

HTML EMAIL

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Introduction

The **Create New HTML Email** option in the Campaign Manager enables users to copy and paste or type HTML straight into an edit box and to send details in the body of an instant email.

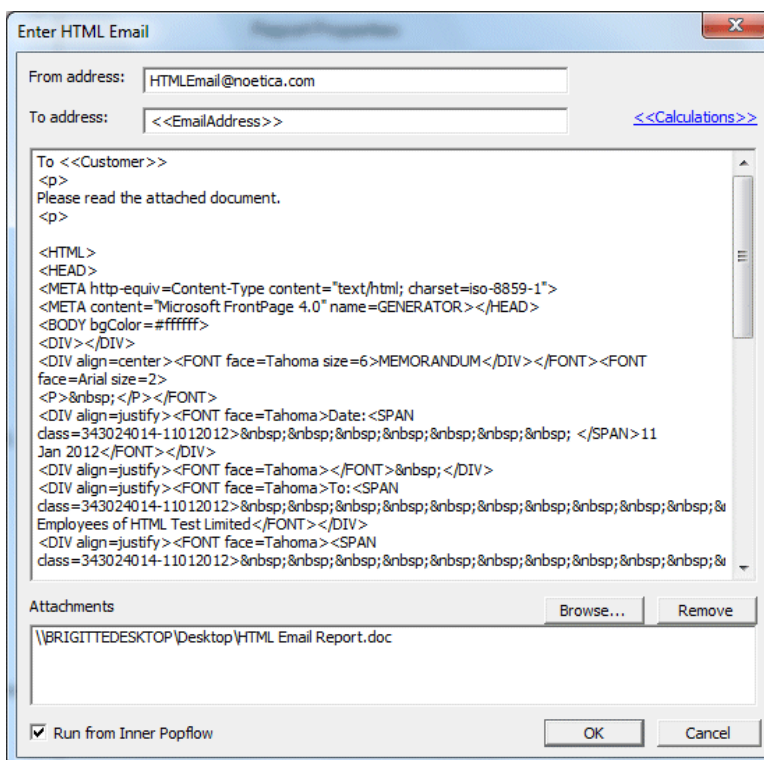
Users are also able to add attachments to the HTML Email.

Ticking the checkbox "**Run from Inner Popflow**" allows users to send **HTML emails** from within **Popup scripts**.

Adding Attachments to HTML Emails

To add attachments to your HTML email

- Click the **Browse...** button and locate the file that you wish to attach.
- Ensure that the file attachment sits on the system somewhere where the HTML Email Service can see them, i.e. the Synthesys Application Server or a system share somewhere.
- Use the full UNC paths i.e. [\\Machine\sharename](#) \directory\filename, when picking up the file.
- Click **OK** to save your HTML email, or **Cancel** to exit the *Enter HTML Email* dialog without saving the changes.



Click the **Browse...** button to locate file attachments

To remove file attachments from your HTML email

- Select the file attachment that you wish to remove in the Attachments section.
- Click the **Remove** button.
- Click **OK** to save your HTML email, or **Cancel** to exit the *Enter HTML Email* dialog without saving the changes.

See next page for information about creating HTML email reports and schedules.

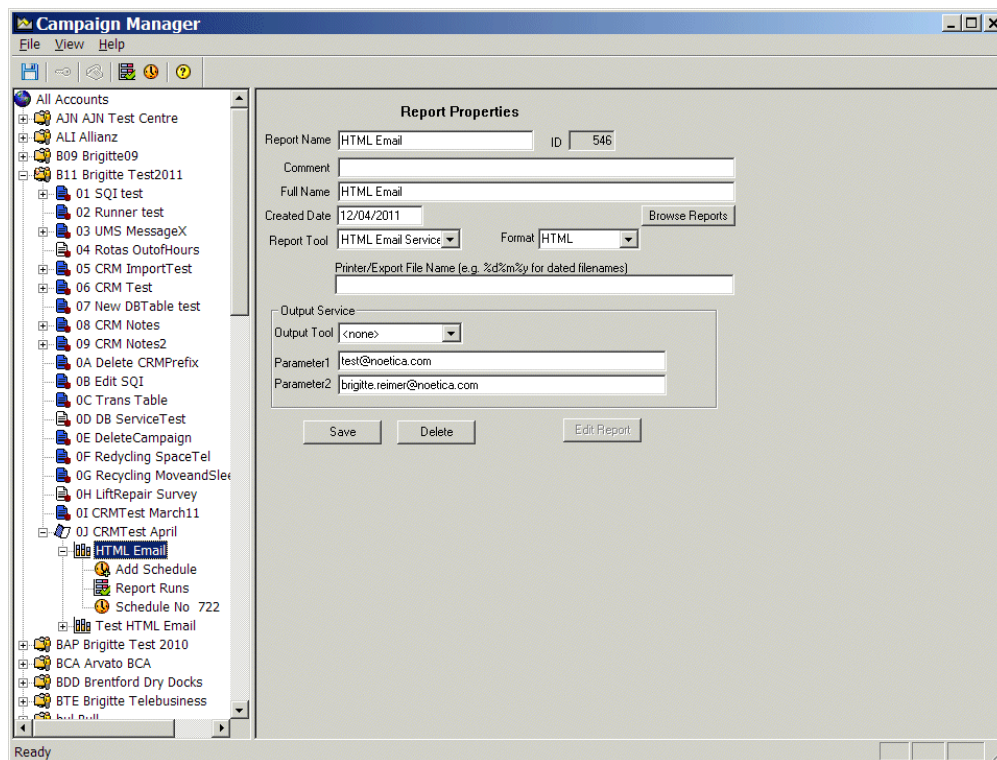
Creating HTML Email Reports

On saving the HTML email, the associated fields will be filled automatically in the *Report Properties* screen:

Report Tool	<i>HTML Email Service is selected by default</i>
Format	Is set to <i>HTML</i>
Parameter1	Displays the email address of the sender
Parameter2	Displays the email address of the recipient

All you need to enter is a name for the report into the **Report Name** and **Full Name** fields and any comment, if required into the **Comment** field.

The printer/export file name can be left blank for HTML email reports.



The *Report Tool* and *Format* fields will already be populated with the *HTML Email Service* and *HTML* respectively and the **email address** of the sender (Parameter1) and recipient (Parameter2) will contain contact details as entered in the HTML email.

Next, set up an instant schedule for the HTML email report. Please see next page, for more information.

Creating Instant Report Schedules

HTML email reports can only be run instantly, i.e. every time a call is taken.

In the **Schedule start** Dialog, select '*Immediately*' to start your report run straight away, or click the '*Starting on*' option and select a start date from the diary page.

As HTML email reports can only be run instantly, the option '**Every time a call is taken**' is already selected in the next page of the Schedule wizard, with all other options greyed out.



Move to the *Next>* page of the Schedule wizard, where you can select all, or specific call results for your report run, using the *Add>>button*.

Check that the frequency and required parameters are displayed correctly in the summary dialog, before clicking *Finish* to save the instant report schedule.

Editing an HTML email report

To edit an existing HTML email, right click on the report and select 'Edit HTMLEmail'.

In the *Enter HTML Email* dialog subsequently displayed, make your changes as required.

Email address details can be modified directly via the Parameter1 & 2 fields in the *Report Properties* screen, as well as in the *Enter HTML Email* dialog.

Example of an HTML Email

Here an example of the html email that was sent:

MEMORANDUM

Date: 11 Jan 2011

To: All Employees of HTML Test Limited
Synthesys Training Limited
Noetica Limited
Test Systems Limited

From: Sarah Jones
HTML Test Limited, Group Finance Director

Subject: Year End 2010/11 - Expense Claims

As the end of the 20010/11 accounting and tax year is rapidly approaching I am now planning to close the accounts as early in April as possible. In order to do this, anyone submitting a March expense claim should do so with expenditure up to and including, but **NOT** beyond, the 31st March 2011.

Your co-operation is appreciated.