

SYNTHESSYS.NET INTERACTION STUDIO

Web Service Input Actions

Webservice Input Action Wizard

Name **Webservice URL**
Enter the Webservice URL

Settings

Webservice URL

WebService Properties

WebService Methods

Output Parameters

WebService URL

Please click update button if there is change in the webservice.

Execution URL (if different)

< Back Next > Finish Cancel

Webservice Input Action Wizard

Name **Webservice Properties**
Set values for the Webservice properties

Settings

WebService URL

Webservice Properties

WebService Methods

Output Parameters

CorrelationTokenValue

CorrelationId	00000000-0000-0000-0000-000000000000
CorrelationUpdateTime	
Depth	0

< Back Next > Finish Cancel


WEBSERVICE INPUT ACTION

SYNTHESYS INPUT ACTION WIZARD.....	3
Name	3
Settings.....	4
WebService URL	5
WebService Properties	5
WebService Methods	6
Output Parameters.....	7
Returning Data from the Web Service to Web Controls.....	9

SYNTHESYS INPUT ACTION WIZARD

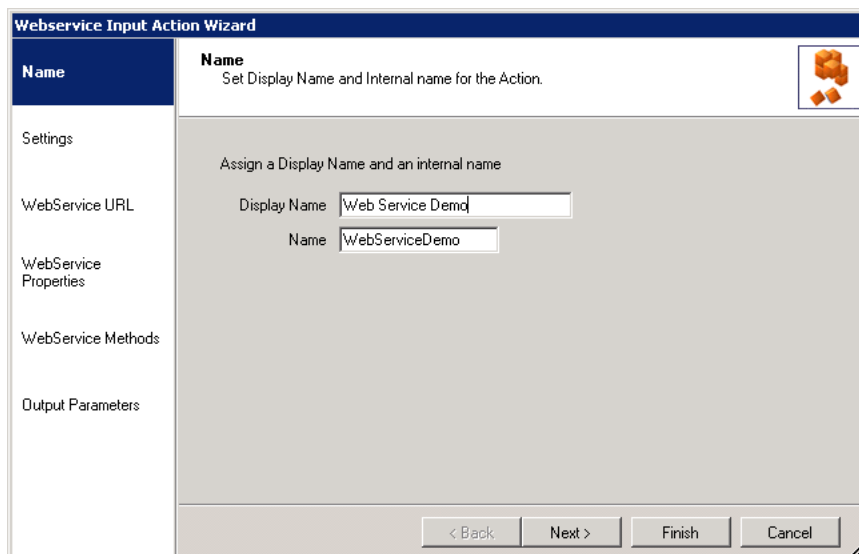
The Web Service Input Action enables connection to a web service in order to return data for use in a Synthesys webflow at runtime.

The speed at which the data is returned depends on the speed of the external data source that the input action is attached to. Synthesys has been configured to display the message **'Retrieving Data From External Source has timed out – please retry'**, if no data has been returned within 5 seconds. Pressing 'Retry' will eventually return the required data.

In the Synthesys Interaction Studio, select  Web Service Input Action from the Core Actions part of the Toolbox and drop it at the desired part of the Webflow.

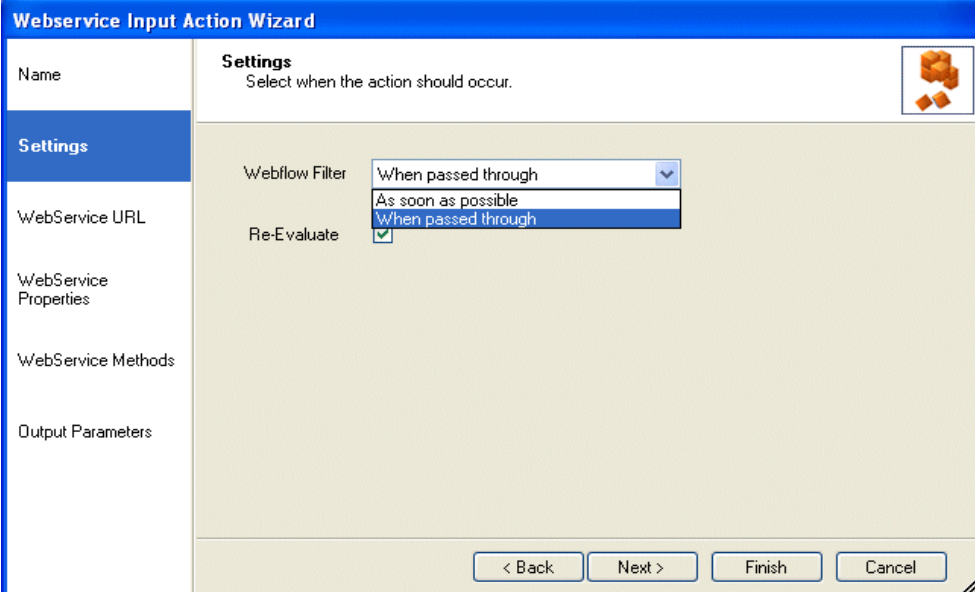
Name

The first page of the *Webservice Input Action Wizard* prompts you to enter a name for the Web Service Input Action.



Settings

In the *Settings* page of the Wizard, under the **Webflow Filter** option, you can choose to make the web service request as soon as the parameters (set later) are available, i.e. **“As soon as possible”**, or to make the request to call the web service **“When passed through”**, i.e. when the agent passes through the input action (which is invisible to the agent) in the webflow.



The screenshot shows the 'Webservice Input Action Wizard' window. The 'Settings' tab is selected in the left sidebar. The main area is titled 'Settings' with the instruction 'Select when the action should occur.' Below this, there are two settings: 'Webflow Filter' and 'Re-Evaluate'. The 'Webflow Filter' dropdown menu is open, showing three options: 'When passed through', 'As soon as possible', and 'When passed through'. The 'Re-Evaluate' checkbox is checked. At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Option	Used
As soon as possible	<p>to make a request to the web service as soon as the parameters are available.</p> <p>If the web service is only likely to be invoked once within a webflow, it is more efficient to call the web service as soon as possible, to ensure that the data is returned to the webflow and available to the agents as soon as possible, avoiding possible delays due to slow response of the web service.</p>
When passed through	<p>to make a request to the web service when the agent passes through the input action in the webflow.</p> <p>If the same web service is likely to be invoked more than once in the webflow, this option is preferable, to avoid returning invalid data to the webflow.</p> <p>Ticking the <i>Re-Evaluate</i> checkbox, the web service can be called multiple times, and agents navigating backwards and forward in the webflow can send new data in the parameters to return different data, if required.</p>

WebService URL

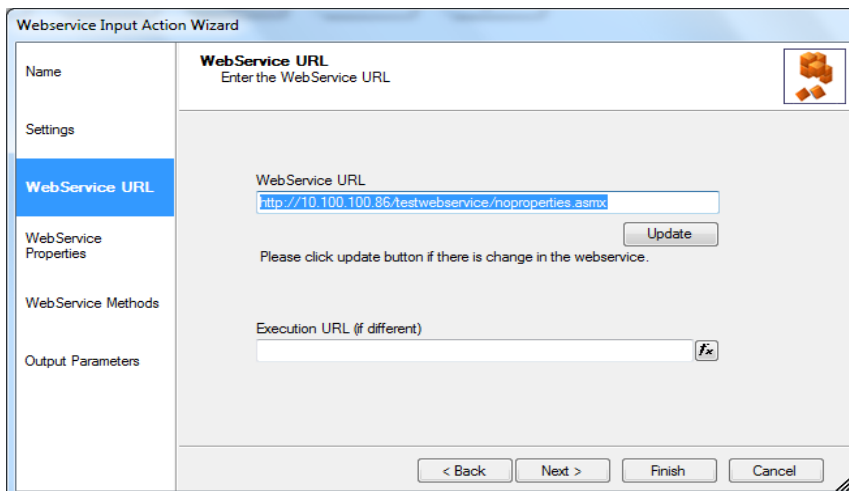
In the WebService URL part of the wizard

- Enter the details of the web service that you wish to call into the **WebService URL** field.



If the URL that is used at runtime is different to that used at design time when taking test calls then, additionally, you can enter or calculate the **Execution URL** into the Execution URL field.

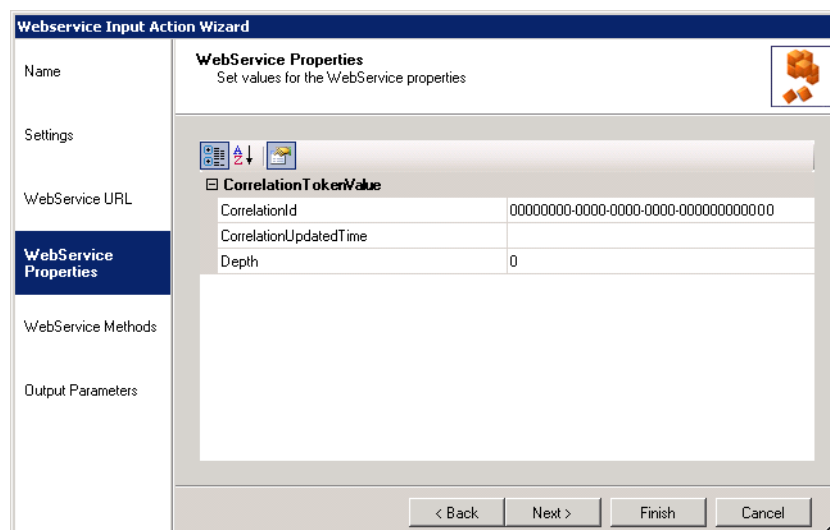
Ensure that the URL is set correctly, otherwise the web service action will fail at run time



The screenshot shows the 'Webservice Input Action Wizard' dialog box. The 'WebService URL' step is selected in the left-hand navigation pane. The main area contains a text box for 'WebService URL' with the value 'http://10.100.100.86/testwebservice/noproperties.aspx'. Below it is an 'Update' button. A note says 'Please click update button if there is change in the webservice.' Below that is a text box for 'Execution URL (if different)' with a small 'fx' icon to its right. At the bottom are buttons for '< Back', 'Next >', 'Finish', and 'Cancel'.

WebService Properties

This page will display any properties that are available from the web service, and allows the user to set the values of these properties.



The screenshot shows the 'Webservice Input Action Wizard' dialog box. The 'WebService Properties' step is selected in the left-hand navigation pane. The main area contains a table with the following data:

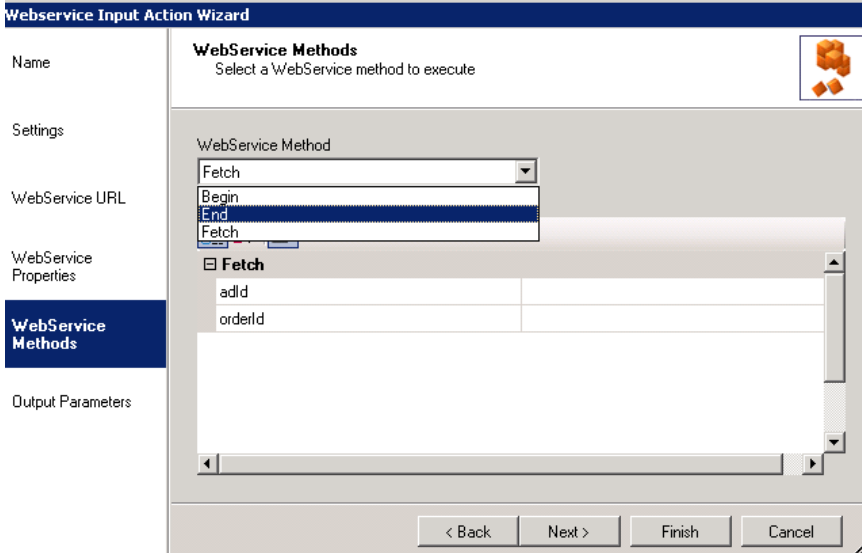
CorrelationTokenValue	
CorrelationId	00000000-0000-0000-0000-000000000000
CorrelationUpdatedTime	
Depth	0

At the bottom are buttons for '< Back', 'Next >', 'Finish', and 'Cancel'.

WebService Methods

The *WebService Methods* page displays the methods that are available from the web service and allows users to specify any data that is required for these methods.

1. Select the web service method you wish to call from the drop down list, to display the corresponding parameters available for this method.



Webservice Input Action Wizard

WebService Methods
Select a Webservice method to execute

Name

Settings

WebService URL

WebService Properties

WebService Methods

Output Parameters

WebService Method

Fetch

Begin


End

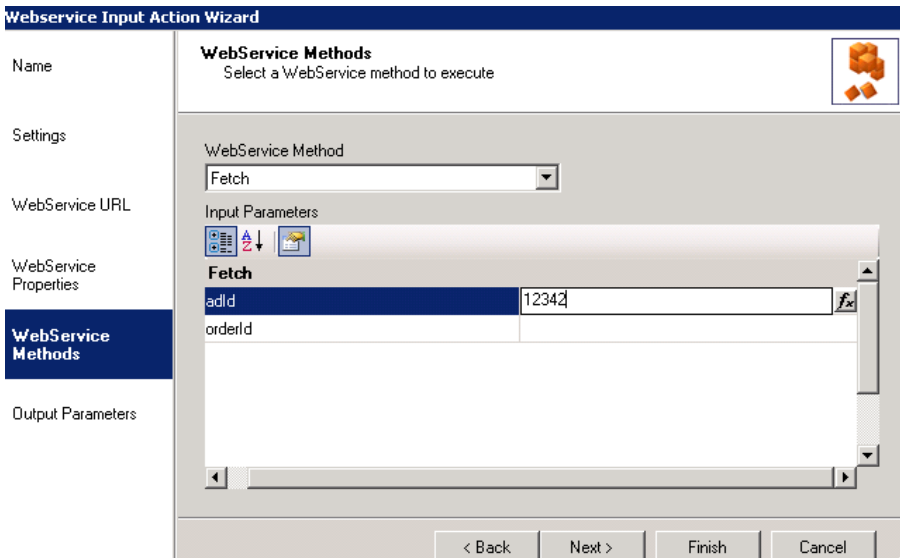
Fetch

Fetch

adId	
orderId	

< Back Next > Finish Cancel

2. Next, set the values to be passed to each parameter. These can be hard coded or you can set a calculation using the calculations  icon, to make the parameter dynamic.



Webservice Input Action Wizard

WebService Methods
Select a Webservice method to execute

Name

Settings

WebService URL

WebService Properties

WebService Methods


Output Parameters

WebService Method

Fetch

Input Parameters

Fetch

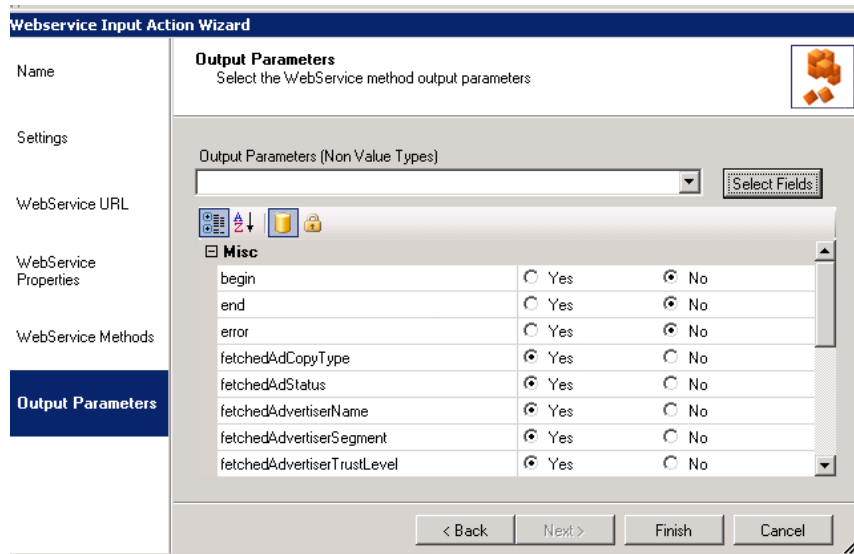
adId	12342	
orderId		

< Back Next > Finish Cancel

Output Parameters

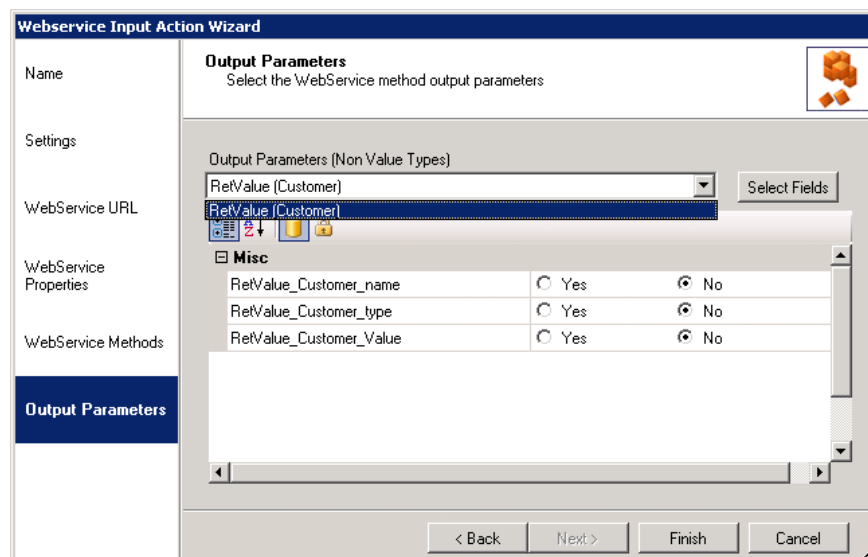
This page will display any Output parameters that will be returned as a result of calling the web service.

Within this interface you can set which pieces of data get stored in the Synthesys database as part of the webflow data. Simply set the radio to **Yes** to store the data or **No** to not store the data.



Misc		
begin	<input type="radio"/> Yes	<input checked="" type="radio"/> No
end	<input type="radio"/> Yes	<input checked="" type="radio"/> No
error	<input type="radio"/> Yes	<input checked="" type="radio"/> No
fetchAdCopyType	<input checked="" type="radio"/> Yes	<input type="radio"/> No
fetchAdStatus	<input checked="" type="radio"/> Yes	<input type="radio"/> No
fetchAdvertiserName	<input checked="" type="radio"/> Yes	<input type="radio"/> No
fetchAdvertiserSegment	<input checked="" type="radio"/> Yes	<input type="radio"/> No
fetchAdvertiserTrustLevel	<input checked="" type="radio"/> Yes	<input type="radio"/> No

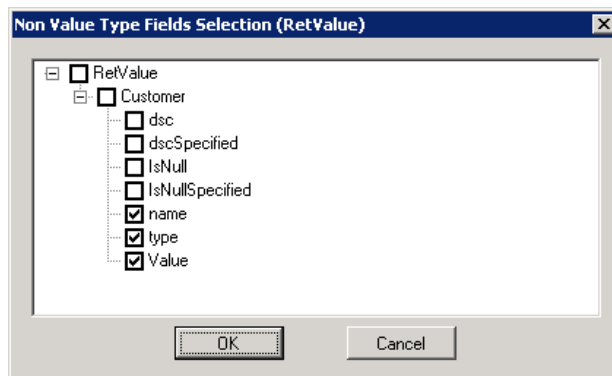
To manipulate individual elements of any complex-type output parameters returned by the web service, **select** the name of the **complex-type parameter from the drop down list**.



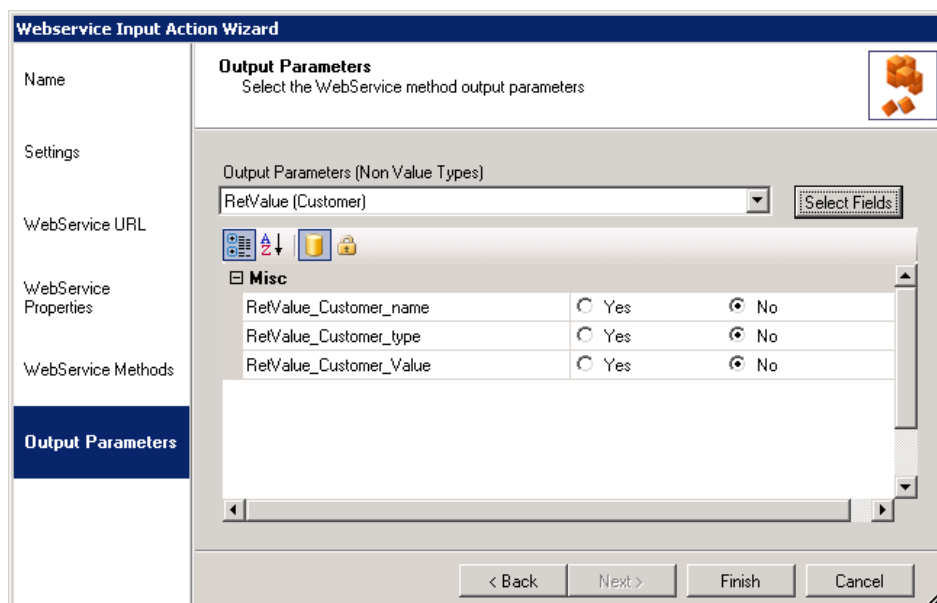
Misc		
RetVal_Customer_name	<input type="radio"/> Yes	<input checked="" type="radio"/> No
RetVal_Customer_type	<input type="radio"/> Yes	<input checked="" type="radio"/> No
RetVal_Customer_Value	<input type="radio"/> Yes	<input checked="" type="radio"/> No

Next, click the **Select Fields** button.

In the **Non Value Type Fields Selection** dialog, select any parameters that need to be stored in the database or are required in the webflow.



They will then be added to the list of output parameters as below.




Requirements of the Web Service:

1. *The web service must be accessible from the Synthesys application server.*
2. *The web service must only contain Simple Properties, i.e. Int, String, Date etc. Complex custom types are not yet supported.*
3. *Arrays are not currently supported as output parameters.*

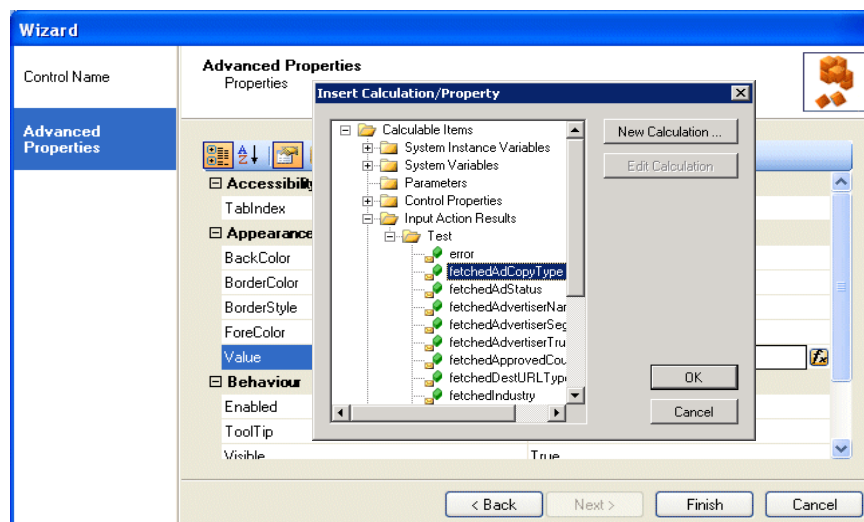
Returning Data from the Web Service to Web Controls

The data that is returned to the web service is stored in the output parameters of the web service.

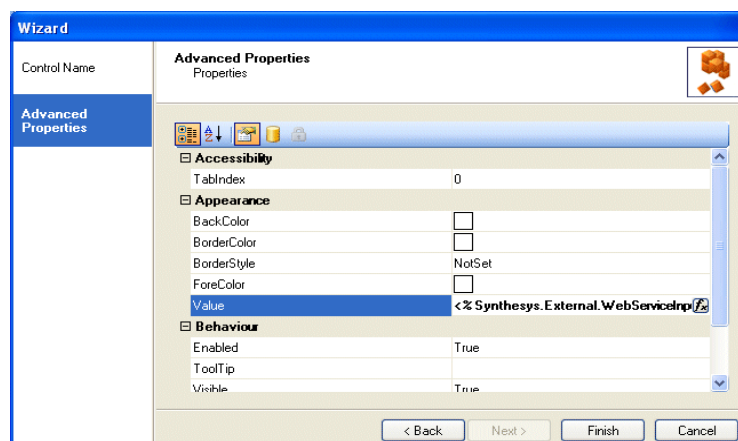
To display information from the *Web Service Input Action* in your webflow, **drop a web control**, for example a *Memo* control, into a **section after** the *Web Service Input Action*.

In the **Advanced Properties** screen of the control, **set a calculation** to the property **Value** pressing the calculations  icon. In the **Insert Calculation/Property** editor subsequently displayed, you can either

- select the value directly from the **Input Action Results** directory, or
- create a calculation to format the data to be displayed.



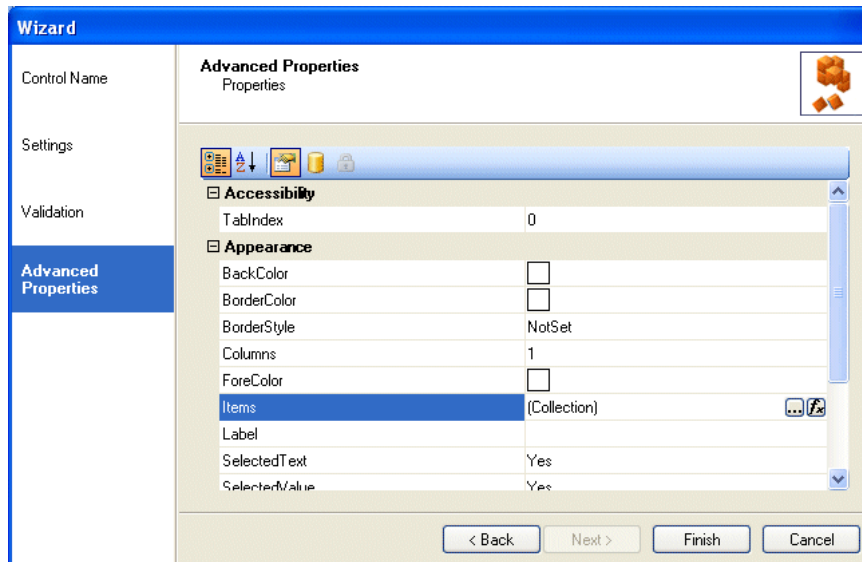
Press **OK** to update the *Advanced Properties* page and then **Finish**.



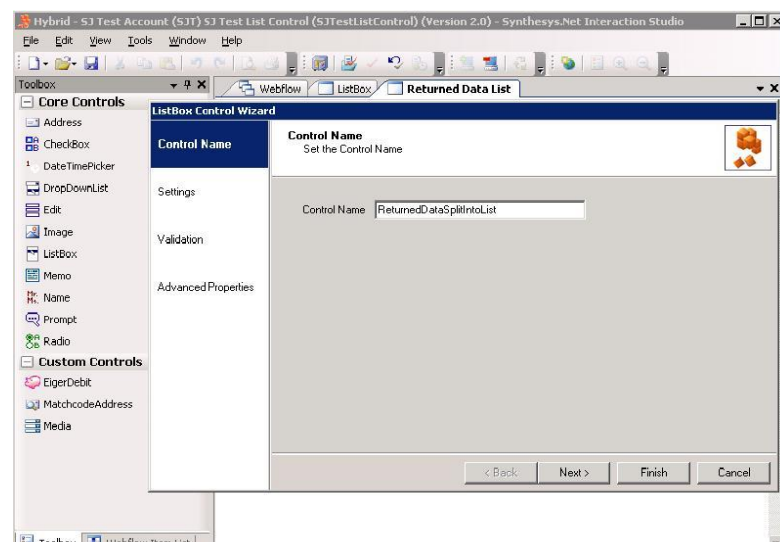
Returning Data from the Web Service to List type Web Controls

If you wish to return the data into a list type control, for example a **Radio**, **Checkbox**, **Drop Down list** or **List control**, the property that needs to be set is **Items**.

The **calculation type** has to be a **ListItemCollection**. If you receive the data as a comma separated string, a calculation must be written, to reformat the data as a list item collection.

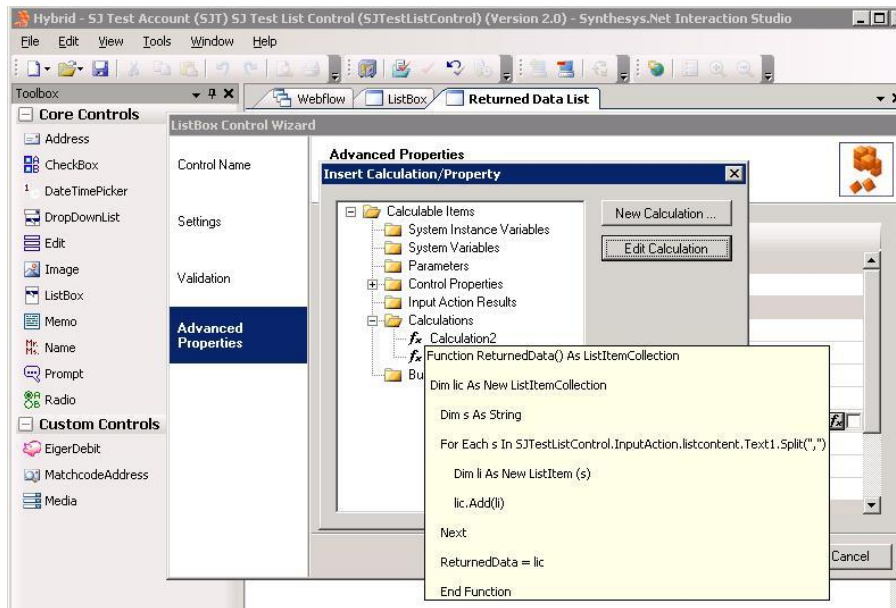


Once the data has been returned into the Webflow, add a **ListBox** to the Webflow.



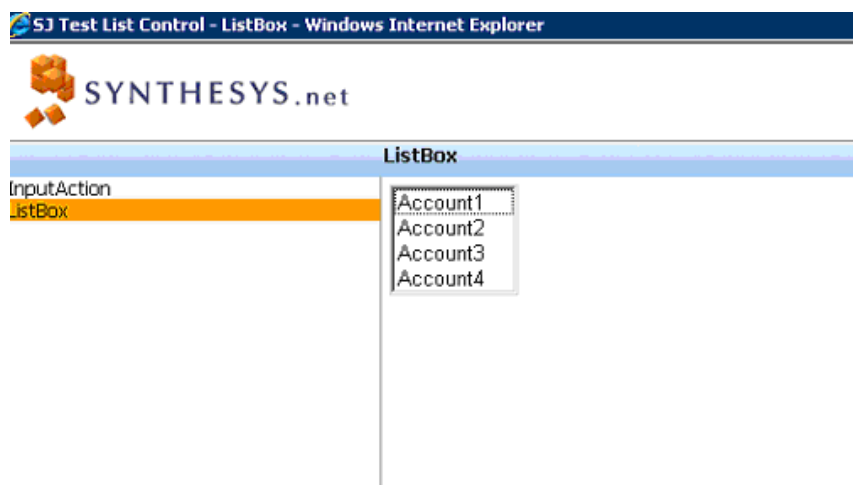
Create a **calculation** to reformat the 'data comma separated string' to a '**List Item collection**'.

Example of Calculation to Convert Comma separated string to a ListBoxItem:



The Calculation once added will convert the returned data into a List.

In the Synthesis Portal, the data returned from the Web Service is subsequently displayed in a ListBox in the Webflow.



The speed at which the data is displayed depends on the speed of the external data source used by the customer. If no data is returned within 5 seconds, a message will inform users that **'Retrieving Data From External Source has timed out – please retry'**.

Agents can press 'Retry' and eventually the required data will be returned.