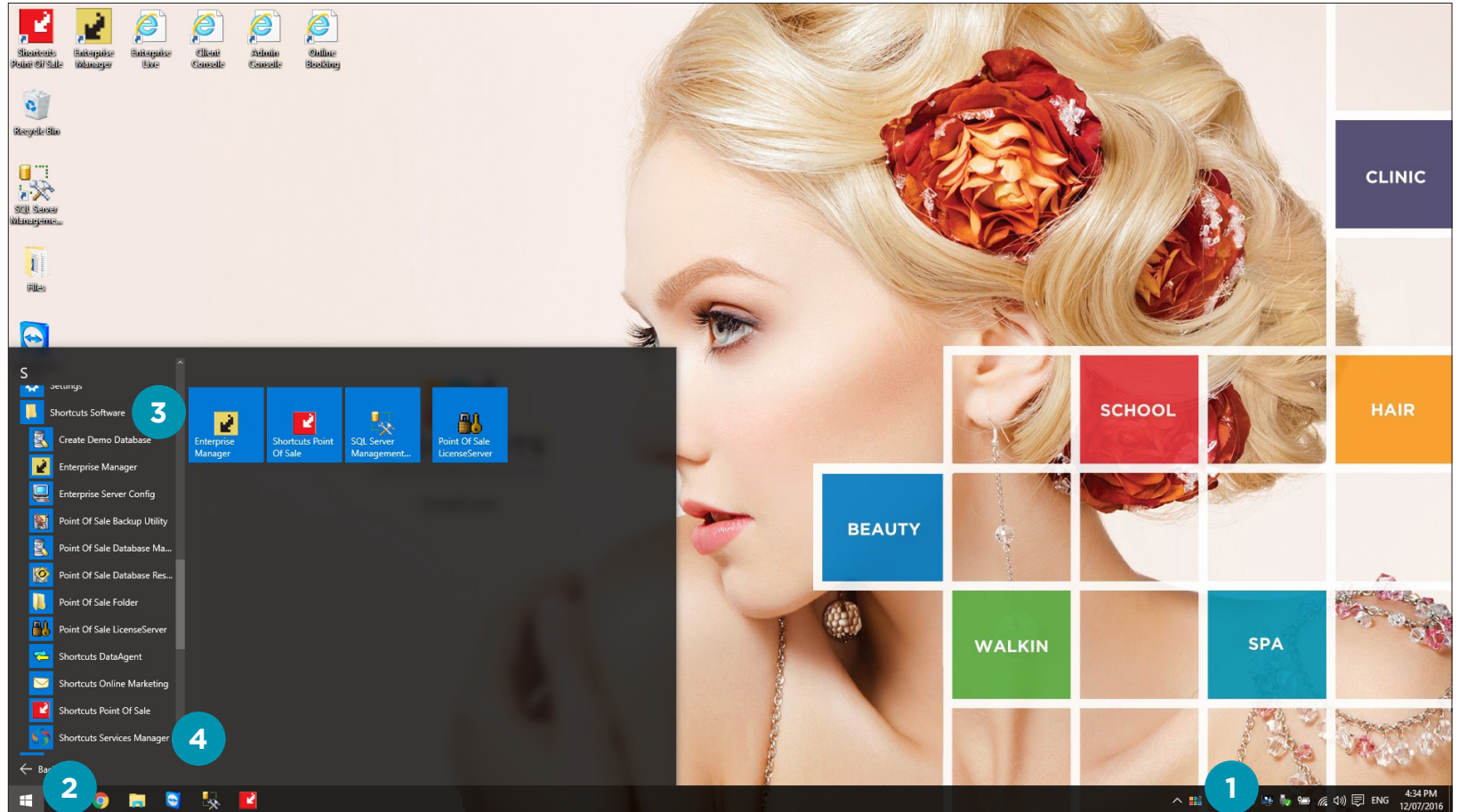
Under certain circumstances, you may need to manually connect the Data Agent if it does not connect automatically.

1 First you'll need to check if the Shortcuts Services Manager is running. To do this, check if the S.M.A.R.T. icon  is displayed in the system tray (bottom right of the Windows taskbar). Make sure you also check in the hidden icons section by clicking the up arrow. If the icon is displayed, skip to step 5.

2 If it's not there, click on the Windows **start** button.

3 Open your list of programs (applications), then select **Shortcuts Software**.

4 Select **Shortcuts Services Manager**. The S.M.A.R.T. icon will now appear in the Windows system tray.



- 5 Click on the S.M.A.R.T. icon in the system tray.
- 6 Click **open Shortcuts Service Manager**.
- 7 Click on the down arrow to expand your Data Agent options, then click **connect now**.

The screenshot displays a Windows desktop environment. In the center, the Shortcuts logo is visible with the tagline "it suits you". The desktop background features a woman's face with red floral hair accessories. A grid of service categories is shown on the right, including CLINIC, SCHOOL, HAIR, BEAUTY, WALKIN, and SPA. The Shortcuts Service Manager window is open, showing the following services:

- Online Services**: Operating normally
- Communication Server**: Operating normally
- Data Agent Client**: There are 0 records queued to be sent to Head Office. Last Synchronized: 11/07/2016 3:58:51 PM. Status: Synchronization pending. A "Connect Now" button is highlighted with a red circle and the number 7.
- Payment Server**: Operating normally

A system tray notification for "Shortcuts Services" is visible in the bottom right corner, with a red circle and the number 6 pointing to the "Open Shortcuts Service Manager" link. A red circle with the number 5 points to the Shortcuts icon in the system tray.

CONFIGURING THE SYNCHRONISATION SCHEDULE

You can choose how often the Data Agent will synchronise by changing this setting in your Shortcuts Services Manager.

- 1 Click on the S.M.A.R.T. icon in the Windows system tray, then click **open Shortcuts Services Manager**.
- 2 Click on the down arrow to expand your Data Agent options, then click **configure service**. Your Data Agent configuration options will appear.
- 3 Choose **every**, then select the frequency at which you want the Data Agent to automatically sync. We recommend setting this to every 20 minutes.
- A As an alternative to step 3, you can choose **daily at**, then select a time for the Data Agent to sync each day.
- 4 Click **apply changes**.

The screenshot displays a Windows desktop environment. The desktop background is a promotional image for Shortcuts, featuring a woman's face with a large red flower in her hair and a grid of service category buttons: CLINIC, SCHOOL, HAIR, BEAUTY, WALKIN, and SPA. The Shortcuts logo and tagline "it suits you" are visible in the center. The Shortcuts Services Manager window is open, showing the Data Agent Client service expanded. The 'Configure Service' button is highlighted with a blue circle '2'. The configuration window is open, showing the 'Synchronization Schedule' set to 'Every 20 minutes' with a blue circle '3' next to the dropdown. The 'Apply Changes' button is highlighted with a blue circle '4'. A system tray notification for Shortcuts Services is visible in the bottom right corner, showing the status of various services and a blue circle '1' next to the 'Open Shortcuts Service Manager' link. The system tray also shows the date and time: 3:55 PM, 11/07/2016.



SHORTCUTS™

SMARTER BUSINESS TECHNOLOGY

it suits you

AUSTRALIA AND ASIA

166 Knapp Street
Fortitude Valley
QLD 4006
Tel: +61 7 3834 3232

www.shortcuts.com.au

UK AND EUROPE

Dalton House
Dane Road, Sale
Cheshire M33 7AR
Tel: +44 161 972 4900

www.shortcuts.co.uk

NORTH AMERICA

7711 Center Avenue
Suite 650
Huntington Beach CA 92647
Tel: +1 714 622 6682

www.shortcuts.net

HAIR | BEAUTY | CLINIC | SPA | BARBER | WALKIN | SCHOOL | MULTI-SITE