

NOETICA WEB CONTROLS



CORE WEB
CONTROLS

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SYNTHESYS.NET

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GENERAL WEB CONTROL SETTINGS

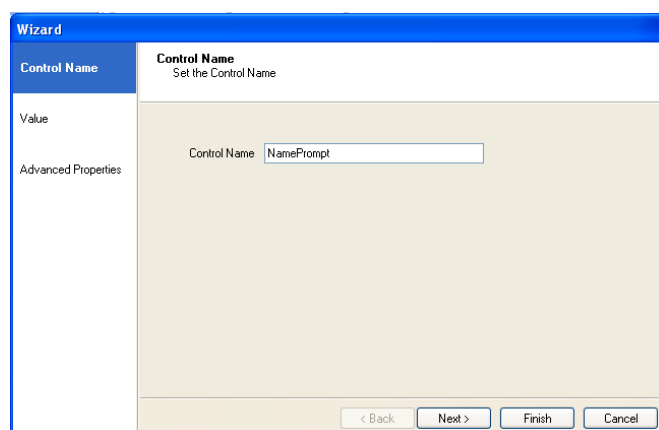
Web controls are self-contained tools that can perform a variety of tasks, from a simple data capture “Edit” control to more advance bespoke Web controls that interact with other applications or databases.

All web controls are configured at design time using a wizard. The wizard for each web control will reflect the unique properties available to that control, however there are some generic settings shared by all web controls and we will take a look at these first, before taking a closer look at the individual web control settings.

Control Name

The *Control Name* is used to uniquely identify a control within a section for both the database creation and any calculations.

The naming convention used for both, the column in the database where its data is stored after a call is taken by an agent, and when presented in the Calculations Editor, is *SectionName_ControlName_PropertyName*.



Advanced Properties

The *Advanced Properties* of each control will vary in content, but there are some common elements.

Advanced Properties toolbar



Categorized – will display the properties in categories



Alphabetical – allows the advanced properties to be sorted alphabetically



Properties - shows all properties and allows them to be set



Persistence – allows user to define which properties are stored in the database



Encryption – allows user to define which properties should be encrypted

Properties View

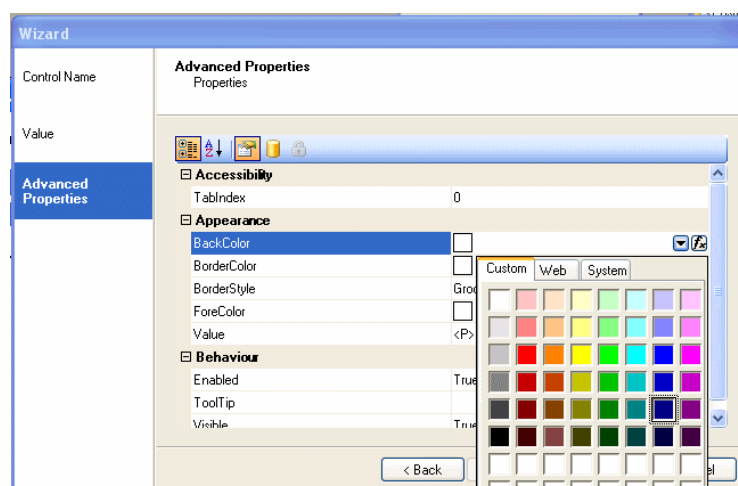
The properties view allows the user to manipulate the appearance and the behaviour of the control. The common properties shared by all controls are:

Appearance

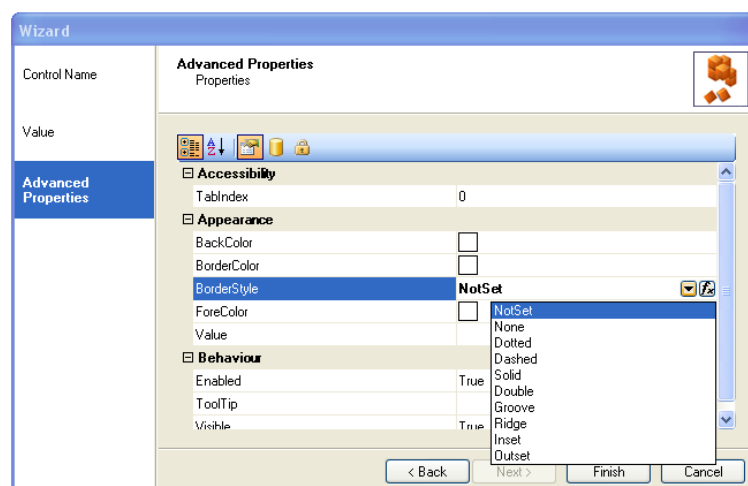
BackColor – This is set by selecting the drop down, which will display a windows colour palette. Simply select the desired colour for the background of the control.

BorderColor – This is set by selecting the drop down, which will display a windows colour palette. Simply select the desired colour for the border of the control.

ForeColor – This is set by selecting the drop down, which will display a windows colour palette. Simply select the desired colour for the foreground of the control.



BorderStyle – This is set by selecting the drop down, which will display a list of available styles. Simply select the desired style for the control.



Behaviour


The behaviour properties that are common to all controls are:

Enabled – This controls, whether the web control can be interacted with at runtime. The settings for this property are True or False.


Tooltip – Allows a Tooltip to be presented at runtime. The setting is the text to be displayed within the Tooltip

Visible – Controls whether the web control is visible at runtime. The settings for this property are True or False.

Setting Properties by calculation

All properties within the advanced properties tab can be set via calculations by selecting the function  button next to the property you wish to set. The return type of the calculation will be automatically set based on the type of property selected. The types are listed below for the common properties.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>BackColor</i>	<i>Color</i>	<i>RGB</i>
<i>BorderColor</i>	<i>Color</i>	<i>RGB</i>
<i>ForeColor</i>	<i>Color</i>	<i>RGB</i>
<i>BorderStyle</i>	<i>BorderStyle</i>	<i>A valid border style as a string i.e. "Groove"</i>
<i>Enabled</i>	<i>Boolean</i>	<i>True or False</i>
<i>Tooltip</i>	<i>String</i>	<i>Text of tooltip</i>
<i>Visible</i>	<i>Boolean</i>	<i>True or False</i>

Once set by a calculation, a checkbox  appears. If this is selected, the calculation will re-evaluate every time an agent goes backwards and forwards to and from the section where the control resides.

This is useful, if the calculation relies on variables entered by the agent in another section of the webflow, as you may want the calculation to update, to reflect the changes made.

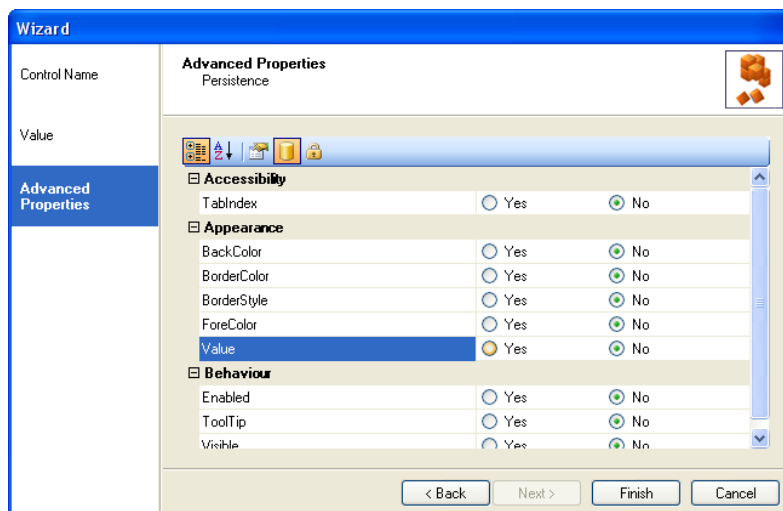
Removing a calculation set on a property

To remove a calculation so that it no longer sets a property, select the name of the property in the left hand column of the grid and press delete. This will remove the calculation from the property, but will leave it available for use again in the webflow, if required.

Persistence View

The persistence view allows you to determine which properties should be stored in the database.

Selecting **yes** will mean that the property is stored, selecting **no** will mean that it is not. All web controls come with default settings that will store captured data by default into the database.

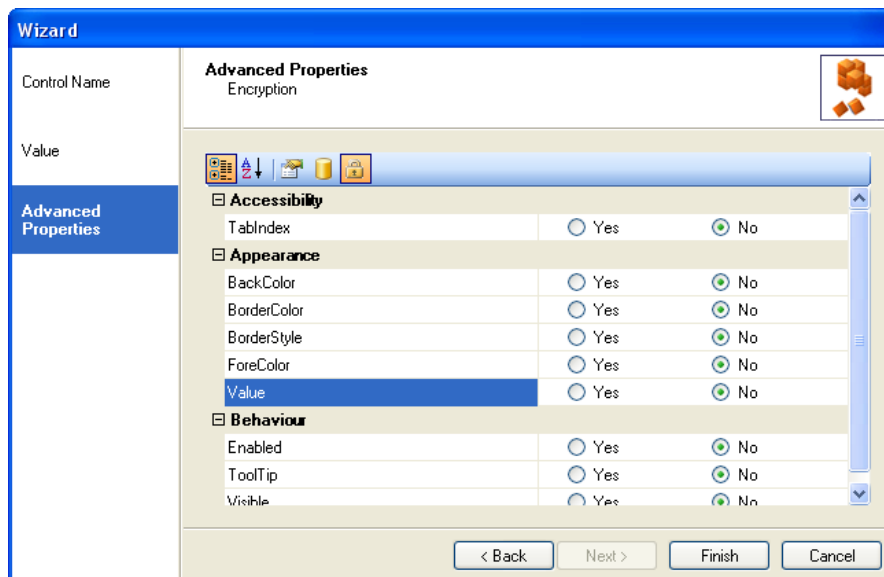


The screenshot shows the 'Persistence' tab of the 'Advanced Properties' wizard. The left sidebar has 'Advanced Properties' selected. The main area is titled 'Advanced Properties Persistence' and contains a list of properties grouped into three categories: Accessibility, Appearance, and Behaviour. Each property has two radio buttons: 'Yes' and 'No'. The 'Value' property under the 'Appearance' group is currently selected and has the 'Yes' radio button checked. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Category	Property	Yes	No
Accessibility	TabIndex	<input type="radio"/>	<input checked="" type="radio"/>
Appearance	BackColor	<input type="radio"/>	<input checked="" type="radio"/>
	BorderColor	<input type="radio"/>	<input checked="" type="radio"/>
	BorderStyle	<input type="radio"/>	<input checked="" type="radio"/>
	ForeColor	<input type="radio"/>	<input checked="" type="radio"/>
	Value	<input checked="" type="radio"/>	<input type="radio"/>
Behaviour	Enabled	<input type="radio"/>	<input checked="" type="radio"/>
	ToolTip	<input type="radio"/>	<input checked="" type="radio"/>
	Visible	<input type="radio"/>	<input checked="" type="radio"/>

Encryption View

The encryption view allows the user to define which properties should have their data encrypted when put into the database.



The screenshot shows the 'Encryption' tab of the 'Advanced Properties' wizard. The layout is identical to the Persistence View, but the title is 'Advanced Properties Encryption'. In this view, the 'Value' property under the 'Appearance' group has the 'No' radio button selected. The 'Yes' radio button is unselected. The 'Next >' button is now enabled.


Category	Property	Yes	No
Accessibility	TabIndex	<input type="radio"/>	<input checked="" type="radio"/>
Appearance	BackColor	<input type="radio"/>	<input checked="" type="radio"/>
	BorderColor	<input type="radio"/>	<input checked="" type="radio"/>
	BorderStyle	<input type="radio"/>	<input checked="" type="radio"/>
	ForeColor	<input type="radio"/>	<input checked="" type="radio"/>
	Value	<input type="radio"/>	<input checked="" type="radio"/>
Behaviour	Enabled	<input type="radio"/>	<input checked="" type="radio"/>
	ToolTip	<input type="radio"/>	<input checked="" type="radio"/>
	Visible	<input type="radio"/>	<input checked="" type="radio"/>

SPECIFIC WEB CONTROL SETTINGS

In addition to the generic settings shared by all web controls, the wizard for each control reflects the unique properties available to that control.

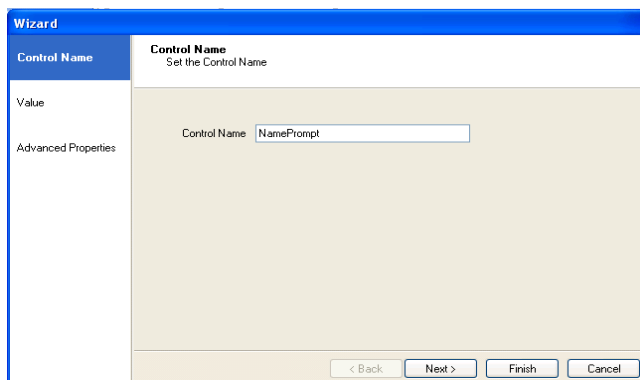
PROMPT CONTROL

The Prompt web control is used to prompt agent dialogue during a call. To add the control to your Webflow

- Pick up the **Prompt**  icon, drag it into the Section design area and release the left mouse button, to add the control.

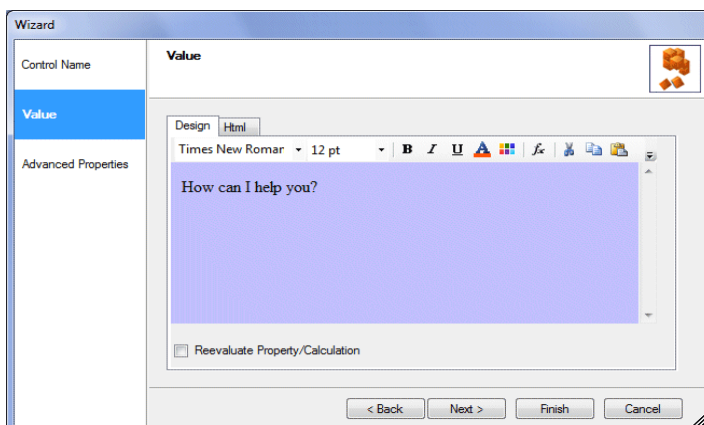
Control Name


- Enter a name into the Control Name field, i.e. 'NamePrompt'.



Adding a Text Prompt

- Click **Next>**, to move to the **Value** page of the Wizard and enter your free text (Design tab) or HTML (Html tab) as required.



- To set a calculation, i.e. for the customer name, click on the 'Insert Calculation'  icon.
- To view or enter the text entry in html, click the *Html* tab.

The colour and style of the text can be adjusted, using the 'Formatting' toolbar.

Please consult the 'Synthesys.NET' manual for further information regarding text formatting and calculations.

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Prompt control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Value</i>	<i>String</i>	<i>The text to be displayed to the agent</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*


May I take your name, please?

Click the Webflow tab to return to the Webflow view, and save your Webflow.

ADDRESS CONTROL

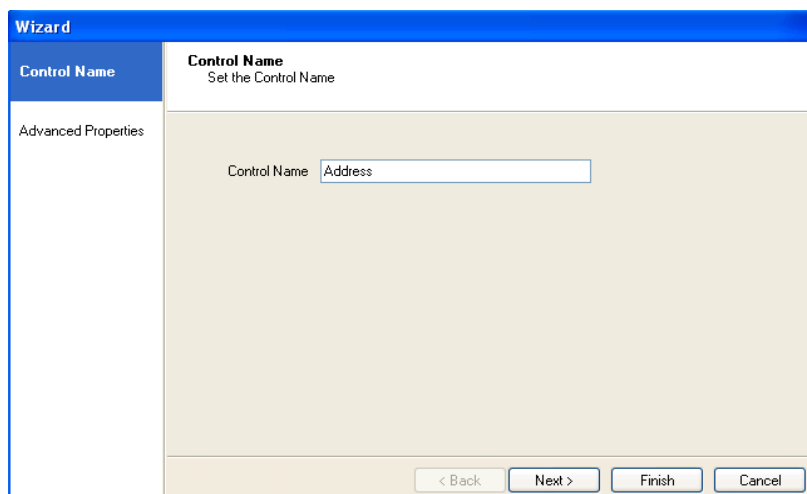
Noetica Address Web Control allows the capture of a postal address including the postcode.

To add the control to your Webflow

- Pick up the **Address**  icon, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Control Name field, in our example '**Address**'.



The screenshot shows a 'Wizard' dialog box with a blue title bar. On the left is a sidebar with two options: 'Control Name' (highlighted in blue) and 'Advanced Properties'. The main area of the dialog is titled 'Control Name' with the subtitle 'Set the Control Name'. Inside this area, there is a label 'Control Name' followed by a text input field containing the word 'Address'. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed and can be set using calculations. The properties specific to the Address control are listed below.

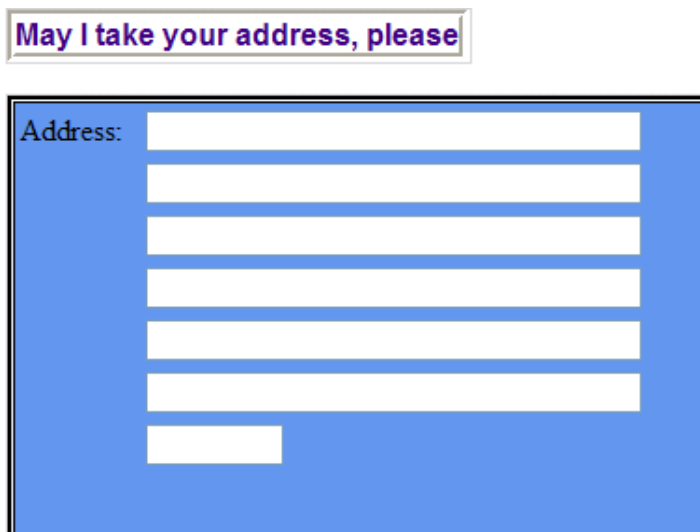
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Line1</i>	<i>String</i>	<i>The first line of the address</i>
<i>Line1Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line1Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line1Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Line2</i>	<i>String</i>	<i>The second line of the address</i>
<i>Line2Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line2Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line2Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Line3</i>	<i>String</i>	<i>The third line of the address</i>
<i>Line3Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line3Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line3Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Line4</i>	<i>String</i>	<i>The fourth line of the address</i>
<i>Line4Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line4Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line4Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Line5</i>	<i>String</i>	<i>The fifth line of the address</i>
<i>Line5Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line5Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line5Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Line6</i>	<i>String</i>	<i>The sixth line of the address</i>
<i>Line6Label</i>	<i>String</i>	<i>The label displayed next to the address line</i>
<i>Line6Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time</i>
<i>Line6Visible</i>	<i>Boolean</i>	<i>Controls the visibility of the address line</i>
<i>Postcode</i>	<i>String</i>	<i>The postcode of the address</i>
<i>PostcodeLabel</i>	<i>String</i>	<i>The label displayed next to the postcode</i>
<i>PostcodeRead Only</i>	<i>Boolean</i>	<i>Controls whether the Postcode can be written to at run time</i>
<i>PostcodeVisible</i>	<i>Boolean</i>	<i>Controls the visibility of the Postcode field</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

Note: To display a text prompt with the control, use the *Prompt* web control.




The image shows a web control interface. At the top, there is a text prompt "May I take your address, please" in purple text. Below this, there is a blue rectangular area containing the label "Address:" followed by a series of white input fields. The input fields are arranged in a list, with the first field being the largest and the subsequent fields being smaller and stacked vertically. The last field is a small, single-line input field.

Click the Webflow tab to return to the Webflow view, and save your Webflow.

CHECK BOX CONTROL

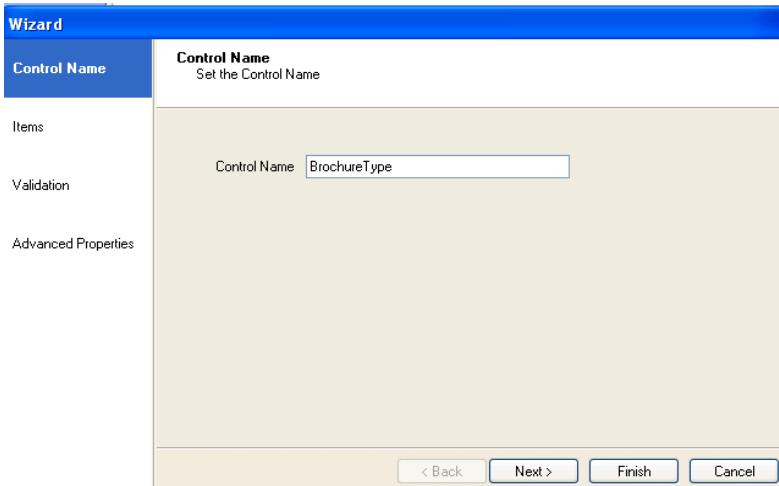
The Check Box web control displays a group of Windows style check boxes. Any number of boxes can be created and multiple items can be ticked.

To add the control to your Webflow

- Pick up the **CheckBox**  icon, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Control Name field, in our example '**BrochureType**'.



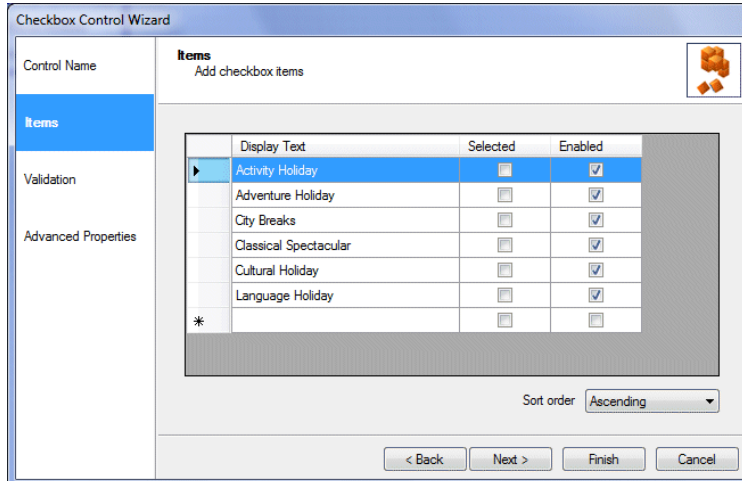
The screenshot shows a 'Wizard' dialog box with a blue header. On the left is a sidebar with four tabs: 'Control Name' (selected), 'Items', 'Validation', and 'Advanced Properties'. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field labeled 'Control Name' with the value 'BrochureType'. At the bottom right are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>**, to move to the **Items** page of the CheckBox control, to enter the options for selection, as required.

Please see next page for more information.

Items Page

- Double click your left mouse button into the Display Text column and replace or add details, as required.
- Press *Enter* to move to the next line, to enter further options.
- Select *Ascending*, *Descending* or *None* from the **Sort order** drop down menu to sort list items.



Display Text	Selected	Enabled
Activity Holiday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adventure Holiday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
City Breaks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Classical Spectacular	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cultural Holiday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Language Holiday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
*	<input type="checkbox"/>	<input type="checkbox"/>

Sort order: Ascending

Option

Used to

Display Text

display the options entered at run time.

Selected

If ticked this option will be selected by default.

Enabled

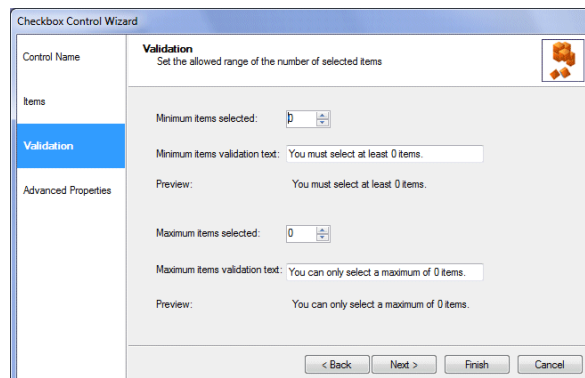
if ticked this option is available for the user to select.

Sort Order

sort list of items in Ascending or Descending order.

Validation

In the **Validation** page of the **Check Box** web control, you can specify the minimum and maximum of items that have to be selected, before agents can move on.



Validation
Set the allowed range of the number of selected items

Minimum items selected:

Minimum items validation text:

Maximum items selected:

Maximum items validation text:

Advanced Properties

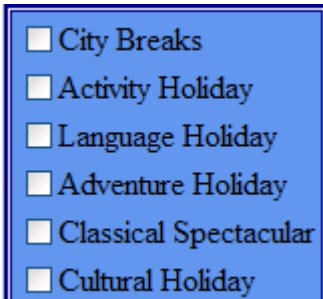
In the **Advanced Properties** page of the control all properties within the control are displayed. It is possible to set the properties of controls using calculations. The properties specific to the Checkbox control are listed below.

Property	Data Type	Description
<i>Appearance</i>		
<i>Items</i>	<i>ListItemCollection</i>	<i>The values displayed in the control</i>
<i>SelectedCount</i>	<i>Int</i>	<i>The number of selections made by the agent</i>
<i>SelectedText</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>SelectedValue</i>	<i>String</i>	<i>The list of options selected by the agent</i>
Behavior		
<i>SortOrder</i>	<i>String</i>	<i>The order in which the items entered are displayed if sorted, i.e. Ascending, Descending or None.</i>
Misc		
<i>MaximumSelectedItems</i>	<i>Int</i>	<i>The text specifying the maximum amount of items an agent can select</i>
<i>MaximumSelectedItemsText</i>	<i>String</i>	<i>The minimum amount of items an agent can select</i>
<i>MinimumSelectedItems</i>	<i>Int</i>	<i>The minimum amount of items an agent can select</i>
<i>MinimumSelectedItemsText</i>	<i>String</i>	<i>The text specifying the minimum amount of items an agent can select</i>

Displaying the Control

Click **Finish**, to display the configured web control in the Webflow design area

Note: To display a text prompt with the control, use the **Prompt** web control.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

CASCADING DROP DOWN LIST

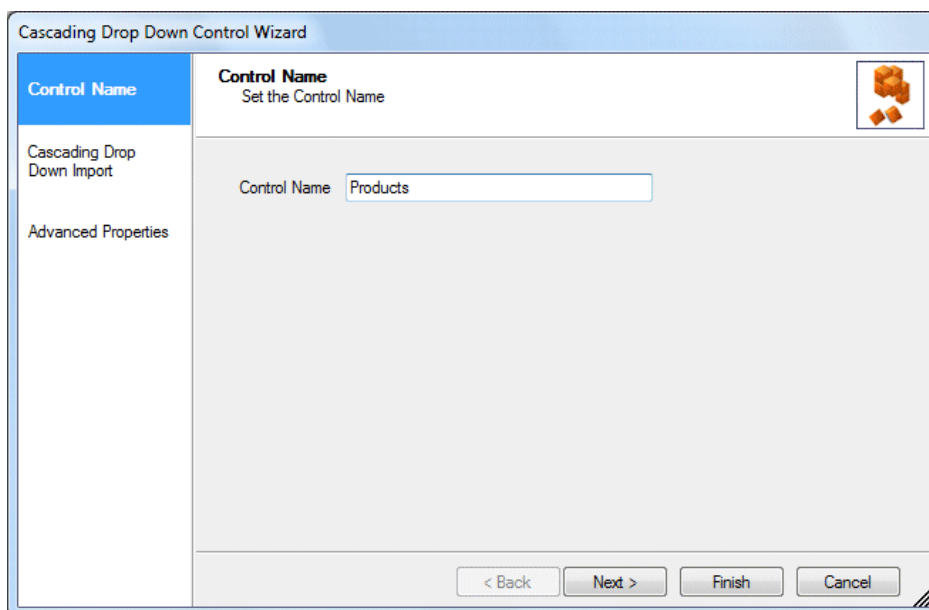
The *Cascading Drop Down List* web control is used to create up to 10 drop down lists within the control, which allow a mutually exclusive selection to be made from a number of entries.

To add the control to your Webflow

- Pick up the **Cascading Drop Down List**  icon, drag it into the section design area and release the left mouse button.

Control Name

- Enter a name into the Name field, in our example '**Products**'.



Cascading Drop Down Control Wizard

Control Name
Set the Control Name

Cascading Drop Down Import
Advanced Properties

Control Name:

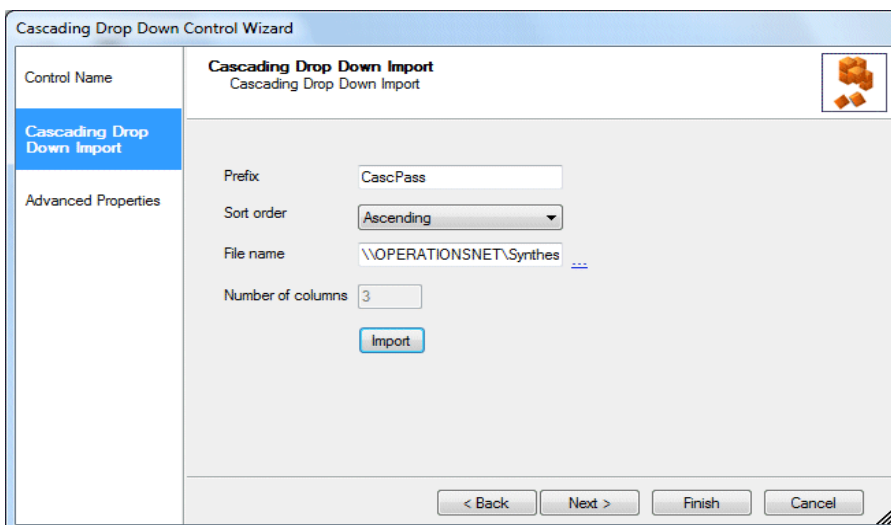
< Back Next > Finish Cancel

Click *Next>*, to move to the **Cascading Drop Down Import** page, for information about importing data from a csv file.

Cascading Drop Down Import

To imported data from a csv file via the **Cascading Drop Down Import** page:

- Enter a prefix/ name for the import into the **Prefix** field.
- Select *Ascending*, *Descending* or *None* from the *Sort order* drop down menu to sort list items.
- To browse for the csv file containing the data to be imported, click [...](#) next to the **File name** field. The number of columns to be used is shown in the *Number of columns* field.
- Click the **Import** button to import the data.




The Import will always re-insert a complete new set of data.

*The file (10MB limit) will be uploaded to the server, into the **dbo.CascDropDown table**, in the Synthesys General database. The message displayed following a successful import provides details about the unique values that have been imported or updated.*

*If the import is successful the previous content of the table is removed and the new content is added to the table. If the insert fails the previous data is retained. Details regarding the import/ update are also recorded in the **CascDropDownAudit** table, in the Synthesys General database.*

Example of the csv file format:

```
Car,Mercedes,Black
Car,Mercedes,Red
Car,BMW,Red
Bicycle,Super ChopperX,Blue
```

Having imported the data, move to the **advanced properties** page of the control to **enter label information**.

Advanced Properties

In the **Advanced Properties** page, all control properties are displayed and can be set via calculations. Properties specific to the *Cascading Drop Down List* control are:

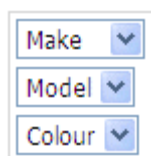
Property	Data Type	Description
Description 1-10	String	The description selected within the specific drop down list
Label 1-10	String	The text that appears on the drop down list before an item is selected (i.e. "Make" would display until Honda is selected from the list)
SelectedCount	Int	The number of selections made by the agent
SelectedDescriptions	String	A Pipe separated List of all the Descriptions selected
SelectedValues	String	A Pipe separated List of all the Values selected
Value 1-10		The value selected within the specific drop down list
Prefix	String	The name or prefix the control will use to display data.
Number Of Drop Downs		The number of drop down lists that will be displayed
Behavior		
SortOrder	String	The order in which the items entered are displayed if sorted, i.e. Ascending, Descending or None.

Displaying the Control

In the **Properties** page of the *Cascading Drop Down List* control.

- **Enter** names for **Label 1 – 10**, in our example label 1-3 Make, Model, Colour.
- The name or prefix that you have entered should be displayed in the **Prefix Description** column.
- The **number of drop down** lists in use should be displayed.
- Click **Finish** to display the configured web control in the Webflow design area.

Note: To display a text prompt with the control, use the *Prompt* web control.



Click the Webflow tab to return to the webflow view, and save the webflow.
Entering Data to be displayed via the Database

Instead of importing data, users can create the relevant database columns and enter the data manually into the **dbo.CascDropDown** table, in the **Synthesys General** database.

dbo.CascDropDown	ID	Value	Description	OwnerValue	Prefix
Columns	2231	90303	Mechanical dam...	903	GIGCC
Keys	2232	90304	Third party / wr...	903	GIGCC
Constraints	2233	90305	Wrong accessori...	903	GIGCC
Triggers	2968	1	Honda	NULL	CAR
Indexes	2969	11	Civic	1	CAR
Statistics	2970	12	Jazz	1	CAR
dbo.CascDropDownImport	2972	13	Insight	1	CAR
dbo.ELL_EntityInput	2973	111	Red	11	CAR
dbo.ELL_EntityInput_Decision1_Mr	2974	112	Blue	11	CAR
dbo.ELL_EntityInput_InstanceData	2975	121	Red	12	CAR
dbo.ELL_EntityInput_SectionDurations	2976	122	Silver	12	CAR
dbo.ELL_EntityInput_TestInput	2977	131	Black	13	CAR
dbo.ELL_EntityInput_WebflowActions	2979	2	Ford	NULL	CAR
dbo.ELL_EntityInput_WebflowParameters	2980	21	Ka	2	CAR
dbo.ELL_GeneralTesting	2981	211	Silver	21	CAR
dbo.ELL_GeneralTesting_Decision1_Mr					
dbo.ELL_GeneralTesting_InstanceData					
dbo.ELL_GeneralTesting_SectionDurations					
dbo.ELL_GeneralTesting_TestInput					

Example of DB Table

Our drop down menu contains:

Make (1)
Model (2)
Colour (3)

We have entered 2 **Makes (Honda = 1; Ford = 2)**

Under **Honda (1)** we have entered 3 Models (11 Civic, 12 Jazz; 13 Insight)
The models are under the OwnerValue of Honda (1)

The Civic (11) model comes in 2 different colours
Red 111 and Blue 112, each under OwnerValue Civic 11

The Jazz (12) model comes in 2 different colours
Red (121 and Silver 122 and Black 123 each under OwnerValue Jazz (12)


Under **Ford (2)** we have entered 1 Model (21 Ka)
The models are under the OwnerValue of Ford (2)
The Ka (21) model comes in 1 colour Silver (211) under OwnerValue Ka (21)



Having created the database table, users **MUST** go to the **Properties** page of the Cascading Drop Down List control and **enter** names for **Label 1 – 10**, as required, the name or **prefix to be used** and the **number of drop down lists** in use, before clicking **Finish** to display the configured web control in the Webflow design area.

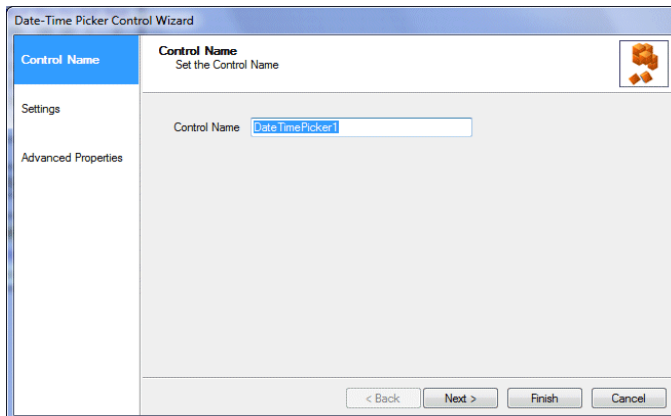
DATE TIME PICKER CONTROL

The Date Time Picker web control allows the capture of a date (current, past or future) from a diary page, as well as allowing the capture of the time.

- To add the control to your Webflow pick up the **DateTimePicker**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

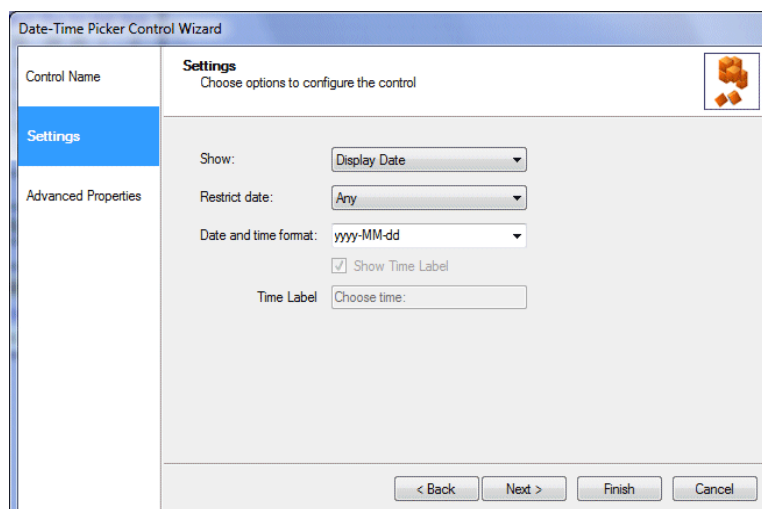
- Enter a name into the Control Name field.
- Click **Next>**, to move to the Settings page.



The screenshot shows the 'Date-Time Picker Control Wizard' window. The 'Control Name' tab is selected in the left sidebar. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. There is a text input field labeled 'Control Name' containing the text 'DateTimePicker1'. At the bottom right, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Settings Page

In the *Settings* window of the *Date Time Picker* control, use the drop down menus to select the options that should be available to the user in runtime.



The screenshot shows the 'Date-Time Picker Control Wizard' window with the 'Settings' tab selected in the left sidebar. The main area is titled 'Settings' with the subtitle 'Choose options to configure the control'. It contains several configuration options: 'Show:' with a dropdown menu set to 'Display Date'; 'Restrict date:' with a dropdown menu set to 'Any'; 'Date and time format:' with a dropdown menu set to 'yyyy-MM-dd'; a checked checkbox for 'Show Time Label'; and a 'Time Label' section with a text input field containing 'Choose time:'. At the bottom right, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

In the *Settings* dialog of the *Date Time Picker* control you can choose the following options to configure the control:

Show	<i>To Display Date only, Time only, or Date & Time</i>
Restrict the date	<i>Select the required time period to allow the selection of Past or Future only; Future and today, or Any.</i>
Date & time format	<i>Select the desired date and time format from the drop down menu.</i>
Time label	<i>To display, tick the Show Time Label box and enter a descriptive name into the Time Label field.</i>

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Date Time Picker control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Date</i>	<i>DateTime</i>	<i>The date selected by the agent</i>
<i>Format</i>	<i>String</i>	<i>The date format to be used</i>
<i>Future</i>	<i>String</i>	<i>Whether the date selected can be in the future, past or any date</i>
<i>Mode</i>	<i>String</i>	<i>The display mode</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

When taking calls, the DateTime Picker control is presented showing the current date. The current or subsequently selected date is also displayed in a date label at the top of the control.

Note: To display a text prompt with the control, use the Prompt web control.



21 December 2012

≤ December 2012 ≥

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Please select a time


00 : 00

Return to the Webflow view and save your Webflow.

DROP DOWN LIST CONTROL

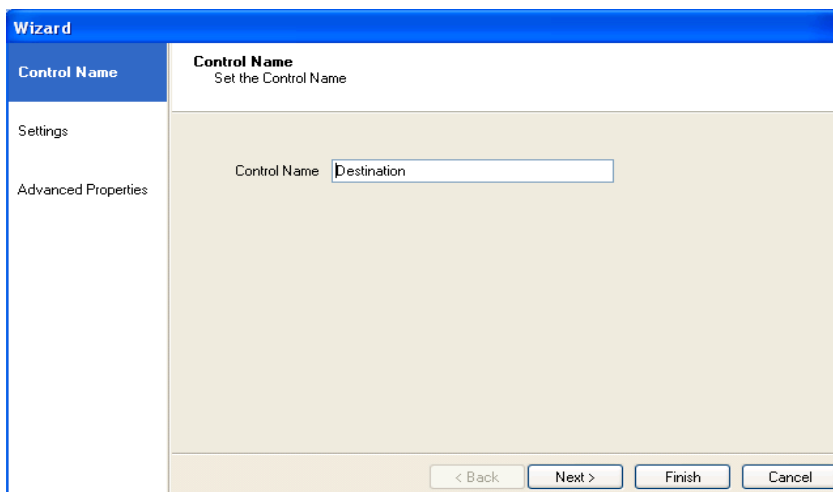
The Drop Down List web control displays a Windows style drop down list, which allows a mutually exclusive selection to be made from a number of entries.

To add the control to your Webflow

- Pick up the **DropDownList**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name into the Control Name field, in our example '**Destination**'.



The screenshot shows a 'Wizard' dialog box with a blue header. On the left is a sidebar with three tabs: 'Control Name' (selected), 'Settings', and 'Advanced Properties'. The main content area is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field labeled 'Control Name' with the text 'Destination' inside. At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>**, to move to the **Settings** page of the Drop Down List web control.

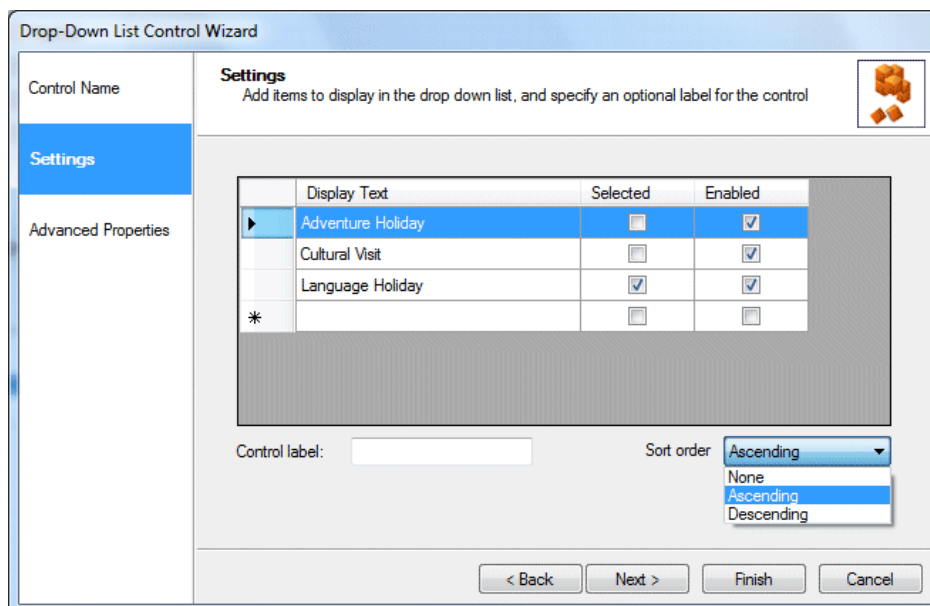
In the *Settings* window of the *Drop Down List* control, you can replace the existing options 'Yes' and 'No' in the **Display Text** column with our own options, as required.

See next page for more information.

Settings Page

To replace existing or add new options

- Double click your left mouse button into the Display Text column and replace or add details, as required.
- Press *Enter* to move to the next line.
- Enter a caption for the control into the *Caption label* field.
- Select *Ascending*, *Descending* or *None* from the *Sort order* drop down menu to sort list items.



Drop-Down List Control Wizard

Settings
Add items to display in the drop down list, and specify an optional label for the control

Display Text	Selected	Enabled
Adventure Holiday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cultural Visit	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Language Holiday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*	<input type="checkbox"/>	<input type="checkbox"/>

Control label:

Sort order: Ascending
None
Ascending
Descending

< Back Next > Finish Cancel

Option

Used to

Display Text

display the options entered at runtime.

Selected

If ticked this option will be selected by default.

Enabled

if ticked this option is available for the user to select.

Control label

add a label for the control.

Sort Order

sort list of items in Ascending or Descending order.

See next page for more information.

Advanced Properties

In the **Advanced Properties** page all properties within the control are displayed and can be set using calculations. Below the properties specific to the Drop Down List:

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Items</i>	<i>ListItemCollection</i>	<i>The values displayed in the control</i>
<i>Label</i>	<i>String</i>	<i>The Label in the control</i>
<i>SelectedText</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>SelectedValue</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>Behavior</i>		
<i>SortOrder</i>	<i>String</i>	<i>The order in which the items entered are displayed if sorted, i.e. Ascending, Descending or None.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- Click *Finish*.


Note: To display a text prompt with the control, use the *Prompt web control*.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

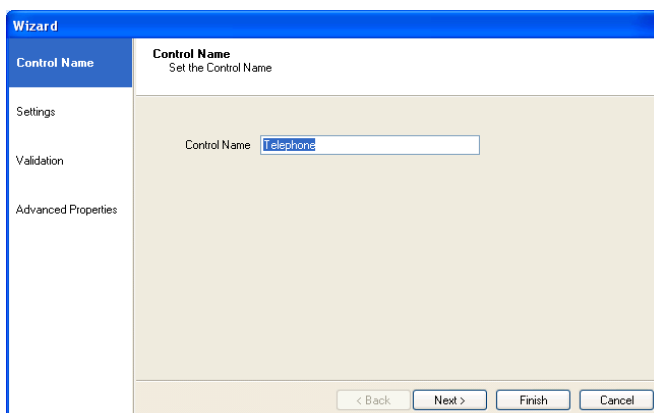
EDIT CONTROL

The Edit web control is a text box that can accommodate numerical, currency, text or alphanumeric input. To add the control to your Webflow

- Pick up the **Edit**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

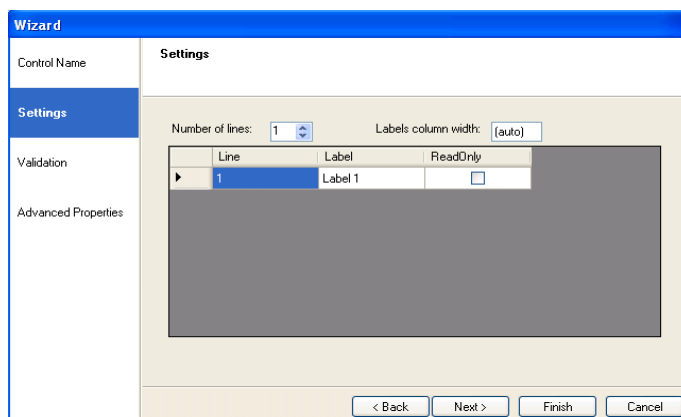
- Enter a name into the Control Name field, in our example **'Telephone'**.
- Click **Next>**, to move to the **Settings page**.



Settings Page

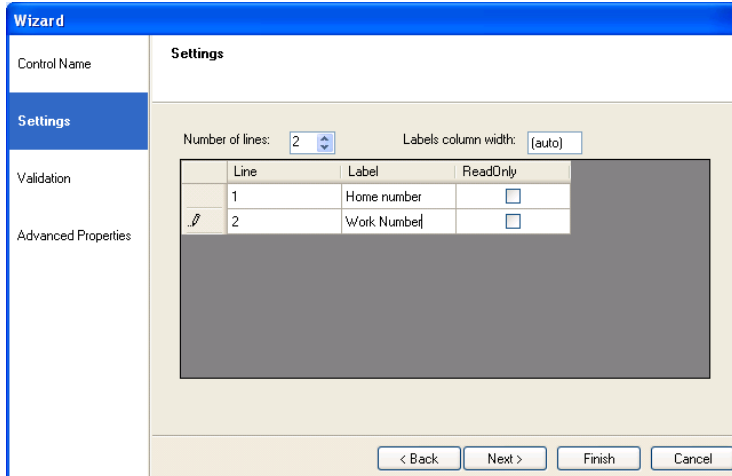
In the *Settings* window of the *Edit* control, you can select the number of lines that should be available and enter the required text options.

- Add your own option, as required, in the Label column and press **Enter** to move to the next line.



Line	Label	ReadOnly
1	Label 1	<input type="checkbox"/>

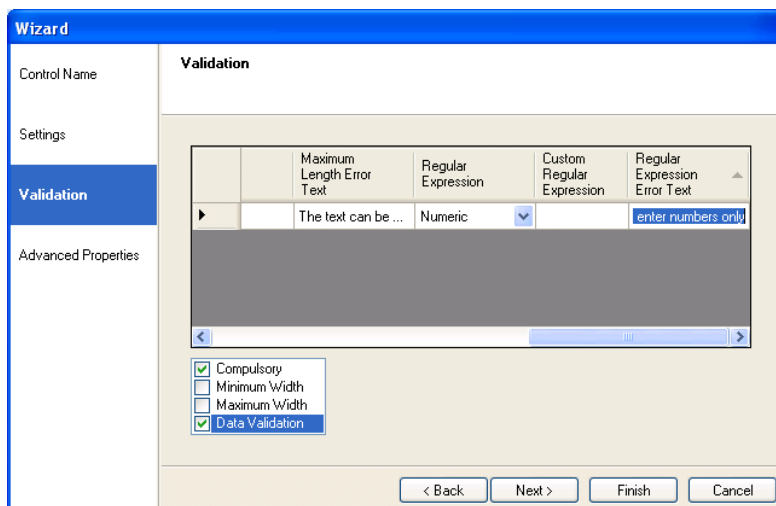
- To add further options Increase the number of available lines and double click your left mouse button into the Label column to add the required text/ label.
- To edit the text entered, double click your left mouse button on the option in the Label field and type the new text.



Line	Label	ReadOnly
1	Home number	<input type="checkbox"/>
2	Work Number	<input type="checkbox"/>

Validation

In the **Validation** page of the **Edit** control you can tick a set of options to specify compulsory fields, the maximum or minimum width for the labels and validation of data entry.



	Maximum Length Error Text	Regular Expression	Custom Regular Expression	Regular Expression Error Text
▶	The text can be ...	Numeric		enter numbers only

☒ Compulsory
☐ Minimum Width
☐ Maximum Width
☒ Data Validation

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Edit control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Label 1 – 10</i>	<i>String</i>	<i>The label displayed next to the corresponding edit field</i>
<i>MandatoryFlag 1 - 10</i>	<i>Boolean</i>	<i>Determines whether the field is mandatory</i>
<i>MandatoryText 1 - 10</i>	<i>String</i>	<i>The text displayed if the mandatory flag is set to True for the field but no data is entered</i>
<i>MaximumText 1 – 10</i>	<i>String</i>	<i>The text displayed if the data entered exceeds the maximum width specified for the field</i>
<i>MaxLength 1 - 10</i>	<i>Int</i>	<i>The Maximum length for data entered into the field</i>
<i>MinLength 1 - 10</i>	<i>Int</i>	<i>The Minimum length for data entered into the field</i>
<i>MinLength 1 - 10</i>	<i>Int</i>	<i>The text displayed if the data entered does not meet the minimum width specified for the field</i>
<i>NumberOfLines</i>	<i>Int</i>	<i>Defines the number of fields displayed between 1 and 10</i>
<i>ReadOnly 1 - 10</i>	<i>Boolean</i>	<i>Determines whether the field is read only</i>
<i>RegExp 1 – 10</i>	<i>String</i>	<i>The regular expression set on the field</i>
<i>RegExpText 1 – 10</i>	<i>String</i>	<i>The text displayed if the data entered does not meet the format dictated by the Regular expression specified for the field</i>
<i>Text 1 – 10</i>	<i>String</i>	<i>The data entered in the field.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

Note: *To display a text prompt with the control, use the Prompt web control.*


Home Number	<input type="text"/>
Work Number	<input type="text"/>

Click the Webflow tab to return to the Webflow view, and save your Webflow.

FILE UPLOAD CONTROL

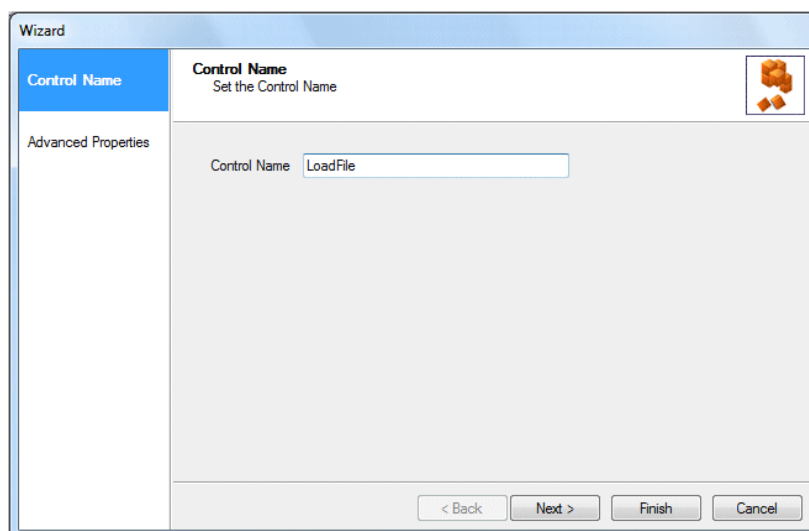
Using the **File Upload** control, agents are able to upload files when taking calls in the Synthesys.Net Portal. Using calculations, users can specify which files to upload and the location where uploaded files can be stored and viewed.

To add the *File Upload* control to the webflow

- Select the  **FileUploadControl** icon from the **Core Controls** column of the Toolbox, on the left hand side and drag it into the section design area.

Control Name

- Enter a descriptive name for the control into the Control Name field.



Click *Next>* to move to the *Advanced Properties* page of the Wizard.

Advanced Properties

In the *Advanced Properties* page, all properties of the control are displayed. It is possible to set the properties of controls using calculations. The properties specific to the *File Upload* control are listed below.

Property	Data Type	Description
<i>F 1 - 10</i>	String	Allows for up to 10 files to be uploaded at runtime.
<i>UploadDirectory</i>	String	Using calculations , for example based on date , CustomerID or Agent name , users can specify the files to be uploaded and the location to store and view uploaded files.

Upload Directory - Calculation Example

In the **Advanced Properties** page of the **File Upload** control, users can use calculations to specify the files to be uploaded and the location to store and view uploaded files.

Calculations are set in the Description field of the **UploadDirectory** property:

Example 1: Calculation to display files based on Synthesys Agent user name.

```
Function FuAgentName() As String
```

```
    FuAgentName = "C:\Program Files\Noetica\Synthesys.NET\v2.2\Tenants\General\Upload\"  
    + Synthesys.AgentUsername
```

```
End Function
```

Example 2: Calculation to display files based on Date

```
Function UploadCurrentDate() As String
```

```
    UploadCurrentDate = "C:\Program  
Files\Noetica\Synthesys.NET\v2.2\Tenants\General\Upload\" +  
DateTime.Now.ToString("yyyy-MM-dd")
```

```
End Function
```

Example 2: Calculation to display files based on CustomerID

```
Function FuCustomerid() As String
```

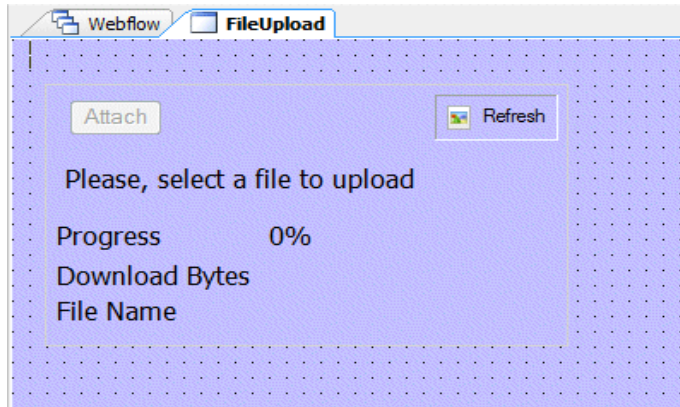
```
    FuCustomerid = "C:\Program Files\Noetica\Synthesys.NET\v2.2\Tenants\General\Upload\"  
    + Synthesys.CustomerId
```

```
End Function
```


Displaying the Control

To display the configured control in the Webflow design area of the Synthesys Interaction Studio


- Click **Finish**.

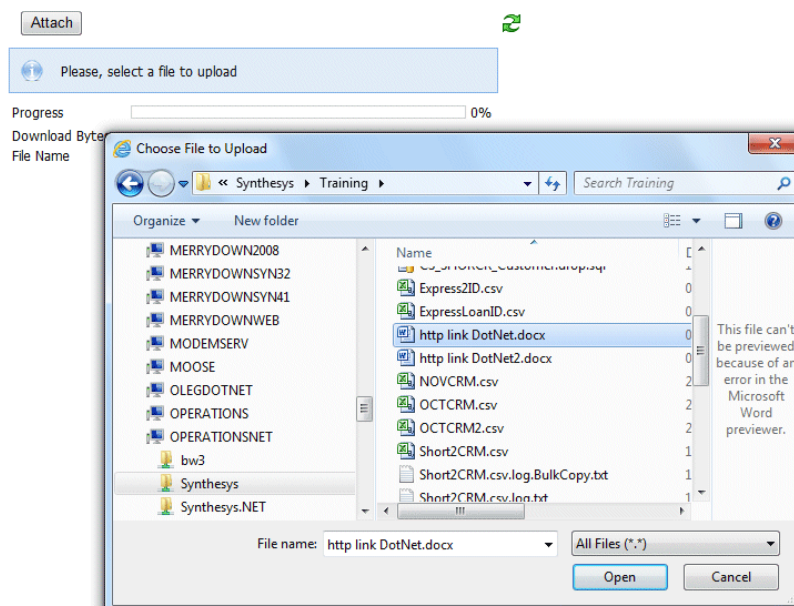


Click the Webflow tab to return to the Webflow view and save and publish your Webflow.

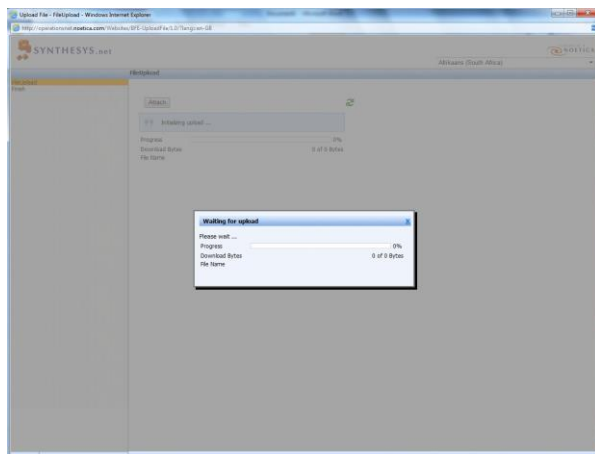
In the Synthesys.Net Portal

To load a file when taking calls in the Synthesys.Net Portal

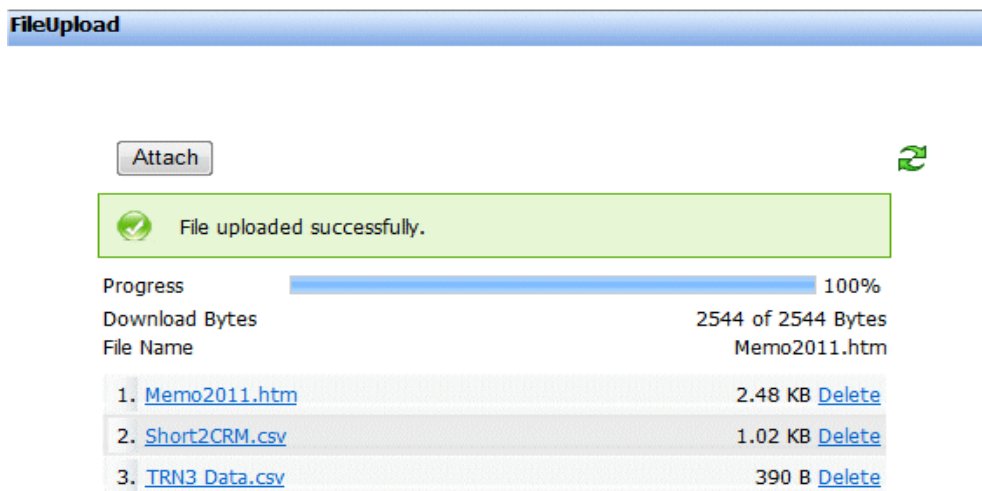
- Click the **Attach** button to open the Choose File to Upload dialog and select the file that you wish to add.
- If the Attach button is disabled, click the **Refresh**  icon on the top right of the control.



The **Waiting for upload** message will appear, showing a progress bar.



When the file has been attached, you'll see the **File uploaded successfully** message.



A list of all uploaded files is displayed.



*If no file has been selected, the **You need to select a file** message will prompt agents to select a file.*

*If the same file is selected for a second time, the message **File name 'xxx' already exists in the list** appears.*


*To delete one of the uploaded files click the **Delete** option next to the file.*

Uploaded files can only be viewed at a designated location, if this has been specified at design time.

To move to the next section, click the **Next** button in the Synthesys.Net Portal.

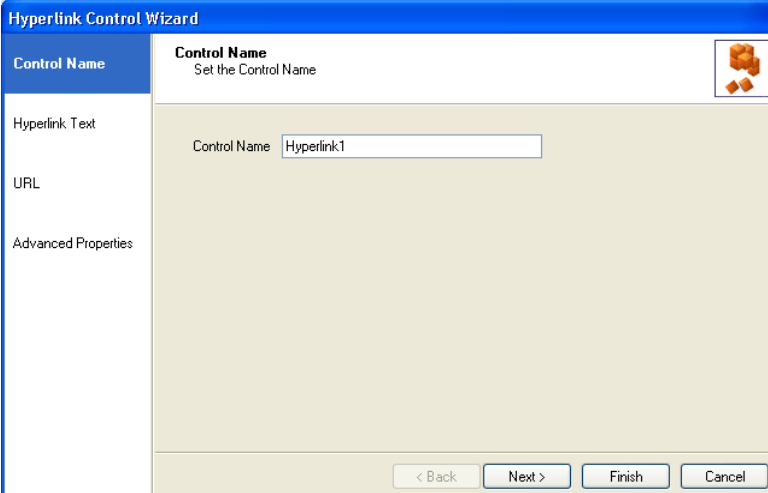
HYPERLINK CONTROL

The Hyperlink web control allows users to launch a webpage via a hyperlink in the Webflow. To add the Hyperlink control

- Pick up the **Hyperlink**  icon, drag it into the Section design area and release the left mouse button, to open the control wizard.

Control Name

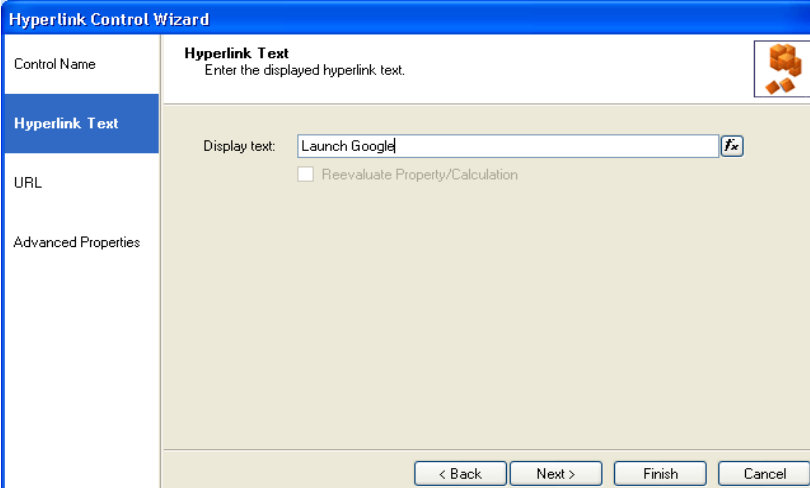
- Enter a suitable name into the Control Name field, for example, the name of the webpage to be launched. Click **Next**, to move the **Hyperlink Text** page.



The screenshot shows the 'Hyperlink Control Wizard' dialog box. The 'Control Name' tab is selected in the left sidebar. The main area is titled 'Control Name' with the instruction 'Set the Control Name'. Below this, there is a text input field labeled 'Control Name' containing the text 'Hyperlink1'. At the bottom right, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Hyperlink Text

- Enter the title for the hyperlink in the Hyperlink Text page, and then move to the URL page of the wizard.



The screenshot shows the 'Hyperlink Control Wizard' dialog box. The 'Hyperlink Text' tab is selected in the left sidebar. The main area is titled 'Hyperlink Text' with the instruction 'Enter the displayed hyperlink text.'. Below this, there is a text input field labeled 'Display text:' containing the text 'Launch Google'. To the right of the input field is a small icon with the text 'fx'. Below the input field, there is a checkbox labeled 'Reevaluate Property/Calculation' which is currently unchecked. At the bottom right, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

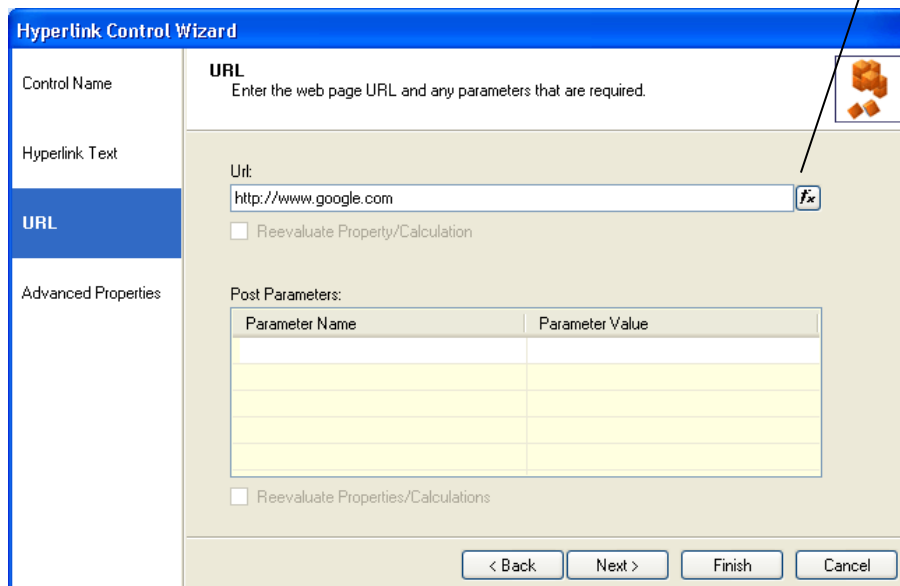
URL Page

In the *URL* part of the *Hyperlink* control

- Enter the path to the website that you wish to open (starting the path with **http://**).

For example, to open Google, enter: <http://www.google.com>.

The URL address can also be determined by setting a calculation .



Hyperlink Control Wizard


Control Name

Hyperlink Text

URL

Advanced Properties

URL
Enter the web page URL and any parameters that are required.

Url:
 

☐ Reevaluate Property/Calculation

Post Parameters:

Parameter Name	Parameter Value

☐ Reevaluate Properties/Calculations

< Back Next > Finish Cancel

Get and Post Requests

GET and POST are part of HTTP protocol.


"GET" is typically used for retrieving and viewing data without changing it.

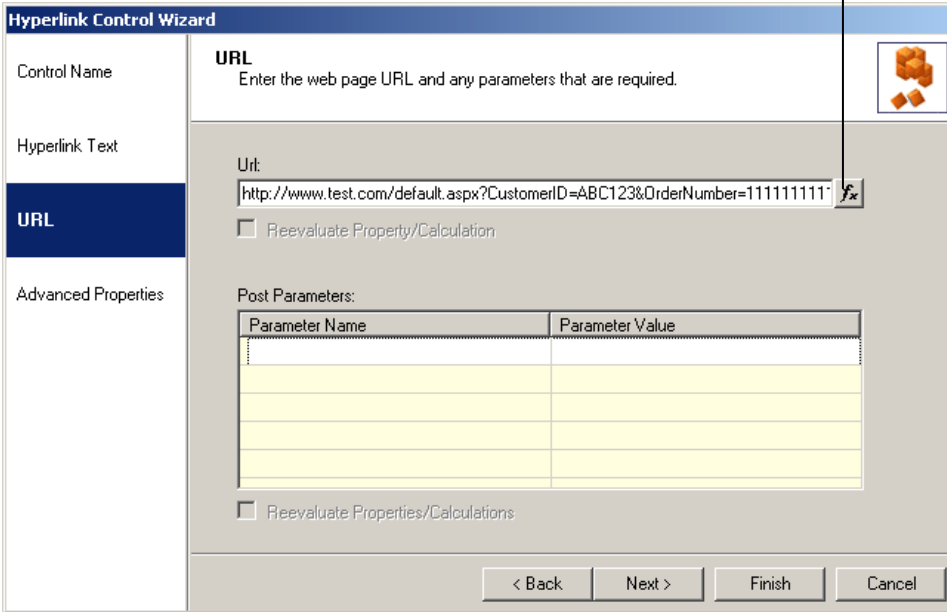
"POST" is more secure and is used to transfer large quantities of data. It may involve storing or updating data, ordering a product, or sending E-mail.

Please see next page for more information.

Get Request

The GET request is sent via the URL string, appended to the URI with a question-mark as separator, which is visible.

The URL address can also be determined by setting a calculation .



Hyperlink Control Wizard


Control Name

Hyperlink Text

URL

Advanced Properties

URL
Enter the web page URL and any parameters that are required.

Url:
 

☐ Reevaluate Property/Calculation

Post Parameters:

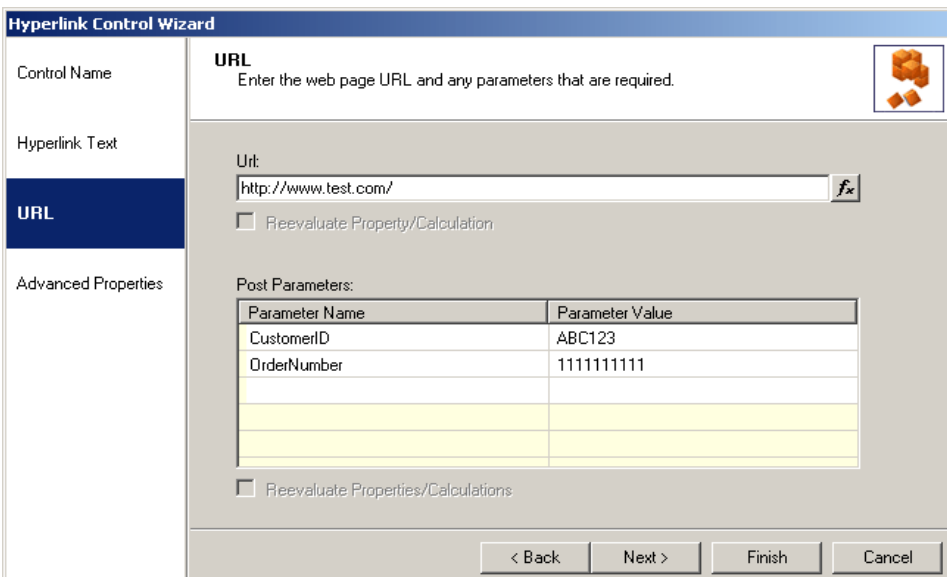
Parameter Name	Parameter Value

☐ Reevaluate Properties/Calculations

< Back Next > Finish Cancel

Post Request

The POST request is encapsulated in the body of the HTTP request and can't be seen.



Hyperlink Control Wizard


Control Name

Hyperlink Text

URL

Advanced Properties

URL
Enter the web page URL and any parameters that are required.

Url:
 

☐ Reevaluate Property/Calculation

Post Parameters:

Parameter Name	Parameter Value
CustomerID	ABC123
OrderNumber	1111111111

☐ Reevaluate Properties/Calculations

< Back Next > Finish Cancel

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

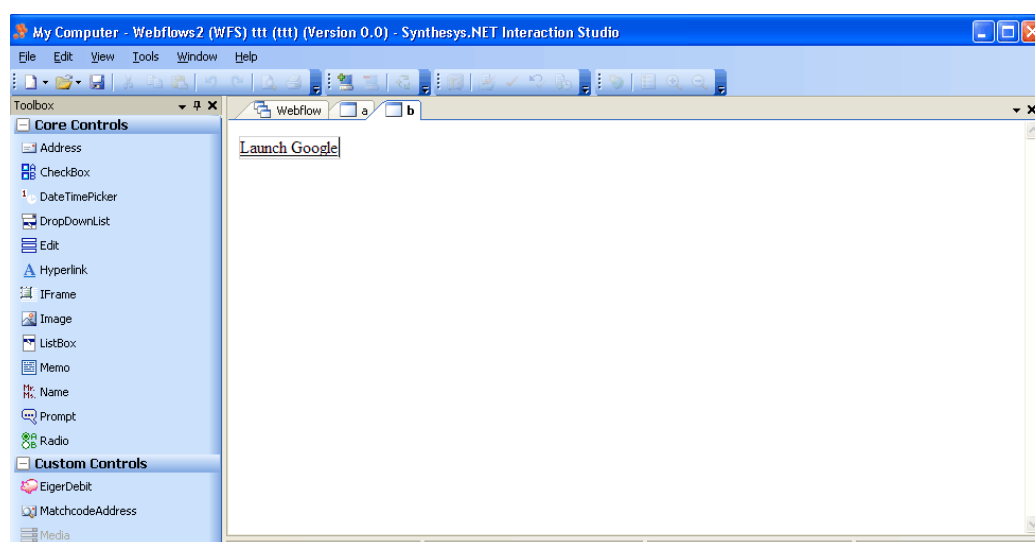
It is possible to set the properties of controls using calculations. The properties specific to the Hyperlink control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>NavigateUrl</i>	<i>String</i>	<i>Displays the path of the URL used in the control</i>
<i>PostParametersString</i>	<i>String</i>	<i>Contains post parameters array and is read only in the a advanced properties page</i>
<i>Text</i>	<i>String</i>	<i>Displays the title entered in the Hyperlink Text field of the control</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*




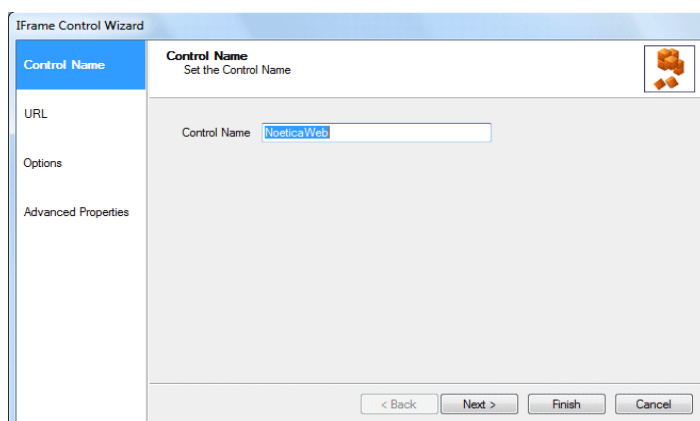
Click the Webflow tab to return to the Webflow view, and save your Webflow.

IFRAME CONTROL

The IFrame web control launches a webpage as part of a webflow, when a user enters the section containing the control.

Control Name

- Pick up the **IFrame**  icon, drag it into the Section design area, release the left mouse button to open the control wizard and enter a descriptive name into the Control Name field. Click **Next**, to move the **URL** page.

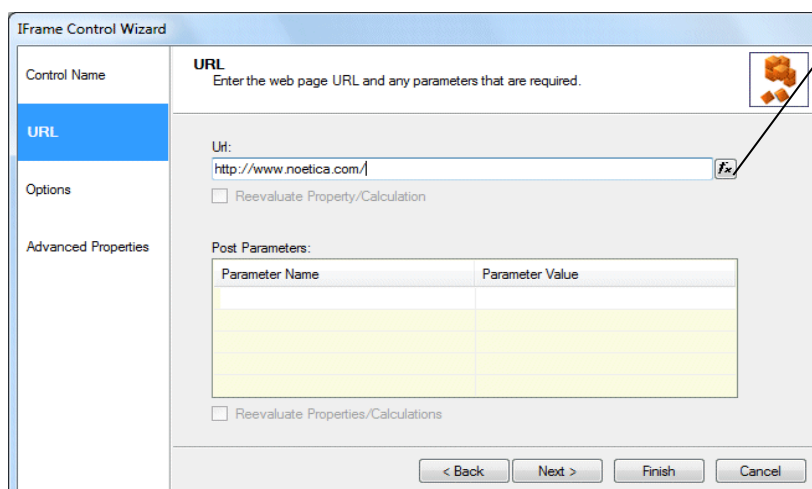


The screenshot shows the 'IFrame Control Wizard' dialog box. The 'Control Name' tab is selected in the left sidebar. The main area is titled 'Control Name' with the instruction 'Set the Control Name'. Below this, there is a text input field labeled 'Control Name' containing the text 'NoeticaWeb'. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

URL Page

- Enter the path to the website that you wish to open in the URL part of the IFrame control, for example, <http://www.noetica.com/>.
- To open a secured website (**https://**) from within the IFrame control you need to add the target website to the trusted sites of the user PC's.

The URL address can also be determined by setting a calculation .



The screenshot shows the 'IFrame Control Wizard' dialog box with the 'URL' tab selected. The main area is titled 'URL' with the instruction 'Enter the web page URL and any parameters that are required.' Below this, there is a text input field labeled 'Url:' containing the text 'http://www.noetica.com/'. To the right of the input field is a small 'fx' icon. Below the input field, there is a checkbox labeled 'Reevaluate Property/Calculation'. Further down, there is a section titled 'Post Parameters:' containing a table with two columns: 'Parameter Name' and 'Parameter Value'. The table has three empty rows. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'. An arrow points from the 'fx' icon in the URL field to the text 'The URL address can also be determined by setting a calculation'.

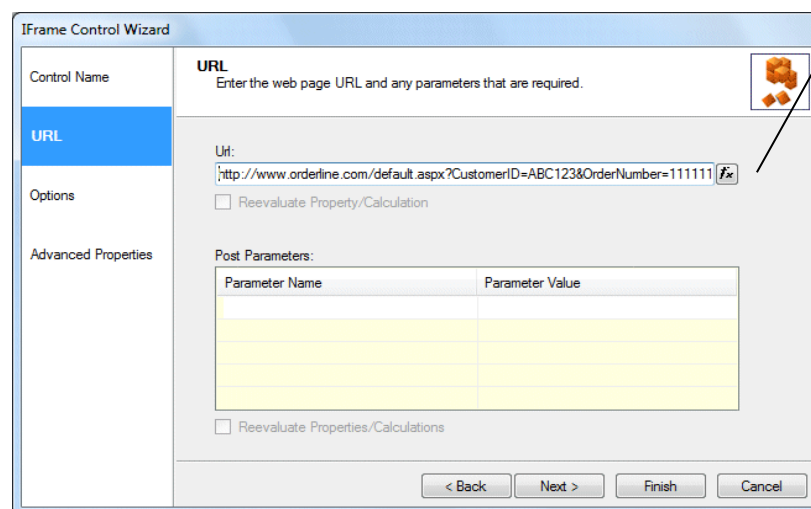
Get and Post Requests

GET and POST are part of HTTP protocol. **"GET"** is typically used for retrieving and viewing data without changing it, while **"POST"** is more secure and used to transfer large quantities of data. It may involve storing or updating data, ordering a product, or sending E-mail.

Get Request


The GET request is sent via the URL string, appended to the URI with a question-mark as separator, which is visible.

The URL address can also be determined by setting a calculation .



Iframe Control Wizard

URL
Enter the web page URL and any parameters that are required.

Url:
 

☐ Reevaluate Property/Calculation

Post Parameters:

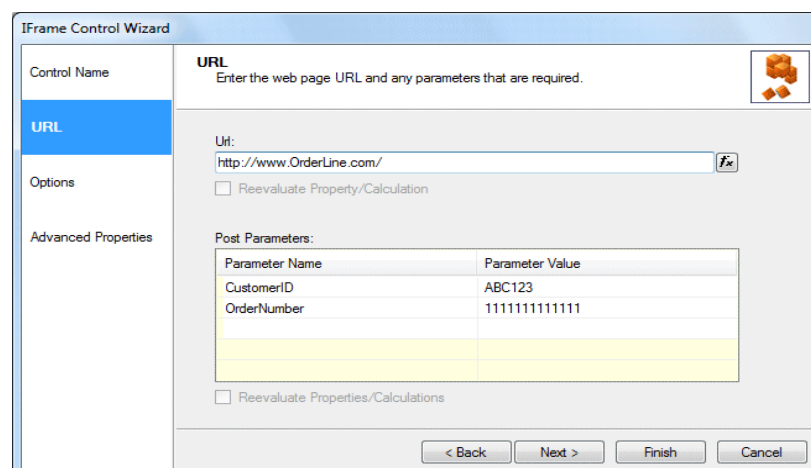
Parameter Name	Parameter Value

☐ Reevaluate Properties/Calculations

< Back Next > Finish Cancel


Post Request

The POST request is encapsulated in the body of the HTTP request and can't be seen.



Iframe Control Wizard

URL
Enter the web page URL and any parameters that are required.

Url:
 

☐ Reevaluate Property/Calculation

Post Parameters:

Parameter Name	Parameter Value
CustomerID	ABC123
OrderNumber	11111111111111

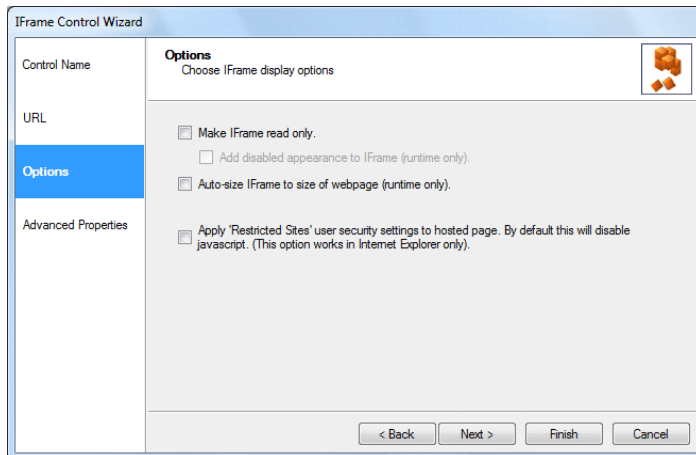
☐ Reevaluate Properties/Calculations

< Back Next > Finish Cancel

Options

Here you can select how to present the IFrame control when taking calls.

You can display it as 'read only', 'auto-size it to webpage size' or in Internet Explorer apply 'Restricted Sites' user security settings to hosted page.



Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed and can be set using calculations. The properties specific to the IFrame control are listed below.

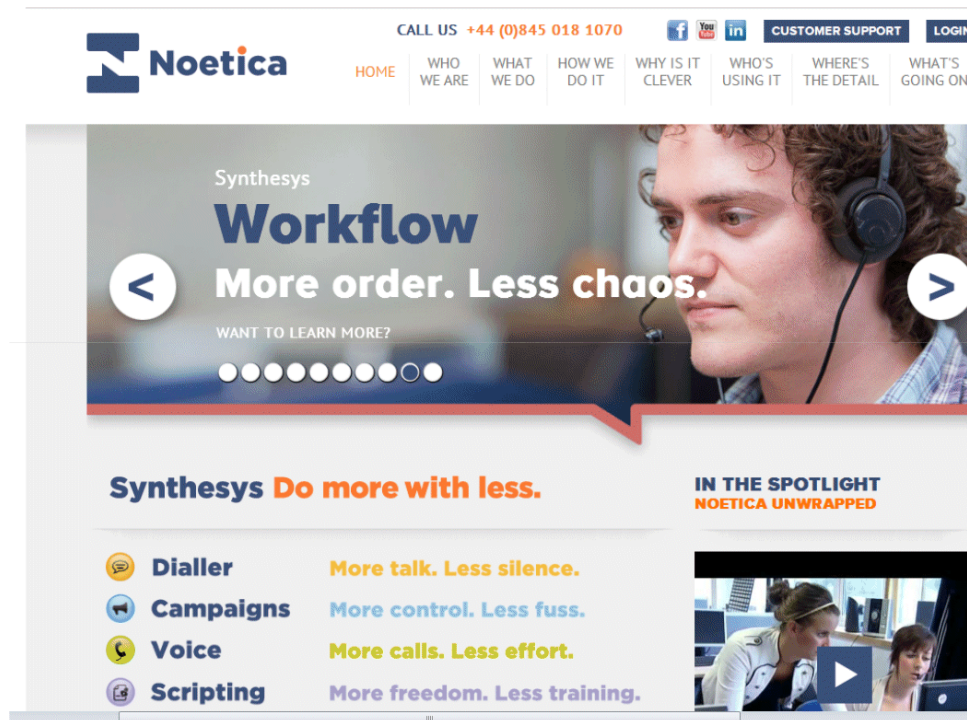
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Auto-size</i>	<i>Boolean</i>	<i>To enable the feature select True, else False.</i>
<i>DimIFrame</i>	<i>Boolean</i>	<i>To enable the feature select True, else False.</i>
<i>DisableJavascript</i>	<i>Boolean</i>	<i>To enable the feature select True, else False.</i>
<i>NavigateUrl</i>	<i>String</i>	<i>Displays the path of the URL used in the control</i>
<i>PostParametersString</i>	<i>String</i>	<i>Contains post parameters array and is read only in the advanced properties page</i>
<i>ReadOnly</i>	<i>Boolean</i>	<i>To enable the feature select True, else False.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish*


The webpage selected is visible in the Synthesys Interaction Studio, if no post requests have been set. If post requests are in use, the webpage will only be displayed to users in the Synthesys Portal in the Web Browser.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

IMAGE CONTROL

Using the Image web control, users can display a selected image as part of the webflow, for example a company log. To add the control to your Webflow

- Pick up the **Image**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name into the Control Name field, in our example '**NoeticaLogo**'.

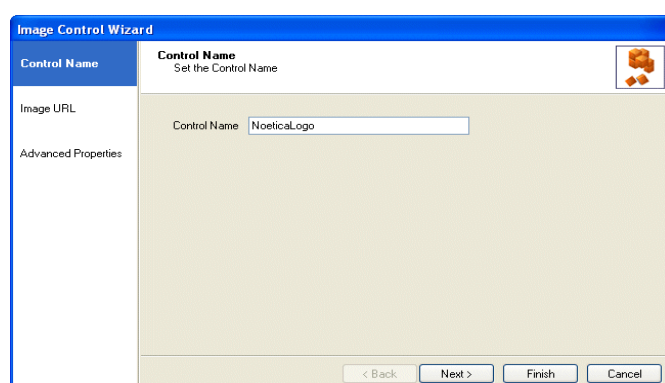

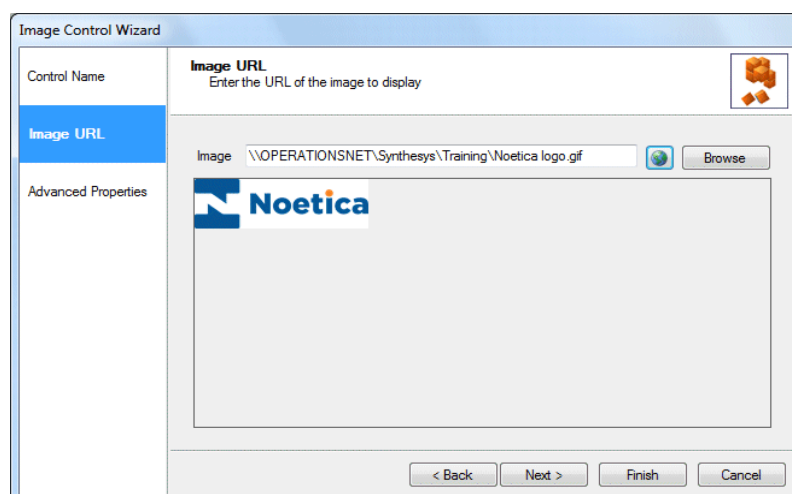


Image URL Page

In the *Image URL* dialog of the *Image* control

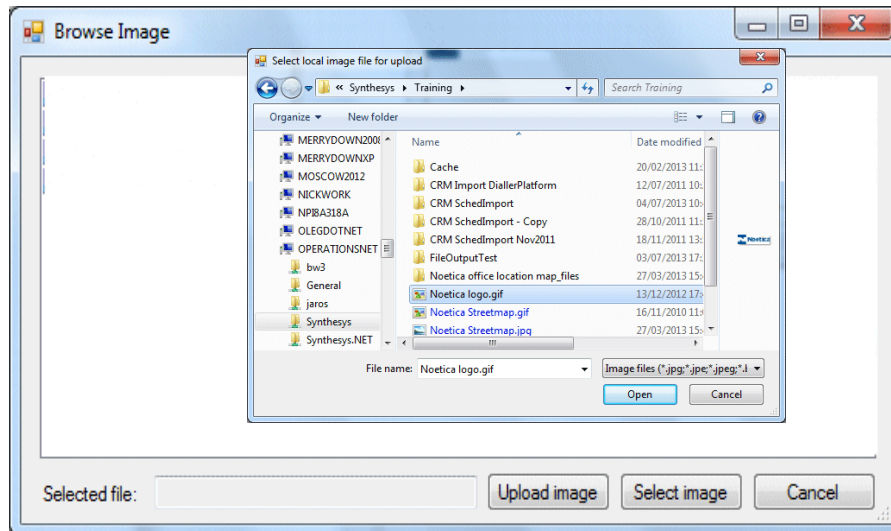
- Add the full path for the image and click the adjacent  icon to display the image or



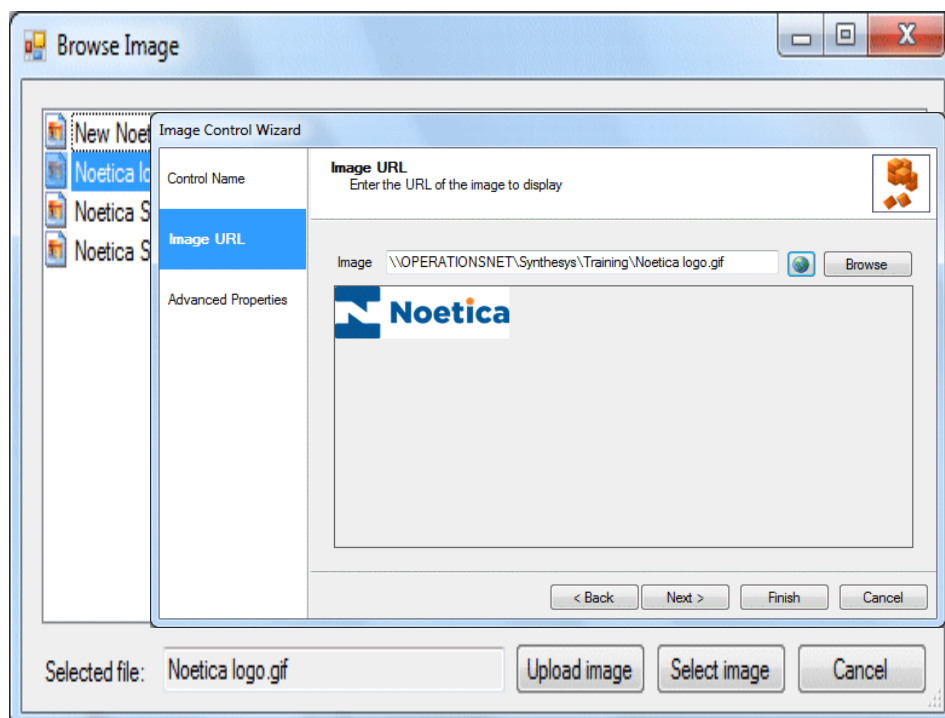
- Alternatively click the **Browse** button to locate the image.

Having clicked the **Browse** button to locate the image

- Click the **Upload image** button to select the image to be used and click **Open**.



- The uploaded image will now be displayed in the **Browse Image** dialog.
- Select the image and click the **Select image** button to add the image to the control.



Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Image control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>ImageURL</i>	<i>String</i>	<i>The URL where the image resides.</i>

To display border colours, tick the '**BorderColor**' box.

Select the desired colour via the drop down menu and colour panel and then tick the **Border Style** box, to select and set a Border Style.

Displaying the Control

To display the configured web control in the Webflow design area


- Click Finish.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

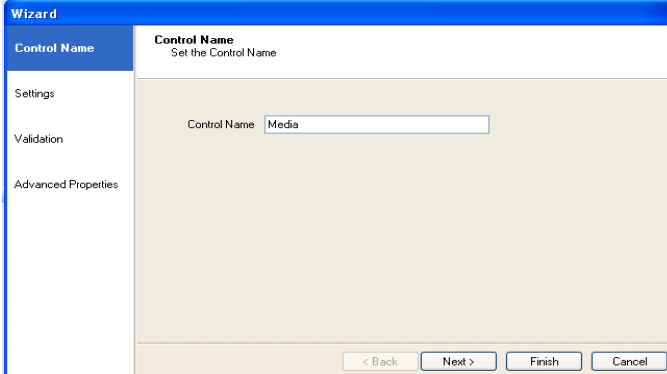
LIST BOX CONTROL

The List Box web control displays a list, which allows a mutually exclusive selection to be made from a number of entries. To add the control to your Webflow

- Pick up the **ListBox**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name into the Control Name field, in our example **'Media'**.
- Click **Next>**, to move to the Settings page.

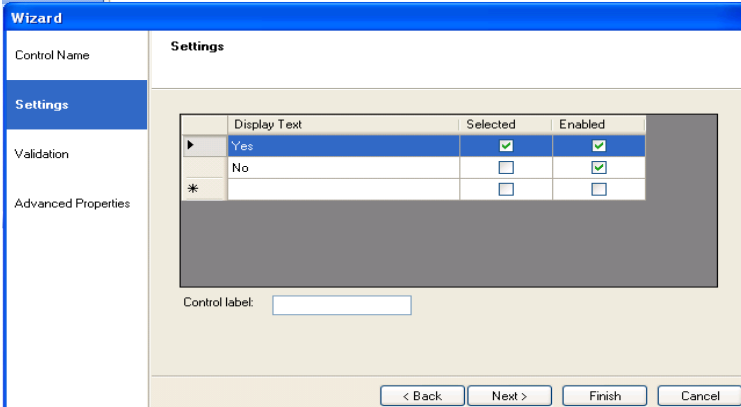


The screenshot shows the 'Wizard' dialog box with the 'Control Name' tab selected. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. There is a text input field labeled 'Control Name' containing the text 'Media'. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Settings Page

In the *Settings* window of the *List Box* control, replace the existing options 'Yes and No' in the **Display Text** column with our own options, as required.

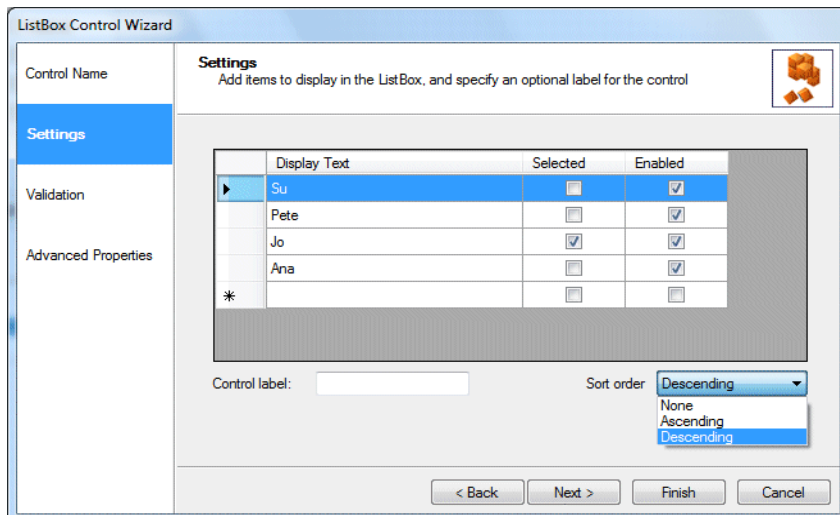
- Double click your left mouse button into the Display Text column and replace or add details, as required.
- Press *Enter* to move to the next line.



The screenshot shows the 'Wizard' dialog box with the 'Settings' tab selected. The main area is titled 'Settings'. It contains a table with three columns: 'Display Text', 'Selected', and 'Enabled'. Below the table is a 'Control label' text input field. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

	Display Text	Selected	Enabled
▶	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	No	<input type="checkbox"/>	<input checked="" type="checkbox"/>
*		<input type="checkbox"/>	<input type="checkbox"/>

- Enter a caption for the control into the *Caption label* field.
- Select *Ascending*, *Descending* or *None* from the *Sort order* drop down list



ListBox Control Wizard

Settings
Add items to display in the ListBox, and specify an optional label for the control

Display Text	Selected	Enabled
Su	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pete	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ana	<input type="checkbox"/>	<input checked="" type="checkbox"/>
*	<input type="checkbox"/>	<input type="checkbox"/>

Control label:

Sort order: **Descending**
None
Ascending
Descending

< Back Next > Finish Cancel

Option

Used to

Display Text

display the options entered at runtime.

Selected

If ticked this option will be selected by default.

Enabled

if ticked this option is available for the user to select.

Control label

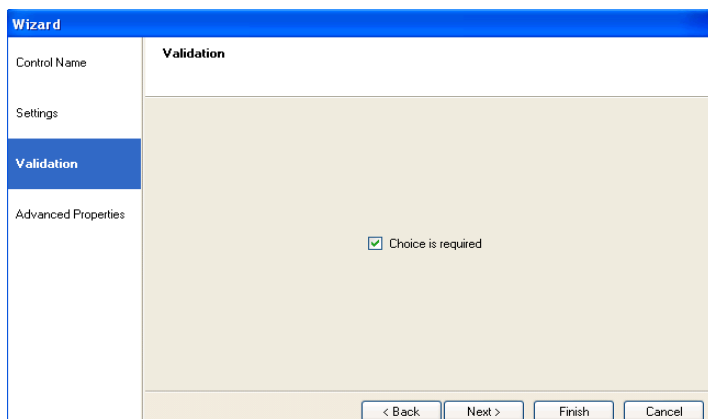
to add a label for the control.

Sort Order

sort list of items in Ascending or Descending order.

Validation

In the **Validation** page of the control tick 'Choice is required' to ensure that a selection is made, before continuing to the next control.



Wizard

Validation

☒ Choice is required

< Back Next > Finish Cancel

Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the List Box control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Items</i>	<i>ListItemCollection</i>	<i>The values displayed in the control</i>
<i>Label</i>	<i>String</i>	<i>The Label in the control</i>
<i>SelectedText</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>SelectedValue</i>	<i>String</i>	<i>The list of options selected by the agent</i>
Behavior		
<i>SortOrder</i>	<i>String</i>	<i>The order in which the items entered are displayed if sorted, i.e. Ascending, Descending or None.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- Click Finish.

Note: To display a text prompt with the control, use the Prompt web control.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

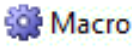
MACRO CONTROL

The Macro web control allows users to invoke client side macros.

The Macro itself, a saved sequence of commands or keystrokes, is written by the client to simplify tasks, for example the transfer of selected data to a target application.

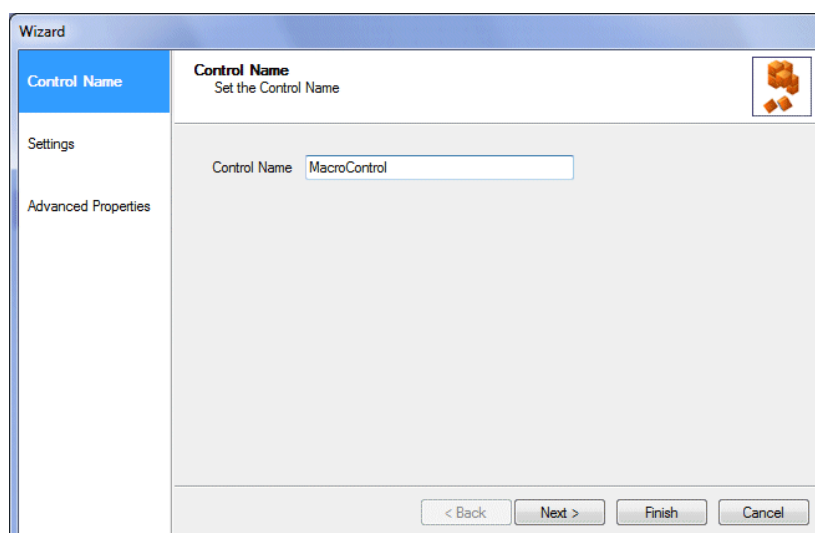
Please take a look at the list of Virtual Key codes that work with the Noetica Macro control.

To add the Macro control to the webflow

- Select the  icon from the **Core Controls** column of the **Toolbox**, on the left hand side and drag it into the section design area.

Control Name

- Enter a descriptive name for the control into the **Control Name** field.

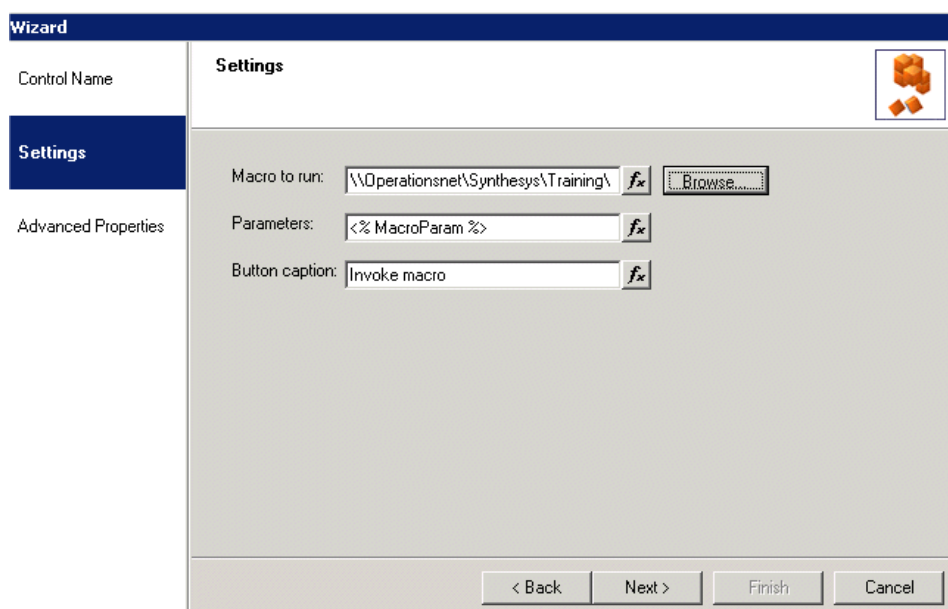


*Click Next> to move to the **Settings** page of the wizard.*

Settings

The macro is usually stored on a central server, rather than a local PC, to ensure that agents taking a call can access the macro. The path therefore will need to include the machine name: \\MachineName\Folder Name\Filename.macro.

- Click the **Browse** button next to the **Macro to be run** field, to locate the macro to be used.
- Enter the **Parameter name** (as defined in the macro file) and value into the **Parameters** field (Param1=XXX).
- Enter the text that should appear on the button of the macro control at run time into the **Button caption** field.



The screenshot shows a 'Wizard' window with a 'Settings' tab selected. The 'Settings' tab contains three input fields, each with a function key icon (fx) to its right:

- Macro to run:** The text box contains the path '\\Operationsnet\Synthesys\Training\' and a 'Browse...' button is visible to its right.
- Parameters:** The text box contains the placeholder '<% MacroParam %>'.
- Button caption:** The text box contains the text 'Invoke macro'.

At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.



Parameters can also be set by a calculation, to allow the use of dynamic parameters, i.e. the CustomerID will change depending on the customer selected.

If multiple parameters are required, a semi-colon is used between parameters:
 "ParameterName1=ParameterValue;ParameterName2=ParameterValue", e.g.
 "CustomerID=1234;Screen=ABC1"

Advanced Properties

In the *Advanced Properties* page, all properties of the control are displayed. It is possible to set the properties of controls using calculations.

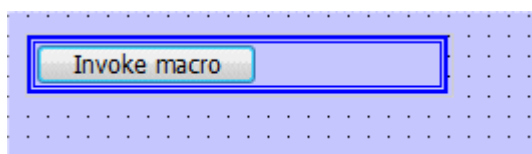
The properties specific to the *Macro* control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
FileName	String	The full path including the machine name: \\MachineName\ Folder Name\Filename. A calculation can be used to set the Filename.
Invoked Macro	Boolean	True or False to record if the Invoke Macro button has been pressed.
Parameters	String	The parameter name and value used to invoke the macro. A calculation can be used to set the parameters.

Displaying the Control

To display the configured control in the webflow design area of the Synthesys Interaction Studio

- Click the *Finish* button.



Select the webflow tab to return to the webflow view and save and publish your webflow.

List of Virtual Key codes that work with Macro control

When creating the Macro file instructions, clients should be aware that there are a limited number of Virtual Key codes that can be used with the Noetica Macro control:

<u>Symbolic Constant Name</u>	<u>Value (hexadecimal)</u>	<u>Keyboard (or Mouse) equivalent</u>
VK_RETURN	0D	ENTER key
VK_ESCAPE	1B	ESC key
VK_F1	70	F1 key
VK_F2	71	F2 key
VK_F3	72	F3 key
VK_F4	73	F4 key
VK_F5	74	F5 key
VK_F6	75	F6 key
VK_F7	76	F7 key
VK_F8	77	F8 key
VK_F9	78	F9 key
VK_F10	79	F10 key
VK_F11	7A	F11 key
VK_F12	7B	F12 key
VK_SCROLL	91	SCROLL LOCK key
VK_BACK	08	BACKSPACE key
VK_SPACE	20	SPACEBAR
VK_PRIOR	21	PAGE UP key
VK_NEXT	22	PAGE DOWN key
VK_HOME	24	HOME key
VK_END	23	END key
VK_UP	26	UP ARROW key
VK_DOWN	28	DOWN ARROW key
VK_LEFT	25	LEFT ARROW key
VK_RIGHT	27	RIGHT ARROW key

Macro Example

Param CustomerID
FindWindow "Untitled - Notepad"
Press "VK_HOME"
Type CustomerID
Press "VK_RETURN"

<i>Param CustomerID</i>	<i>declares an expected parameter for this macro. Also specifies parameter's name, in this case we are passing the CustomerID.</i>
<i>FindWindow window</i>	<i>finds an application with name declared by the window variable in our example we are looking for an open application of notepad the title of which would be "Untitled - Notepad"</i>
<i>Press "VK_HOME"</i>	<i>this function will set the cursor position to the top of the notepad application</i>
<i>Type CustomerID</i>	<i>simulates keyboard input, typing specified string, in this instance it types a CustomerID into notepad. If this argument is enclosed in quotation marks, the following escape sequences are recognized and replaced</i> <i>\n - newline, \t - tab character, \" - will be replaced with quotation mark, \\ - will be replaced with single backslash</i>
<i>Press "VK_RETURN"</i>	<i>simulates keyboard input, pressing one specified key. Should be used for difficult keys, in this case we are simulating a carriage return</i>

— So taking this further a macro consisting of:

Param CustomerID
Param Firstname
Param Surname
Param Telephone
FindWindow "Untitled - Notepad"
Press "VK_HOME"
Type CustomerID
Press "VK_RETURN"
Type Firstname
Press "VK_RETURN"
Type Surname
Press "VK_RETURN"
Type Telephone
Press "VK_RETURN"


— would produce a notepad output of:

ID1234
Peter
Smith
0207111111

MEMO CONTROL

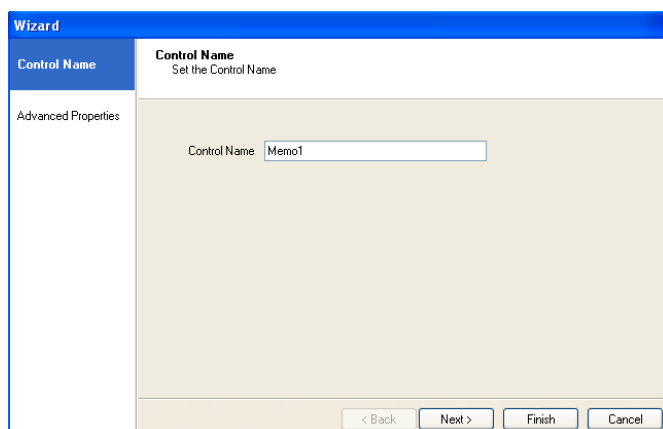
The Memo web control allows the entry of large amounts of text with formatting.

To add the control to your Webflow

- Pick up the **Memo**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name into the Control Name field.



Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Memo control are listed below.

Property	Data Type	Description
Value	String	The Value from the control

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

Note: *To display a text prompt with the control, use the Prompt web control.*




Click the Webflow tab to return to the Webflow view, and save your Webflow.

MULTI MEMO CONTROL

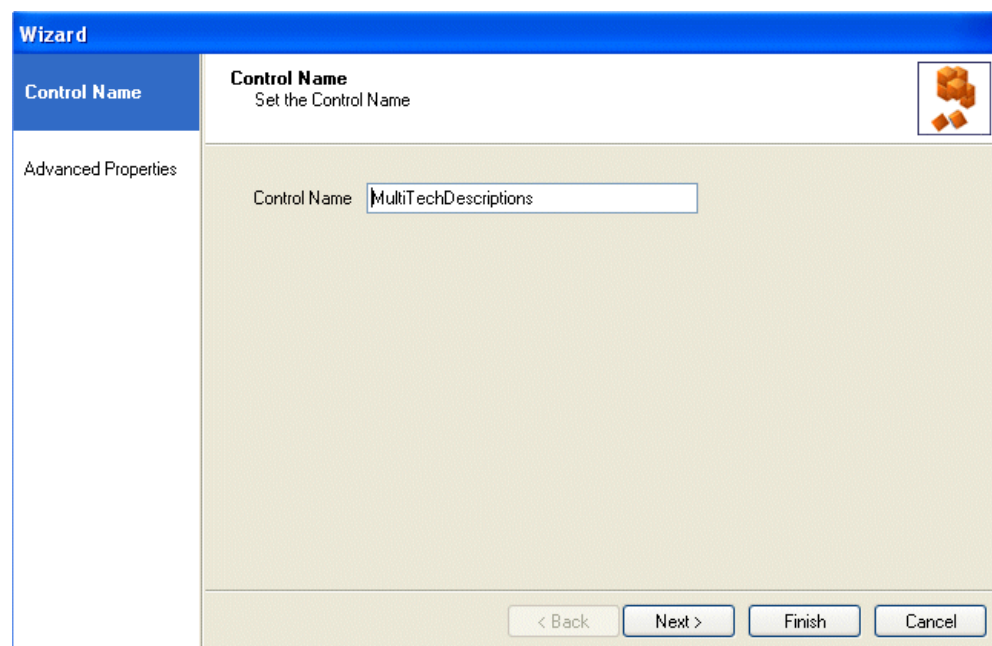
The *Multi Memo* web control allows the entry of large amounts of text with formatting.

Users can split the memo control into up to three memo fields displayed next to each other, and define a width for each field. Entries in each memo field will be stored to its own database column.

- To add the control to your Webflow, pick up the **Multi Memo**  icon, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Name field, in our example '**MultiTechDescriptions**'.



The screenshot shows a 'Wizard' dialog box for configuring the Multi Memo control. The 'Control Name' tab is active, displaying the instruction 'Set the Control Name'. A text input field contains the value 'MultiTechDescriptions'. To the left, the 'Advanced Properties' tab is partially visible. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>** to move to the **Advanced Properties** page.

Advanced Properties

In the **Advanced Properties** page, all control properties are displayed and can be set using calculations. The properties specific to the *Multi Memo* control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Label 1 - 3</i>	<i>String</i>	<i>The text displayed next to each memo field</i>
<i>Value1 - 3</i>	<i>String</i>	<i>The Value from the control</i>
<i>Split Widths</i>	<i>String</i>	<i>The widths for each memo field, defined as a percentage split</i>

In our example we display three memo fields with associated labels (*Technical Description of Issue; Comments & Solution Details*).

The number of fields and width to be displayed is selected from the **Split Widths** drop down menu in the *Layout* section of the advanced properties page.

For example, if you select 25 – 75 to display two fields, the left hand memo is 25% of the total width and the right hand memo 75% of the total width.

If you select 25 – 25 – 50 to display three fields, the left hand memo and the middle memo are both 25% of the total width, the right hand memo 50% of the total width. If you select 33 - 33 - 33, all memo fields are the same width.

Displaying the Control

- Click **Finish**, to display the configured web control in the Webflow design area.

Note: To display a text prompt with the control, use the *Prompt* web control.




Click the Webflow tab to return to the Webflow view, and save your Webflow.

MULTI EDIT CONTROL

The *Multi Edit* web control allows the display of multiple edit fields in multiple columns and rows that can accommodate numerical, currency, text or alphanumeric input.

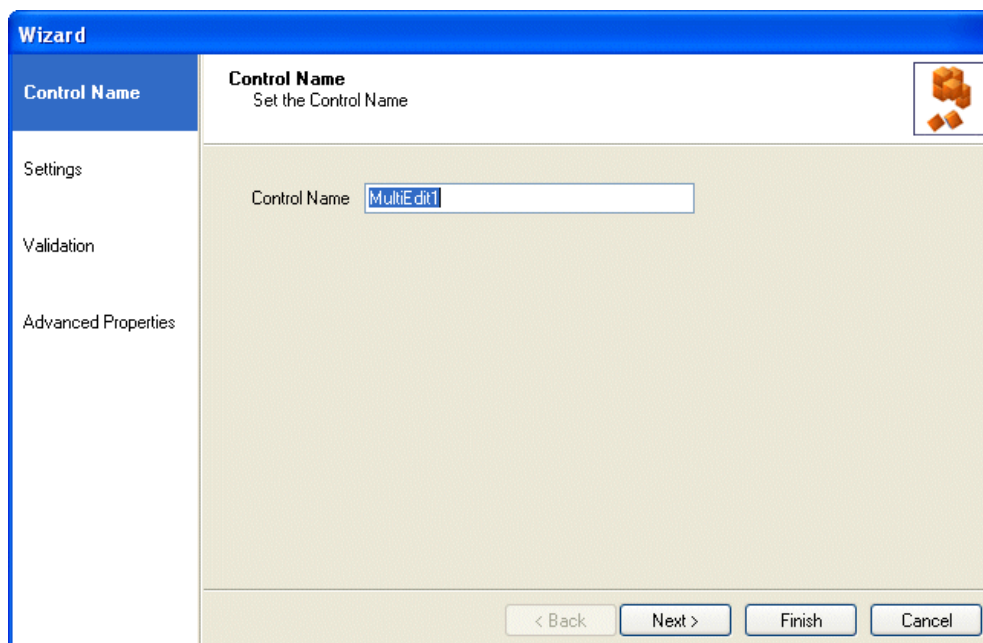
Users can specify the number of fields and columns to be displayed, and the position of each edit field within a column.

To add the control to your Webflow

- Pick up the **Multi Edit**  icon, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Name field, in our example '**MultiEdit**'.



The screenshot shows a 'Wizard' window with a blue title bar. On the left is a sidebar with four tabs: 'Control Name' (selected), 'Settings', 'Validation', and 'Advanced Properties'. The main content area is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field labeled 'Control Name' with the text 'MultiEdit1' entered. At the bottom right of the main area is a small icon of three orange cubes. At the bottom of the wizard are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>**, to move to the **Settings** page.

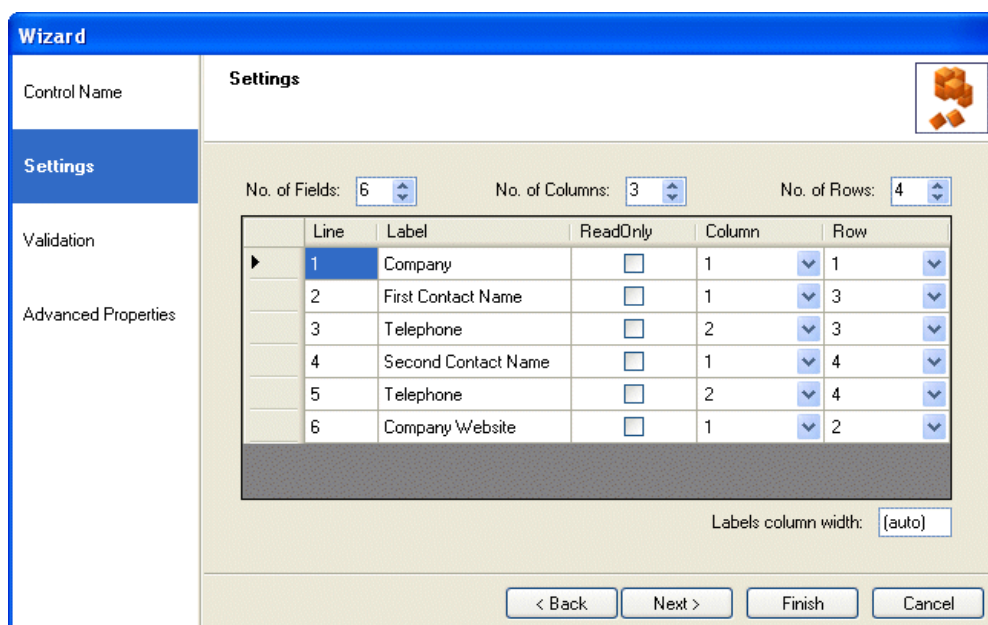
Settings

In the *Settings* page of the control, users can specify the number of edit fields and columns to be displayed.

Users can also define in which row within a column each edit field is positioned, displaying an edit field, for example, at the top or bottom of a column without any fields below or above.

- No. of Fields** *The number of edit fields to be displayed (up to 25 fields)*
- No. of Columns** *The number of columns (up to 5), in which to display the fields*
- No. of Rows** *The rows (up to 5), in which to position individual edit fields.*

- Add your own option into the *Label* column and press **Enter** to move to the next line. Increase the number of fields as required and enter further options, until all entries have been made.
- To edit the text entered, double click your left mouse button on the option in the *Label* field and type the new text.



Line	Label	ReadOnly	Column	Row
1	Company	<input type="checkbox"/>	1	1
2	First Contact Name	<input type="checkbox"/>	1	3
3	Telephone	<input type="checkbox"/>	2	3
4	Second Contact Name	<input type="checkbox"/>	1	4
5	Telephone	<input type="checkbox"/>	2	4
6	Company Website	<input type="checkbox"/>	1	2

Labels column width: (auto)

< Back Next > Finish Cancel

In our example, fields, columns, and rows have been set to display the company name in the 1st row of the 1st column and the company website, although added last, in the 2nd row of the 1st column.

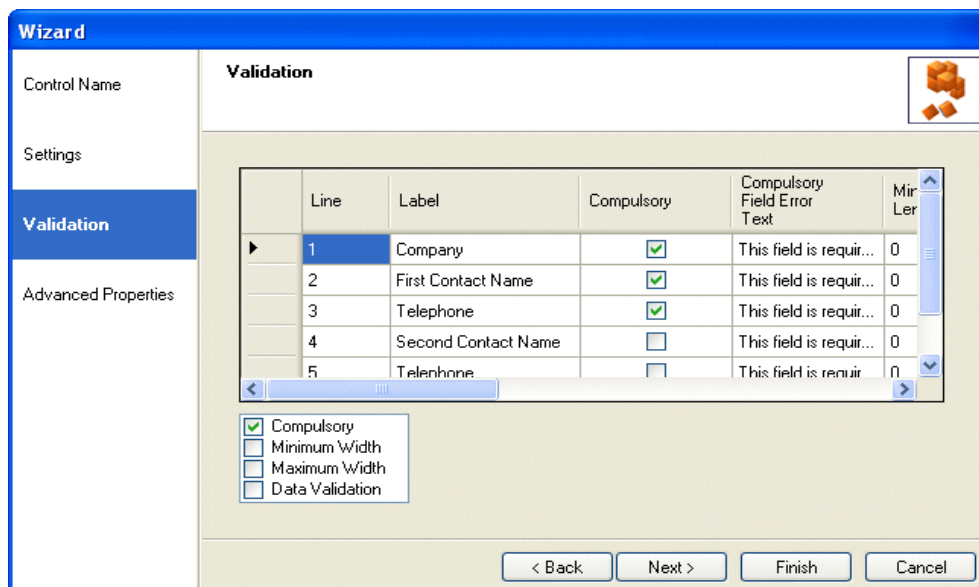
The names of the first and second contact will be displayed in the 1st column, in row 3 & 4, with the associated telephone numbers being displayed in the 2nd column, in rows 3 & 4.

- Click **Next>**, to move to the **Validation** page of the wizard.

Validation

In the **Validation** page of the *Multi Edit* control

- Tick any options, as required, to specify compulsory fields, the maximum or minimum text length and validation of data entries.



Line	Label	Compulsory	Compulsory Field Error Text	Mir
1	Company	<input checked="" type="checkbox"/>	This field is requir...	0
2	First Contact Name	<input checked="" type="checkbox"/>	This field is requir...	0
3	Telephone	<input checked="" type="checkbox"/>	This field is requir...	0
4	Second Contact Name	<input type="checkbox"/>	This field is requir...	0
5	Telenhona	<input type="checkbox"/>	This field is requir...	n

☒ Compulsory
☐ Minimum Width
☐ Maximum Width
☐ Data Validation

< Back Next > Finish Cancel

Advanced Properties

In the **Advanced Properties** page, all properties of the control are displayed. It is possible to set the properties of controls using calculations.

The properties specific to the *Multi Edit* control are listed below and on the next page.

Property	Data Type	Description
Column 1 - 25	Int	The column in which a field is displayed
Label 1 – 25	String	The label displayed next to the corresponding edit field
MandatoryFlag 1 - 25	Boolean	Determines whether the field is mandatory (True) or not (False)
MandatoryText 1 - 25	String	The text to be displayed if the mandatory flag (compulsory field) is set to True for the field but no data is entered
MaximumText 1 – 25	String	The text displayed if the data entered exceeds the maximum width specified for the field
MaximumWidth 1 - 25	Int	The maximum length for data entered into the field

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>MinimumText 1 – 25</i>	<i>String</i>	<i>The text displayed if the data entered does not meet the minimum width specified for the field</i>
<i>MinimumWidth 1 - 25</i>	<i>Int</i>	<i>The minimum length for data entered into the field</i>
<i>MinimumLabelWidth</i>	<i>Int</i>	<i>The Minimum length for data entered into the field</i>
<i>NumberOfColumns</i>	<i>Int</i>	<i>Defines the number of columns displayed (between 1 and 5)</i>
<i>NumberOfFields</i>	<i>Int</i>	<i>Defines the number of fields displayed (between 1 and 25)</i>
<i>NumberOfRows</i>	<i>Int</i>	<i>Defines the number of rows displayed (between 1 and 5)</i>
<i>ReadOnly 1 - 25</i>	<i>Boolean</i>	<i>Determines whether the field is read only</i>
<i>RegExp 1 – 10</i>	<i>String</i>	<i>The regular expression set on the field</i>
<i>RegExpText 1 – 10</i>	<i>String</i>	<i>The text displayed if the data entered does not meet the format dictated by the Regular expression specified for the field</i>
<i>Row 1-25</i>	<i>Int</i>	<i>The row in which a field is displayed</i>
<i>Text 1 – 25</i>	<i>String</i>	<i>The data entered in the field.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

Note: *To display a text prompt with the control, use the Prompt web control.*

Company *

Company Website

Contact 1 Name * Contact 1 Telephone *

Contact 2 Name Contact 2 Telephone

Click the Webflow tab to return to the Webflow view, and save your Webflow.

MULTI TAB PROMPT CONTROL

The *Multi Tab Prompt* web control is used to hold multiple data sets of information on one screen. Text can be formatted in the control or users can format the content using Html.

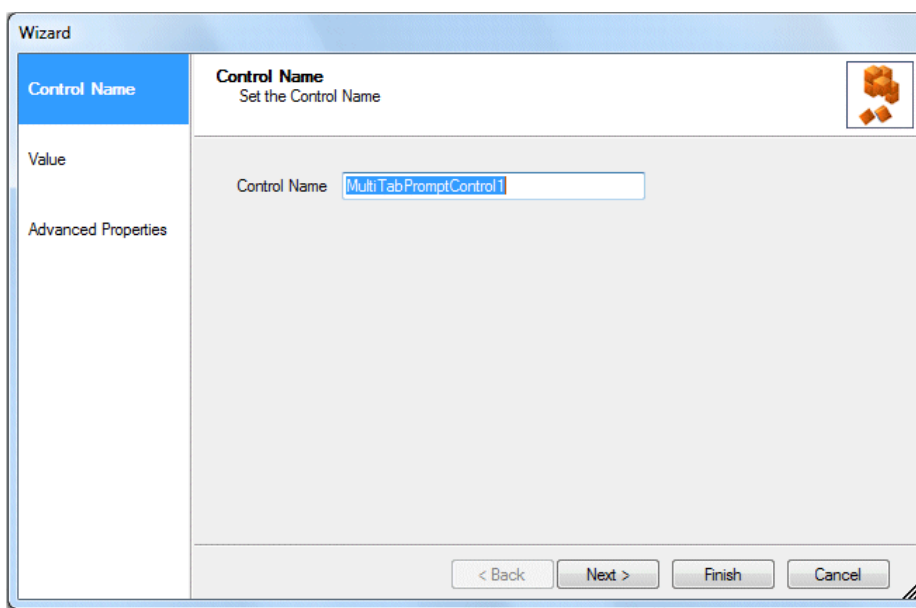
The control allows up to 20 tabs, and tabs can be colour coded. The visibility of a tab is configurable and it is possible to show or hide the tab based on a calculation.

To add the *Multi Tab Prompt* web control to your Webflow

- Pick up the **Multi Tab Prompt Control**  `MultiTabPromptControl` icon, drag it into the section design area and release the left mouse button, to add the control.

Control Name

- Enter a logical name for the control into the Control Name field.



Wizard

Control Name

Control Name
Set the Control Name

Value

Advanced Properties

Control Name


< Back Next > Finish Cancel

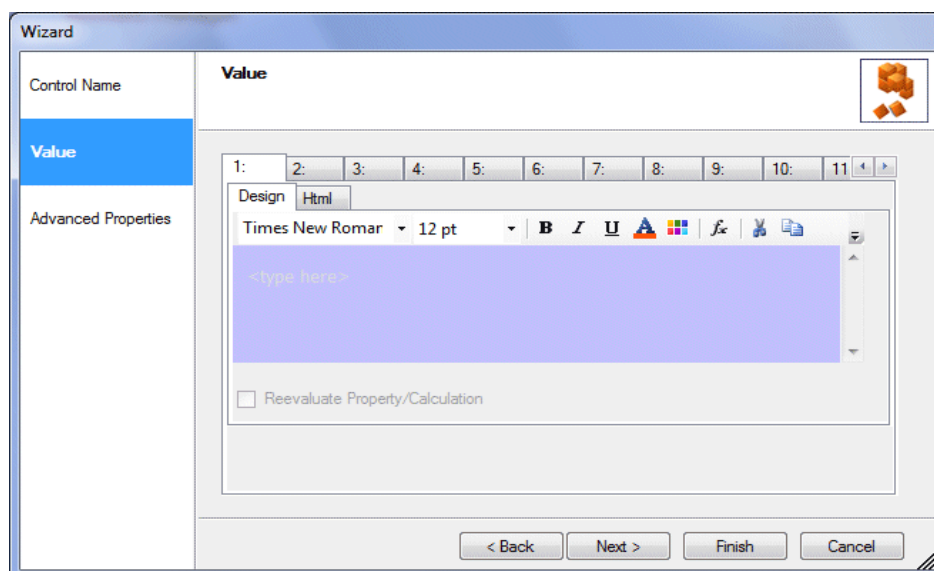
To add the required text or information, move to the next page of the wizard.

Adding Information

In the **Value** page of the *Multi Tab Prompt* control you can enter free text in the *Design* page of the control, or click *Html* to enter or copy and paste information in html format.

Initially the *Design* page is displayed, with the first (1:) tab of the possible ten tabs selected.

- Enter free text, as required into the **Design** page the control.
- Click on the **Insert Calculation**  icon, to display text using a calculation.
- Click the **Html** tab to enter or view text in html.
- Using the Formatting toolbar, text colour and style can be adjusted.
- To enter information for subsequent tabs, select **2: / 3:/ 4:** as required, and add either free text into the *Design* page, or html into the *Html* page.



Configuring the tabs to be displayed

You now need to move to the **Advanced Properties** page of the *Multi Tab Prompt* control to configure the tabs to be displayed.

- Enter a **name for each tab**, as required (Tab Label 1-20).
- **Make tabs visible**, as required, selecting *True* (Tab Visible 1-20).
- Set back and fore **colour** for the tabs, as required. (Tab Back/ Fore Color 1-20).

Advanced Properties

The **Advanced Properties** page of the control displays all properties of the control. It is possible to set the properties of controls using calculations.

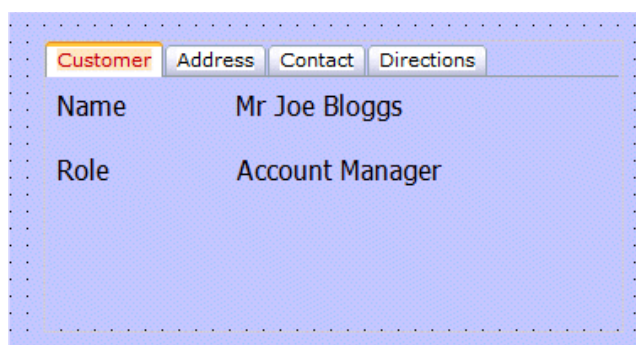
The properties specific to the *Multi Tab Prompt* control are listed below.

Property	Data Type	Description
Appearance		
TabBackColor 1-20	Colour	The back ground colour to be displayed for the tab.
TabContent 1-20	String	The content to be displayed for the tab.
TabForeColor 1-20	String	The colour to be displayed for the tab label.
TabLabel 1-20	String	The name/ tab heading to be displayed for the activated (visible) tabs.
TabVisible 1-20	Boolean	Controls the visibility of the tabs. True /False.

Displaying the Control

To display the configured web control in the Webflow design area

- Click *Finish*.




Click the *Webflow* tab to return to the webflow view, and save your webflow.

NAME CONTROL

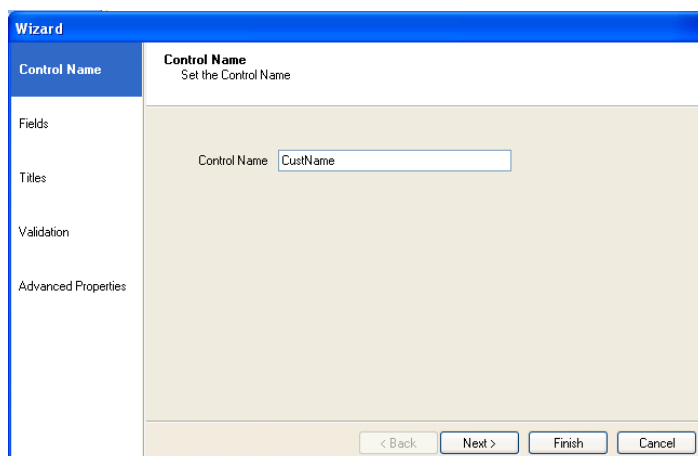
The Name web control allows the capture of title, initials, forename and surname.

To add the control to your Webflow

- Pick up the **Name**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name for your **Name** web control, i.e. **CustomerName**.



Configuring the Name Control

To further configure the Name web control click **Next>**, to move to the available page of the Wizard or simply click the required option on the left hand side of the Wizard.

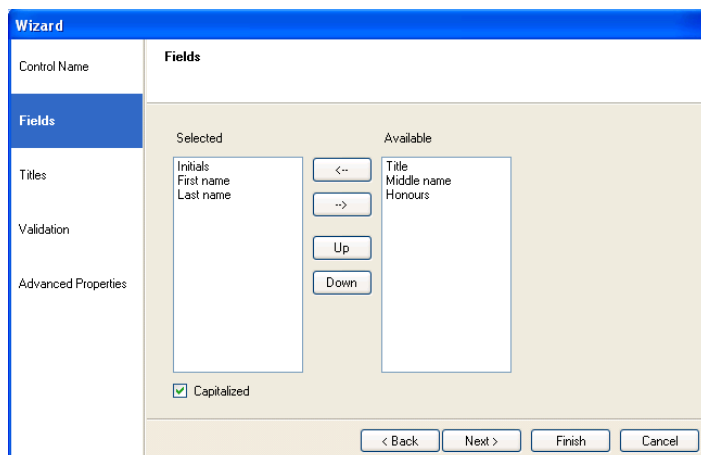
Options available include: Fields, Titles, Validation and Advanced Properties.

For more information, please see the next page

Fields Page

In the **Fields page** of the control Wizard you can select the field types that you wish to use in the Name control.

- Click on the arrow ← to moves a highlighted field from the Available permissions box into the Selected permissions box.
- Click on the arrow → to moves a highlighted field from the Selected permissions box into the Available permissions box.



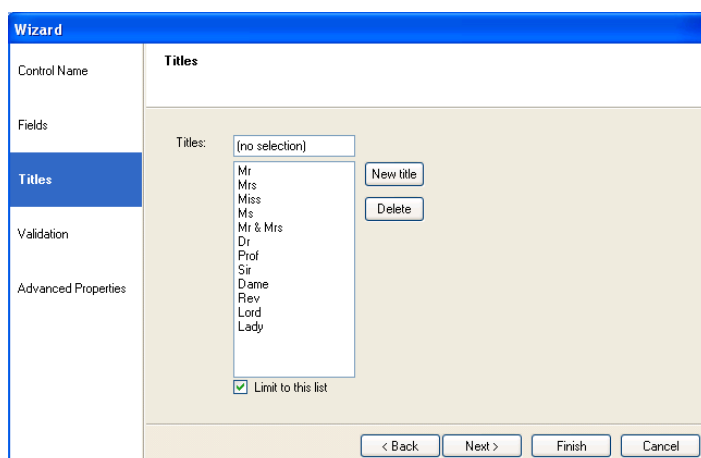
The screenshot shows the 'Wizard' dialog box with the 'Fields' tab selected. The 'Control Name' field is empty. The 'Fields' section contains two lists: 'Selected' and 'Available'. The 'Selected' list contains 'Initials', 'First name', and 'Last name'. The 'Available' list contains 'Title', 'Middle name', and 'Honours'. Between the lists are four buttons: '<--', '-->', 'Up', and 'Down'. Below the lists is a checkbox labeled 'Capitalized' which is checked. At the bottom are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

- Use the **Up** and **Down** buttons, to move the selected fields to the top or bottom of the **Selected** box.

Titles

In the **Titles page** of the Wizard you can add new or delete existing titles.

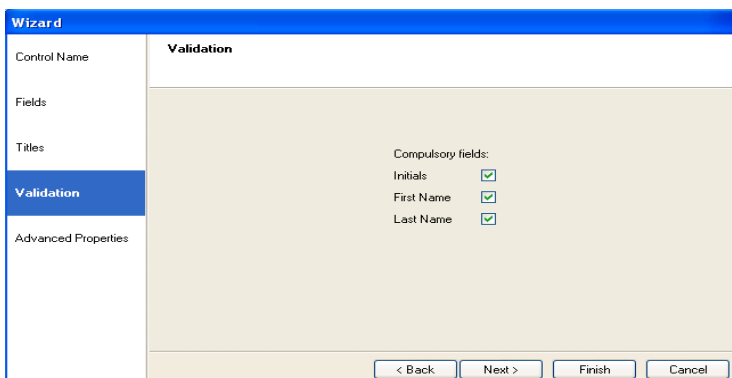
If '**Limit to this list**' is ticked, users can select the available titles from a drop down list, but can't add additional titles.



The screenshot shows the 'Wizard' dialog box with the 'Titles' tab selected. The 'Control Name' field is empty. The 'Titles' section contains a 'Titles:' label followed by a dropdown menu showing '(no selection)'. Below the dropdown is a list of titles: 'Mr', 'Mrs', 'Miss', 'Ms', 'Mr & Mrs', 'Dr', 'Prof', 'Sir', 'Dame', 'Rev', 'Lord', and 'Lady'. To the right of the list are two buttons: 'New title' and 'Delete'. Below the list is a checkbox labeled 'Limit to this list' which is checked. At the bottom are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Validation

In the **Validation** page, tick the fields that you want to mark as compulsory. If compulsory properties are set for a particular field, then the agent will not be able to pass that point in the Callflow until they have entered the required information.



Advanced Properties

In the **Advanced Properties** page of the control all properties within the Name control are displayed and can be set using calculations. The specific properties are:

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Fields</i>	<i>String</i>	<i>A comma separated list of the id's of the fields to be displayed</i>
<i>FirstName</i>	<i>String</i>	<i>The data entered into the First Name field in the control</i>
<i>Honours</i>	<i>String</i>	<i>The data entered into the Honours field in the control</i>
<i>Initials</i>	<i>String</i>	<i>The data entered into the First Initials field in the control</i>
<i>Labels</i>	<i>String</i>	<i>A comma separated list of labels for each field</i>
<i>MiddleName</i>	<i>String</i>	<i>The data entered into the First Middle name field in the control</i>
<i>Surname</i>	<i>String</i>	<i>The data entered into the First Surname field in the control</i>
<i>Title</i>	<i>String</i>	<i>The data entered into the Title field in the control</i>
<i>Titles</i>	<i>String</i>	<i>A Comma separated list of default titles</i>
<i>CompulsoryFields</i>	<i>String</i>	<i>A comma separated list of True,False values. Each entry corresponds to a field</i>
<i>RestrictToList</i>	<i>Boolean</i>	<i>Determines whether the title must be selected from the drop down list of titles.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- *Click Finish.*

Note: To display a text prompt with the control, use the *Prompt web control*.

May I take your name please

Title:	Mr	▼
Initials:		
First name:		
Last name:		


Click the Webflow tab to return to the Webflow view, and save your Webflow.

NEXT / PREVIOUS

The **Next/ Previous** web control is used to navigate between sections. The control consists of two images that are displayed side by side, the size is determined at design time.

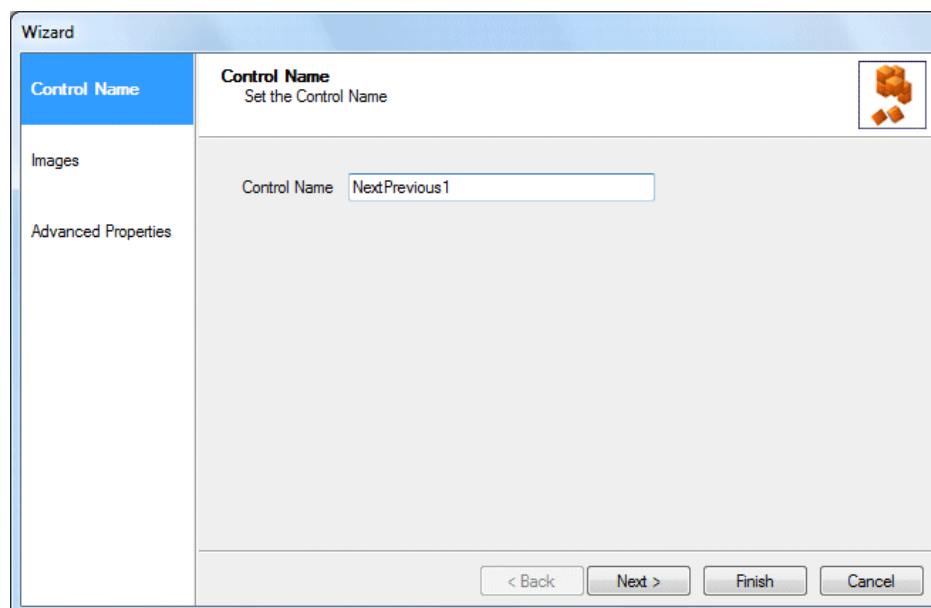
- Clicking the right-hand side image will move users forward to the next section in the webflow at run time.
- Clicking the left-hand side image will move users back to the previous section.

To add the **Next/ Previous** control to a webflow in the Synthesys.Net Interaction Studio

- Select the  **NextPrevious** icon from the *Core Controls* column of the Toolbox on the left hand side, and drag it into the section design area.

Control Name

- Enter a descriptive name for the control into the **Control Name** field.



Click *Next>* to move to the **Images** page of the control wizard.

Images

Only two images are required for operation of the control, but other images can be uploaded in the *Images* page of the Next/ Previous control.

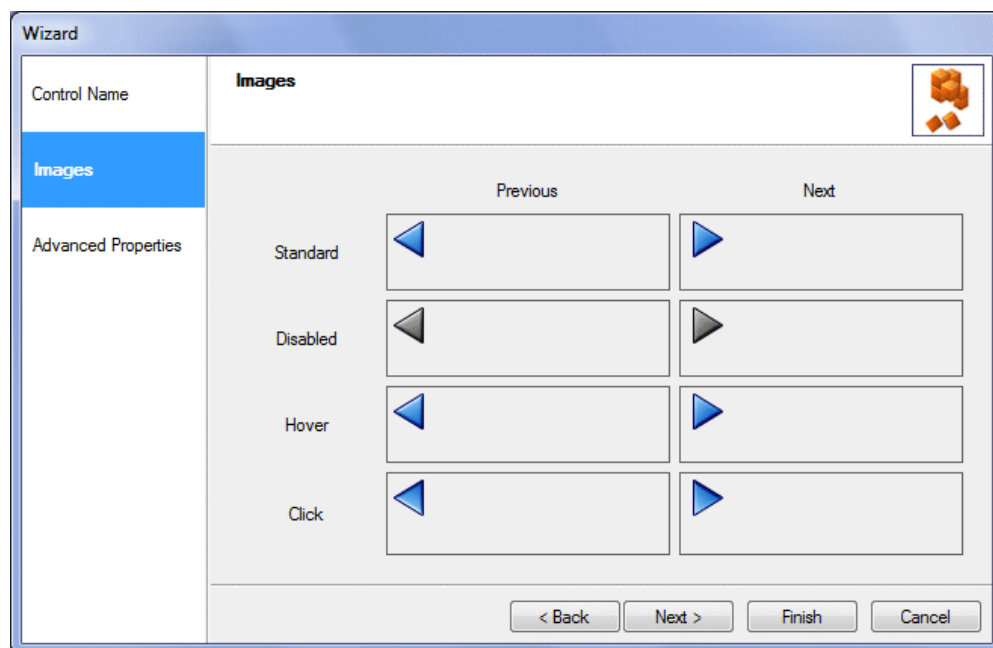


Image	Description at run time
Standard	The image that is displayed for the Next/ Previous buttons in the Synthesys.Net Portal.
Disabled	The image that is displayed when the Next/ Previous buttons have been de-activated (i.e. Advanced Properties - Enabled = False).
Hover	The image that is displayed when users hover over the Next/ Previous buttons.
Click	The image that is displayed when users click on the Next/ Previous buttons.

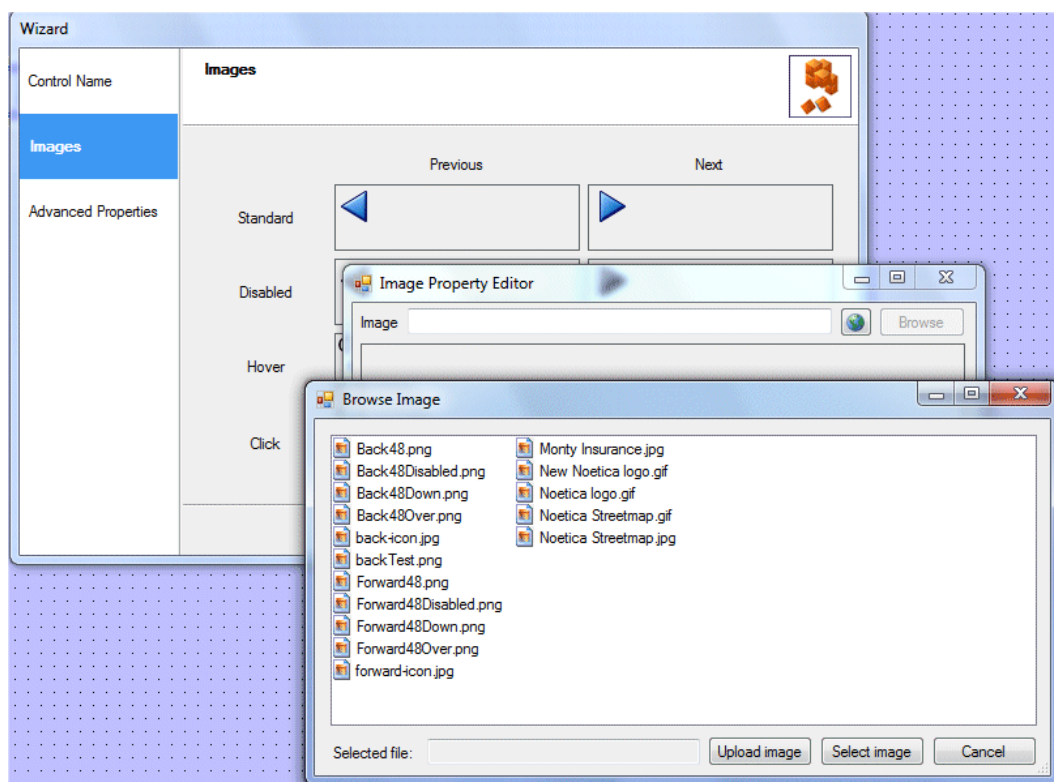
Users are given the option to replace the existing image buttons of the **Next/ Previous** control. Please see next page for more information.

Replacing Images for Next/ Previous buttons

The existing default image buttons can be replaced in the *Images* page of the Next/ Previous control.

To upload your own choice of *Standard*, *Disabled*, *Hover* and/ or *Click* image buttons

- Click the left mouse button into the column of the image option that you wish to replace, i.e. *Standard/ Previous to replace the left image button*.
- In the **Image Property Editor** now displayed, enter the path for the image to be used (i.e. [\\ServerName\Synthesys\Logo\Left.gif](#)), or click **Browse** to locate the image.
- If the desired image is not shown in the **Browse Image** dialog, locate it clicking the **Upload Image** button.
- The uploaded image will be displayed in the Browse Image dialog.
- Select the image and click the **Select image** button to add the image to the control.



For information about **Advanced Properties** specific to the Next/ Previous control, move to the next page.

Advanced Properties

In the *Advanced Properties* page, all properties of the control are displayed. The properties specific to the *Next/ Previous* control are listed below.

Property	Data Type	Description
<i>LeftImageUrl</i>	<i>string</i>	The Previous button image displayed at run time in the Synthesys.Net Portal.
<i>LeftImageMouseOverUrl</i>	<i>string</i>	The image displayed in the Portal when users hover over the Previous (left) button.
<i>LeftImageClickedUrl</i>	<i>string</i>	The image displayed in the Portal when users click the Previous (left) button.
<i>LeftImageDisabledUrl</i>	<i>string</i>	The image displayed in the Portal if the Previous (left) button has been de-activated.
<i>LeftText</i>	<i>string</i>	The text that appears as a tooltip on the Previous (left) button when users hover over it.
<i>RightImageUrl</i>	<i>string</i>	The Next (right) button image displayed at run time in the Synthesys.Net Portal.
<i>RightImageMouseOverUrl</i>	<i>string</i>	The image displayed in the Portal when users hover over the Next (right) button.
<i>RightImageClickedUrl</i>	<i>string</i>	The image displayed in the Portal when users click the Next (right) button.
<i>RightImageDisabledUrl</i>	<i>string</i>	The image displayed in the Portal if the Next (right) button has been de-activated.
<i>RightText</i>	<i>string</i>	The text displayed as tooltip on the Next (right) button, when users hover over it.

Displaying the Control


To display the configured *Next/ Previous* control in the webflow design area of the Synthesys Interaction Studio click the **Finish** button.



Select the webflow tab to return to the webflow view, and save and publish your webflow.

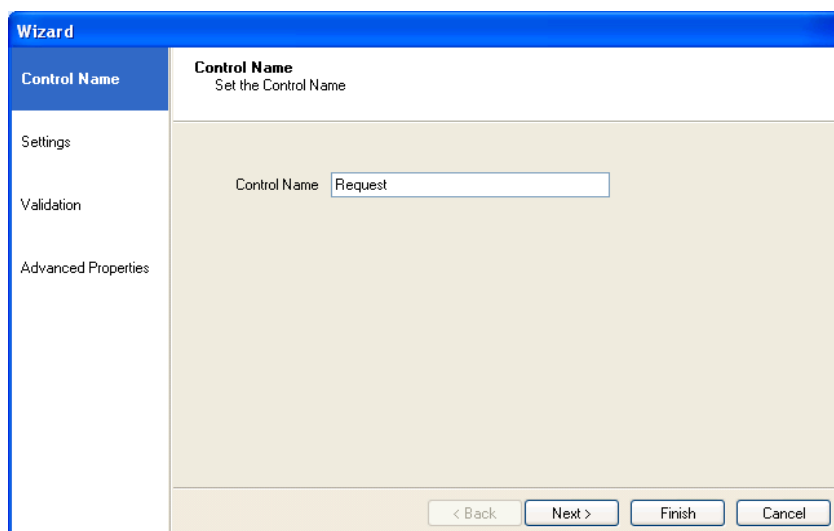
RADIO CONTROL

The Radio web control allows a mutually exclusive selection to be made from a number of configurable buttons. To add the control to your Webflow

- Pick up the **Radio**  icon, drag it into the Section design area and release the left mouse button, to add the control.

Control Name

- Enter a name into the Control Name field, i.e. **'Request'**.



The screenshot shows a 'Wizard' dialog box with a blue header. On the left is a sidebar with four tabs: 'Control Name' (selected), 'Settings', 'Validation', and 'Advanced Properties'. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field labeled 'Control Name' with the value 'Request'. At the bottom right are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

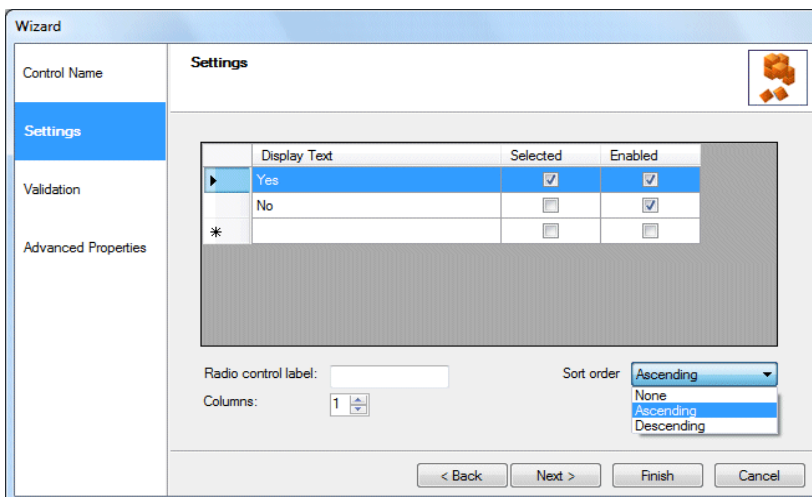
Click **Next>**, to move to the **Settings** page of the Radio web control,

In the *Settings* window of the *List Box* control, replace the existing options 'Yes and No' in the **Display Text** column with our own options, as required.

For more information, please see the next page

Settings Page

- Double click your left mouse button into the Display Text column and replace or add details, as required. Press *Enter* to move to the next line.
- Enter a caption for the control into the *Radio control label* field and select the number of columns to be displayed for the control.
- Select *Ascending*, *Descending* or *None* from the *Sort order* drop down list



Option

Used to

Display Text

display the options entered at runtime.

Selected

If ticked this option will be selected by default.

Enabled

if ticked this option is available for the user to select.

Radio control label

to add a label for the control.

Columns

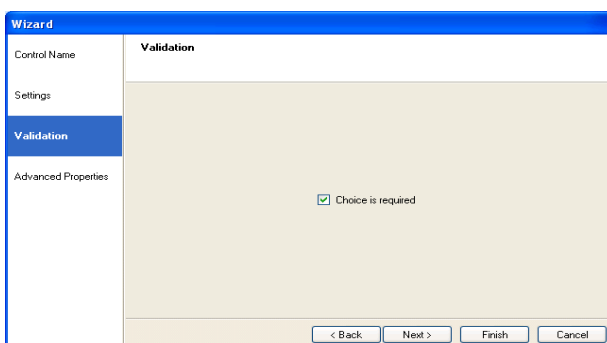
select the number of columns to be displayed.

Sort Order

sort list of items in Ascending or Descending order.

Validation

In the **Validation** page of the control you can specify compulsory fields. If 'Choice is required' is ticked, an option must be selected, before agents can move on.



Advanced Properties

In the **Advanced Properties** page of the control all properties within the control are displayed.

It is possible to set the properties of controls using calculations. The properties specific to the Radio control are listed below.

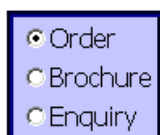
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Items</i>	<i>ListItemCollection</i>	<i>The values displayed in the control</i>
<i>Label</i>	<i>String</i>	<i>The Label in the control</i>
<i>SelectedText</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>SelectedValue</i>	<i>String</i>	<i>The list of options selected by the agent</i>
<i>Behavior</i>		
<i>SortOrder</i>	<i>String</i>	<i>The order in which the items entered are displayed if sorted, i.e. Ascending, Descending or None.</i>

Displaying the Control

To display the configured web control in the Webflow design area

- Click *Finish*.

Note: To display a text prompt with the control, use the *Prompt web control*.



Click the Webflow tab to return to the Webflow view, and save your Webflow.

REFERENCE NUMBER CONTROL

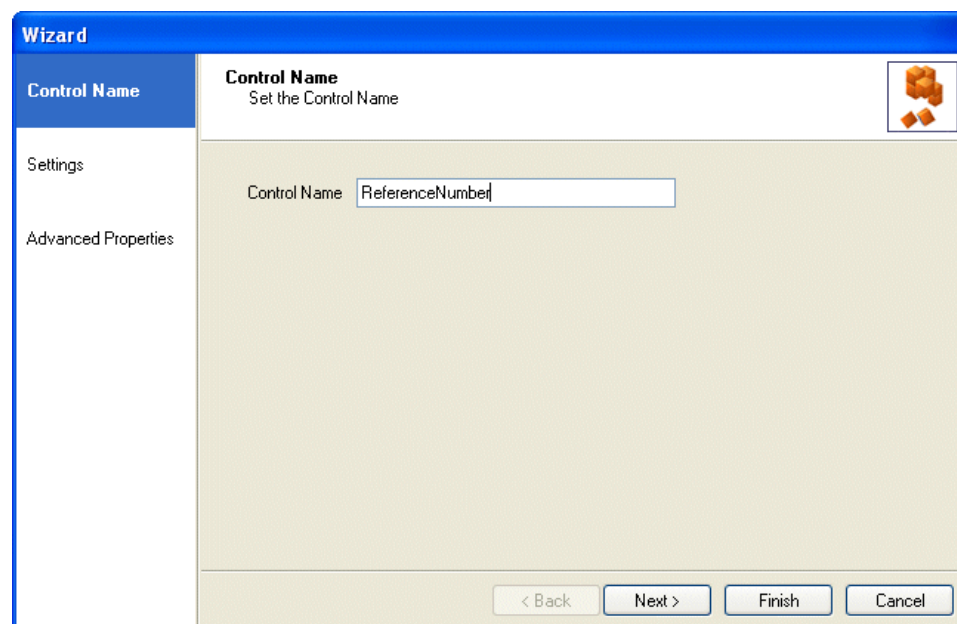
The *Reference Number* web control generates a unique reference number at runtime according to a predefined configurable format.

To add the control to your Webflow

- Pick up the Reference Number  icon, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Name field, in our example '**ReferenceNumber**'.



The screenshot shows a 'Wizard' window for configuring the 'Reference Number' control. The 'Control Name' tab is active, showing a text input field with the value 'ReferenceNumber'. The 'Settings' and 'Advanced Properties' tabs are also visible in the sidebar. The bottom of the window contains navigation buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>**, to move to the **Settings** page.

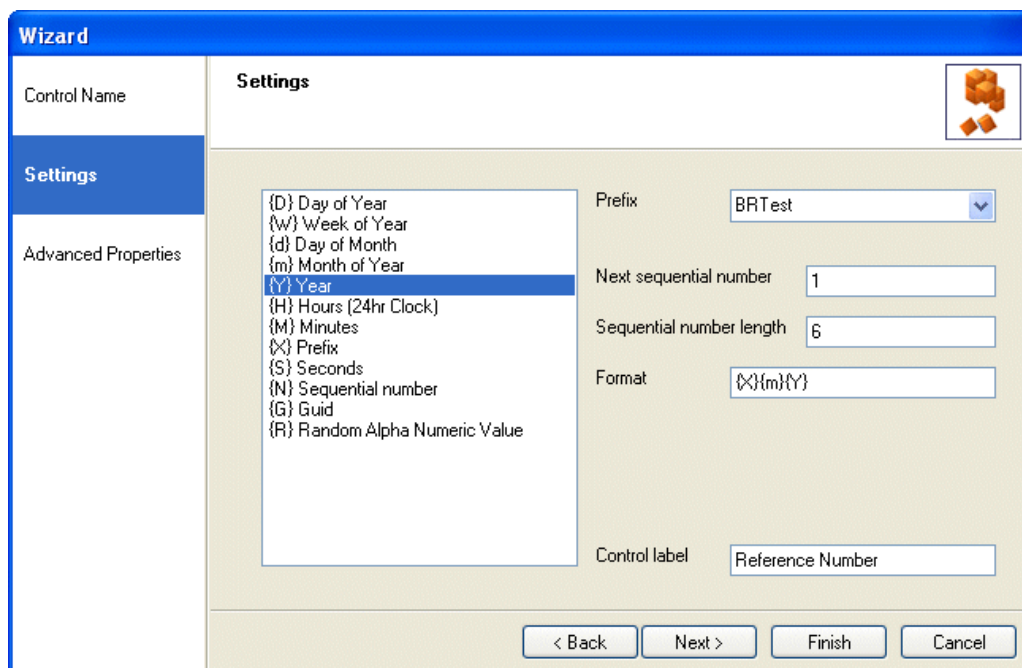
Settings

In the Settings page of the *Reference Number* control specify the prefix to determine, which database table will be used to generate the sequential number:

- Enter a new prefix for the control into the *Prefix* field, or
- Select and use an existing prefix.

Next you can decide how the sequential number should be presented at runtime:

- In the **Next sequential number field**, enter the number with which to begin the sequence.
- In the **Sequential number length** field, specify the length of the number.
- In the **Format** field you can include further details to be displayed. Selecting, for example, **{X} {m} {Y}**, will display the Prefix, Month and Year as part of the reference number at runtime.



The screenshot shows a 'Wizard' dialog box with a blue title bar. On the left is a sidebar with three tabs: 'Control Name', 'Settings' (selected), and 'Advanced Properties'. The main area is titled 'Settings' and contains a list of date/time format codes on the left and configuration fields on the right. The list includes: {D} Day of Year, {W} Week of Year, {d} Day of Month, {m} Month of Year, {Y} Year (highlighted), {H} Hours (24hr Clock), {M} Minutes, {X} Prefix, {S} Seconds, {N} Sequential number, {G} Guid, and {R} Random Alpha Numeric Value. The configuration fields on the right are: 'Prefix' (a dropdown menu showing 'BRTes'), 'Next sequential number' (a text box with '1'), 'Sequential number length' (a text box with '6'), 'Format' (a text box with '{X}{m}{Y}'), and 'Control label' (a text box with 'Reference Number'). At the bottom are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click **Next>**, to move to the **Advanced Properties** page, to configure the *Reference Number* control further.

Advanced Properties

In the **Advanced Properties** page, all control properties are displayed and can be set using calculations. The properties specific to the *Reference Number* control are listed below.

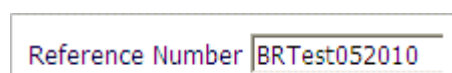
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>Label</i>	<i>String</i>	<i>The text displayed next to the Reference Number field</i>
<i>Minimum Length</i>	<i>Int</i>	<i>This is the minimum length of a sequential number, it dictates how many leading zeros are required</i>
<i>Prefix</i>	<i>String</i>	<i>The name of the prefix this control will use when generating a number, allowing selection of an existing reference number prefix or creation of a new one</i>
<i>Reference</i>	<i>String</i>	<i>The value generated at runtime</i>
<i>StartValue</i>	<i>Int</i>	<i>Used for the sequential number to allow the setting of a starting number.</i>

Displaying the Control

Clicking **Finish** will display the configured web control in the Webflow design area.

Note: To display a text prompt with the control, use the *Prompt web control*.

At runtime, the *Reference Number* control automatically fetches the next available reference number from the database, displaying additional information as configured in the control's *Settings* page.




Click the Webflow tab to return to the Webflow view, and save the Webflow.

TRANSFER CONTROL

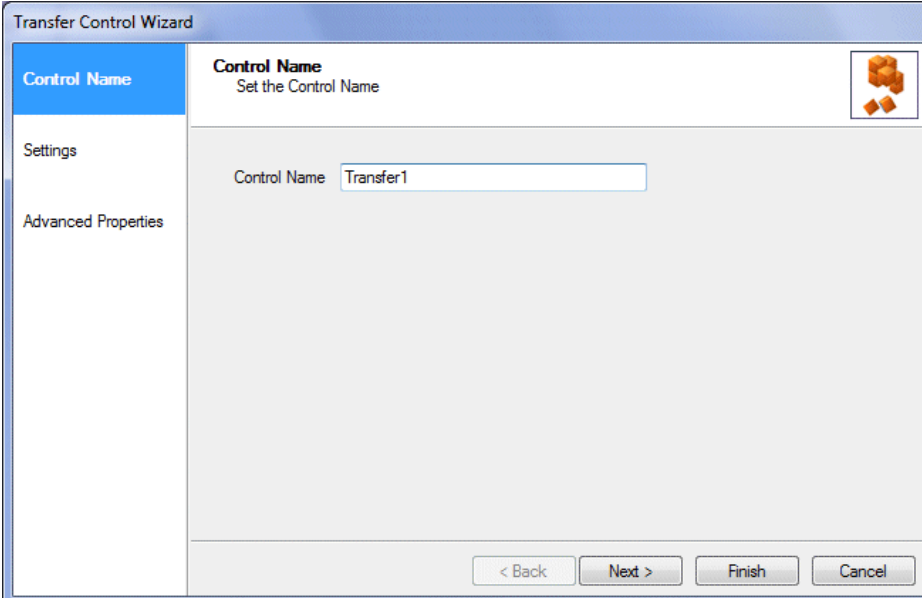
The **Transfer** web control is used to allow the transfer of a customer from within a webflow to a specified telephone number.

To add the control to your Webflow

- Pick up the  **Transfer** icon, drag it into the section design area and release the left mouse button, to add the control.

Control Name

- Enter a logical name into the **Control Name** field, for example specifying the location of transfer.



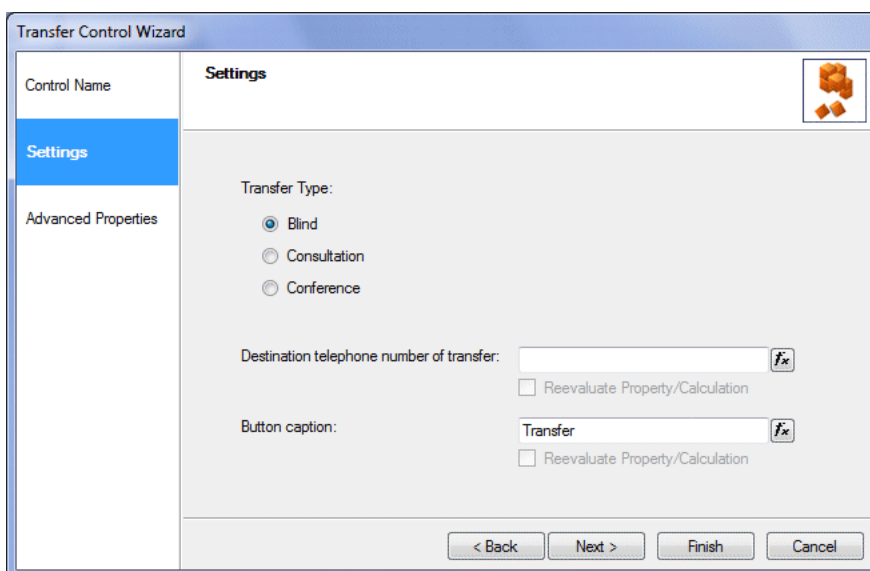
The image shows a 'Transfer Control Wizard' dialog box. It has a sidebar on the left with three tabs: 'Control Name' (selected), 'Settings', and 'Advanced Properties'. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field labeled 'Control Name' with the value 'Transfer1'. At the bottom right, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.



Click **Next>**, to move to the **Settings** page.

Settings Page

In the *Settings* window of the **Transfer** control, select the transfer type

Transfer Type	Description
Blind	Select to instigate a blind transfer, i.e. to transfer the call without waiting for the recipient to answer.
Consultation	To dial a consultation call to another agent or call centre supervisor, to ask their advice while putting the customer on hold.
Conference	To add a third participant to the call, without having to put the customer on hold, with all parties (customer, agent and third participant) on the phone, for example, to introduce the customer to the third participant, before transferring the call.



- Enter the telephone number of the person or department to be contacted into the **Destination telephone number of transfer** field, or use a calculation  to set the telephone number.
- Use the **Button option** field, to enter the name to be displayed on the Transfer control button, or use a calculation  to set the button name.
- To allow for data to be changed and updated at run time, place a tick into the respective **Re-evaluate Property/Calculation** check boxes, as required.

Advanced Properties

In the **Advanced Properties** page all properties within the control are displayed and can be set using calculations. Below the properties specific to the **Transfer** control:

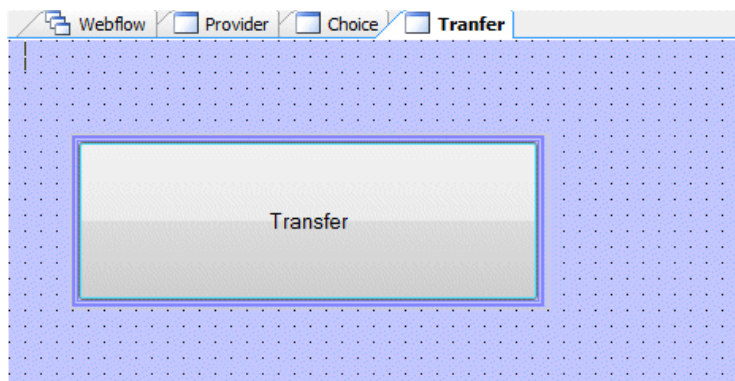
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
Telephone	String	The telephone number that the current call is being transferred to.
TransferType	String	Description of the type of transfer selected (Blind, Consultation or Conference).

Displaying the Control

To display the configured web control in the Webflow design area

- Click *Finish*.

Note: To display a text prompt with the control, use the *Prompt* web control.




Click the *Webflow* tab to return to the webflow view, and save your webflow.

TRANSFER To IVR CONTROL

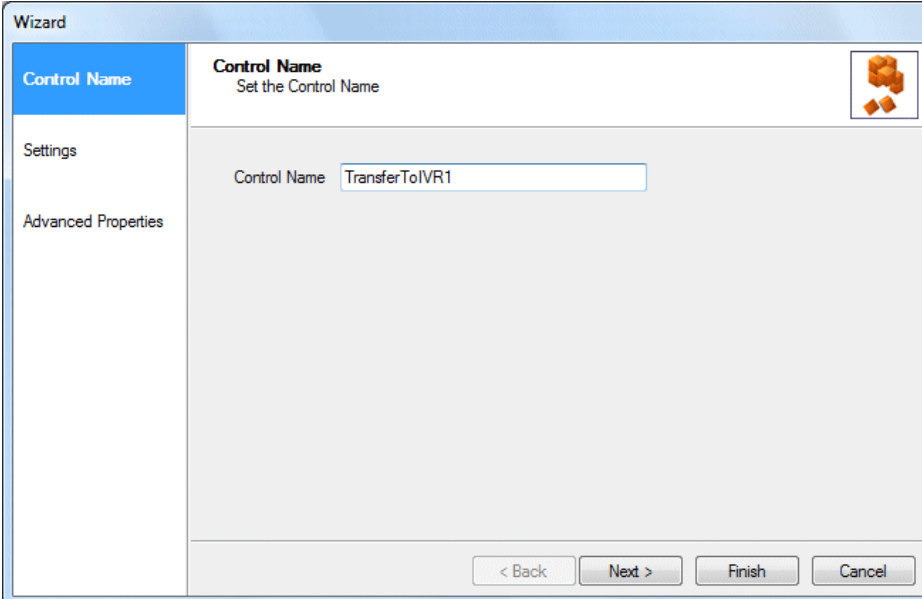
The **TransferToIVR** web control allows the transfer of a call to a specified telephone number.

To add the control to your Webflow

- Pick up the  **TransferToIVR** icon, drag it into the section design area and release the left mouse button, to add the control.

Control Name

- Enter a logical name into the **Control Name** field, for example specifying the location of transfer.



Wizard

Control Name
Set the Control Name

Control Name:

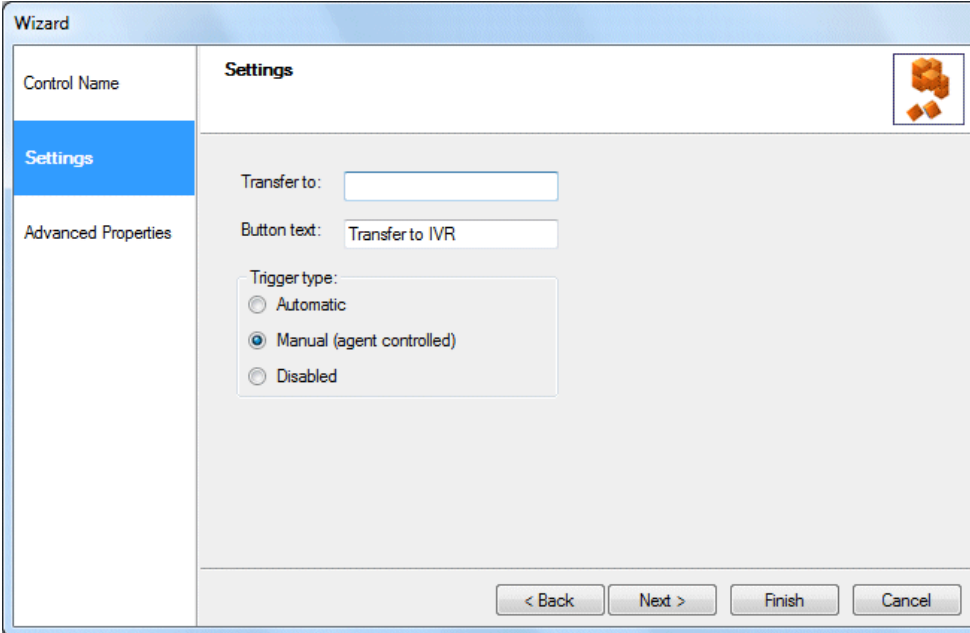
< Back Next > Finish Cancel

Click **Next>**, to move to the **Settings** page.

Settings Page

In the *Settings* window of the **Transfer to IVR** control

- Enter the telephone number for the transfer into the **Transfer to:** field.
- Enter the **Button text/** name that is to be displayed on the control button.
- Select the **Trigger type** that is to be used.



The screenshot shows a 'Wizard' window with a left sidebar containing 'Control Name', 'Settings' (highlighted), and 'Advanced Properties'. The main area is titled 'Settings' and contains the following controls:

- 'Transfer to:' followed by a text input field.
- 'Button text:' followed by a text input field containing 'Transfer to IVR'.
- 'Trigger type:' with three radio button options: 'Automatic', 'Manual (agent controlled)' (which is selected), and 'Disabled'.

At the bottom of the window are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

<i>Trigger Type</i>	<i>Description</i>
Automatic	If selected, the transfer window will open automatically.
Manual (agent controlled)	If selected, the agent has to press the transfer button to transfer the call.
Disabled	If selected, the transfer button will be disabled.

Advanced Properties

In the **Advanced Properties** page all properties within the control are displayed and can be set using calculations. Below the properties specific to the Transfer to IVR control:

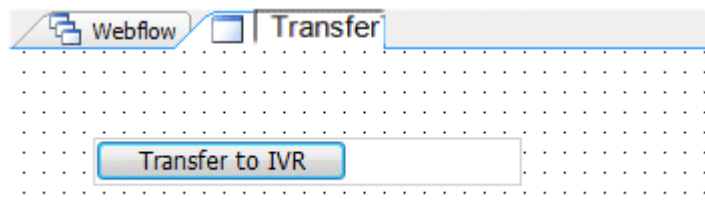
<i>Property</i>	<i>Data Type</i>	<i>Description</i>
AgentControlled	Boolean	True / False. If set to true, the agent has to press the transfer button to transfer the call.
SentRPC	Boolean	True/ False. Information of whether or not the call has been transferred.
TransferTo	String	The number that the current call is being transferred to.

Displaying the Control

To display the configured web control in the Webflow design area


- *Click Finish.*

Note: To display a text prompt with the control, use the *Prompt web control*.




Click the *Webflow* tab to return to the webflow view, and save your webflow.

WEBFLOW LAUNCHER CONTROL

Using the  WebflowLauncher control in the *Synthesys.Net Interaction Studio*, you can insert another webflow into the webflow that you are currently working on.

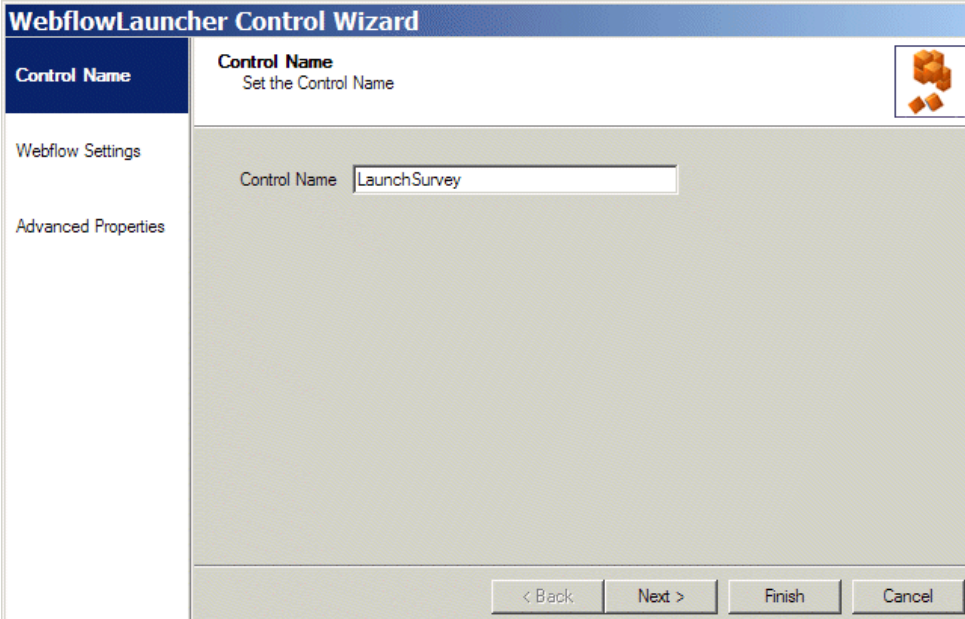
When running calls in the Synthesys Portal in the Web Browser, you will initially go through the sections of the main webflow. At the appropriate point, the embedded webflow can be launched. Having taken the relevant details, users will return to the main webflow, to complete the call.

To add the Webflow Launcher control to your Webflow

- Pick up the  WebflowLauncher icon from the Toolbox in Synthesys.Net Interaction Studio, drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Name field, in our example '**LaunchSurvey**'.



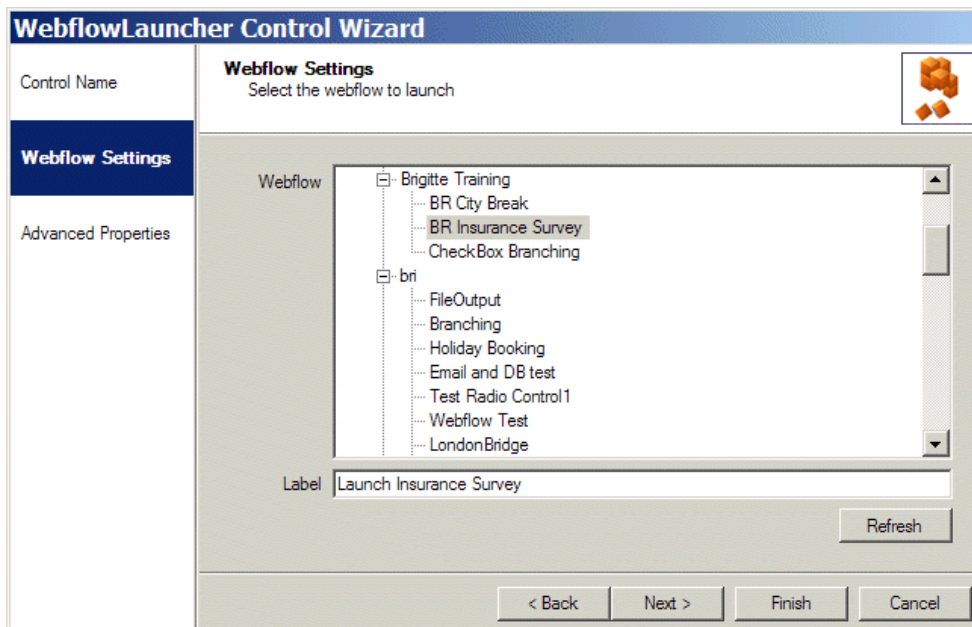
The image shows a 'WebflowLauncher Control Wizard' dialog box. It has a title bar with the text 'WebflowLauncher Control Wizard'. On the left, there is a vertical sidebar with three items: 'Control Name' (which is highlighted in blue), 'Webflow Settings', and 'Advanced Properties'. The main area of the dialog is titled 'Control Name' with the subtitle 'Set the Control Name'. It contains a text input field with the value 'LaunchSurvey'. In the top right corner of the main area, there is a small icon of three orange cubes. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click *Next>* to move to the **Webflow Settings** page, to configure the *Webflow Launcher* control.

Webflow Settings

In the Webflow Settings page of the *Webflow Launcher Wizard*

- Locate and select the webflow that you wish to launch in the **Webflow** section.



- Enter the name to be displayed on the 'launch' button into the **Label** field.
- Move to the *Advanced Properties* page, to configure the Webflow Launcher control further.

To pass information from the main (Outer) webflow to the embedded (Inner) webflow (Example1 the CustomerID; Example2 Customer First Name, Surname and Details), you can use the following calculation:

1. Function URLCustomerDetails() As String

```
URLCustomerDetails = "/INNERWEBFLOWNAME/?CustomerID=" &
OUTERWEBFLOWNAME.CustomerID
```

End Function

2. Function LaunchCalc() As String

```
LaunchCalc = "/BRI-TRNScript2/?FirstName=" &
TRNScript1.Info.CustName.FirstName & "&Surname=" &
TRNScript1.Info.CustName.Surname & "&Information=" &
TRNScript1.Info.Details.Value
```

End Function

Advanced Properties

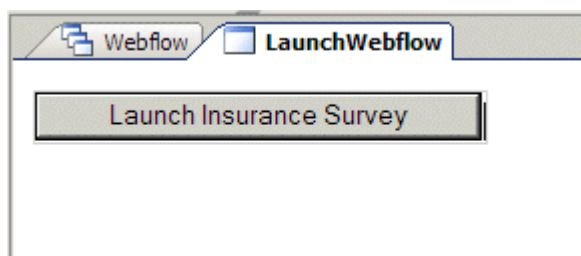
In the **Advanced Properties** page, all control properties are displayed and can be set using calculations. The properties specific to the *Webflow Launcher* control are listed below.

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
Label	String	The text/ caption that appears on the button of the Webflow Launcher control.
MaxClicks	Int	The number of selections made by the agent
WebflowURL	String	Displays the URL path of the webflow used in the control: /BRT-BRInsuranceSurvey/

Displaying the Control

Clicking **Finish** will display the configured web control in the Webflow design area.

Note: To display a text prompt with the control, use the *Prompt web control*.



Click the *Webflow* tab to return to the webflow view, and save the webflow.

NON STANDARD WEB CONTROLS


MEDIA CONTROL

The Media control is used to capture a media code and display associated information, for example company and contact details of staff members, special offers, product and order details or the history of an insurance claim.



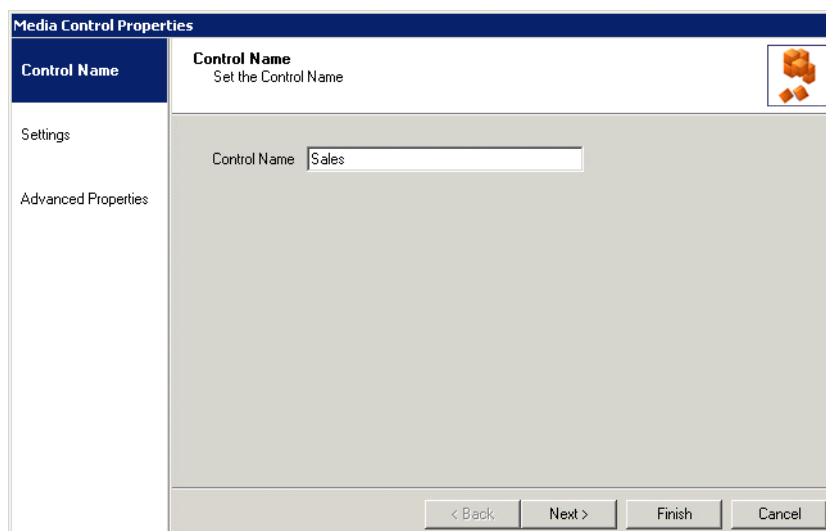
The information entered into the **Media Code field** must be unique.

To add the Media control to your Webflow

- Pick up the Media  icon, drag it into the section design area and release the left mouse button.

Control Name

- Enter a descriptive name into the Control Name field, in our example 'Sales'.



Click **Next>** to move to the **Settings** page.

Settings Page

In the *Settings* page of the Media control, users can create new media tables, view and edit existing tables and import or export data associated with a media table.

The screenshot shows the 'Media Control Properties' dialog box. Annotations with blue lines point to various elements:

- 'Select Media table prefixes/ names' points to the 'Media Table' dropdown menu.
- 'Add new prefix/ name for Media table' points to the 'New Media Table' button.
- 'Define' points to the 'Settings' tab icon (a cube) in the top right corner.
- 'Page size' points to the 'Page Size' dropdown menu showing '10'.

The dialog box itself has a left sidebar with 'Settings' (selected) and 'Advanced Properties'. The main area shows a 'Media Table' dropdown, a 'New Media Table' button, and a 'Page Size' dropdown. Below this is a red message: 'No data to display for this media table'. A table with headers 'Deselect All', 'Category', 'Media Source', 'Media Code', 'Start Date', and 'End Date' is shown, but it is empty. At the bottom, there are buttons for 'Delete Selected', 'Add New', 'Import', 'Export', 'Purge', and 'Go'. On the far right, there are navigation buttons: '<<', '<', '0 of 0', '>', '>>', '< Back', 'Next >', 'Finish', and 'Cancel'.

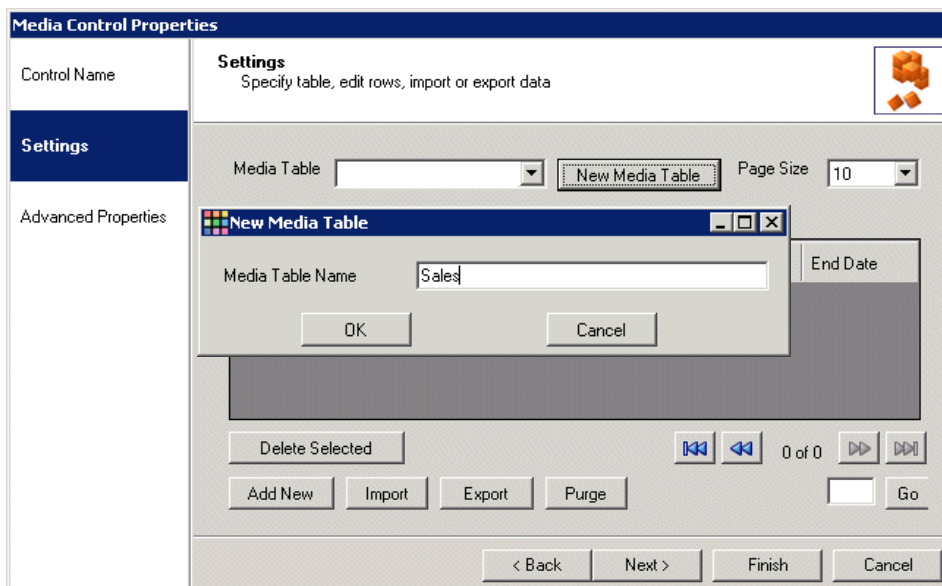
Button	Used To
Delete selected	<i>Remove any media codes that have been selected/ ticked.</i>
Add New	<i>Add additional media codes to an existing table.</i>
Import	<i>Import existing media codes from a csv file.</i>
Export	<i>Export existing media codes and information as a csv file.</i>
Purge	<i>Delete a range of expired media codes.</i>

Please see next page for more information

Creating a new Media Table

To create a new Media table

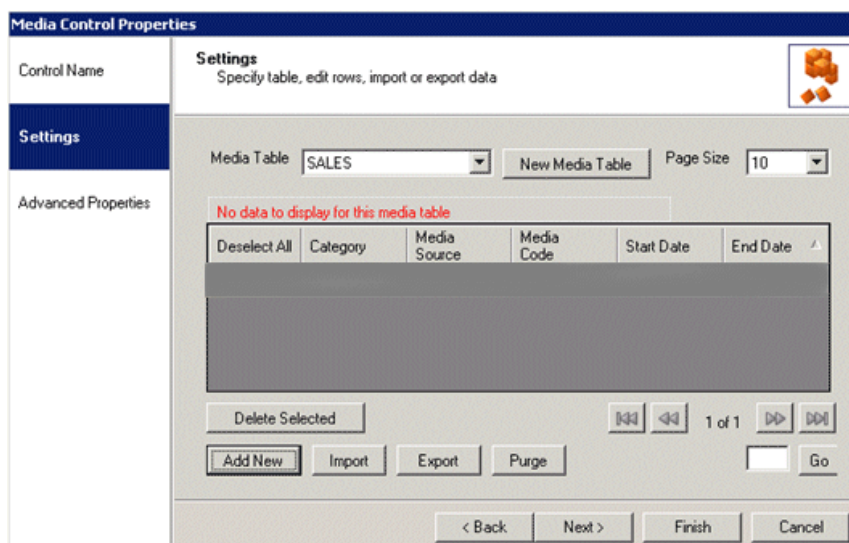
- Click on the **New MediaTable** tab at the top of the *Media Maintenance* dialog.
- In the *New Media Table* dialog now displayed, enter a descriptive prefix/table name into the *Media Table Name* field and click OK.



The screenshot shows the 'Media Control Properties' dialog with the 'Settings' tab selected. A sub-dialog titled 'New Media Table' is open, allowing the user to create a new media table. The 'Media Table Name' field contains the text 'Sales'. The 'Media Table' dropdown in the background is currently empty. The 'Page Size' is set to 10. The sub-dialog has 'OK' and 'Cancel' buttons.

- Next, select the newly created prefix from the *Media Table* drop down list.

A message informs you that currently no data is displayed for the new Media table prefix.



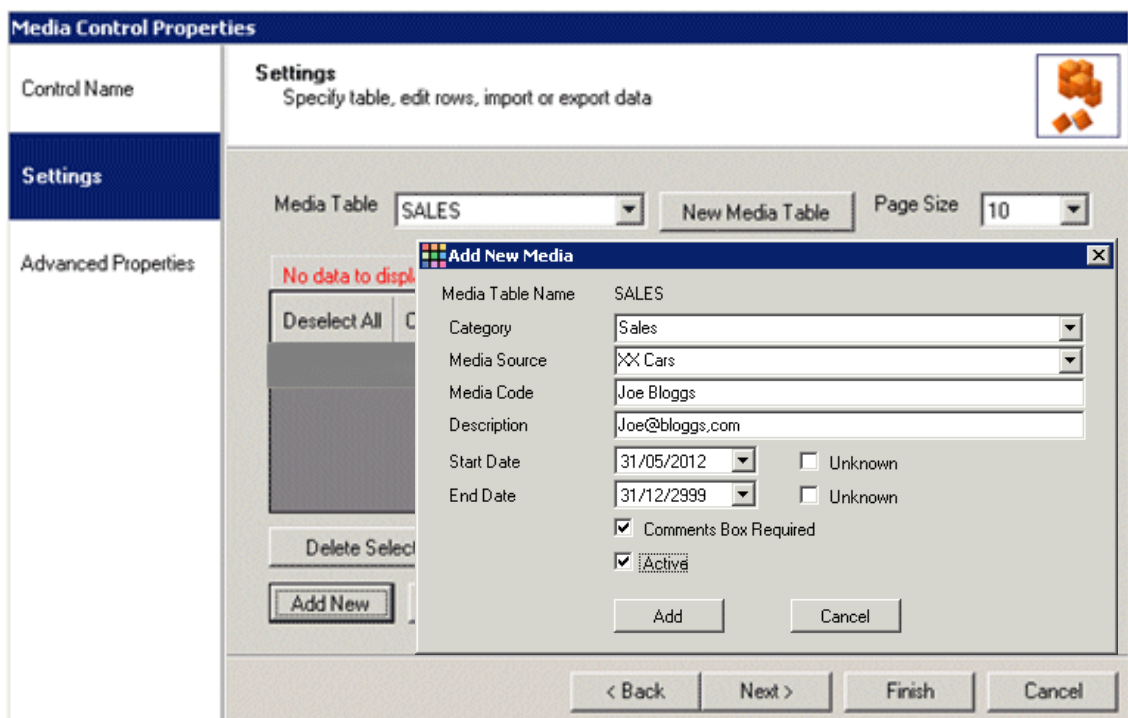
The screenshot shows the 'Media Control Properties' dialog with the 'Settings' tab selected. The 'Media Table' dropdown now shows 'SALES'. A message 'No data to display for this media table' is displayed above the data grid. The data grid has columns: Deselect All, Category, Media Source, Media Code, Start Date, and End Date. The 'Page Size' is set to 10. The 'Media Table' dropdown is set to 'SALES'.

Please see next page for information about adding records to the Media table.
Adding Records manually to the Media Table

Records for the new table can now be entered manually, or you can import an existing Media file.

To add records manually, open the Media **Maintenance** dialog and

- From the *Media Table* drop down list, select the **Prefix** or **Table Name** for which you want to enter new records.
- Click the **Add New** button, at the bottom left of the *Media Maintenance* dialog.
- In the **Add New Media** dialog now displayed enter the *Category*, *Media Source*, *Media Code* and *Description*, as required, into the corresponding fields.
- Select a *Start Date* and *End Date* and tick into the *Active* check box.
- To allow agents to enter further comments, tick '*Comments Box Required*'.



The screenshot shows the 'Media Control Properties' dialog box. On the left is a sidebar with 'Settings' selected. The main area is titled 'Settings' with the subtitle 'Specify table, edit rows, import or export data'. It contains a 'Media Table' dropdown set to 'SALES', a 'New Media Table' button, and a 'Page Size' dropdown set to '10'. Below this is a table with the message 'No data to display'. An 'Add New Media' sub-dialog is open, showing fields for 'Media Table Name' (SALES), 'Category' (Sales), 'Media Source' (XX Cars), 'Media Code' (Joe Bloggs), and 'Description' (Joe@bloggs.com). It also has 'Start Date' (31/05/2012) and 'End Date' (31/12/2999) dropdowns, with 'Unknown' checkboxes. The 'Comments Box Required' and 'Active' checkboxes are checked. 'Add' and 'Cancel' buttons are at the bottom of the sub-dialog. The main dialog has '< Back', 'Next >', 'Finish', and 'Cancel' buttons at the bottom.



Ensure that details entered into the Media Code field are unique.

Importing records from csv file

The **Import** option allows you to import the required records from a csv file (comma separated value file), rather than entering details manually.

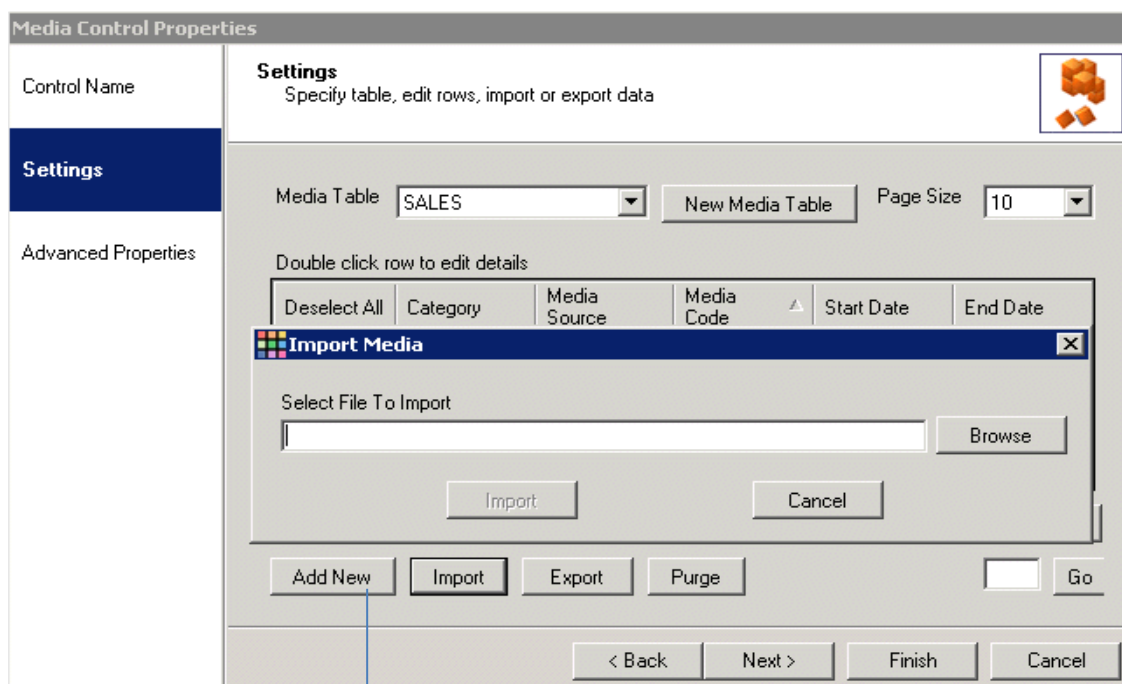


Before importing the data, ensure that the details entered into the Media Code field are unique.

Also check that the information that you are about to import is in the correct order, matching the corresponding field headings. You could, for example, use the export function to export a line of test data to check the format.

In the *Media Maintenance* dialog

- Select the **Prefix** or **Table Name** to be used for the import from the *Media Table* drop down list.
- Click the **Import** button in the *Import Media* dialog.
- Use the **Browse** button to select the required media file via the *Open* dialog.



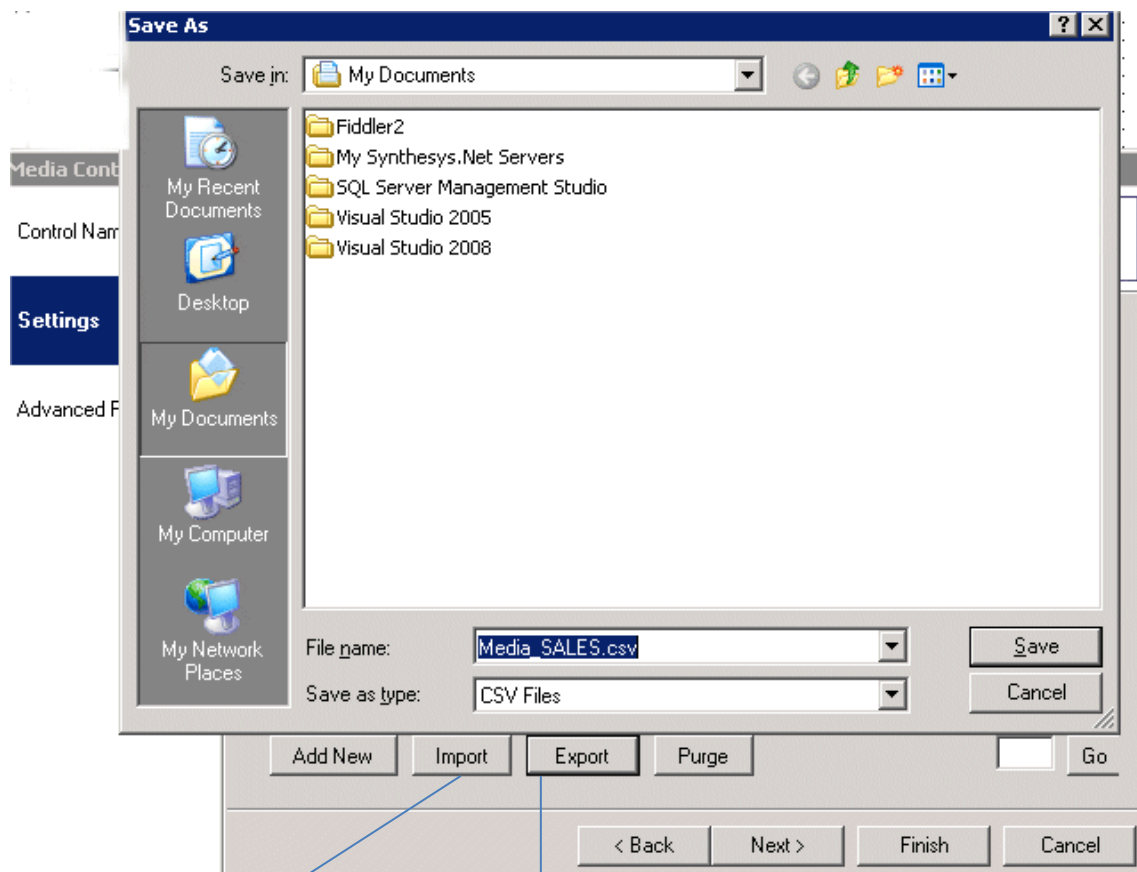
The screenshot shows the 'Media Control Properties' dialog box. On the left is a sidebar with 'Settings' selected. The main area has a 'Settings' tab with a subtitle 'Specify table, edit rows, import or export data'. It includes a 'Media Table' dropdown set to 'SALES', a 'New Media Table' button, and a 'Page Size' dropdown set to '10'. Below this is a table with columns: 'Deselect All', 'Category', 'Media Source', 'Media Code', 'Start Date', and 'End Date'. An 'Import Media' sub-dialog is open, showing a 'Select File To Import' text field, a 'Browse' button, and 'Import' and 'Cancel' buttons. At the bottom of the main dialog are buttons for 'Add New', 'Import', 'Export', 'Purge', and 'Go'. A blue line points to the 'Add New' button.

- Click **Add New** to manually add records to the Media table.

*Please see next page for information about exporting records from the Media table.
Exporting records as csv file*

To export information from the *Media* control as a csv (comma separated value) file

- Click the **Export** button in the *Media Maintenance* dialog.
- In the Save As dialog now displayed, select the destination for your export.



Click **Import** to import records into the Media table

Click **Export** to export records from the Media table



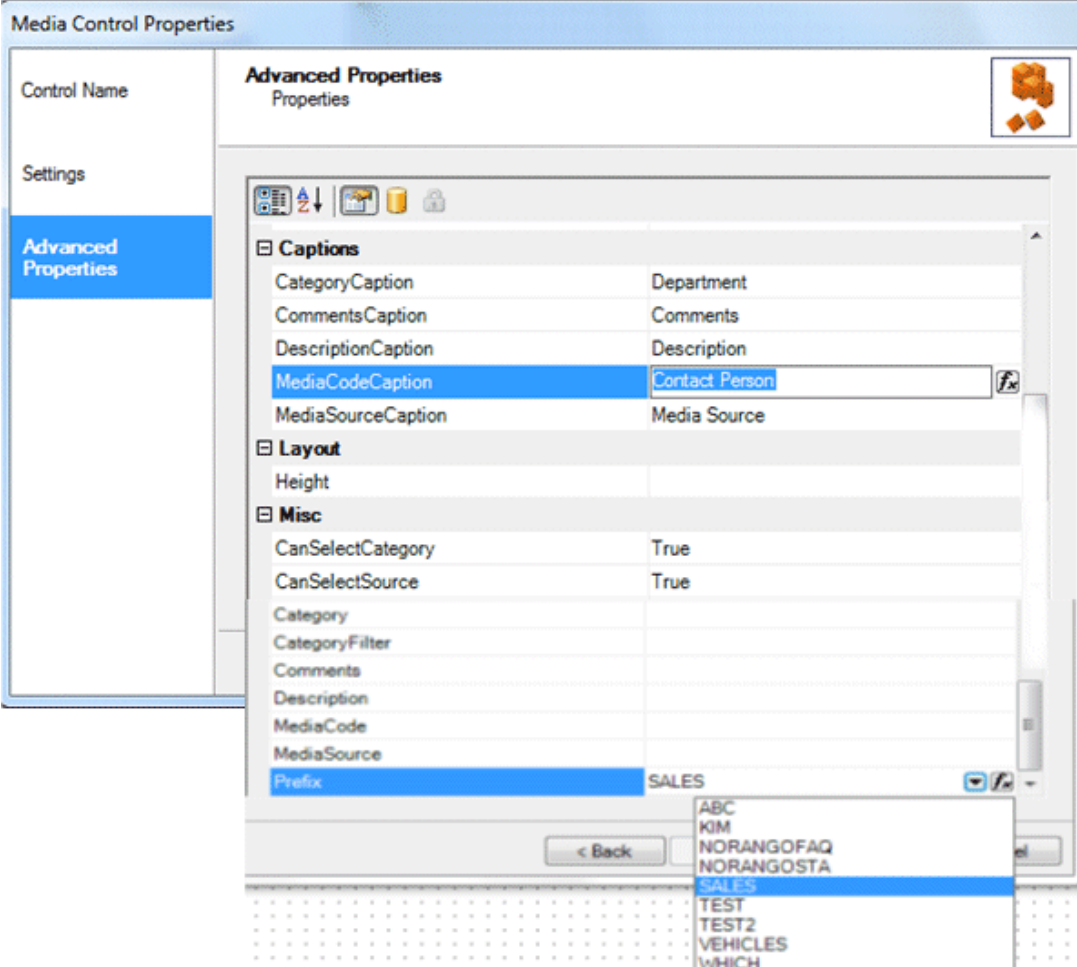
You could, for example, use the export function to export some test data to check the format and ensure that any csv files that are subsequently used for a data import match this format.

Advanced Properties

In the *Advanced Properties* page you need to select the prefix/ name of the Media Table that you wish to display.

You can also edit the Caption names to show logical caption labels to the agents at run time in the Web Browser.

- Scroll down to the **Prefix** field in the **Misc** section and select the prefix/ name of the Media, or set a calculation to pick up the name, as required.
- In the **Captions** section, edit the caption labels, to display logical caption names for the Media control to agents at run time.



Media Control Properties

Control Name: _____

Settings

Advanced Properties

Captions

CategoryCaption	Department
CommentsCaption	Comments
DescriptionCaption	Description
MediaCodeCaption	Contact Person
MediaSourceCaption	Media Source

Layout

Height: _____

Misc

CanSelectCategory	True
CanSelectSource	True
Category	
CategoryFilter	
Comments	
Description	
MediaCode	
MediaSource	
Prefix	SALES

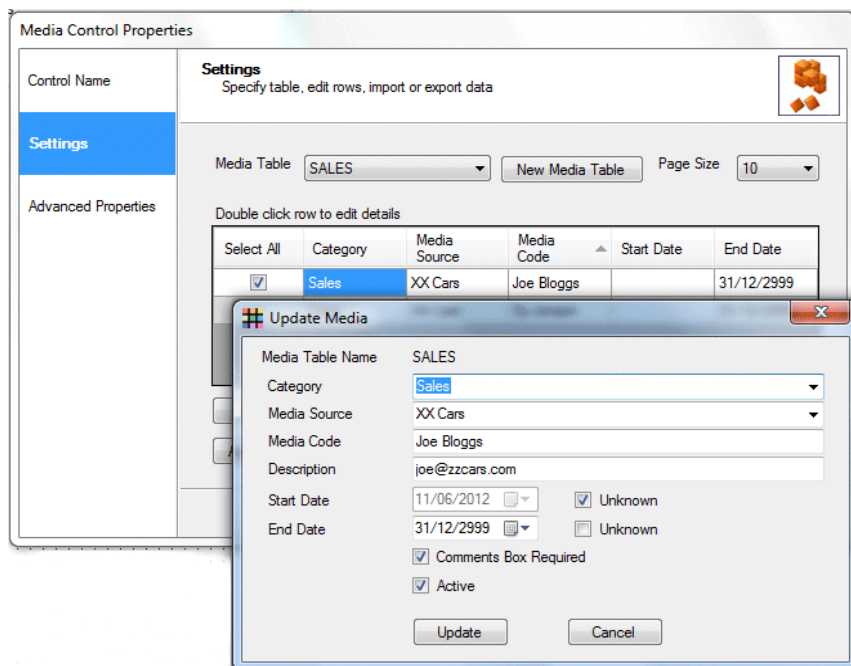
< Back

ABC
KIM
NORANGOSTA
NORANGOSTA
SALES
TEST
TEST2
VEHICLES
WHICH

Updating an existing Media table

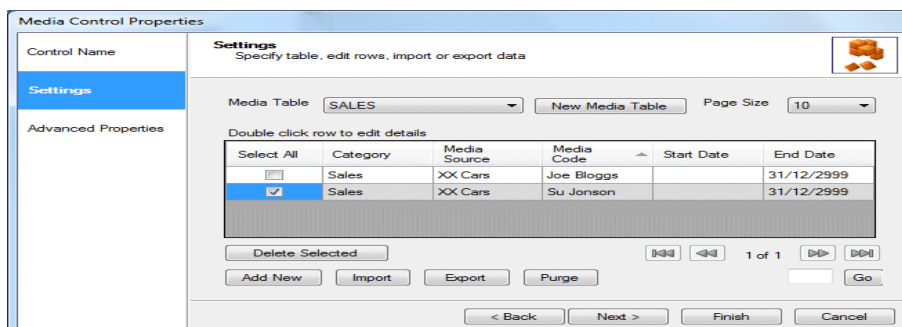
To view or update information of an existing Media table

- Select the relevant prefix/ media name form the **Media Table** drop down menu.
- Double click your left mouse button on the relevant record, to open the **Update Media** dialog.
- Edit any field, as required, but ensure that the entry in the *Media Code* field is unique.



Deleting selected Media Codes

- First, tick the check box(es) next to the Media code(s) that you wish to delete
- Next, click the *Delete selected* button and confirm that you want to delete the selected record(s).



Displaying the Control

To display the Media control in the Webflow design area

- Click **Finish**, and then *Save* and *Publish* the webflow.

Note: To display a text prompt with the control, use the *Prompt web control*.

Media Control in the Synthesys.Net Portal (Web Browser)

The Media control is generally used to present a set of related information. In our example this includes company name, department, contact person and email details.

In our example we have set a calculation at design time, to automatically bring forward the company name.


On selecting a department, the name and e-mail address of the person to be contacted is displayed.

Agents can now add further details, as required, into the Specify box.

MATCHCODE ADDRESS

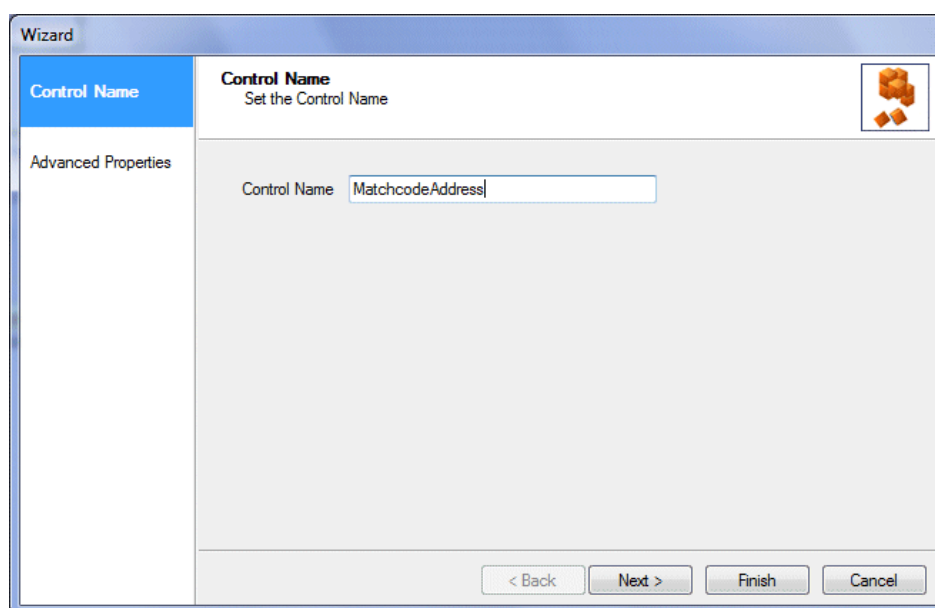
The *Noetica Matchcode Address* web control integrates with Matchcode address management software to enable the search for an address by entering postcode details, or the search for a postcode entering address details.

To add the control to your Webflow in the Synthesys.Net Interaction Studio

- Pick up the Matchcode Address web control  icon from the toolbox.
- Drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Control Name field, in our example 'Matchcode Address1'.



Click *Next>*, to move to the *Advanced Properties* page.

Advanced Properties

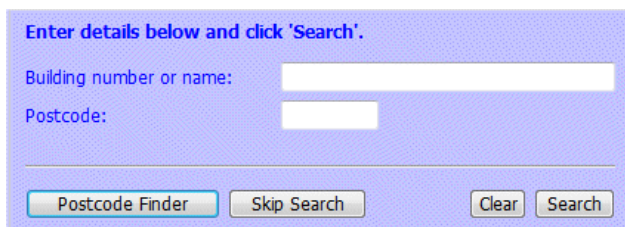
In the **Advanced Properties** page, all properties within the control can be set using calculations. The properties specific to the *Matchcode Address web control* are:

<i>Property (Matchcode)</i>	<i>Data Type</i>	<i>Description</i>
<i>BuildingName</i>	<i>String</i>	<i>The name of the building returned for the address</i>
<i>BuildingNumber</i>	<i>String</i>	<i>The number of the building returned</i>
<i>Country</i>	<i>String</i>	<i>The country returned for the address</i>
<i>DependentLocality</i>	<i>String</i>	<i>Additional area information returned</i>
<i>DependentStreet</i>	<i>String</i>	<i>Additional street information returned</i>
<i>Locality</i>	<i>String</i>	<i>Area information returned for the address</i>
<i>Organisation</i>	<i>String</i>	<i>The organisation returned for the address</i>
<i>PostalCode</i>	<i>String</i>	<i>The postcode returned for the address</i>
<i>Street</i>	<i>String</i>	<i>The street returned for the address</i>
<i>SubBuilding</i>	<i>String</i>	<i>Further building information returned</i>
<i>Town</i>	<i>String</i>	<i>The town returned for the address</i>
<i>Property (Noetica)</i>	<i>Data Type</i>	<i>Description</i>
<i>AddressLookup_Building NameNumber</i>	<i>String</i>	<i>Building name or number entered to activate address search</i>
<i>AddressLookup_Postcode</i>	<i>String</i>	<i>The postcode entered to activate address search</i>
<i>HideManualEntry</i>	<i>Boolean</i>	<i>True. False</i>
<i>Line1-6</i>	<i>String</i>	<i>The address returned for lines 1 - 6</i>
<i>Line1-6 Label</i>	<i>String</i>	<i>The label displayed for each address line</i>
<i>Line1-6 Length</i>	<i>Int</i>	<i>Defines the maximum length for data entered into each field</i>
<i>Line1-6Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time (True/ False).</i>
<i>Postcode</i>	<i>String</i>	<i>The postcode returned for the address</i>
<i>PostcodeLabel</i>	<i>String</i>	<i>The label displayed next to the postcode</i>
<i>PostcodeLength</i>	<i>Int</i>	<i>Defines the maximum length for data entered into the field</i>
<i>PostcodeLookup_Organisation BuildingNameNumber</i>	<i>String</i>	<i>The name or number entered for the building to activate address search</i>
<i>PostcodeLookup_Street</i>	<i>String</i>	<i>The street entered to activate search</i>
<i>PostcodeLookup_Town</i>	<i>String</i>	<i>The town entered to activate address search</i>
<i>PostcodeRead Only</i>	<i>Boolean</i>	<i>Controls whether the Postcode can be written to at run time (True/ False).</i>
<i>SearchComplete</i>	<i>Boolean</i>	<i>(True/ False).</i>

Displaying the Control

To display the configured web control in the Webflow design area

- Click Finish. Use the Prompt web control to display a text prompt with the control.

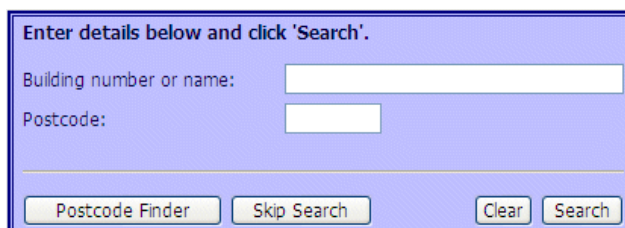


Click the Webflow tab to return to the webflow view, and save your webflow.

In the Synthesys.Net Portal

To search for the address

- Enter the name or number of the building plus the postcode, before clicking the Search button.



To search for a postcode

- Click the **Postcode Finder** button to search for the postcode based on known address details, entering name or number of the organisation, plus street and town, before clicking the **Search** button.
- To return to the Address Finder view, click the **Address Finder** button.




- Click the **Clear** button, to clear postcode or address details displayed.
- Click the **Skip Search** button, to move to the next section without carrying out a search.

QASOn Demand

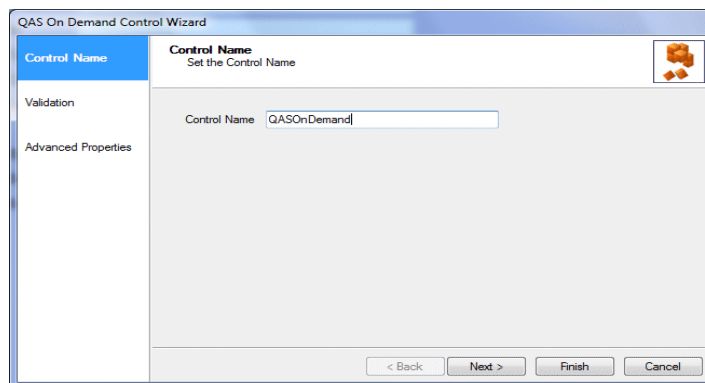
The *Noetica QASOn Demand* address web control integrates with QAS On Demand addressing software to enable address search.

To add the control to your webflow in the Synthesys.Net Interaction Studio

- Pick up the  **QASOnDemand** icon from the toolbox, drag it into the section design area and release the left mouse button.

Control Name

- Enter a name into the Control Name field, in our example 'QASOn Demand'.



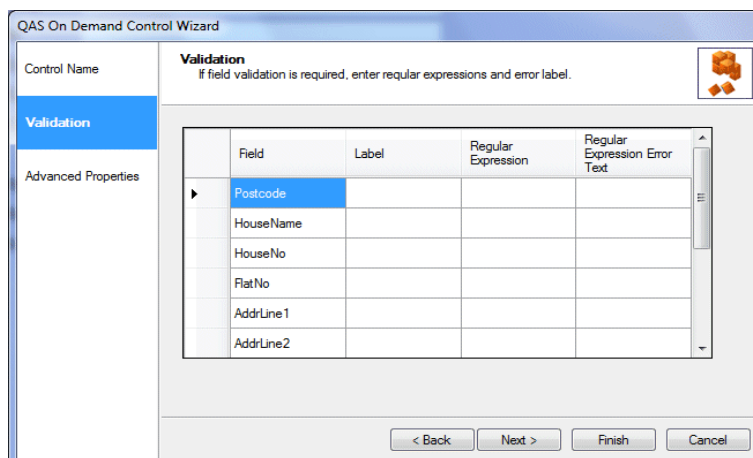
The screenshot shows the 'QAS On Demand Control Wizard' dialog box. The 'Control Name' tab is selected in the left sidebar. The main area is titled 'Control Name' with the subtitle 'Set the Control Name'. Below this, there is a text input field labeled 'Control Name' containing the text 'QASOnDemand'. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Click *Next>*, to move to the *Validation* page.

Validation

In the Validation page of the control you can

- Replace existing field labels by entering new names into the Label column.
- Set any regular expressions, as required.
- Define the text for any error message that should be displayed if an entry does not match the required format.



The screenshot shows the 'QAS On Demand Control Wizard' dialog box, now on the 'Validation' tab. The main area is titled 'Validation' with the subtitle 'If field validation is required, enter regular expressions and error label.' Below this is a table with four columns: 'Field', 'Label', 'Regular Expression', and 'Regular Expression Error Text'. The table contains six rows of data. The first row, 'Postcode', is highlighted. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Field	Label	Regular Expression	Regular Expression Error Text
Postcode			
HouseName			
HouseNo			
FlatNo			
AddrLine1			
AddrLine2			

Click *Next>*, to move to the *Advanced Properties* page.

Advanced Properties

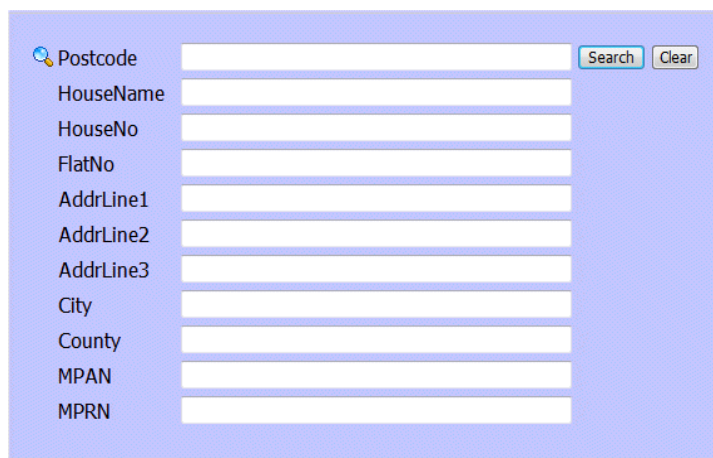
All properties within the control are displayed and can be set using calculations. The properties specific to the QASOn Demand are:

<i>General</i>	<i>Data Type</i>	<i>Description</i>
<i>AddrLine 1-3</i>	<i>String</i>	<i>The address details entered for lines 1 - 3</i>
<i>City</i>	<i>String</i>	<i>The city/ town entered for the address</i>
<i>County</i>	<i>String</i>	<i>The county entered for the address</i>
<i>FlatNo</i>	<i>String</i>	<i>The number of the flat entered for the address</i>
<i>HouseName</i>	<i>String</i>	<i>The name for the house entered for the address</i>
<i>HouseNo</i>	<i>String</i>	<i>The house number entered for the address</i>
<i>MPAN</i>	<i>String</i>	<i>Meter Point Administration Number (electricity) for the location returned</i>
<i>MPRN</i>	<i>String</i>	<i>Meter Point Reference Number (gas) returned for the location returned</i>
<i>Postcode</i>	<i>String</i>	<i>The postcode of the address</i>
<i>Search</i>		
<i>SearchAutomatic</i>	<i>Boolean</i>	<i>Controls whether the search can be completed at run time (True/ False).</i>

Displaying the Control

To display the configured web control in the Webflow design area click *Finish*.

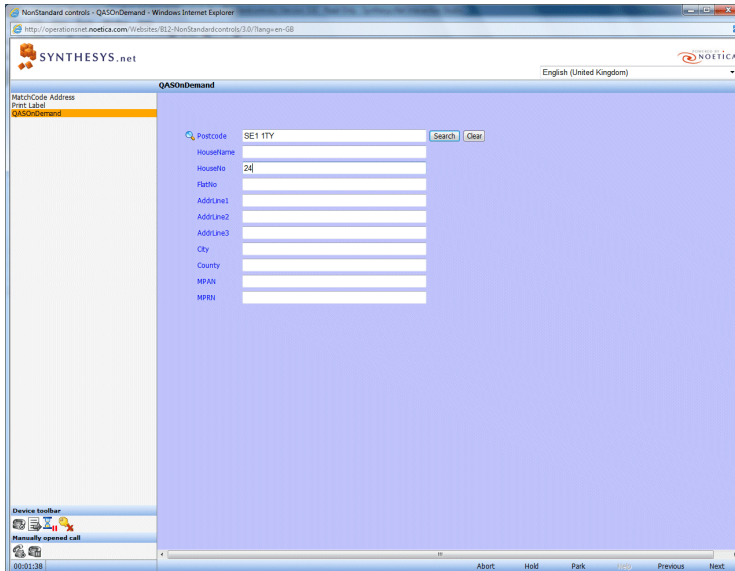
Use the Prompt web control to display a text prompt with the control.



Click the Webflow tab to return to the Webflow view, and save your Webflow.
In the Synthesys.Net Portal

To search for and display the caller's postal address

- Enter the postcode into the *Postcode* field of the control.
- Enter any further address details as known, before clicking the **Search** button.



NonStandard controls - QASOnDemand - Windows Internet Explorer
http://operationsnet.noetica.com/Viewer/012-NonStandardcontrols/3.0/?lang=en-GB

SYNTHESYS.net English (United Kingdom)

QASOnDemand

MatchCode Address
Print Label
QASOnDemand

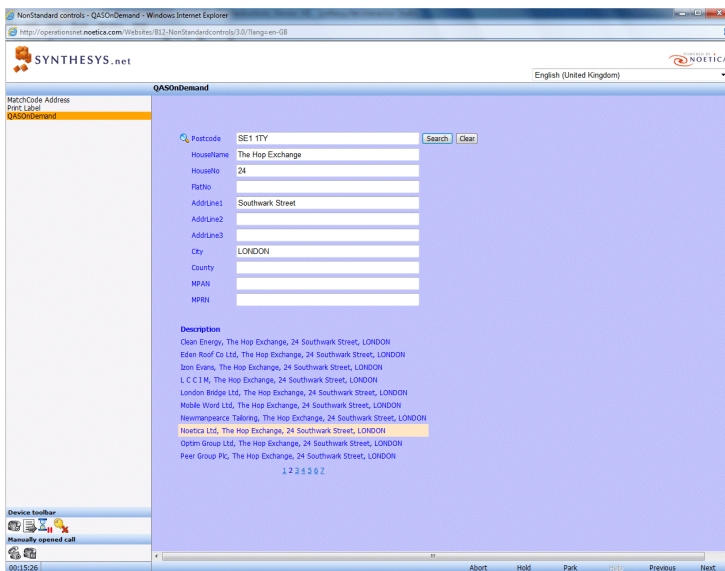
Postcode SE1 1TY Search Clear

HouseName
HouseNo 24
FlatNo
AddressLine1
AddressLine2
AddressLine3
City
County
NPAN
NPN

Device toolbar
Manually opened call
00:01:28

Abort Hold Park Previous Next

- If the search returns multiple addresses, move through the pages displayed and select the required address.



NonStandard controls - QASOnDemand - Windows Internet Explorer
http://operationsnet.noetica.com/Viewer/012-NonStandardcontrols/3.0/?lang=en-GB

SYNTHESYS.net English (United Kingdom)

QASOnDemand

MatchCode Address
Print Label
QASOnDemand

Postcode SE1 1TY Search Clear

HouseName The Hop Exchange
HouseNo 24
FlatNo
AddressLine1 Southwark Street
AddressLine2
AddressLine3
City LONDON
County
NPAN
NPN

Description
Clean Energy, The Hop Exchange, 24 Southwark Street, LONDON
Eden Roof Co Ltd, The Hop Exchange, 24 Southwark Street, LONDON
Izoni Evans, The Hop Exchange, 24 Southwark Street, LONDON
L C C T M, The Hop Exchange, 24 Southwark Street, LONDON
London Bridge Ltd, The Hop Exchange, 24 Southwark Street, LONDON
Noble Ward Ltd, The Hop Exchange, 24 Southwark Street, LONDON
Newmanscare Taking, The Hop Exchange, 24 Southwark Street, LONDON
Noetica Ltd, The Hop Exchange, 24 Southwark Street, LONDON
Optim Group Ltd, The Hop Exchange, 24 Southwark Street, LONDON
Peer Group PK, The Hop Exchange, 24 Southwark Street, LONDON
1 2 3 4 5 6 7

Device toolbar
Manually opened call
00:15:26

Abort Hold Park Previous Next

- Click the **Clear** button, to clear details displayed before starting a new search.

QASPRO WEB6 ADDRESS

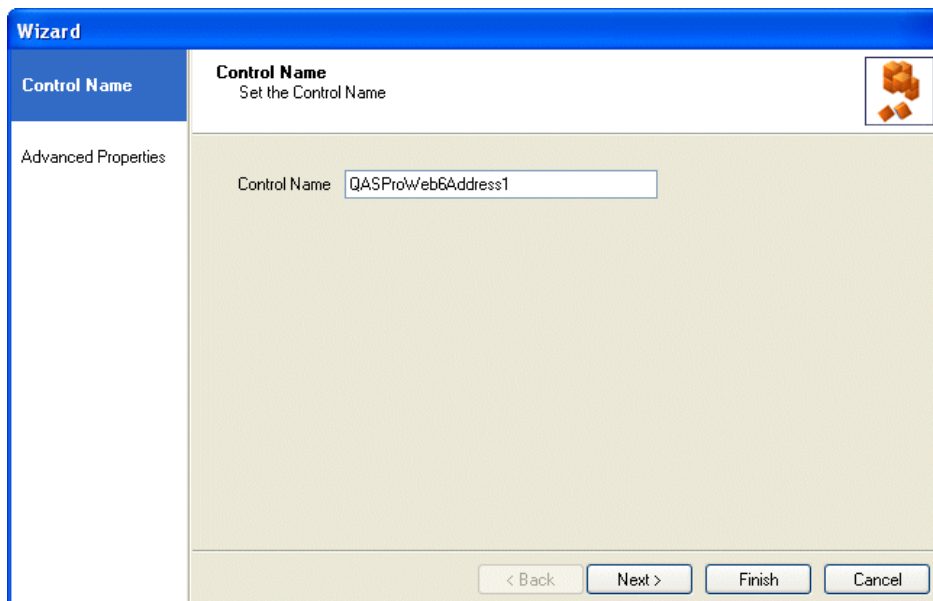
The *Noetica QasPro Web6 Address web control* integrates with QAS Pro On Demand addressing software to enable the search for an address by entering postcode details, or the search for a postcode entering address details.

To add the control to your Webflow in the Synthesys.Net Interaction Studio

- Pick up the **QasPro Web6 Address**  icon from the toolbox.
- Drag it into the Section design area and release the left mouse button.

Control Name

- Enter a name into the Control Name field, in our example 'QasProWeb6Address1'.



The screenshot shows a 'Wizard' dialog box with a blue title bar. On the left is a sidebar with two options: 'Control Name' (selected and highlighted in blue) and 'Advanced Properties'. The main area of the dialog is titled 'Control Name' with the subtitle 'Set the Control Name'. It features a text input field labeled 'Control Name' containing the text 'QASProWeb6Address1'. At the bottom right of the main area are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'. A small icon of three orange cubes is visible in the top right corner of the main area.

Click *Next>*, to move to the *Advanced Properties* page.

Advanced Properties

In the **Advanced Properties** page, all properties within the control are displayed and can be set using calculations.

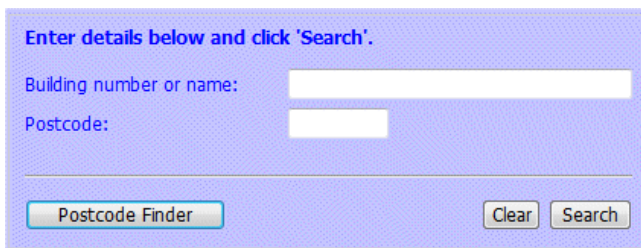
The properties specific to the QasPro Web6 Address web control are:

<i>Property</i>	<i>Data Type</i>	<i>Description</i>
<i>AddressLookup_Buildingname Number</i>	<i>String</i>	<i>The name or number entered for the building to activate address search</i>
<i>AddressLookup_Postcode</i>	<i>String</i>	<i>The postcode entered to activate address search</i>
<i>HideManualEntry</i>	<i>Boolean</i>	<i>True/ False</i>
<i>Line1-6</i>	<i>String</i>	<i>The address returned for lines 1 - 6</i>
<i>Line1-6Label</i>	<i>String</i>	<i>The label displayed next to each address line</i>
<i>Line1-6Length</i>	<i>Int</i>	<i>Defines the maximum length for data entered into each field</i>
<i>Line1Read Only</i>	<i>Boolean</i>	<i>Controls whether the address line can be written to at run time (True/ False).</i>
<i>Postcode</i>	<i>String</i>	<i>The postcode returned for the address</i>
<i>PostcodeLabel</i>	<i>String</i>	<i>The label displayed next to the postcode</i>
<i>PostcodeLength</i>	<i>Int</i>	<i>Defines the maximum length for data entered into the field</i>
<i>PostcodeLookup_Organisation BuildingNameNumber</i>	<i>String</i>	<i>The name or number entered for the building to activate postcode search</i>
<i>PostcodeLookup_Street</i>	<i>String</i>	<i>The street name entered to activate postcode search</i>
<i>PostcodeLookup_Town</i>	<i>String</i>	<i>The town entered to activate postcode search</i>
<i>PostcodeRead Only</i>	<i>Boolean</i>	<i>Controls whether the postcode can be written to at run time (True/ False).</i>
<i>SearchComplete</i>	<i>Boolean</i>	<i>Controls whether the search can be completed at run time (True/ False).</i>

Displaying the Control

To display the configured web control in the Webflow design area click Finish.

Use the Prompt web control to display a text prompt with the control.

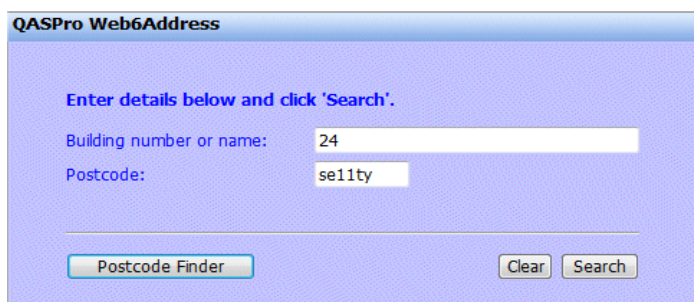


Click the Webflow tab to return to the Webflow view, and save your Webflow.

In the Synthesys.Net Portal

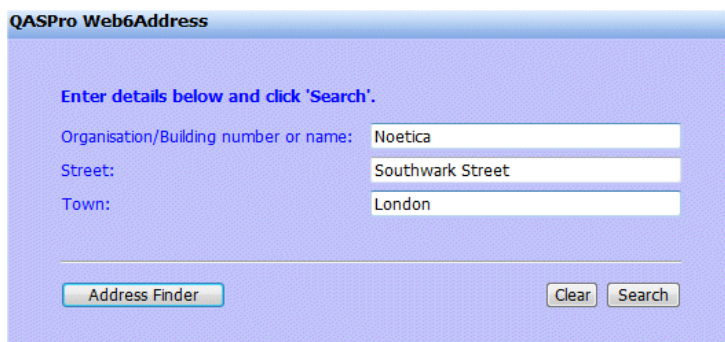
To search for the address

- Enter the name or number of the building plus the postcode, before clicking the Search button. Click Clear, to start a new search, if required.



To search for a postcode

- Click the **Postcode Finder** button to search for the postcode based on known address details entering name or number of the organisation, plus street and town, before clicking the Search button.
- To return to the Address Finder view, click the **Address Finder** button.



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