NOETICA WEB CONTROLS

CORE WEB

CONTROLS

Noetica

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Last updated April 2024

CORE WEB CONTROLS

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 advanced 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.*
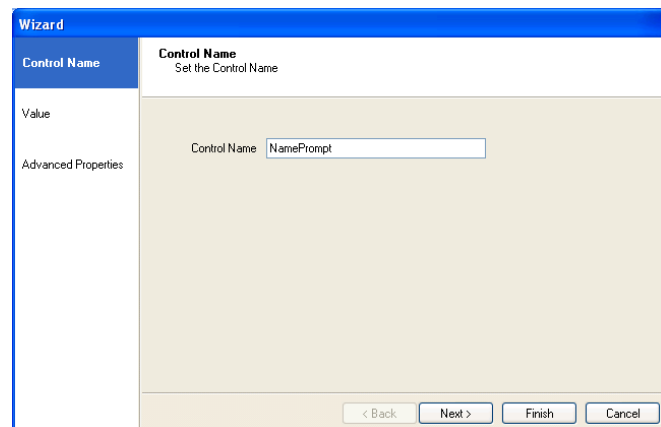
Advanced Properties

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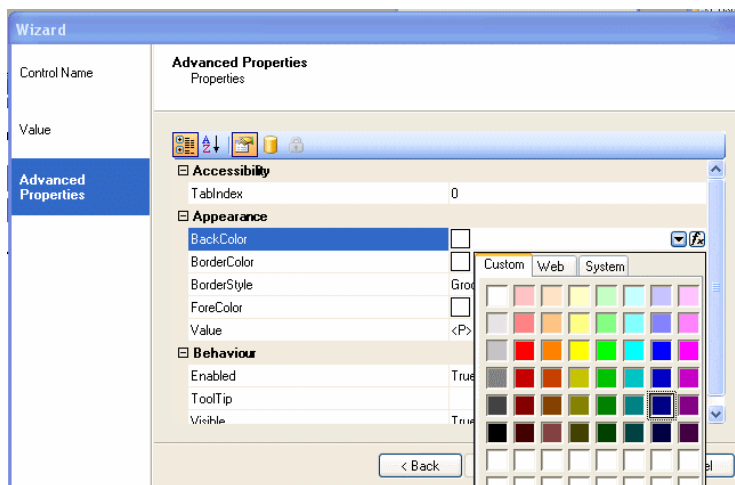
BorderStyle – This is set by selecting the drop down, which will display a list of available styles. Simply select the desired style for the control.

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.

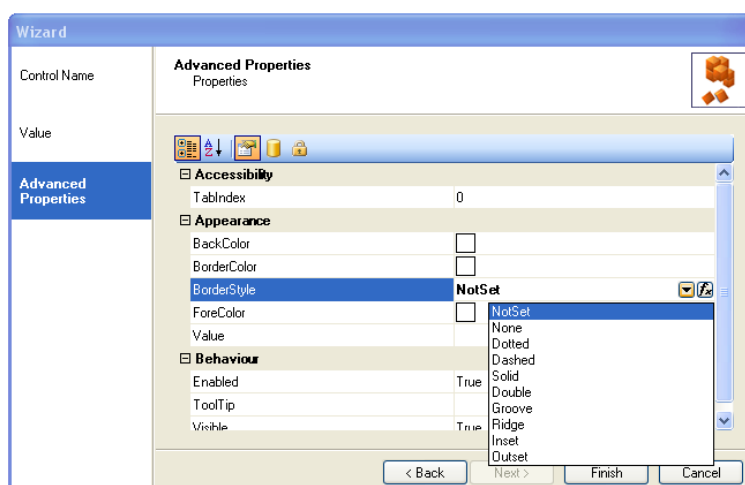Visible –   Controls whether the web control is visible at runtime. The settings for this property are True or False.

Setting Properties by calculation

All properties within the advanced properties tab can be set via calculations by selecting the function ![fx]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.

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

Once set by a calculation, a checkbox ![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 scripted app, as you may want the calculation to update, to reflect the changes made.
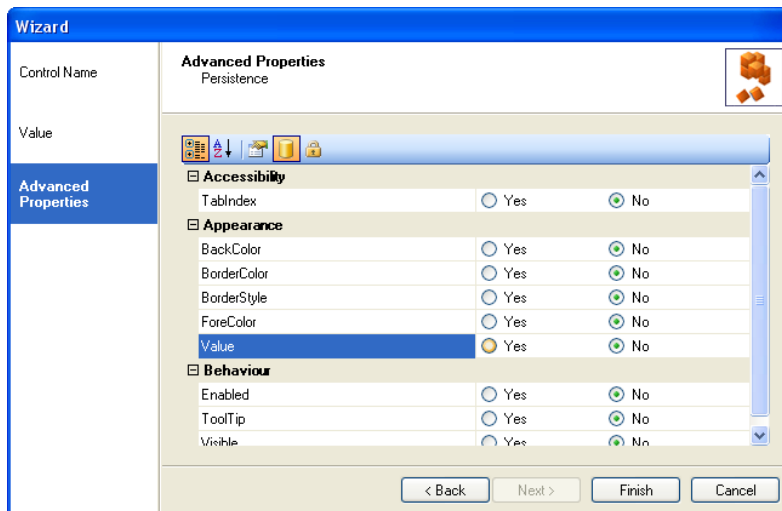
Removing a calculation set on a property

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 scripted app, if required.

Persistence View

The persistence view allows you to determine which properties should be stored in the database.
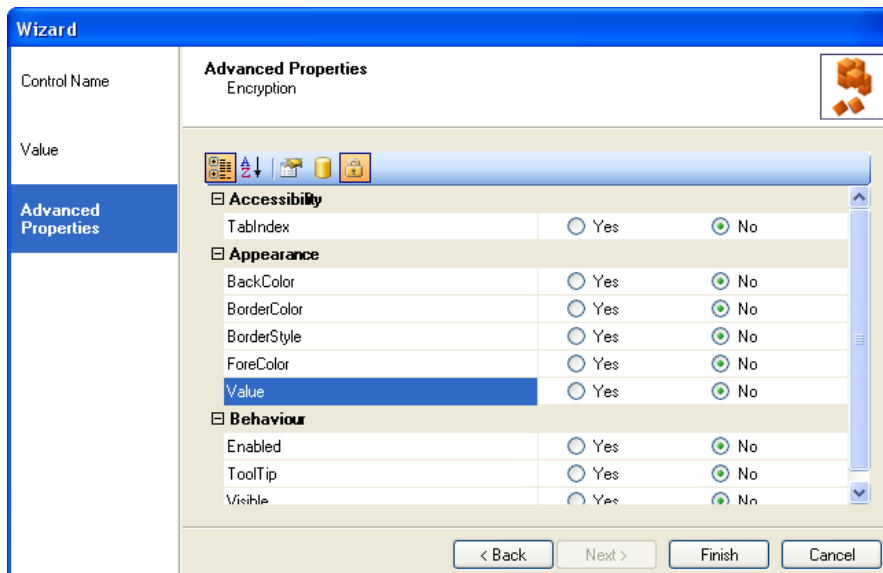
Selecting **yes** will mean that the property is stored, selecting **no** will mean that it is not. All web controls come with default settings that will store captured data by default into the database.

Encryption View

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

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.
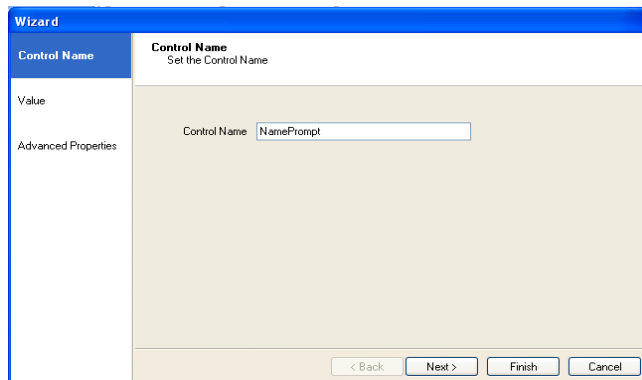
PROMPT CONTROL

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

- 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.

All characters are acceptable in the Prompt control. Note however, that the combination <% text %> is reserved exclusively for calculation substitutions.

Adding a Calculation to a Text Prompt

- To set a calculation, i.e., for the customer name, click on the 'Insert Calculation' *fx* 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^{TM} scripted app 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.

Property	Data Type	Description
Value	String	The text to be displayed to the agent

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

May I take your name, please?

Save and publish your scripted app.

Comprehend

ADDRESS CONTROL

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

To add the control to your scripted app

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

Control Name

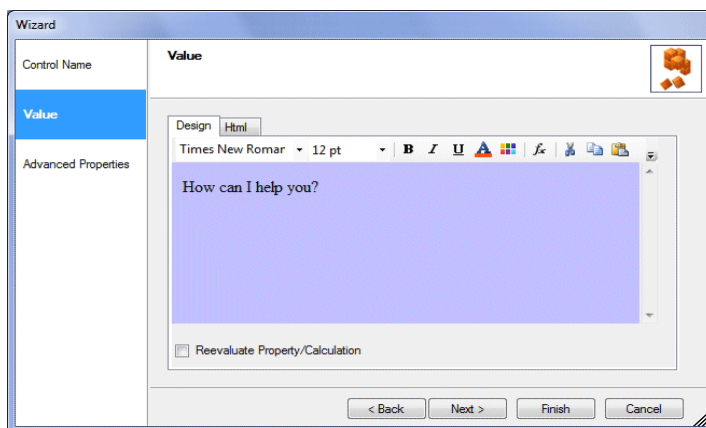- Enter a name into the Control Name field, in our example **'Address'.**

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.

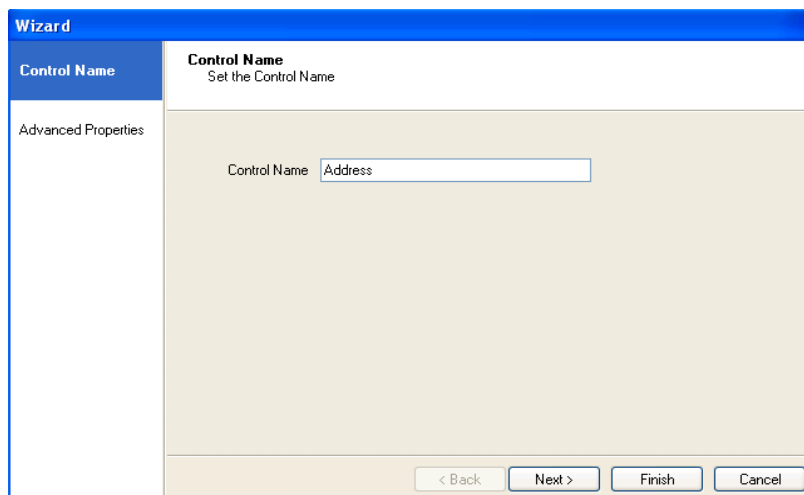| Property	Data Type	Description
Line1	String	The first line of the address
Line1Label	String	The label displayed next to the address line
Line1Read Only	Boolean	Controls whether the address line can be written to at run time
Line1Visible	Boolean	Controls the visibility of the address line
Line2	String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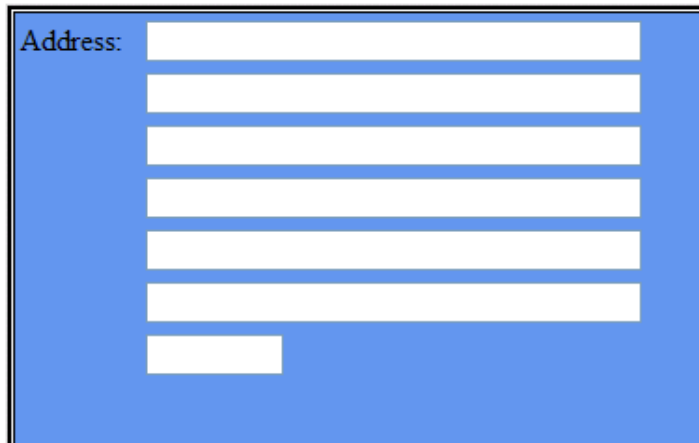
Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

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

Save and publish your scripted app.

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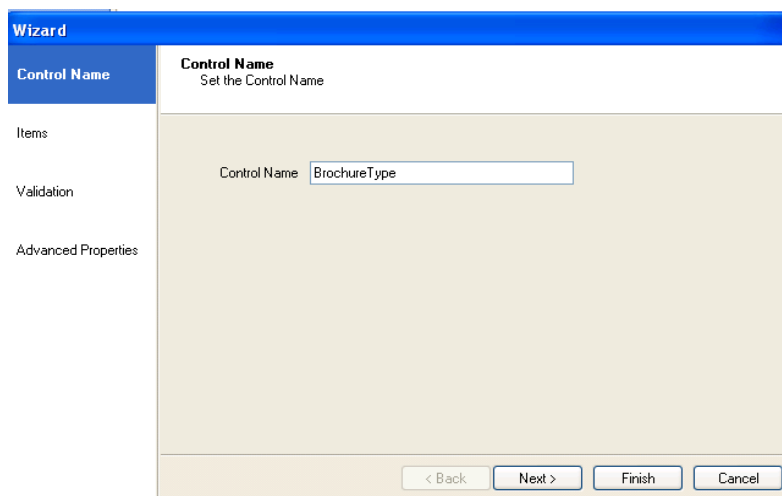
The Check Box web control displays a group of Windows style check boxes. Any number of boxes can be created, and multiple items can be ticked.

To add the control to your scripted app

- 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'.**

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.
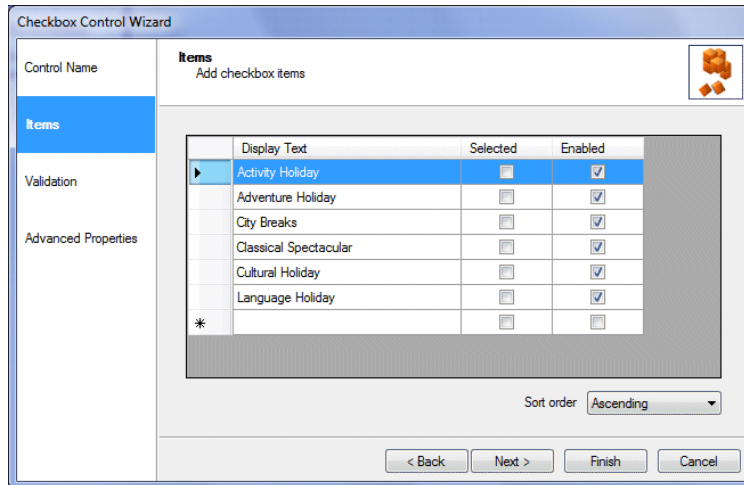
Option	Used to
Display Text	display the options entered at run time.
Selected	If ticked this option will be selected by default.
Enabled	if ticked this option is available for the user to select.
Sort Order	sort list of items in Ascending or Descending order.

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.
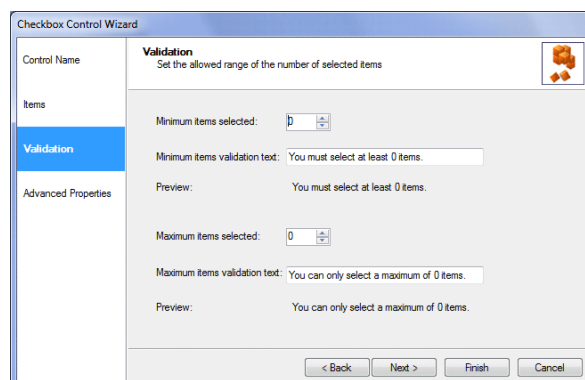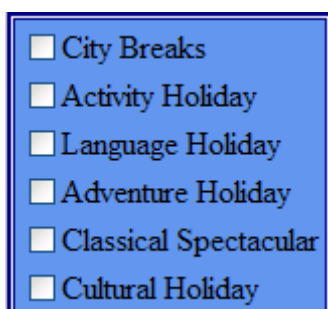
Advanced Properties

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

Displaying the Control

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

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

Save and publish your scripted app.

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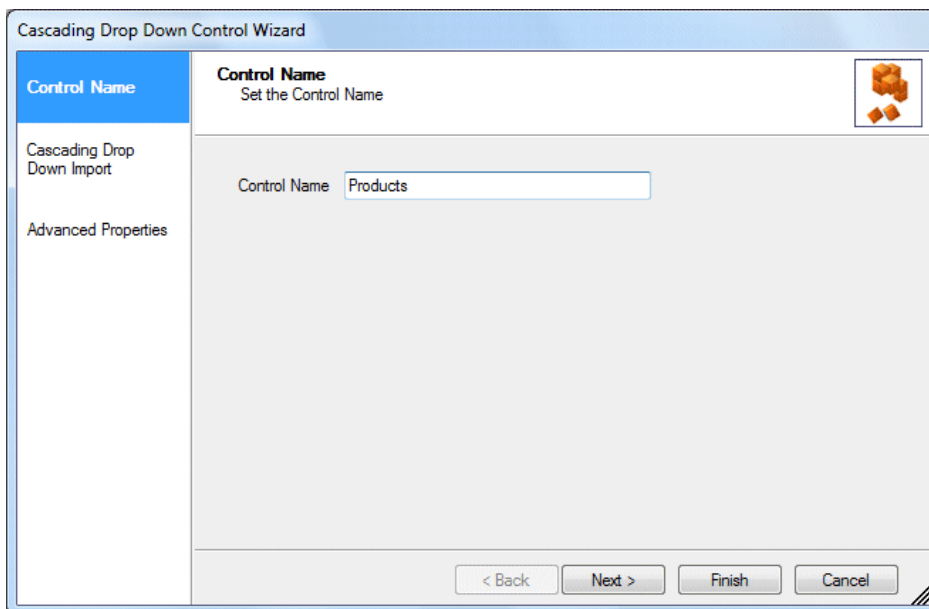
The *Cascading Drop Down List* web control is used to create up to 10 drop down lists within the control, which allow a mutually exclusive selection to be made from a number of entries.

To add the control to your scripted app

- 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'.**

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.

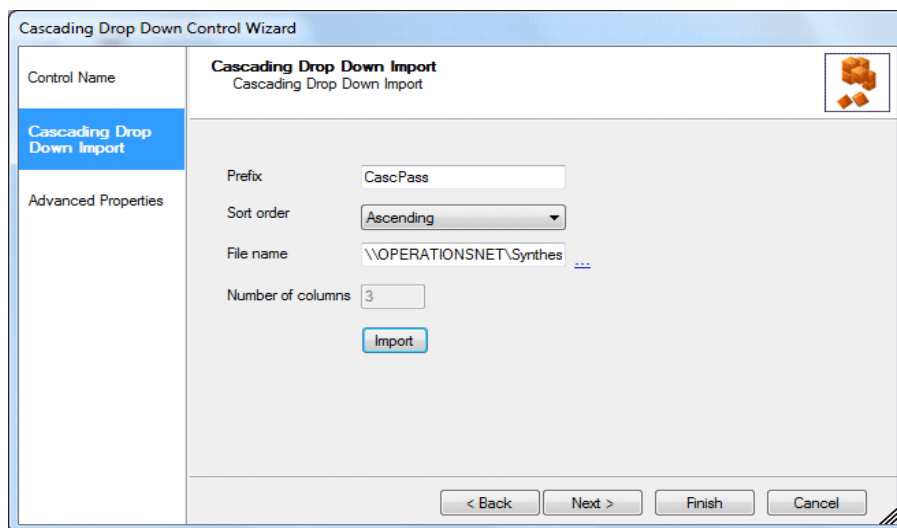*The file (10MB limit) will be uploaded to the server, into the **dbo.CascDropDown table**, in the Synthesys^{TM} General database. The message displayed following a successful import provides details about the unique values that have been imported or updated.*

*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^{TM} 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:
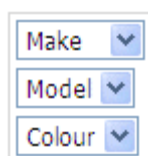
Property	Data Type	Description
Description 1-10	String	The description selected within the specific drop down list
Label 1-10	String	The text that appears on the drop down list before an item is selected (i.e. "Make" would display until Honda is selected from the list
SelectedCount	Int	The number of 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 scripted app design area.

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

Save and publish your scripted app.

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**^{TM} *General* database.

ID	Value	Description	OwnerValue	Prefix

	2231	90303	Mechanical dam…	903	GIGCC
	2232	90304	Third party / wr…	903	GIGCC
	2233	90305	Wrong accessori…	903	GIGCC
▶	2968	1	Honda	NULL	CAR
	2969	11	Civic	1	CAR
	2970	12	Jazz	1	CAR
	2972	13	Insight	1	CAR
	2973	111	Red	11	CAR
	2974	112	Blue	11	CAR
	2975	121	Red	12	CAR
	2976	122	Silver	12	CAR
	2977	131	Black	13	CAR
	2979	2	Ford	NULL	CAR
	2980	21	Ka	2	CAR
	2981	211	Silver	21	CAR

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 scripted app design area.*
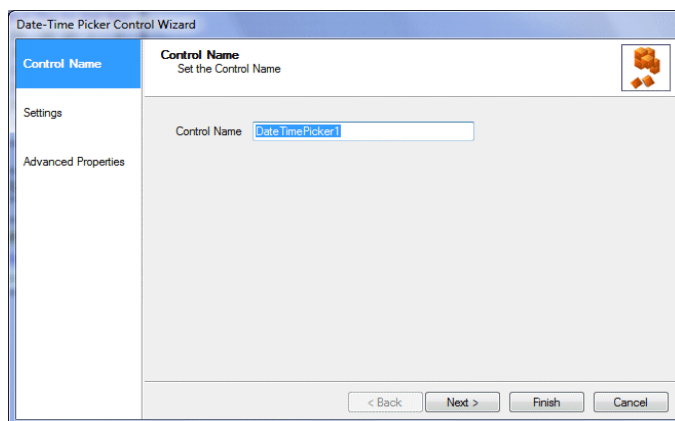
DATE TIME PICKER CONTROL

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 scripted app pick up the DateTimePicker icon, drag it into the Section design area and release the left mouse button, to add the control.
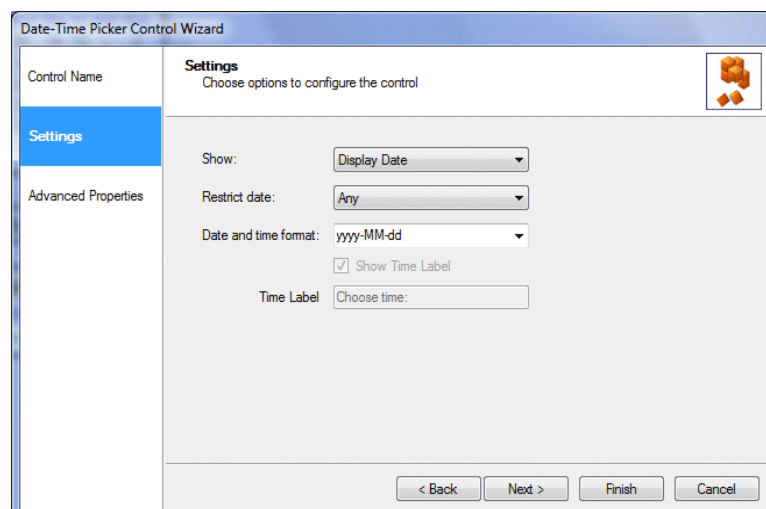
Control Name

- Enter a name into the Control Name field.

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

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.

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

Show	To Display Date only, Time only, or Date & Time
Restrict the date	Select the required time period, to allow the selection of Past or Future only; Future and today, or Any.
Date & time format	Select the desired date and time format from the drop down menu.
Time label	To display, tick the **Show Time Label** box and enter a descriptive name into the **Time Label** 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 Date Time Picker control are listed below.

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

Displaying the Control

To display the configured web control in the scripted app 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.

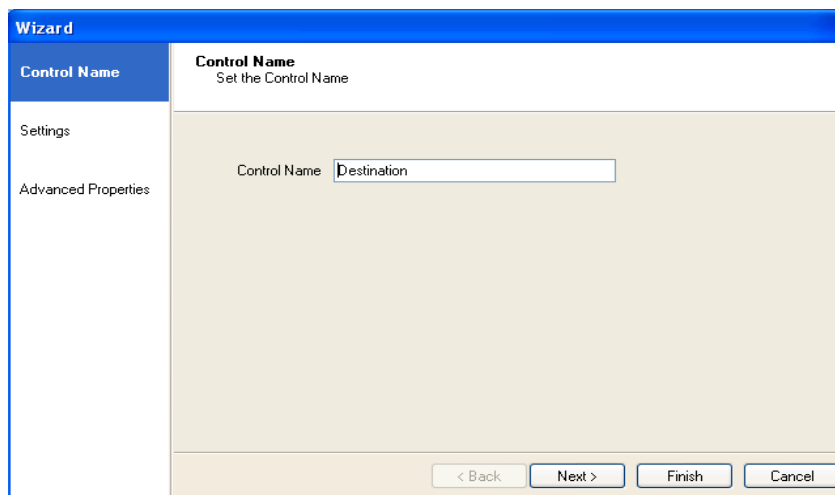Return to the scripted app view and save your scripted app.

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 scripted app

- 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'.**

- Click **Next>,** to move to the **Settings page** of the Drop Down List web control**.**
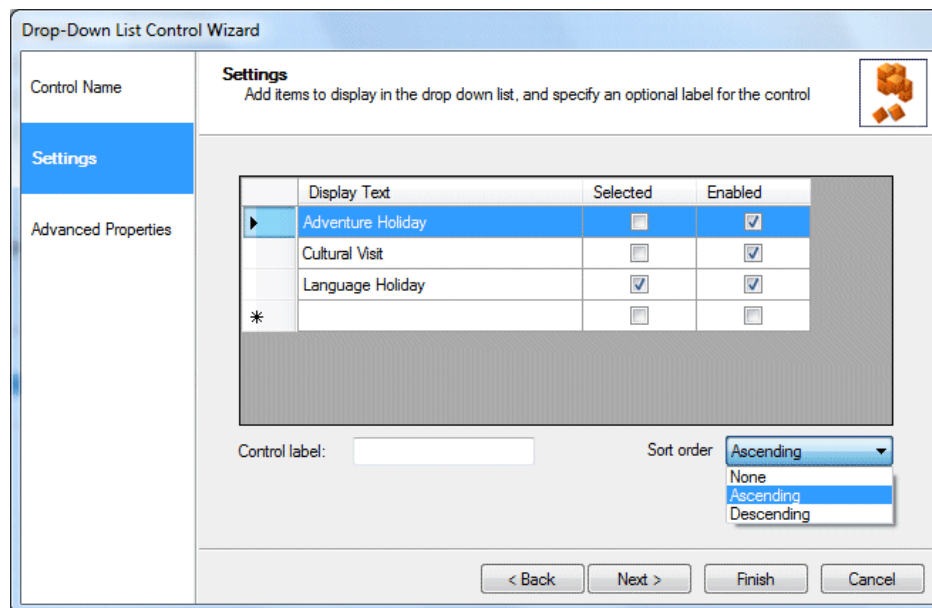
In the *Settings* window of the *Drop Down List* control, you can replace the existing options 'Yes' and 'No' in the **Display Text** column with our own options, as required.

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.

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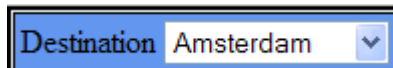
Property	Data Type	Description
Items	ListItemCollection	The values displayed in the control
Label	String	The Label in the control
SelectedText	String	The list of options selected by the agent
SelectedValue	String	The list of options selected by the agent
Behavior		
SortOrder	String	The order in which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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

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

Save and publish your scripted app.
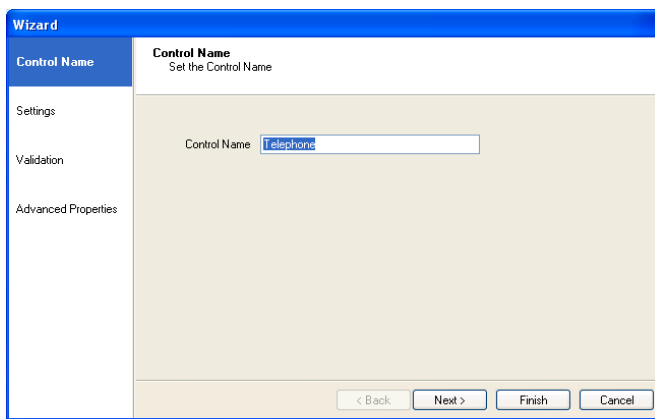
EDIT CONTROL

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

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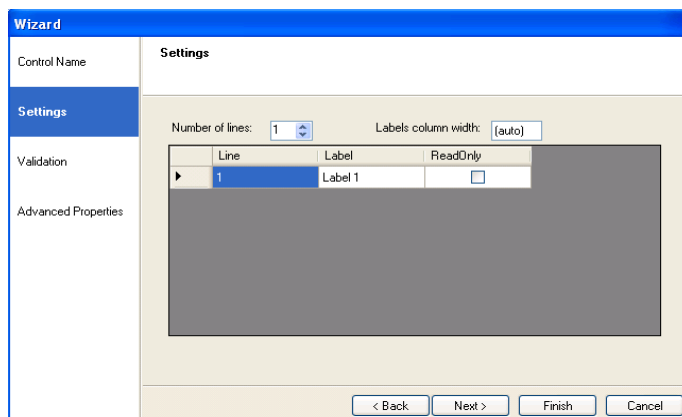
- Click **Next>,** to move to the **Settings page.**

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.

- 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.
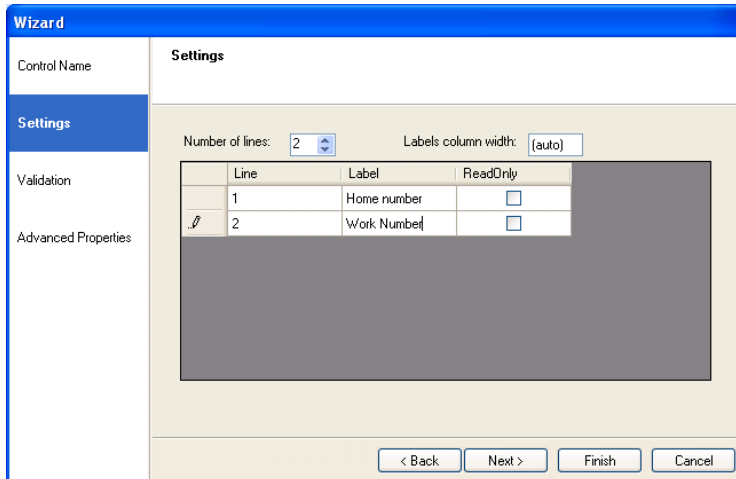
Validation

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.
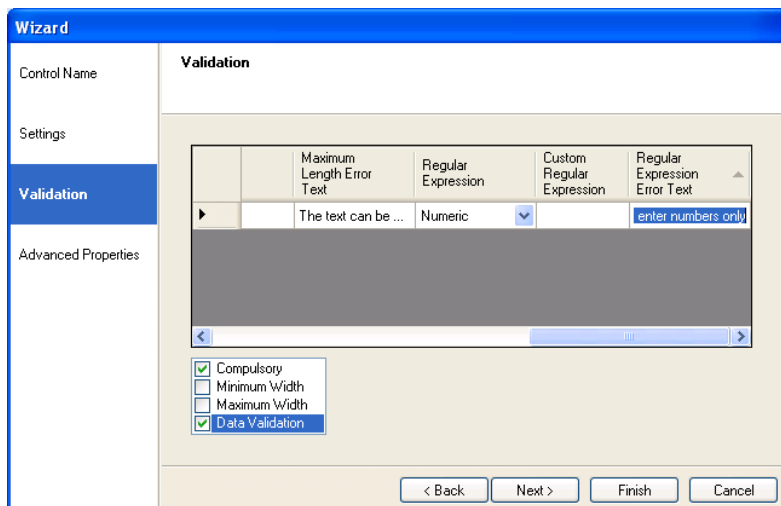
Advanced Properties

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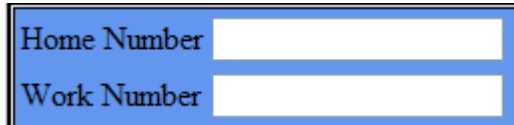
Property	Data Type	Description
Label 1 – 10	String	The label displayed next to the corresponding edit field
MandatoryFlag 1 - 10	Boolean	Determines whether the field is mandatory
MandatoryText 1 - 10	String	The text displayed if the mandatory flag is set to True for the field, but no data is entered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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

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

Home Number	
Work Number	

Save and publish your scripted app.

FILE UPLOAD CONTROL

Using the **File Upload** *control*, agents are able to upload files when taking calls in the Synthesys™ 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 scripted app

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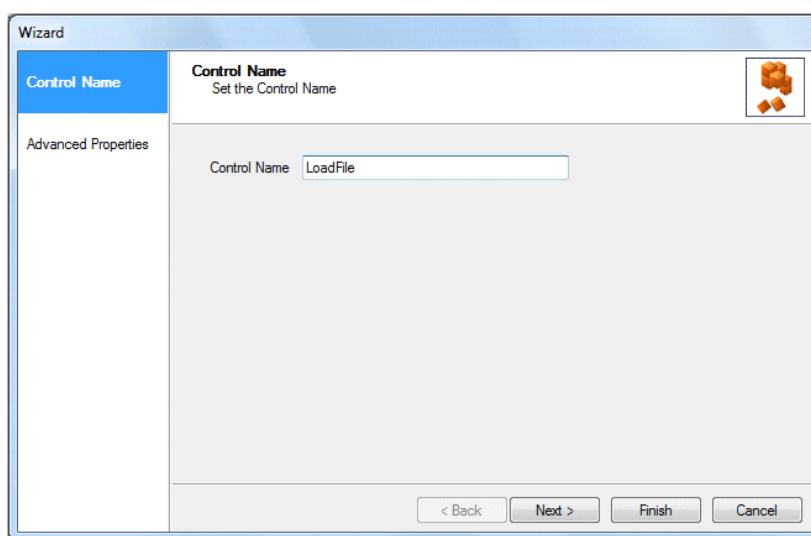
- Click Next> to move to the Advanced Properties page of the Wizard.

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
F 1 - 10	String	Allows for up to 10 files to be uploaded at runtime.
UploadDirectory	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^{TM} 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 scripted app design area of the Interaction Studio

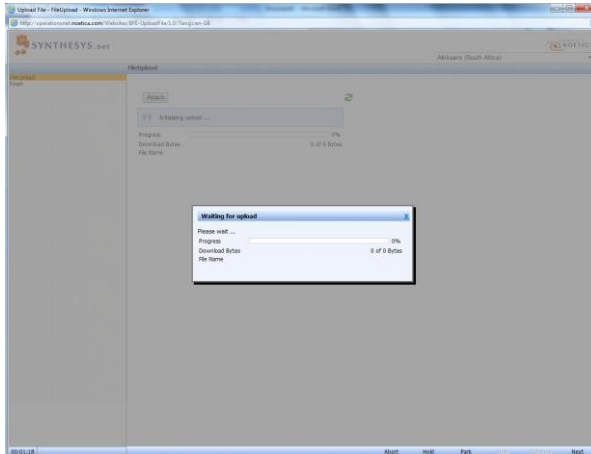- Click Finish.
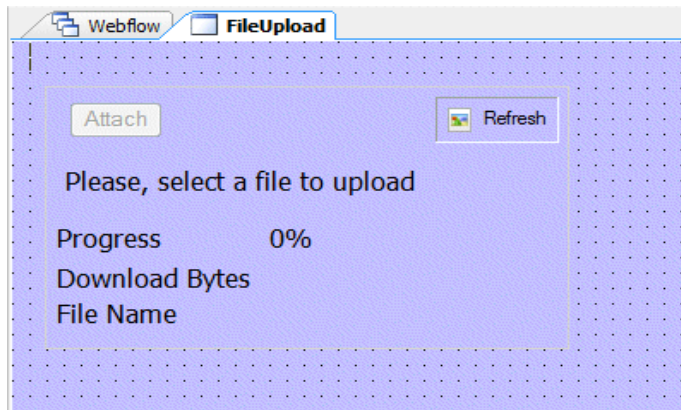
Save and publish your scripted app.

To load a file when taking calls in the Synthesys^{TM} 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.
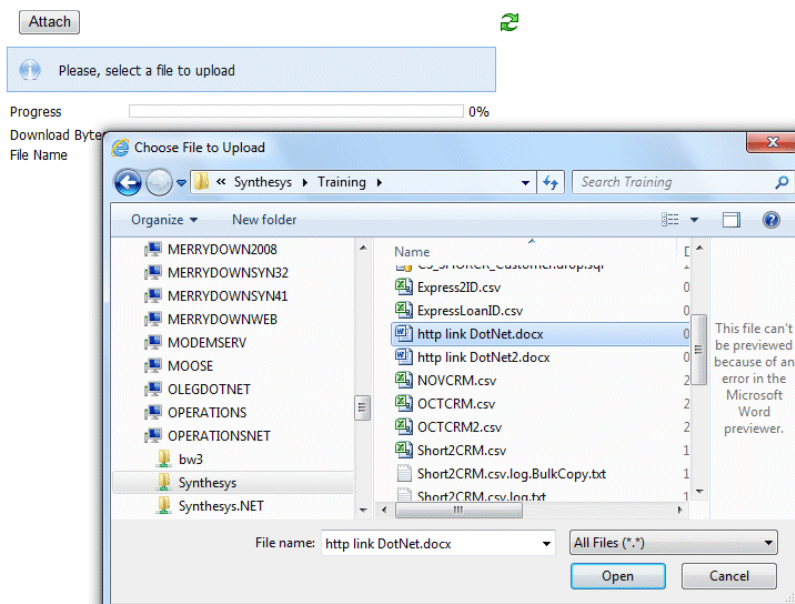
The *Waiting for upload* message will appear, showing a progress bar.

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™ Portal.
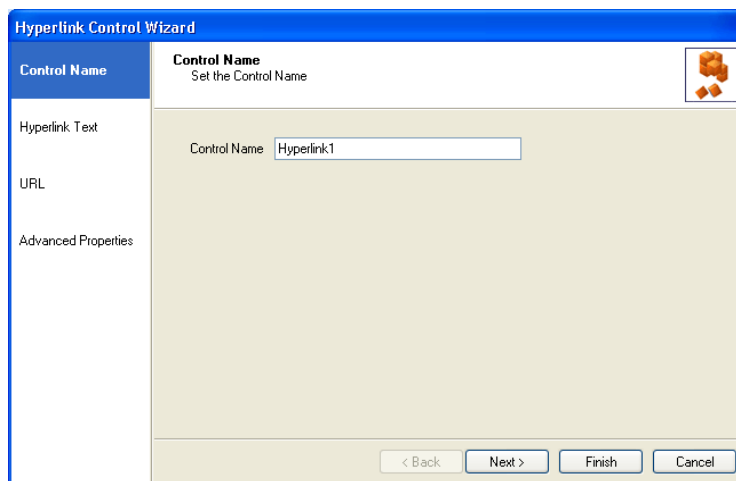
HYPERLINK CONTROL

The Hyperlink web control allows users to launch a webpage via a hyperlink in the scripted app. 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.
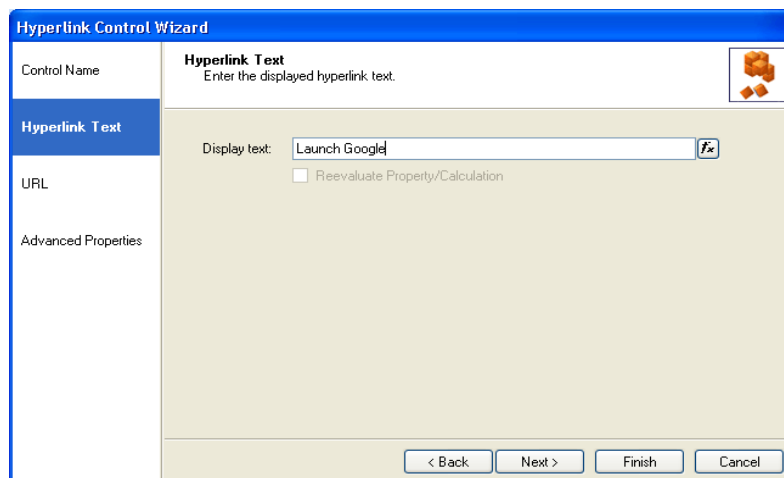
Control Name

- 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.

Hyperlink Text

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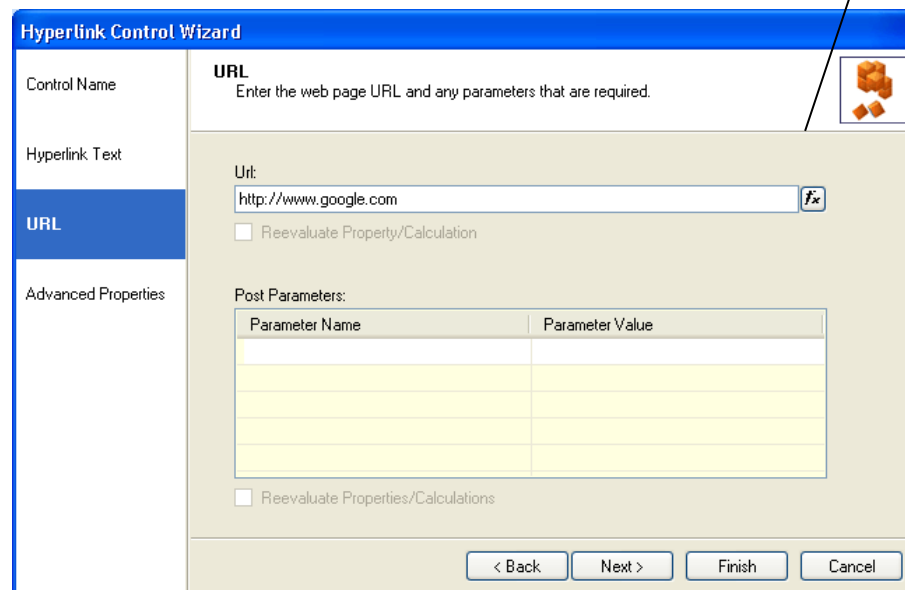
URL Page

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 ,

("**www.websitename.com**"), to automatically add **http://** into the URL field.

Get and Post Requests

GET and POST are part of HTTP protocol.

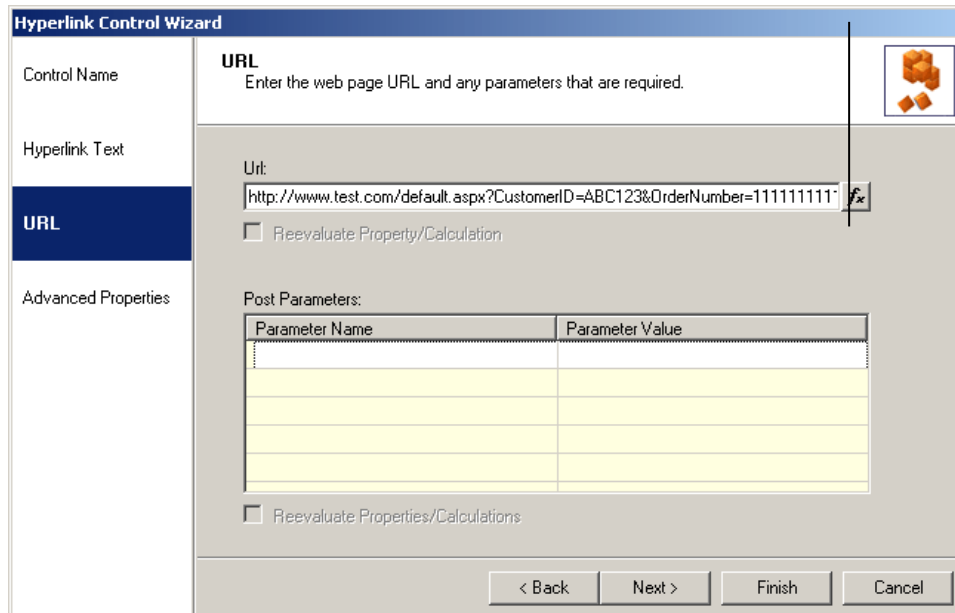**"GET"** is typically used for retrieving and viewing data without changing it.

"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 ![fx].

![Hyperlink Control Wizard - URL screen showing Url field with http://www.test.com/default.aspx?CustomerID=ABC123&OrderNumber=1111111111 and empty Post Parameters table]

Post Request

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

![Hyperlink Control Wizard - URL screen showing Url field with http://www.test.com/ and Post Parameters table with CustomerID ABC123 and OrderNumber 1111111111]

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.

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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.
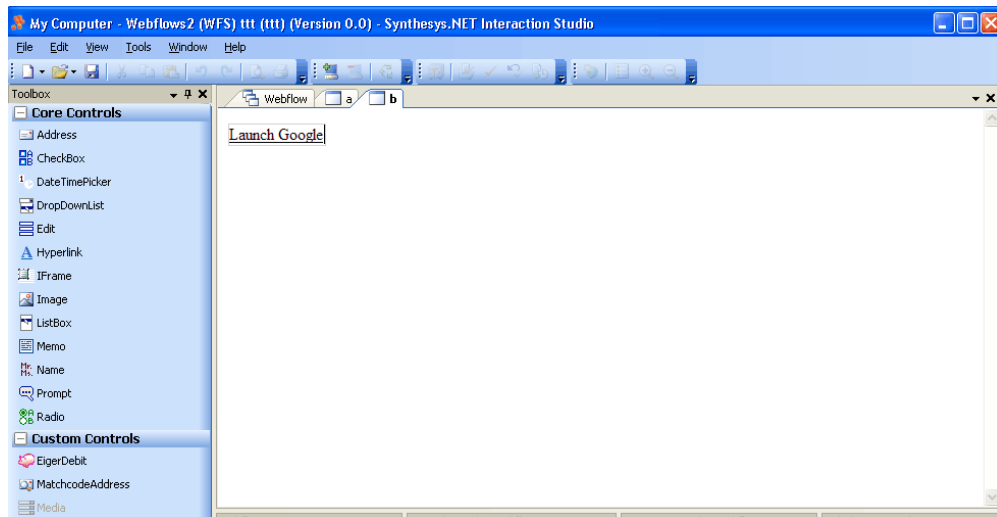
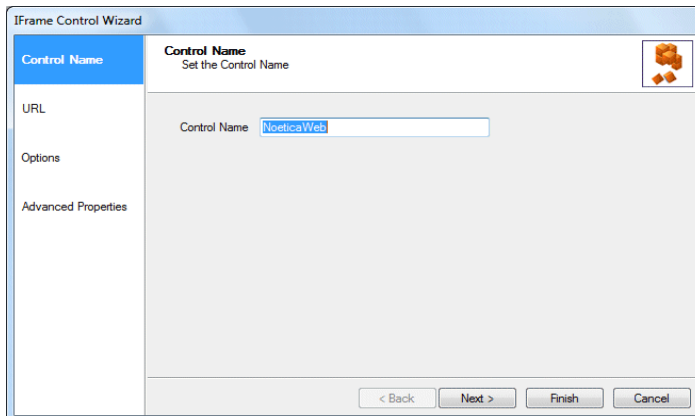

Save and publish your scripted app.

IFRAME CONTROL

The IFrame web control launches a webpage as part of a scripted app, 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.**
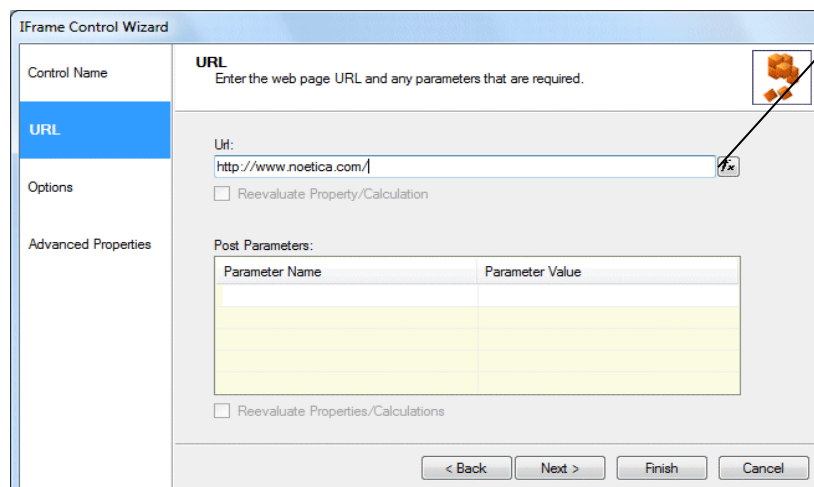
URL Page

- 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 .

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 f_x .

Post Request

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

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.
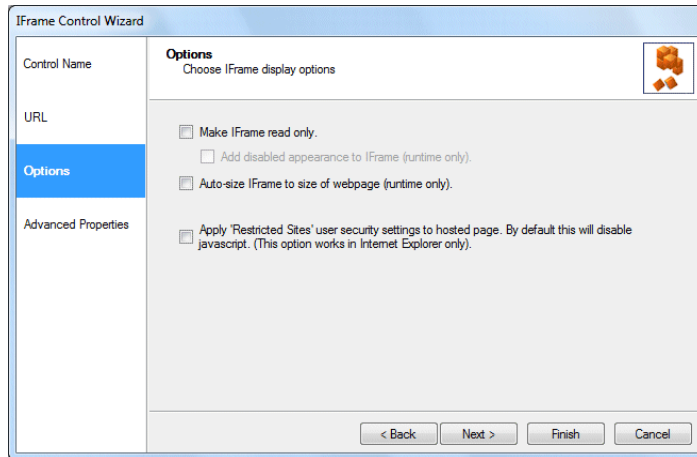
Advanced Properties

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.

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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish

The webpage selected is visible in the Synthesys^{TM} Scripted App if no post requests have been set. If post requests are in use, the webpage will only be displayed to users in the Synthesys^{TM} Portal in the Web Browser.

Save and publish your scripted app.

IMAGE CONTROL

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

- 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'.**
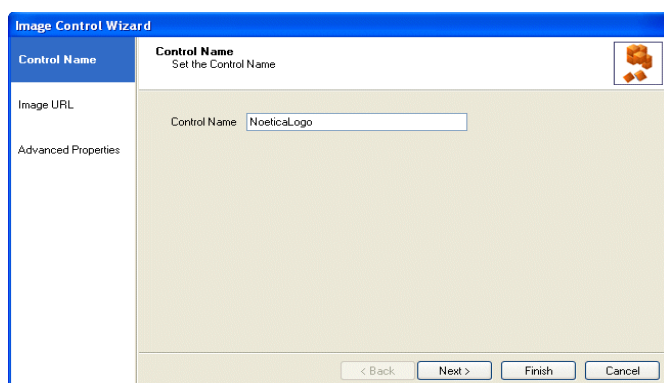
Image URL Page

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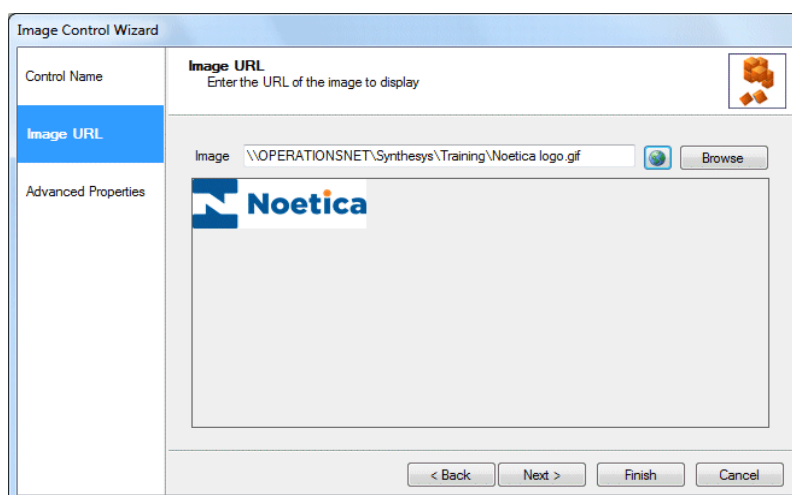
- Alternatively click the **Browse** button to locate the image.

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

- Click the **Upload image** button to select the image to be used and click Open.
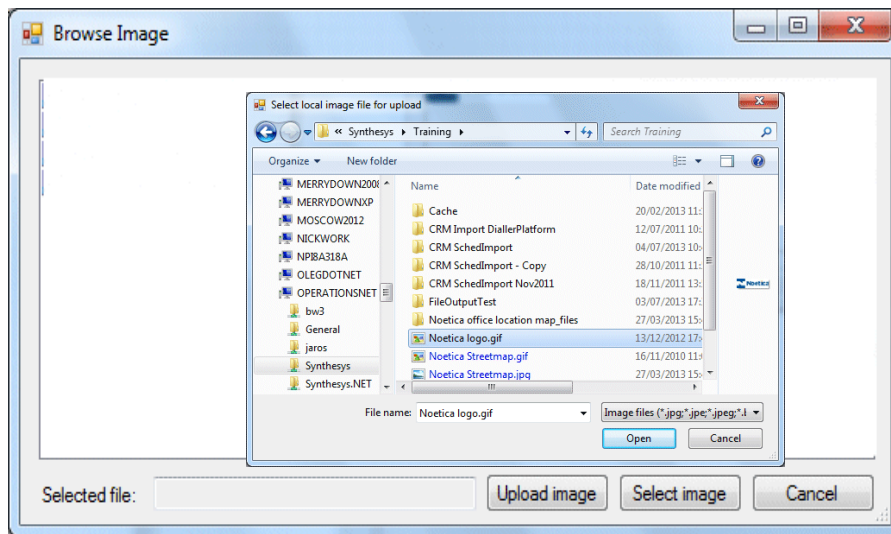
- The uploaded image will now be displayed in the Browse Image dialog.

- Select the image and click the **Select image** button to add the image to the control.
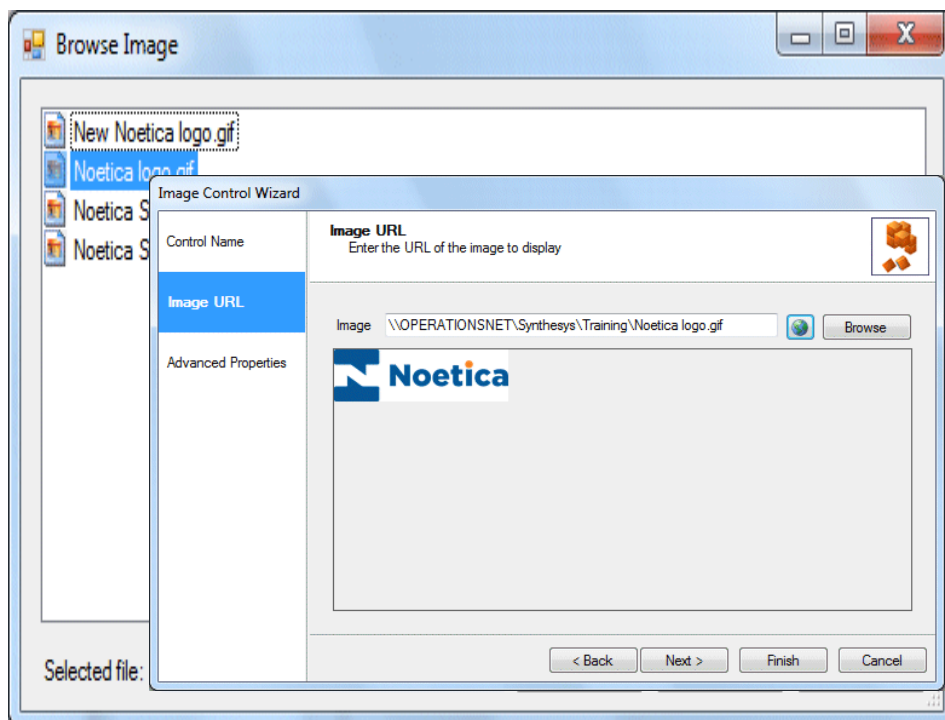
Advanced Properties

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.

Property	Data Type	Description
ImageURL	String	The URL where the image resides.

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.
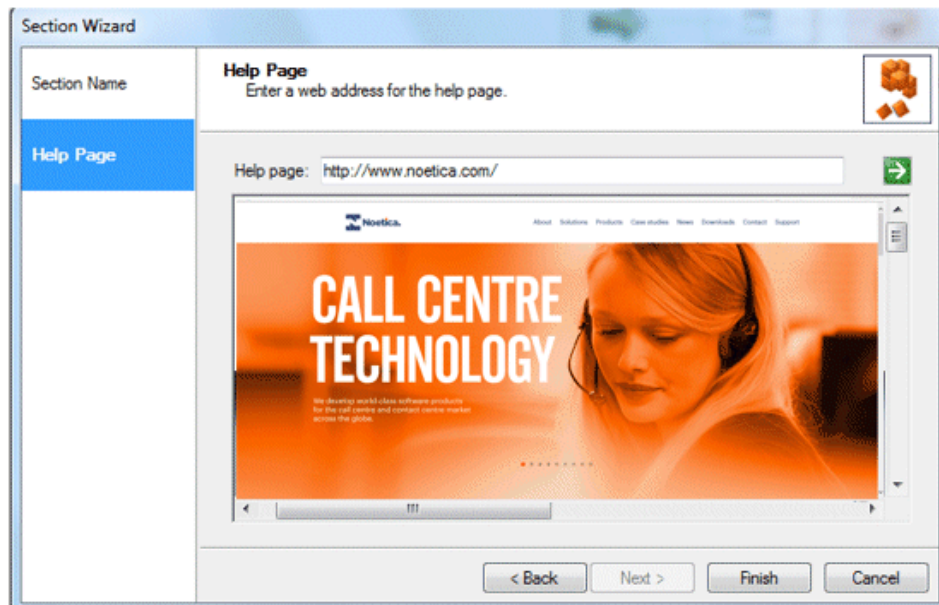
Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

Save and publish your scripted app.

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 scripted app

- 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.
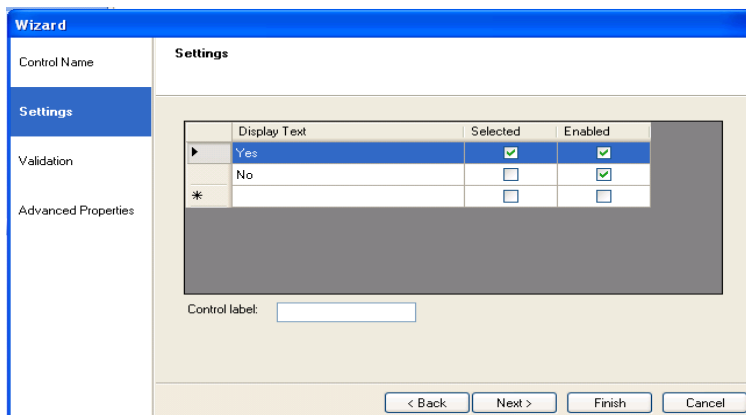
Settings Page

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.

- Enter a caption for the control into the *Caption label* field.
- 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.
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.
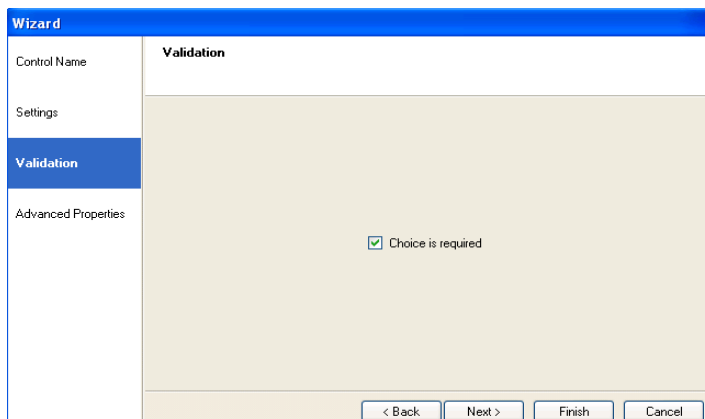
Advanced Properties

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.

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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

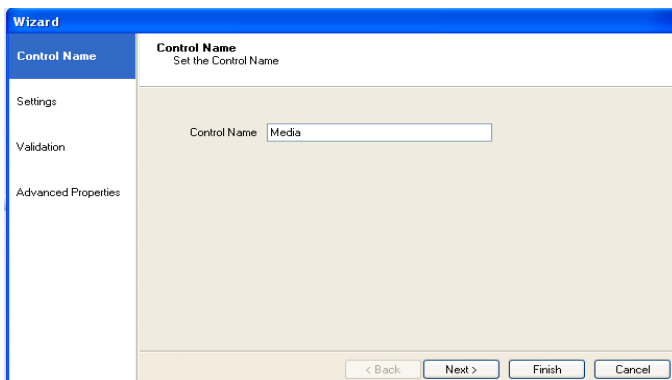Note: To display a text prompt with the control, use the Prompt web control.

Save and publish your scripted app.

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 scripted app

- Select the ⚙ Macro 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.
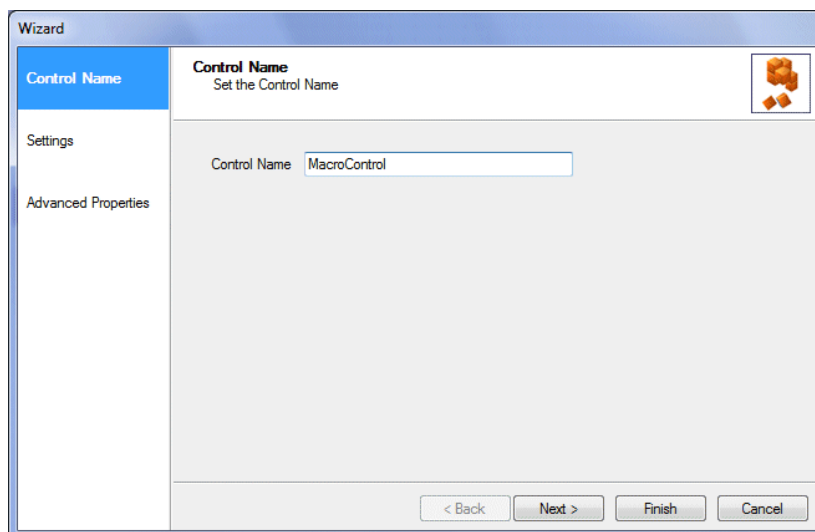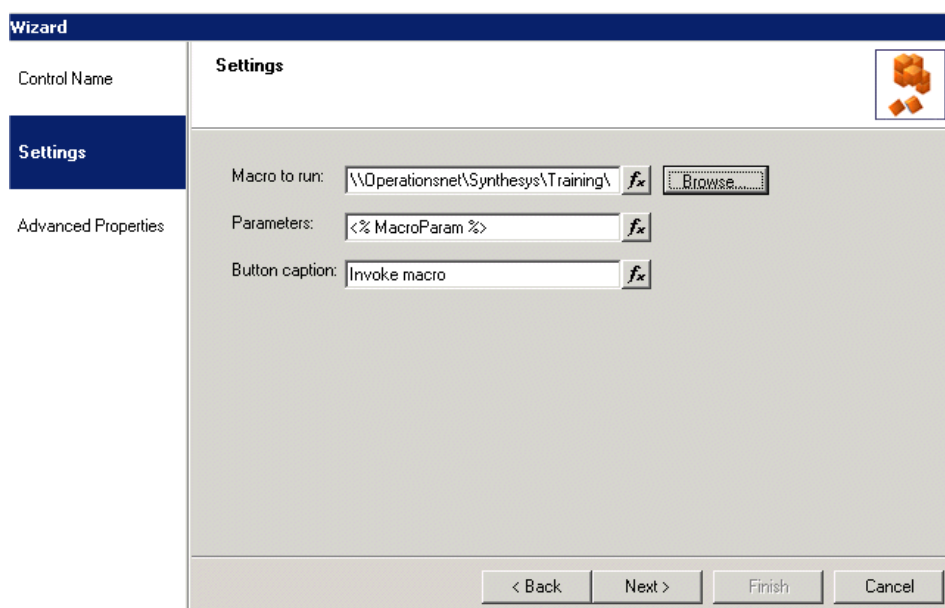
Click Next> to move to the **Settings** page of the wizard.

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.

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.

Property	Data Type	Description
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 scripted app design area of the Synthesys™ Interaction Studio

Click the Finish button.
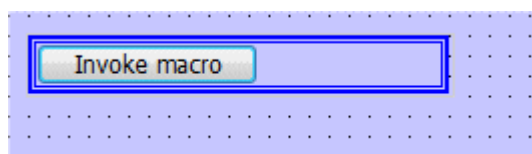
Save and publish your scripted app.

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:

Symbolic Constant Name	Value (hexadecimal)	Keyboard (or Mouse) equivalent
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"

Param CustomerID	declares an expected parameter for this macro. Also specifies parameter's name, in this case we are passing the CustomerID.
FindWindow	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"
Press "VK_HOME"	this function will set the cursor position to the top of the notepad application
Type CustomerID	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
	\n - newline, \t - tab character, \" - will be replaced with quotation mark, \\ - will be replaced with single backslash
Press "VK_RETURN"	simulates keyboard input, pressing one specified key. Should be used for difficult keys, in this case we are simulating a carriage return

— *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:
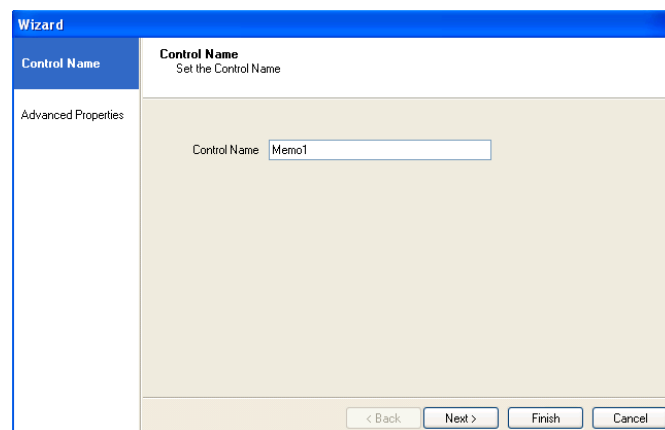
ID1234
Peter
Smith
0207111111

MEMO CONTROL

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

To add the control to your scripted app

- 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 scripted app design area

- Click Finish.

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

Save and publish your scripted app.
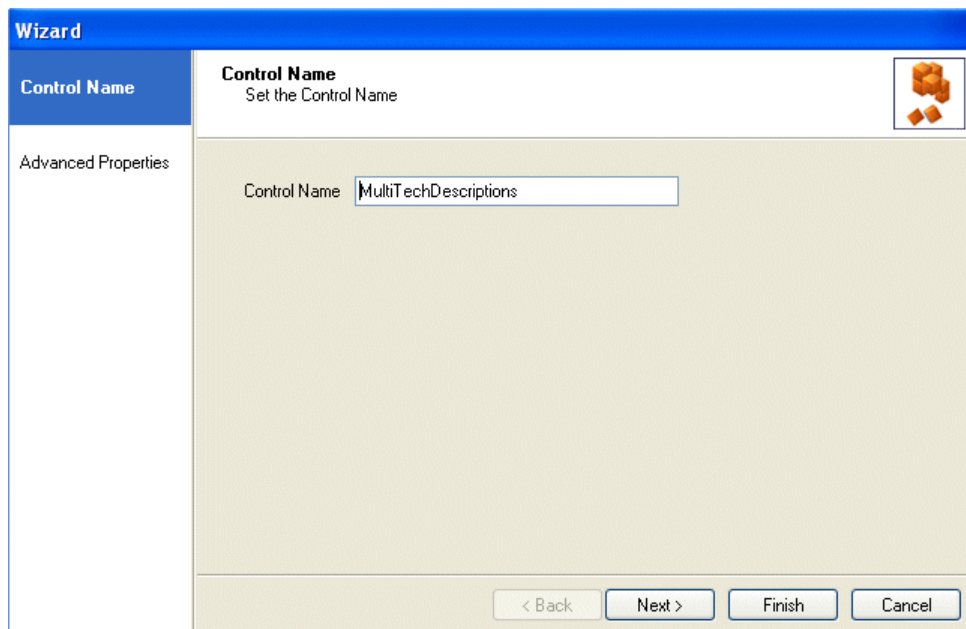
MULTI MEMO CONTROL

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 scripted app, 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'.**

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.

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

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 scripted app design area.

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

Save and publish your scripted app.

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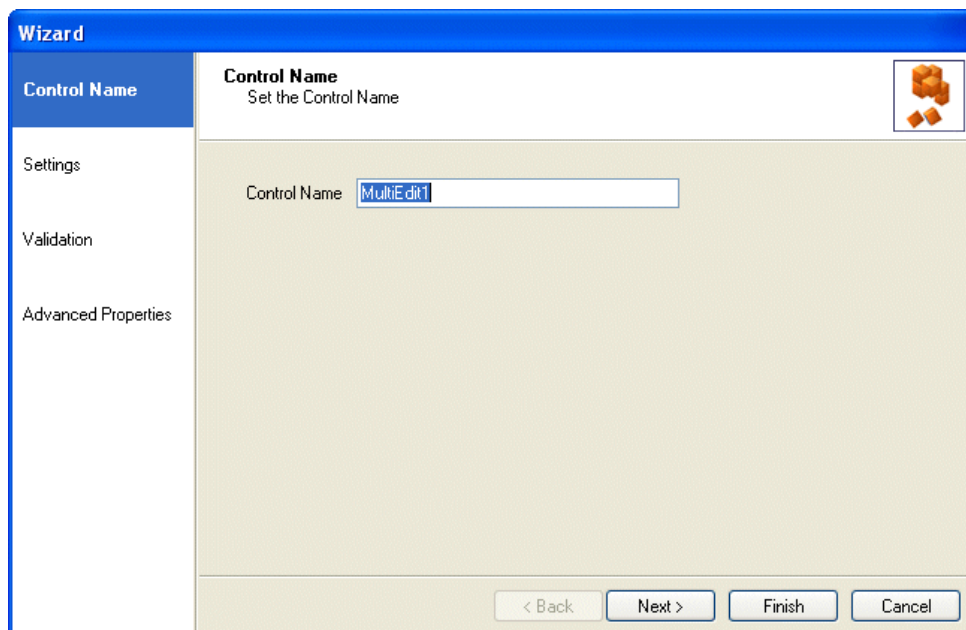
Users can specify the number of fields and columns to be displayed, and the position of each edit field within a column.

To add the control to your scripted app

- 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'.**

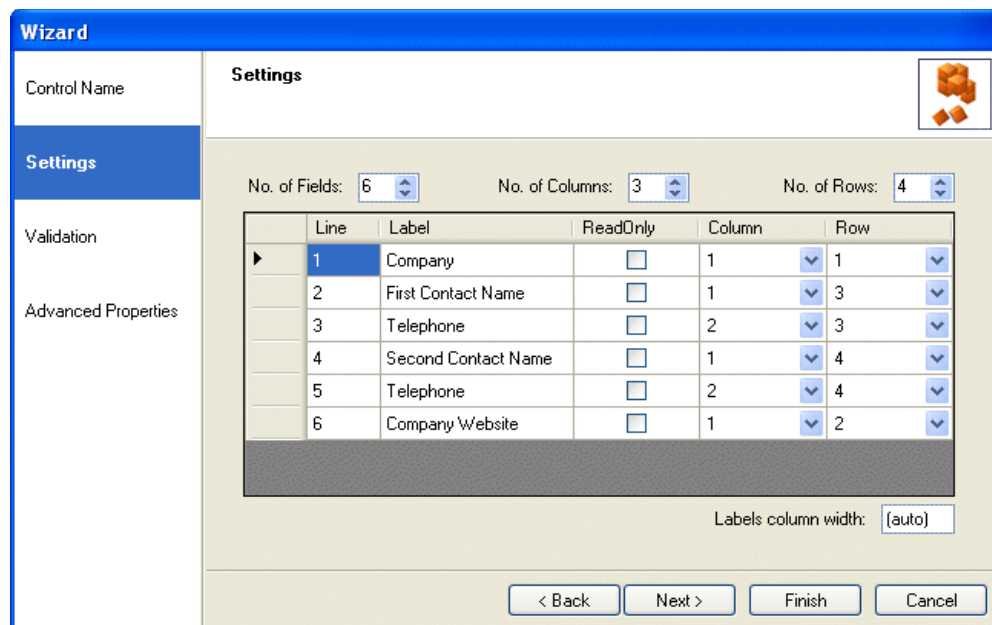Click **Next>,** to move to the **Settings page.**

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.

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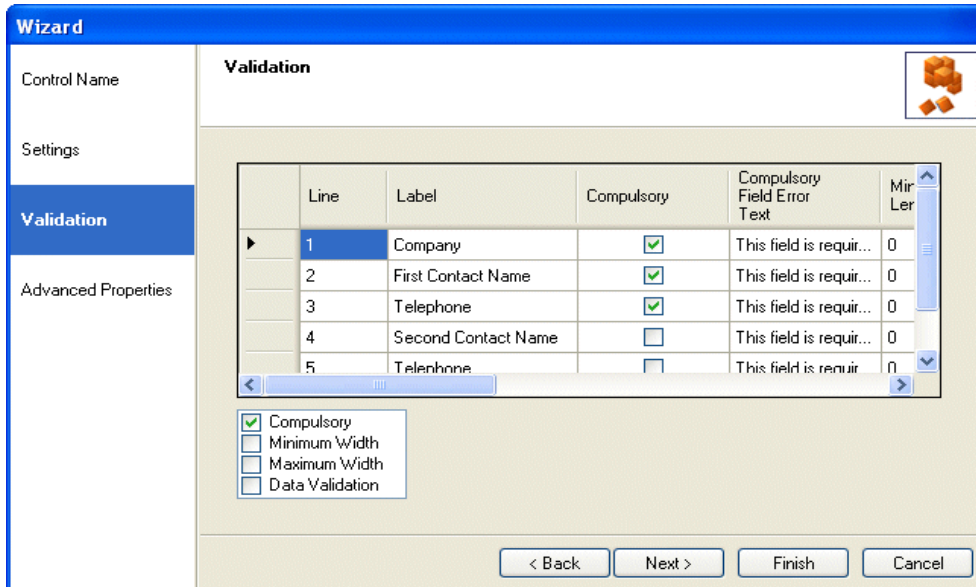
The names of the first and second contact will be displayed in the 1st column, in row 3 & 4, with the associated telephone numbers being displayed in the 2nd column, in rows 3 & 4.

- 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.

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

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

Displaying the Control

To display the configured web control in the scripted app 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 _____

Save and publish your scripted app.

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 scripted app

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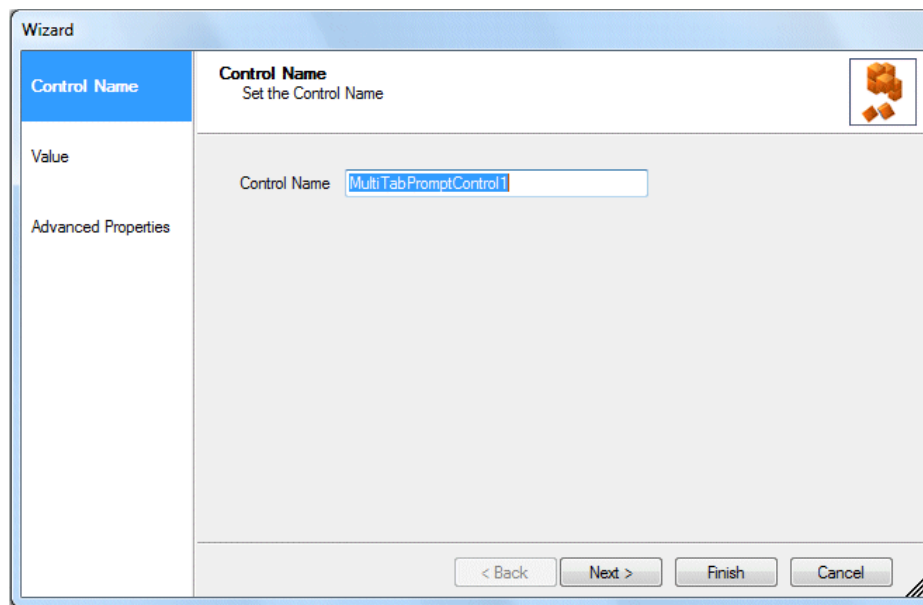
To add the required text or information, move to the next page of the wizard.

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** f_x 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.
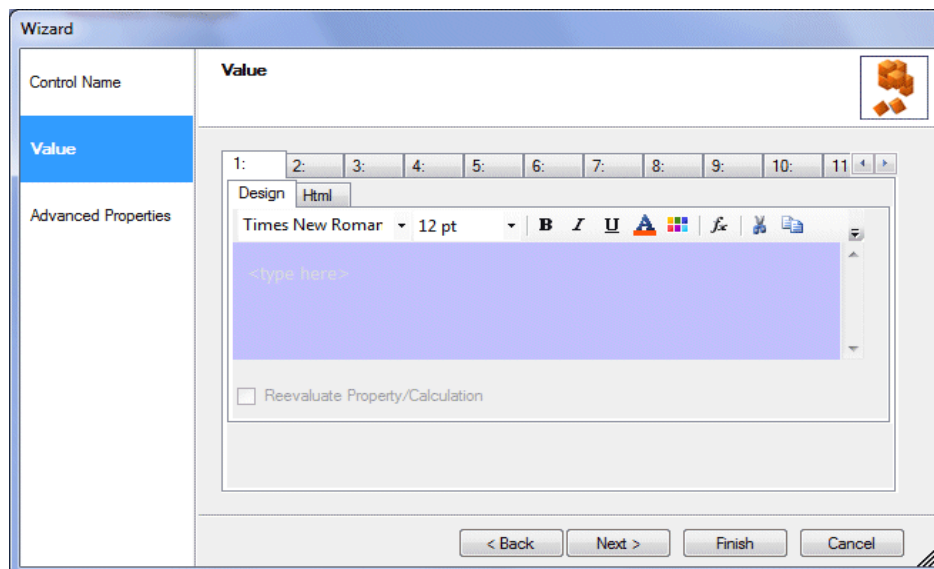
Configuring the tabs to be displayed

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 background 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 scripted app design area

- Click Finish.
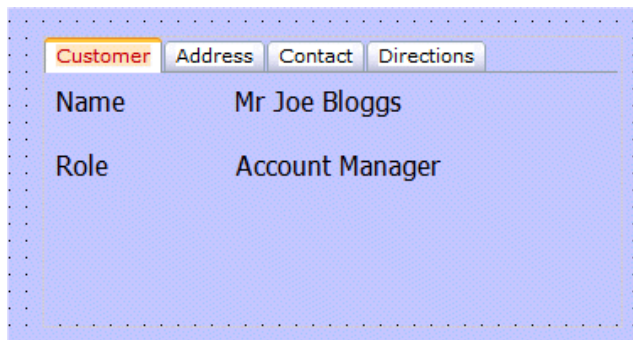
Save and publish your scripted app.
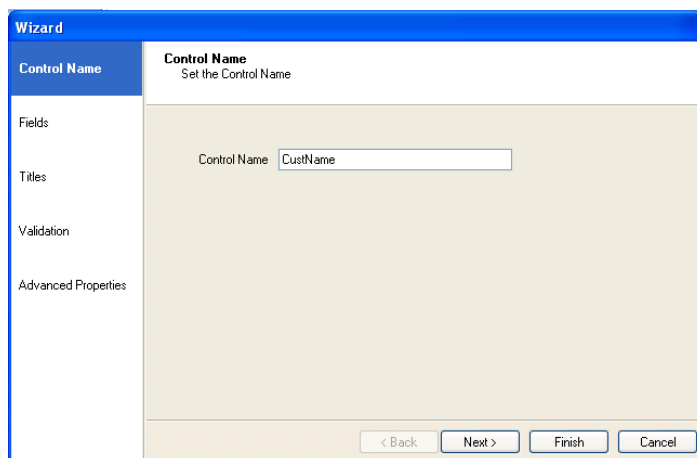
NAME CONTROL

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

To add the control to your scripted app

- 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.

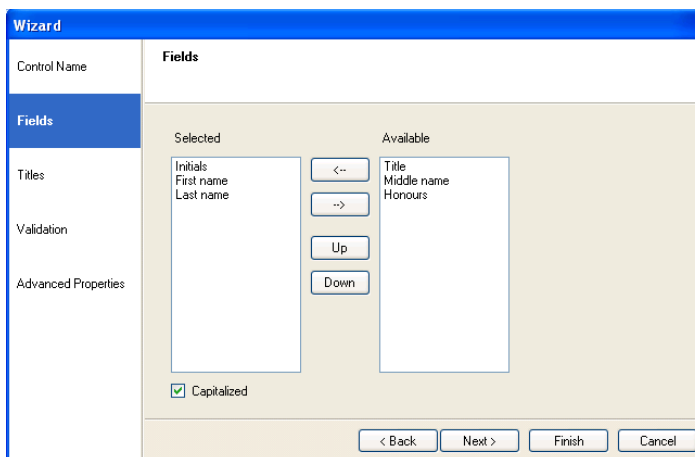Options available include: Fields, Titles, Validation and Advanced Properties.

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.
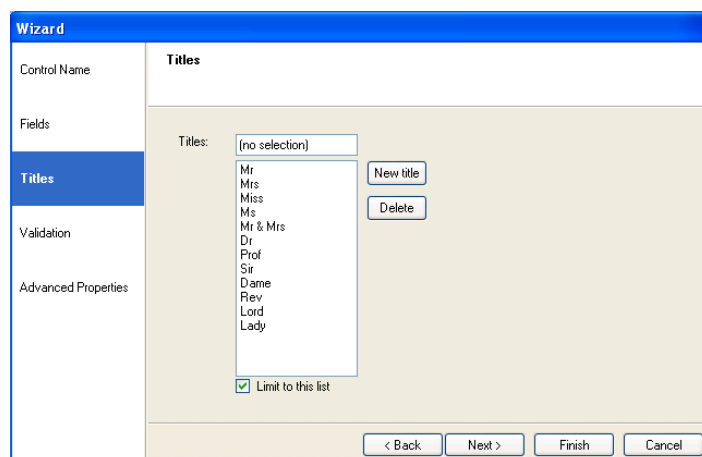

- Use the **Up** and **Down** buttons, to move the selected fields to the top or bottom of the **Selected** box.

Titles

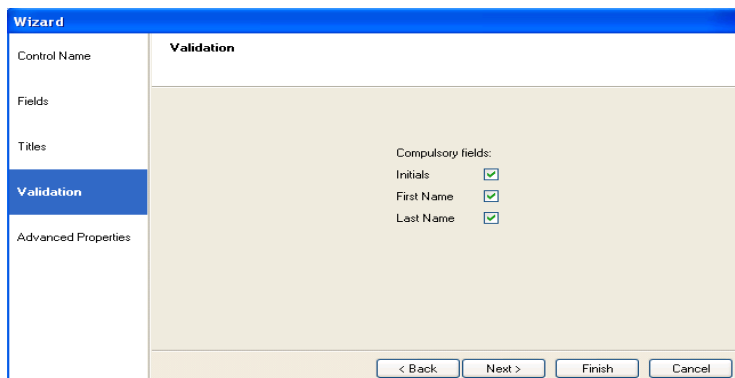In the **Titles page** of the Wizard, you can add new or delete existing titles.

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

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 scripted app 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:

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

Displaying the Control

To display the configured web control in the scripted app 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:	

Save and publish your scripted app.

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 scripted app 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 scripted app in the Synthesys^{TM} 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.
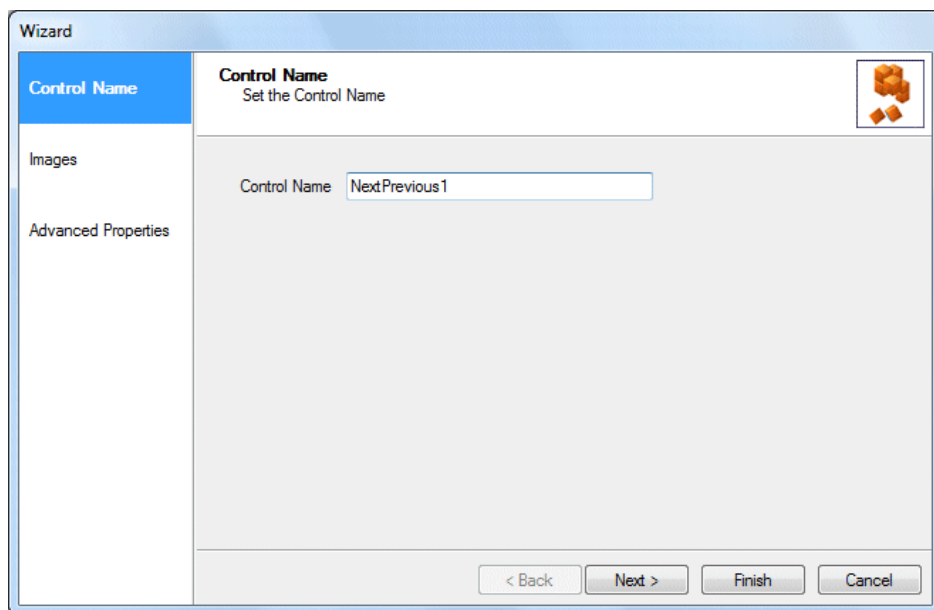
Click *Next>* to move to the ***Images*** page of the control wizard.

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.
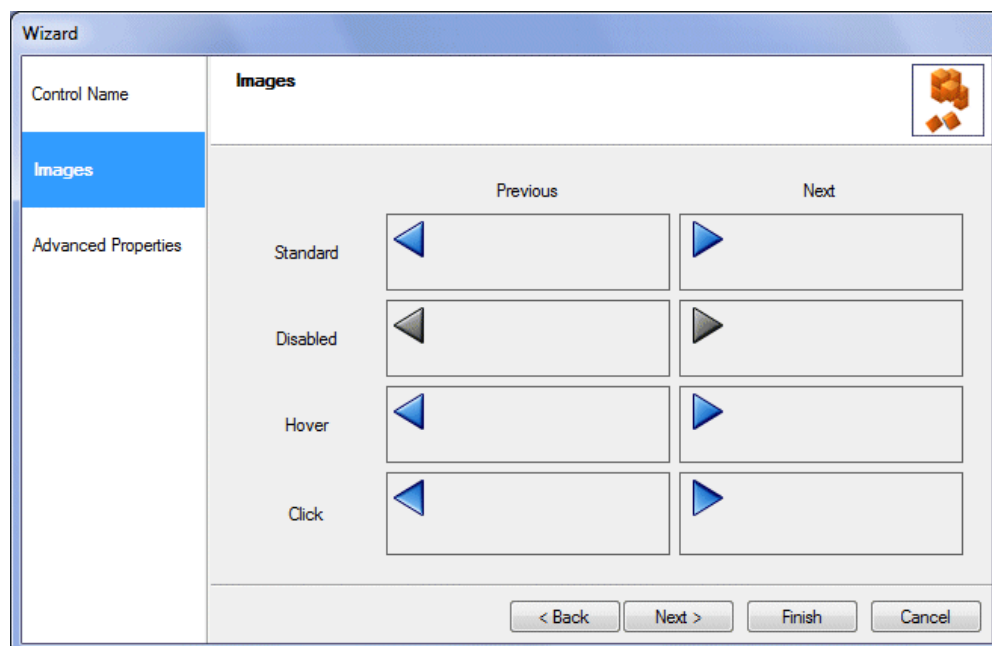

Image	Description at run time
Standard	The image that is displayed for the Next/ Previous buttons in the Synthesys™ Portal.
Disabled	The image that is displayed when the Next/ Previous buttons have been de-activated (i.e., Advanced Properties - Enabled = False).
Hover	The image that is displayed when 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.
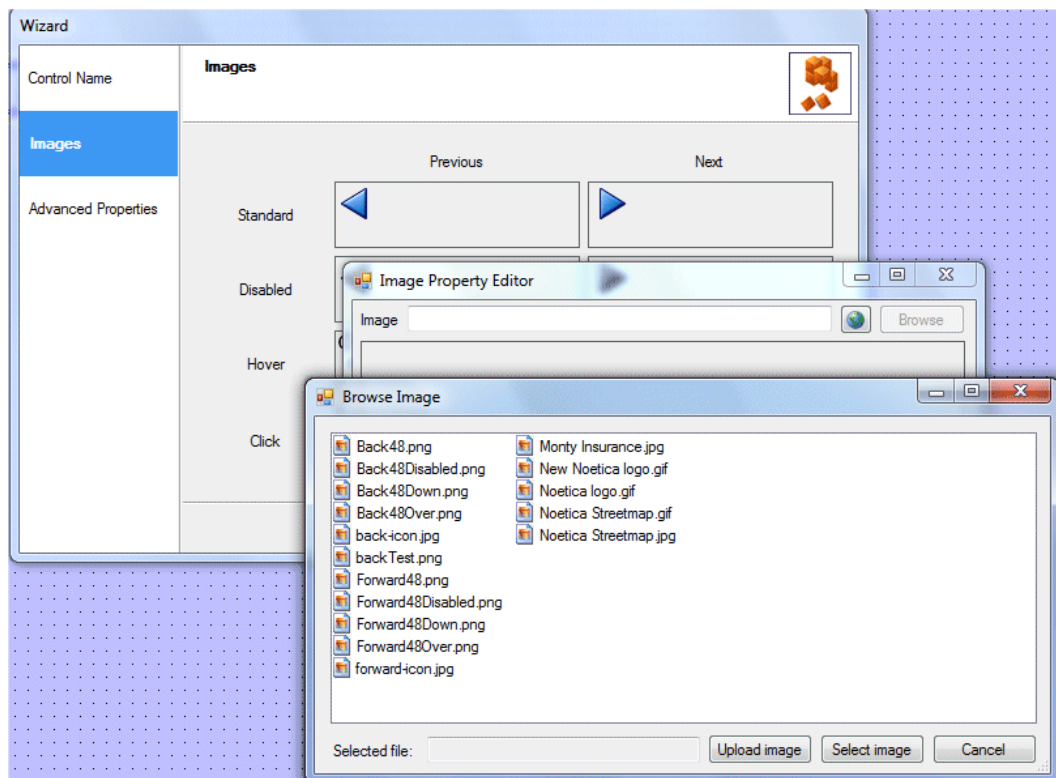
For information about **Advanced Properties** specific to the Next/ Previous control, move to the next page.

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
LeftImageUrl	string	The **Previous** button image displayed at run time in the Synthesys™ Portal.
LeftImageMouseOverUrl	string	The image displayed in the Portal when users hover over the Previous (left) button.
LeftImageClickedUrl	string	The image displayed in the Portal when users click the Previous (left) button.
LeftImageDisabledUrl	string	The image displayed in the Portal if the Previous (left) button has been de-activated.
LeftText	string	The text that appears as a tooltip on the Previous (left) button when users hover over it.
RightImageUrl	string	The **Next** (right) button image displayed at run time in the Synthesys™ Portal.
RightImageMouseOverUrl	string	The image displayed in the Portal when users hover over the Next (right) button.
RightImageClickedUrl	string	The image displayed in the Portal when users click the Next (right) button.
RightImageDisabledUrl	string	The image displayed in the Portal if the Next (right) button has been de-activated.
RightText	string	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 scripted app design area of the Synthesys™ Interaction Studio click the **Finish** button.
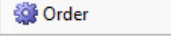
◀ ▷

Save and publish your scripted app.

ORDER WEB CONTROL

Introduction

The Order web control allows the taking of orders, returning lists of products and prices from the database using a SQL Stored Procedure that can be customised, as required.
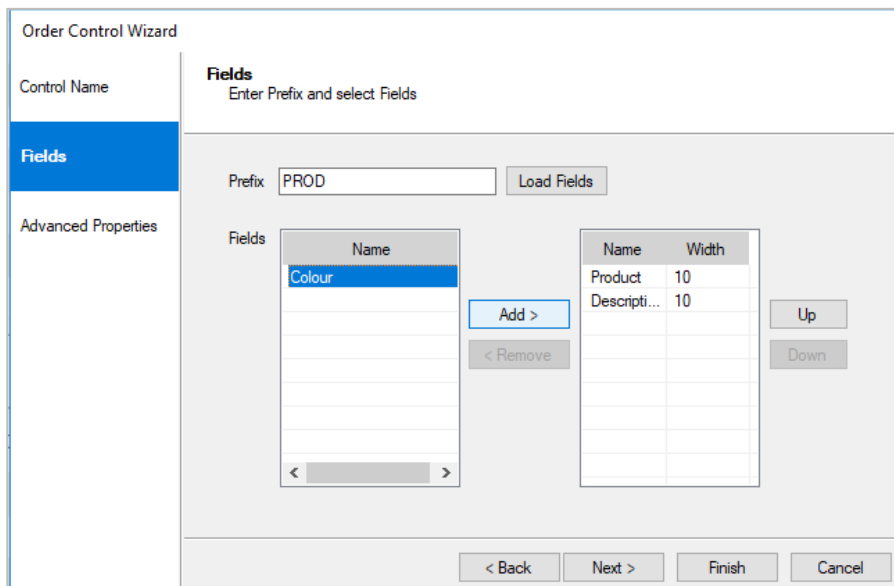
You can find an example of a Stored Procedure for the Order control at the end of this document. For further assistance, please contact your system administrator.

Configuration in the Scripted App Studio

- Pick up the **Order** web control [Order] icon, drag it into the Section design area and release the left mouse button.

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

- Click **Next**, to move to the **Fields** page of the Order control wizard**.**

Fields Page

- Into the **Prefix** field, enter the prefix that is used in the stored procedure, as provided to you by your system administrator.
- Click the **Load Fields** button, to load the associated fields into the Fields column.

To display any of the fields in the Order control at run time in the Agent Portal
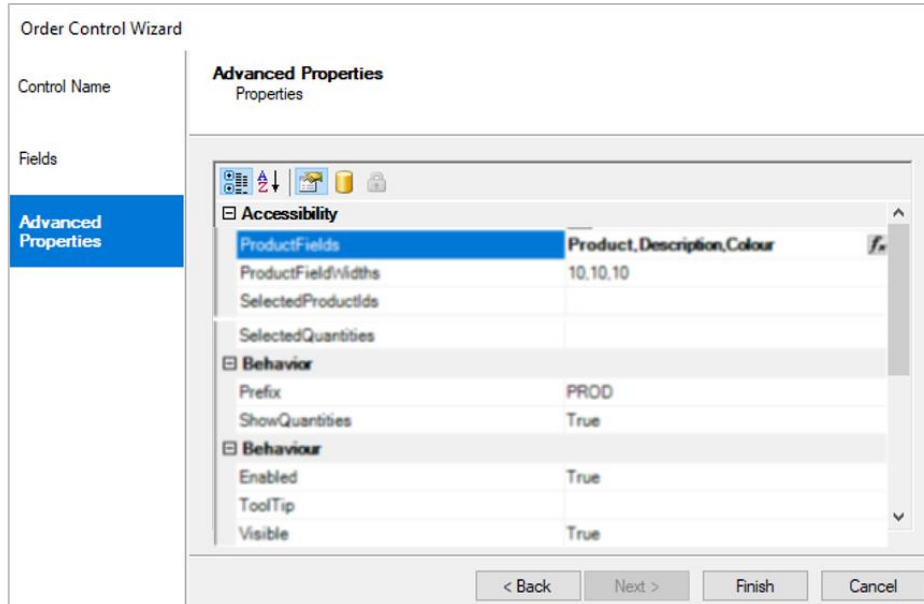
- Select the relevant fields in the column on the left and use the **Add** button, to move the fields into the column on the right.
- Use the **Up** and **Down** buttons, to rearrange the position of the selected fields.
- To remove a field, select it in the column on the right and click the **Remove** button.

Advanced Properties

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

The property values can be set via calculations by selecting the function **fx** button next to the relevant property field.


The properties specific to the Order web control are listed in the table below.

Appearance	Description
Product Fields	A comma separated list of field names associated with the data returned from the Stored procedure, e.g. Product, Description, Colour.
Product FieldWidth	The field size allowed for the product names entered (e.g. 10.10.10).
Selected ProductIds	A comma separated list of IDs associated with the products selected by the agent at run time.
SelectedQuantities	A comma separated list of the quantity selected for each product.
Behaviour	
Prefix	The value that will be passed into the Stored Procedure to determine which data is returned.
ShowQuantities	Set to True, to display quantity details.

Displaying the Order Control

To display the Order web control in the scripted app design area

- Click the **Finish** button in the Order control wizard.
- Use the Prompt web control, to display a text prompt with the control.
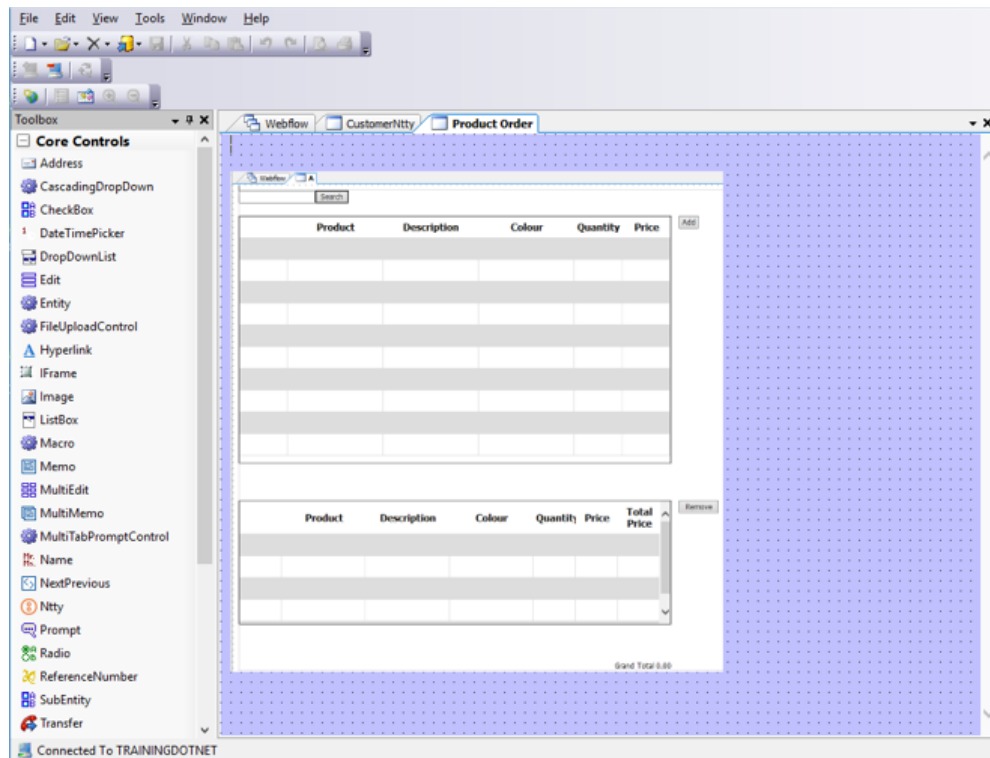
Save and publish your scripted app.

Order Web Control in the Agent Portal

The Order control allows agents to search through a list of products associated with the campaign and to select the products a customer wants to order, showing the total price for the purchase.

Searching for Products

To search for and display selected products in the top pane of the Order control

- Enter the Product ID, name or description of the product into the **Search** field.
- Click the **Search** button to display the filtered product(s) and associated details.

Selecting Products for Purchase

To select the products that the customer wishes to purchase

- Place a tick into the checkbox next to the chosen product(s).
- Type the quantity of items required, into the associated **Quantity** field.

- Click the **Add** button, to add the selected product(s) to the bottom pane.

- The **Grand Total** will increase appropriately, showing the total purchase price at the bottom right of the Order control.

Removing selected Products

To remove selected products from the bottom pane

- Place a tick into the checkbox next to the product(s) that you wish to remove.

- Click the **Remove** button, to remove the selected product(s) from the bottom pane.

- The **Grand Total** will decrease accordingly, showing the new total purchase price.

Stored Procedure

For the Order control to load the data set to agents at run time, you will need to write the **get_Order_Products** stored procedure. This will return two known columns **'ProductId'** int and **'Price'** smallmoney. It should also always return at least one other descriptive column.

If you wish to change the product items returned to the agent, you can alter the Prefix value in the Order control by either hardcoding the value or setting it to a calculation.

Example Source Table [MyProducts]

Column	Type
ProductID	int
ProductCode	nvarchar(50)
Product	nvarchar(50)
Description	nvarchar(50)
Category	nvarchar(50)
Price	Smallmoney

Example Stored Procedure:

```
CREATE Procedure get_Order_Products @Prefix NVARCHAR(20), @Search
NVARCHAR(50) = NULL
AS
BEGIN
DECLARE @sql NVARCHAR(1000)
IF @Search IS NULL
SELECT ProductId, Product, Description, Price FROM MyProducts
ELSE
SET @sql = 'SELECT ProductId, Product, Description, Price FROM MyProducts WHERE
Product LIKE ''%'' + @Search + '''%''' or Description LIKE ''%'' + @Search + '''%''
sp_ExecuteSql @sql
END


CREATE Procedure get_Order_Products @Prefix NVARCHAR(20), @Search
NVARCHAR(50) = NULL
AS
BEGIN
DECLARE @sql NVARCHAR(100)
IF @Search IS NULL
SELECT ProductId, Product, Description, Price FROM MyProducts WHERE
Category=@Prefix
ELSE
SET @sql = 'SELECT ProductId, Product, Description, Price FROM MyProducts WHERE
Product LIKE ''%'' + @Search + '''%''' or Description LIKE ''%'' + @Search + '''%'' AND
Category=@Prefix
sp_ExecuteSql @sql
END
```

At Design-Time, the Prefix should be the first thing entered (this could be left blank), then the stored procedure should be executed to load the fields available.
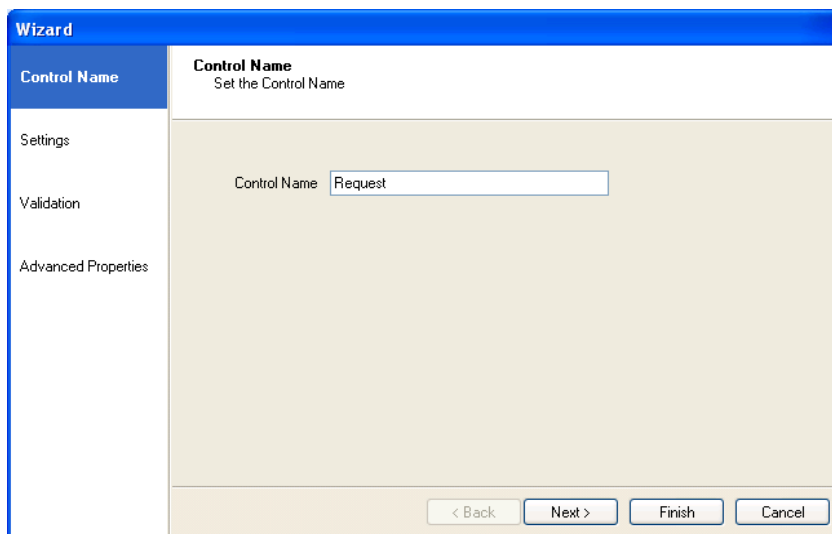
RADIO CONTROL

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

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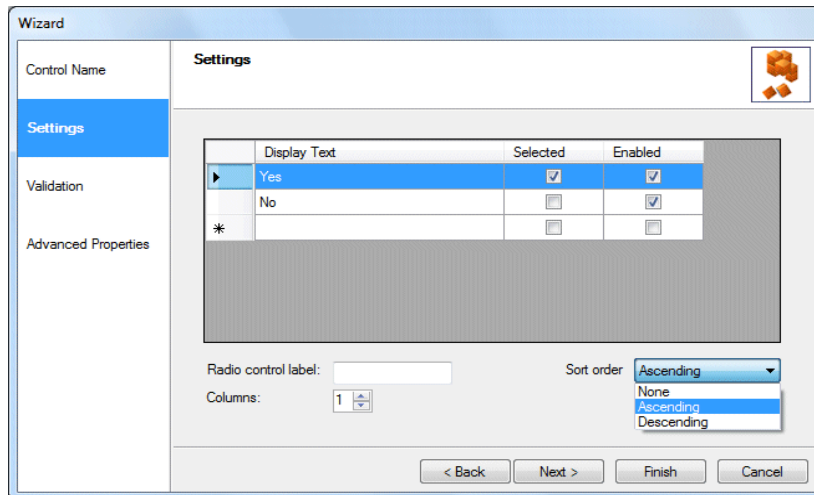
Click **Next>,** to move to the **Settings** page of the Radio web control,

In the *Settings* window of the *Radio* 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
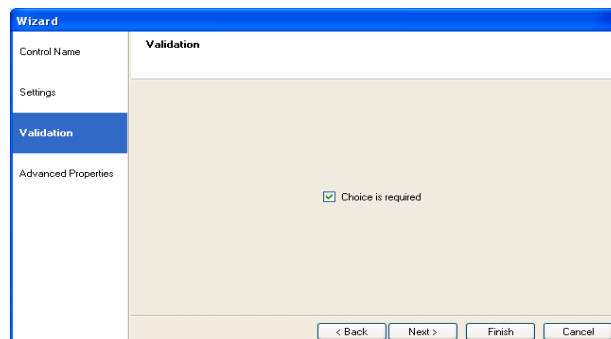
Option	Used to
Display Text	display the options entered at runtime.
Selected	If ticked this option will be selected by default.
Enabled	if ticked this option is available for the user to select.
Radio control label	to add a label for the control.
Columns	select the number of columns to be displayed.
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.

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

Displaying the Control

To display the configured web control in the scripted app design area

- Click Finish.

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

Save and publish your scripted app.

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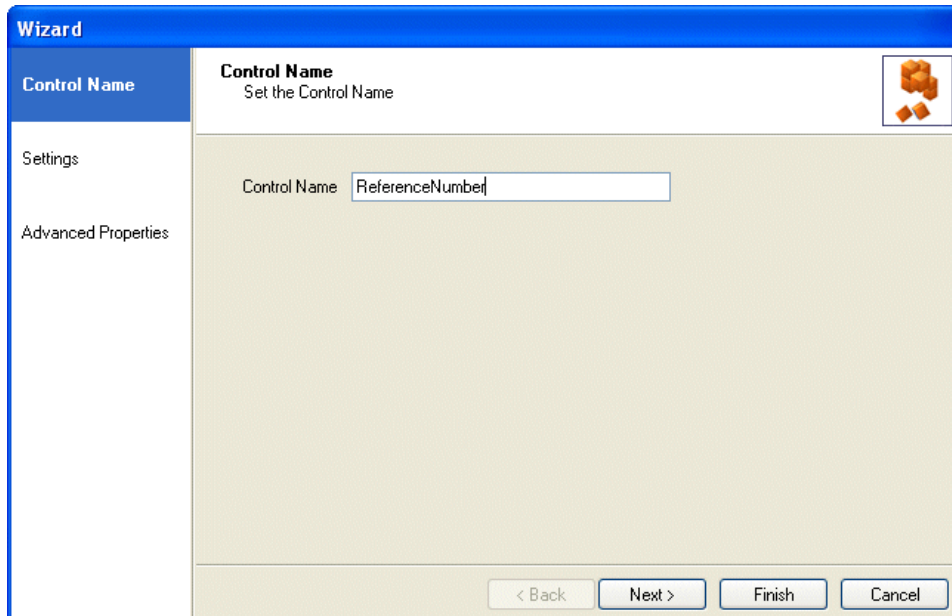
The *Reference Number* web control generates a unique reference number at runtime according to a predefined configurable format.

To add the control to your scripted app

- 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'.**

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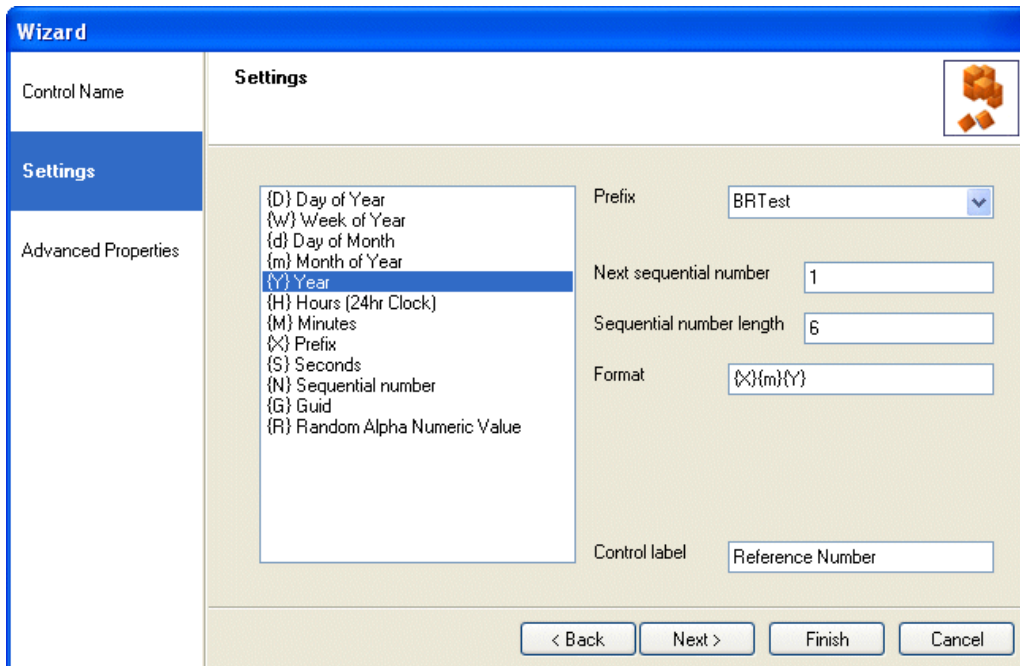
Settings

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.

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.

Property	Data Type	Description
Label	String	The text displayed next to the Reference Number field
Minimum Length	Int	This is the minimum length of a sequential number. It dictates how many leading zeros are required
Prefix	String	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
Reference	String	The value generated at runtime
StartValue	Int	Used for the sequential number to allow the setting of a starting number.

Displaying the Control

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

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.

Reference Number | BRTest052010
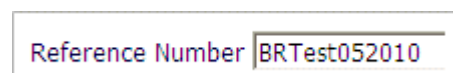
Save and publish your scripted app.

TRANSFER CONTROL
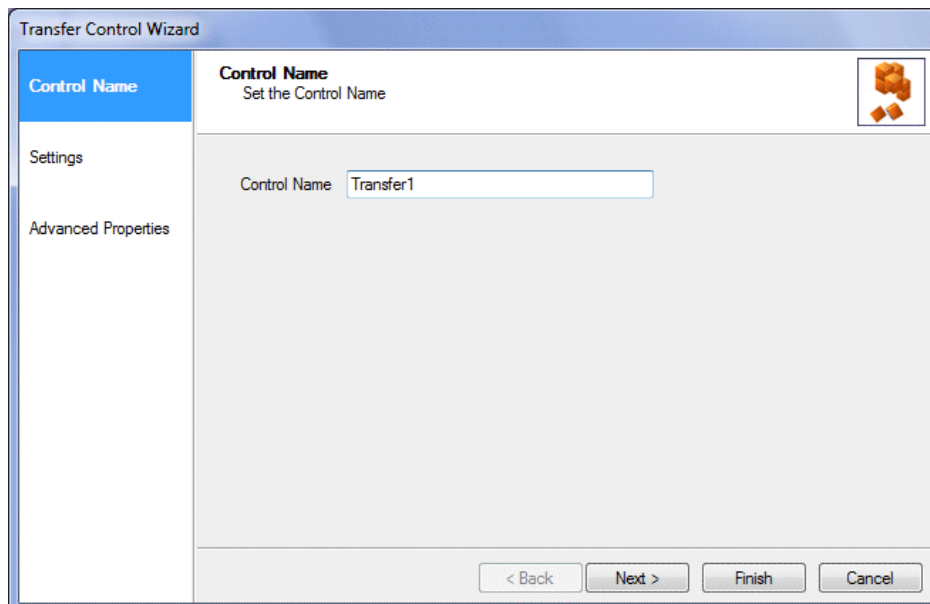
The *Transfer* web control is used for the transfer of a customer from within a scripted app to a specified telephone number. The control can be set up to enable a blind transfer (transferring the call without waiting for the recipient to answer), or to initiate a consultation or conference call.

To add the control to your scripted app

- 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, or type of transfer**.**
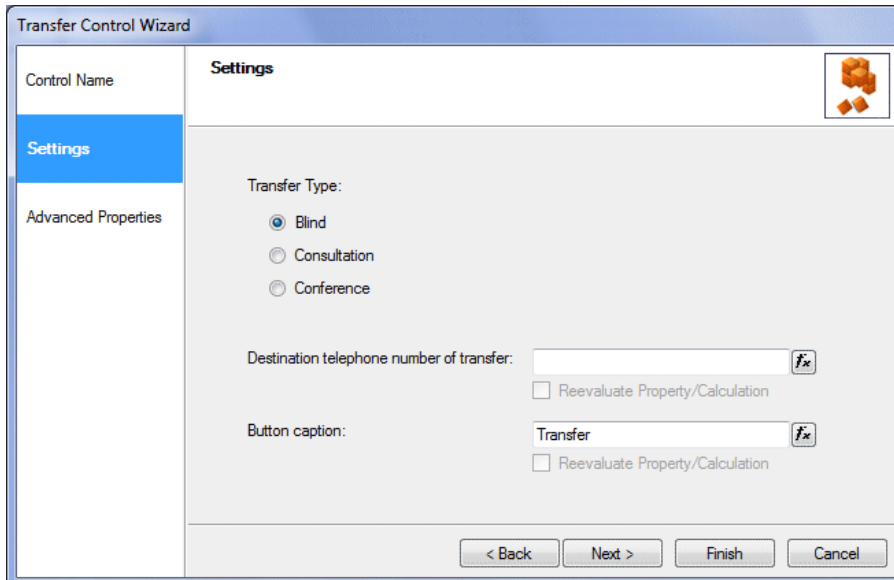
Click **Next>,** to move to the **Settings page.**

Settings Page

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

Transfer Type	Description
Blind	Instigate a blind transfer, i.e. transfer the call without waiting for the recipient to answer.
Consultation	Dial a consultation call to another agent or call centre supervisor, to ask their advice while putting the customer on hold.
Conference	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 in 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:

Property	Data Type	Description
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 scripted app design area

- Click Finish.

Note: To display a text prompt with the control, use the Prompt web control.
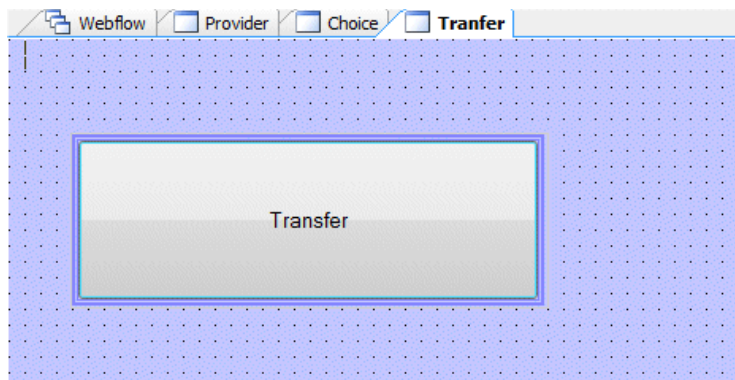
Save and publish your scripted app.

Use in the Synthesys^{TM} Portal when Taking Calls

When clicking the *Transfer* button in the Synthesys^{TM} Portal when taking a call, you may simply transfer the call to a predefined telephone number, or you may initiate a consultation or conference call, depending on the option your contact centre administrator has enabled when configuring the *Transfer* control.

Blind Transfer

If the Transfer control has been configured to initiate a **Blind Transfer,** you will be able to transfer the call to a predefined number, without waiting for the recipient to answer.

To transfer the call to a predefined number

- Click the **Transfer** button, when reaching the section containing the Transfer control.

- The Transfer dialog will open, displaying the type of transfer that is to take place, i.e., **Transfer Call (Blind).**

- The telephone number to be used for the transfer is shown in the transfer dialog.
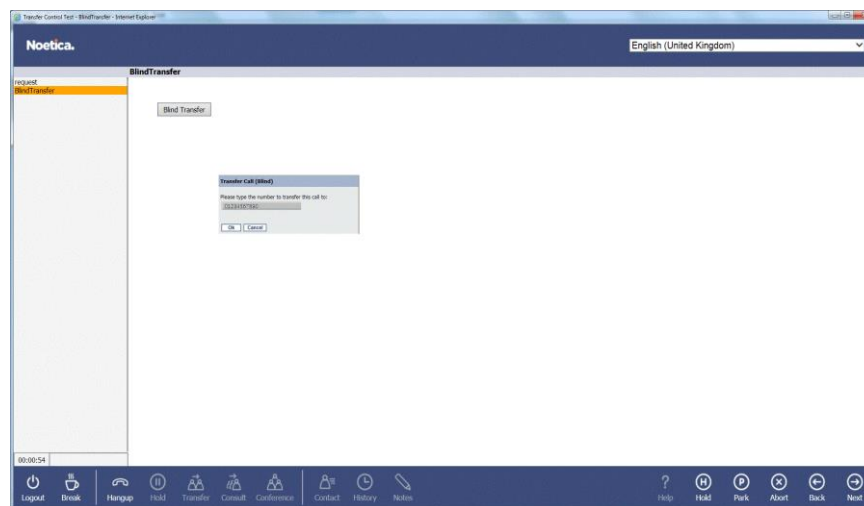
- Click **OK** to transfer the call.

- You can now move to the next sections as required and finish the call, without having to wait for the recipient to answer the phone.

Please go to the next page for information about using the Transfer control for consultation calls.

Consultation Calls

If the Transfer control has been configured to initiate a **Consultation Call,** you will be able to consult with and transfer the call to a third participant.

To dial a **Consultation** call to a predefined number

- Click the **Transfer** button, when reaching the section containing the Transfer control.

- The Transfer dialog now displayed will show the type of transfer that is to take place, i.e,. **Initiate consultation call.**

- The number to be used for the consultation is shown in the transfer dialog.
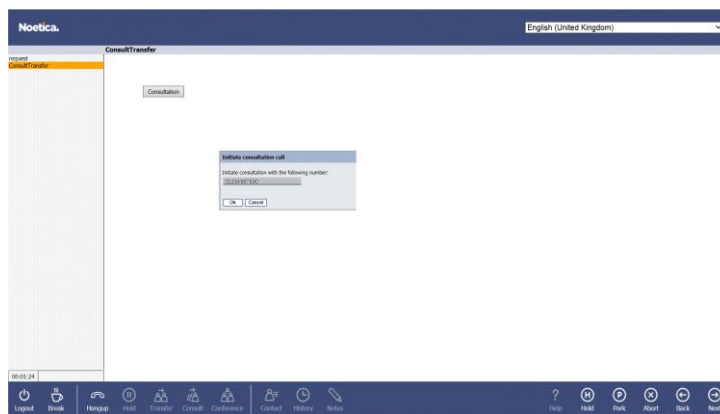
- Click **OK** to start the Consultation call.

- The **Transfer** toolbar will indicate that the <-Transfer-> is in progress.

- When starting the consultation, the customer will initially be put on hold while you consult with a third participant. You can use the **Swap lines** button to alternate between putting either the customer or third participant on hold.
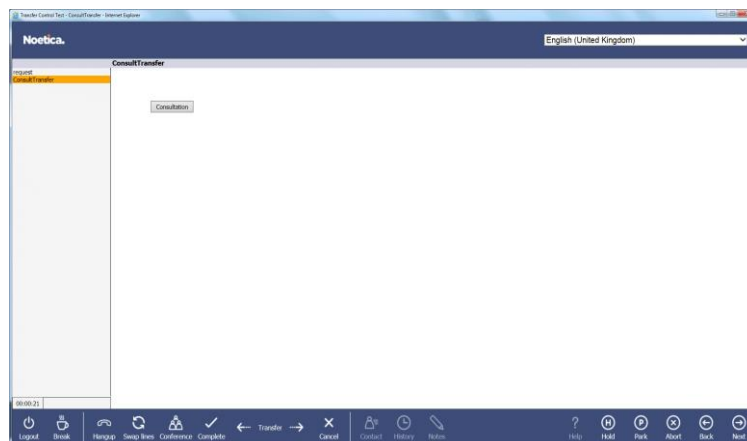
- To finish the **Consultation** with the third participant and to resume the conversation with the customer, click **Cancel** on the Transfer toolbar.

- **To transfer** the customer to the third participant following the consultation, click **Complete** on the Transfer toolbar.

Conference Calls

If the Transfer control has been configured to initiate a **Conference Call,** you will be able to add a third participant to the call, 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.

To dial a **Conference** call to a predefined number

- Click the **Transfer** button, when reaching the section containing the Transfer control.

- The Transfer dialog now displayed will show the type of transfer that is to take place, i.e., **Initiate conference call.**

- The telephone number to be used for the consultation is shown in the transfer dialog.

- Click **OK** to start the conference call.
- The **Transfer** toolbar will show that the <-Transfer-> is in progress.
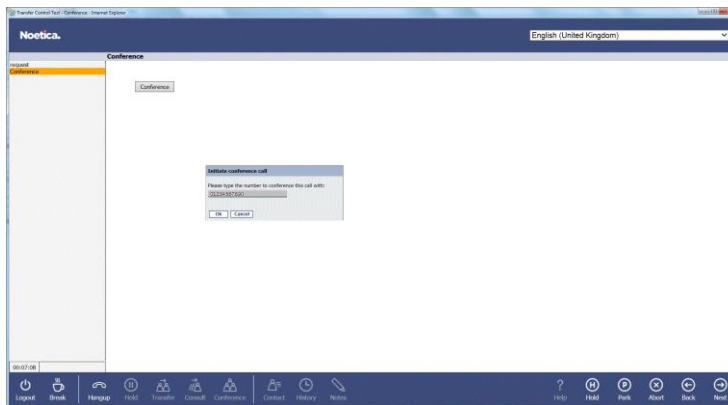- All parties (customer, agent and third participant) will be on the line.
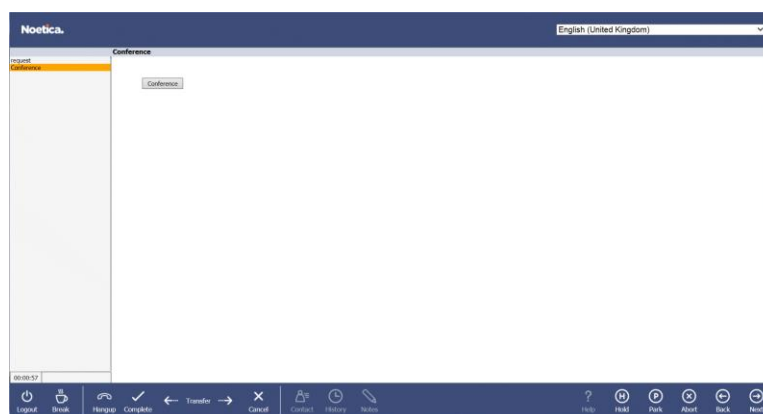
- To finish the **Conference** involving the third participant and to resume the conversation with the customer, click **Cancel** on the Transfer toolbar.

- **To transfer** the customer to the third participant following the **Conference** call, click **Complete** on the Transfer toolbar.

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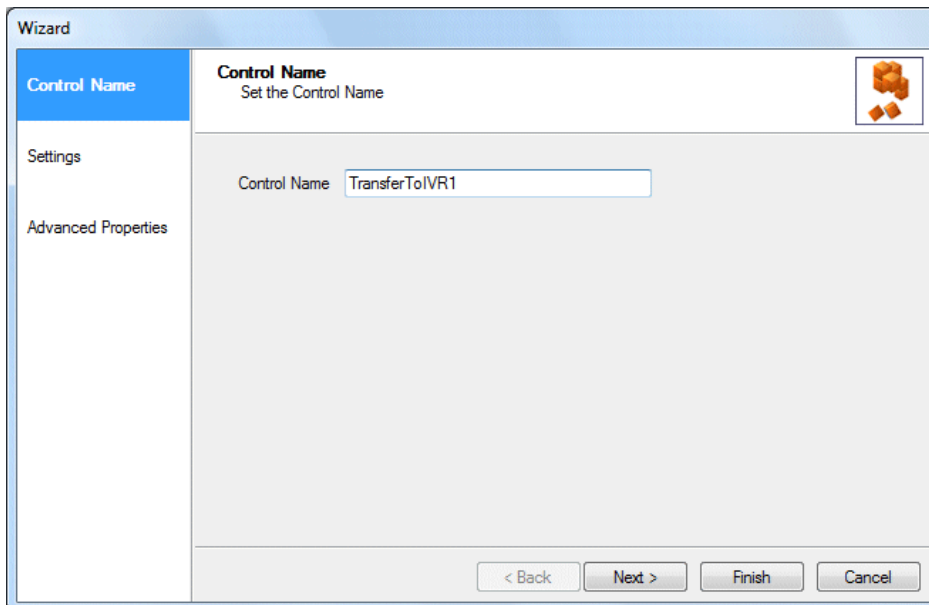
The *TransferToIVR* web control allows the transfer of a call to a specified telephone number.

To add the control to your scripted app

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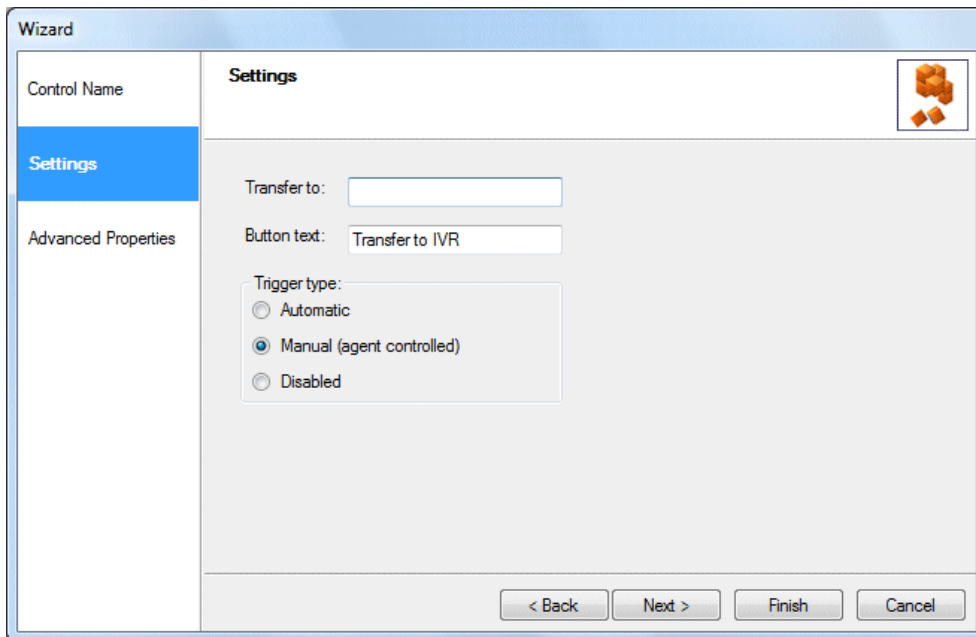
Click **Next>,** to move to the **Settings page.**

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.

Trigger Type	Description
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:

Property	Data Type	Description
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 scripted app design area

- Click Finish.

To display a text prompt with the control, use the Prompt web control.
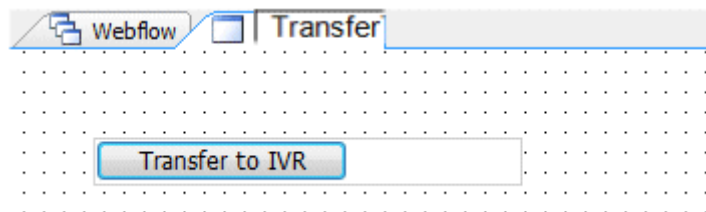
Save and publish your scripted app.

WEBFLOW LAUNCHER CONTROL

Using the ▶ WebflowLauncher control in the Synthesys™ *Interaction Studio*, you can insert another scripted app into the scripted app that you are currently working on.
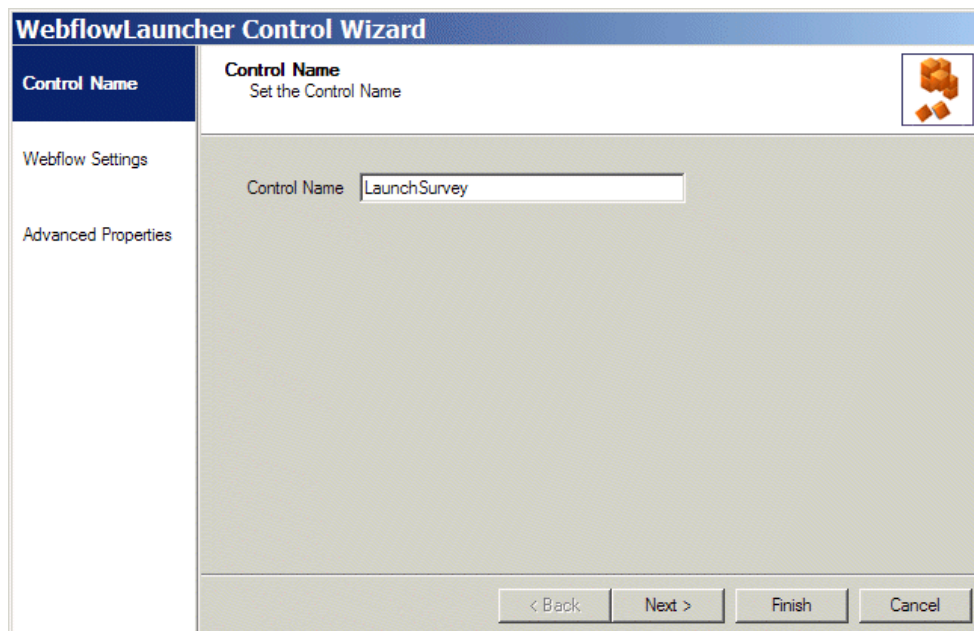
When running calls in the Synthesys™ Portal in the Web Browser, you will initially go through the sections of the main scripted app. At the appropriate point, the embedded scripted app can be launched. Having taken the relevant details, users will return to the main scripted app, to complete the call.

To add the Webflow Launcher control to your scripted app

- Pick up the ▶ WebflowLauncher icon from the Toolbox in Synthesys™ 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'.**

WebflowLauncher Control Wizard	
Control Name	**Control Name** Set the Control Name
Webflow Settings	Control Name [LaunchSurvey]
Advanced Properties	
	< Back Next > Finish 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 scripted app that you wish to launch in the **Webflow** section.
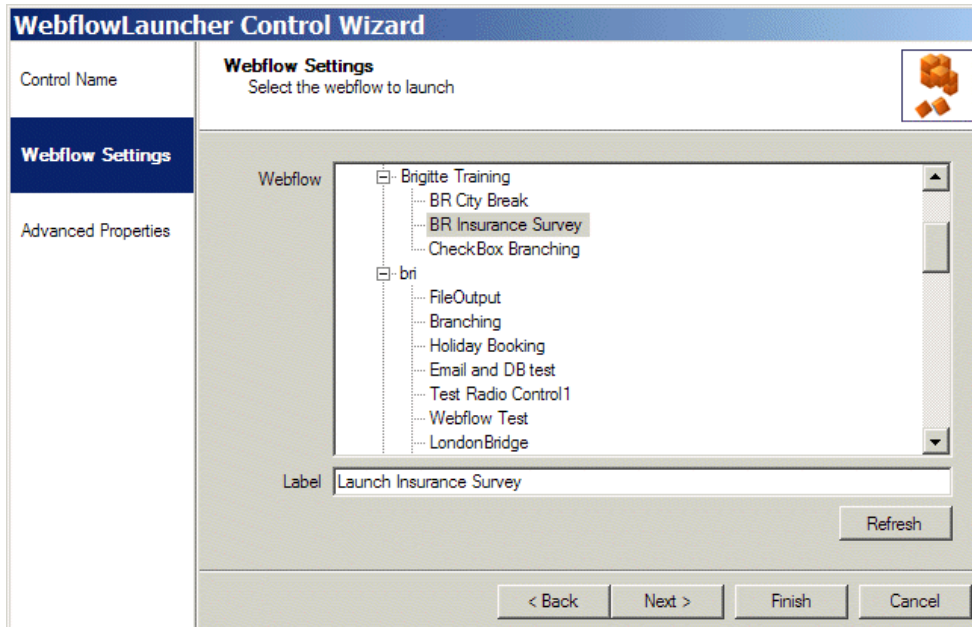
- Enter the name to be displayed on the 'launch' button into the **Label** field.
- Move to the *Advanced Properties* page, to configure the Webflow Launcher control further.

To pass information from the main (Outer) scripted app to the embedded (Inner) scripted app (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.

Property	Data Type	Description
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 scripted app used in the control: /BRT-BRInsuranceSurvey/

Displaying the Control

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

To display a text prompt with the control, use the Prompt web control.
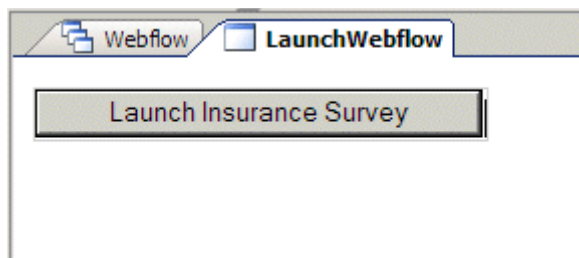
Save and publish your scripted app.

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 in the **Media Code field** <u>must</u> **be unique**.*

To add the Media control to your scripted app

- 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

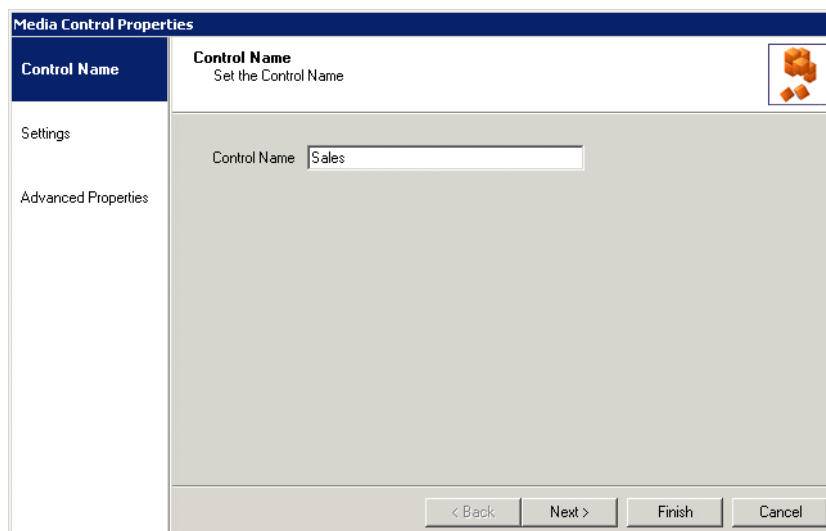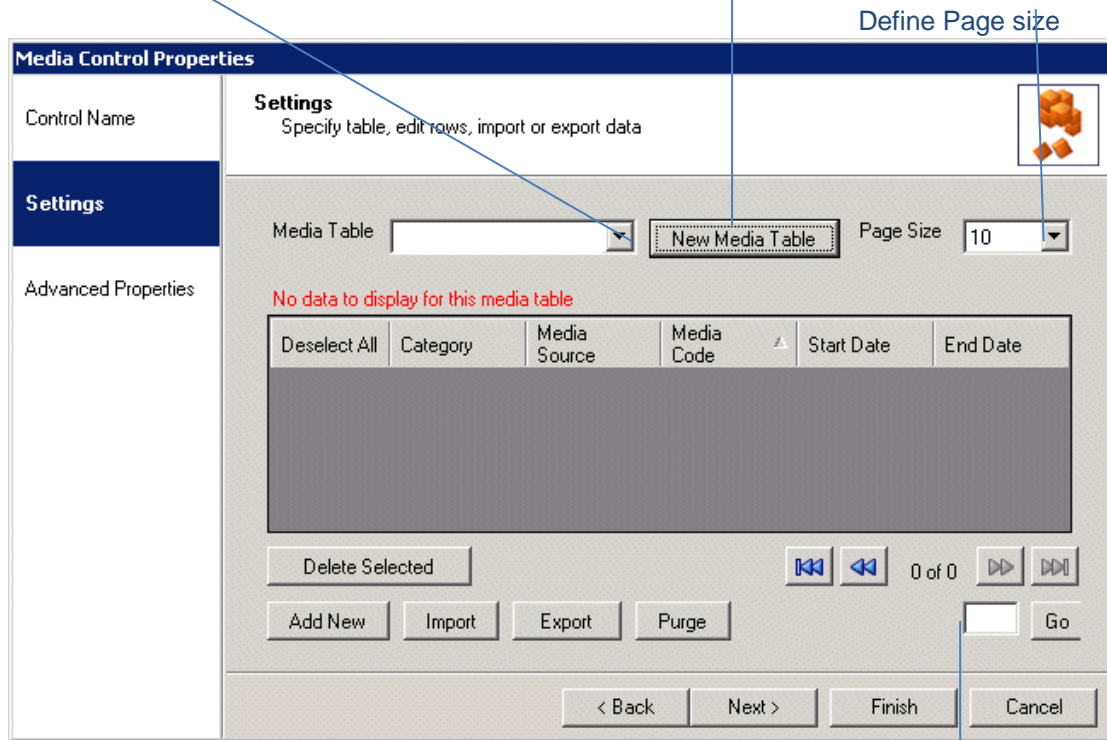In the *Settings* page of the Media control, users can create new media tables, view, and edit existing tables and import or export data associated with a media table.

Select Media table prefixes/ names   Add new prefix/ name for Media table.

Define Page size

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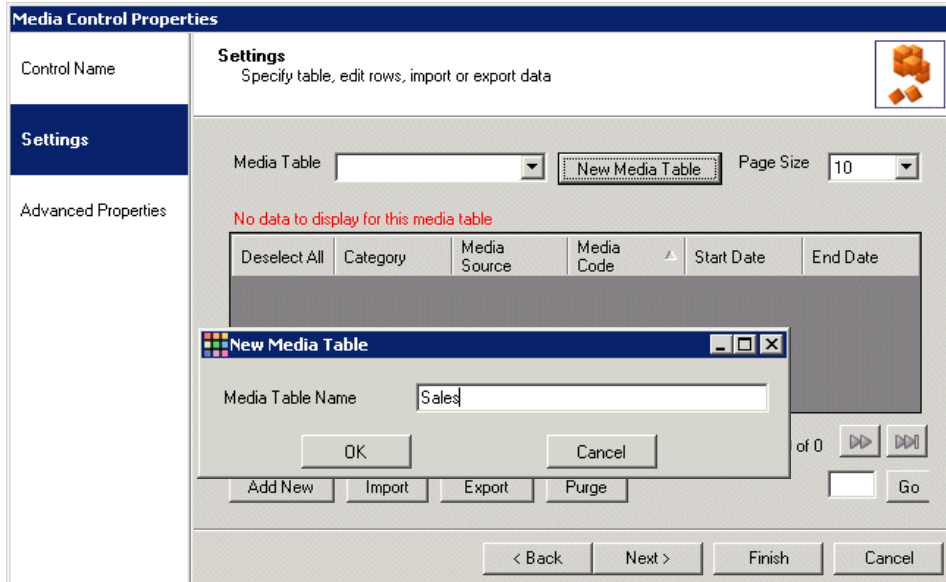
Button	Used To
Delete selected	Remove any media codes that have been selected/ ticked.
Add New	Add additional media codes to an existing table.
Import	Import existing media codes from a csv file.
Export	Export existing media codes and information as a csv file.
Purge	Delete a range of expired media codes.

Please see next page for more information

Creating a new Media Table
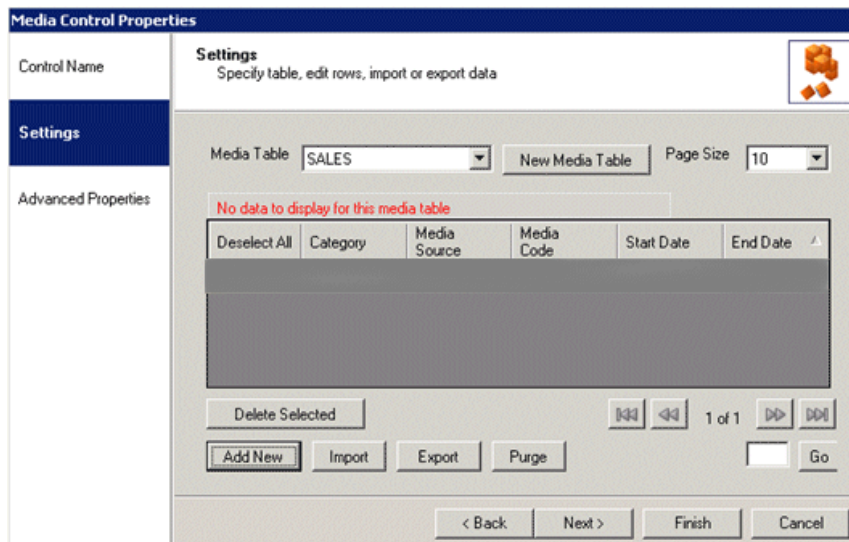
To create a new Media table

- 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.

- 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.
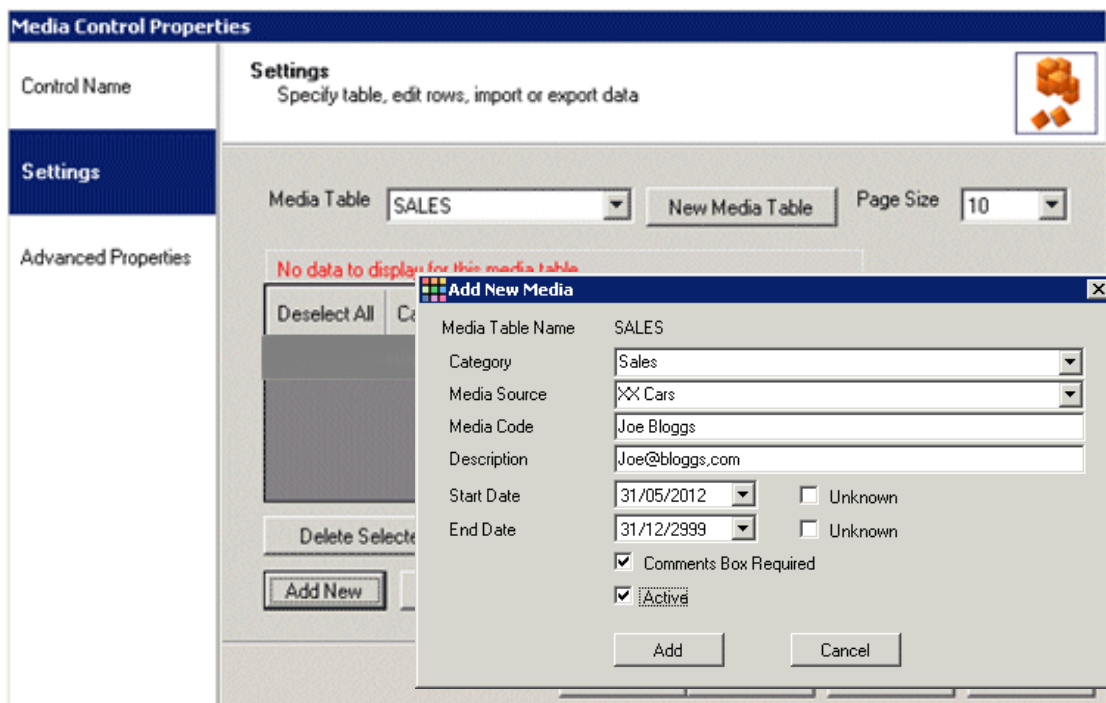
Please see next page for information about adding records to the Media table.

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'*.

Ensure that details entered in 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.
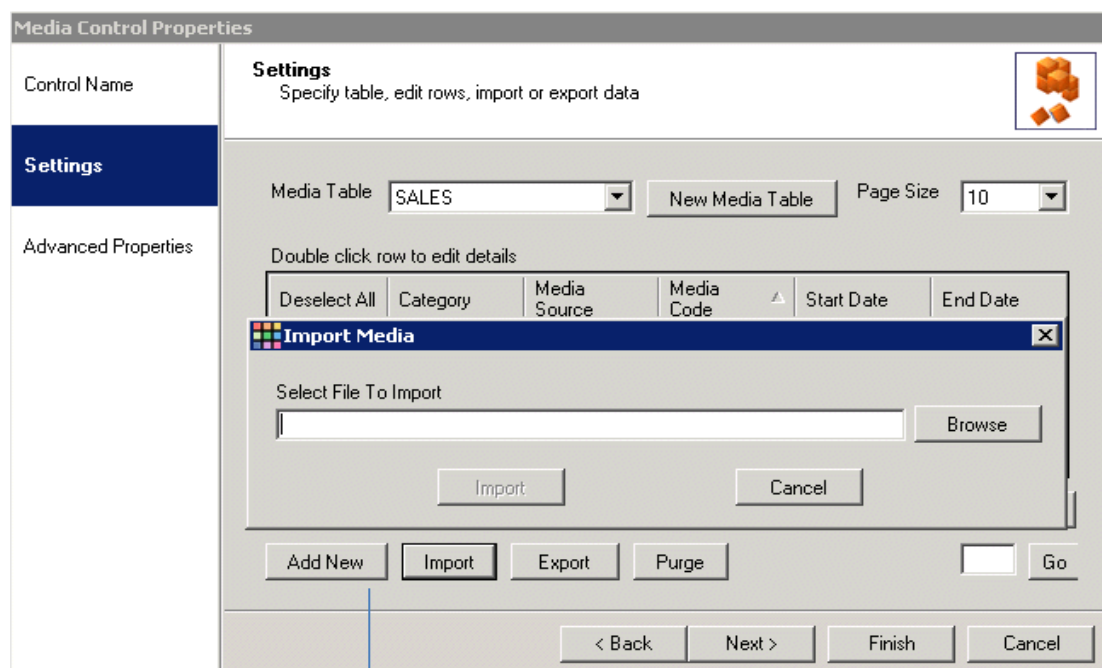
> Before importing the data, ensure that the details entered in the Media Code field are unique.
>
> Also check that the information that you are about to import is in the correct order, matching the corresponding field headings. You could, for example, use the export function to export a line of test 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.

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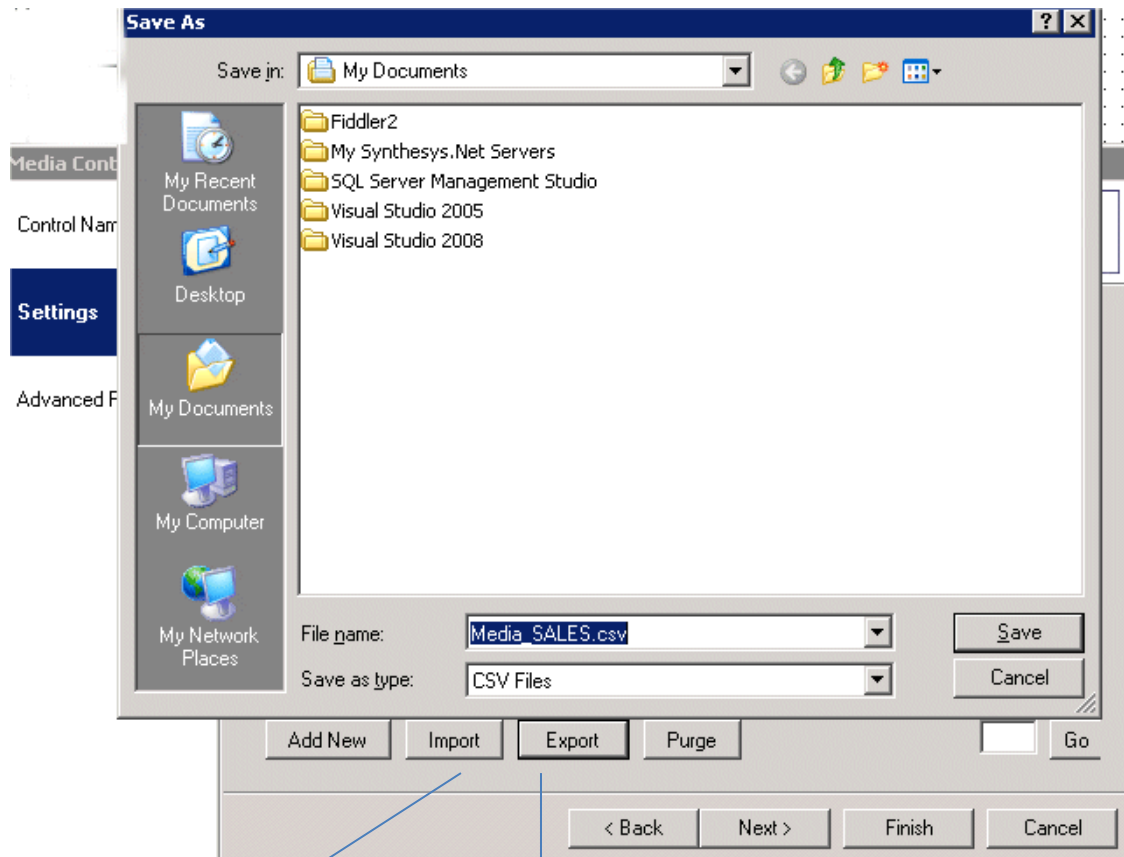
Click **Import** to import records into the Media table.

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.
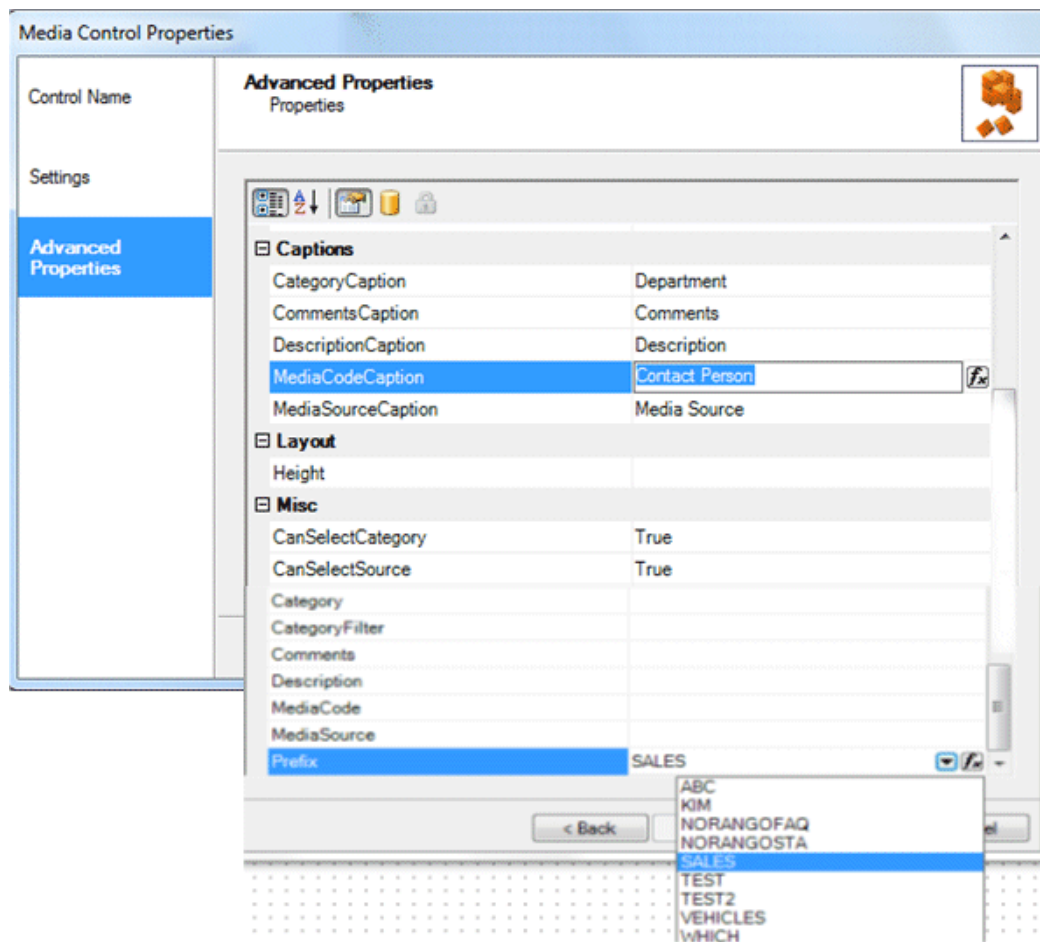
Updating an existing Media table

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.
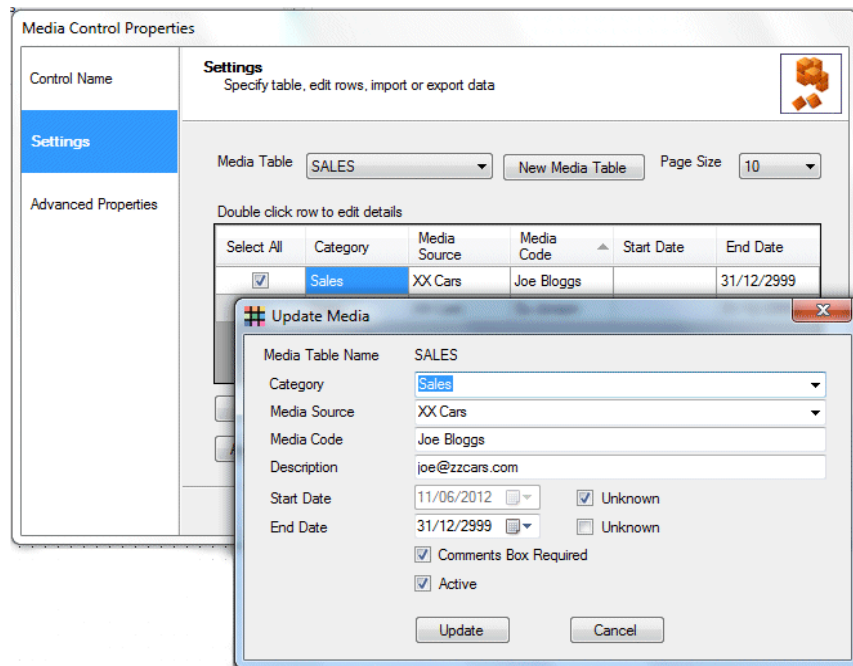
Deleting selected Media Codes

- 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).
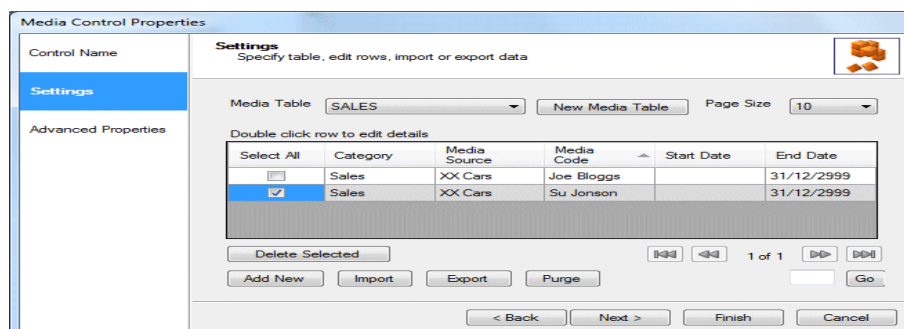
Displaying the Control

To display the Media control in the scripted app design area

- Click **Finish,** and then *Save* and *Publish* the scripted app.

Note: To display a text prompt with the control, use the Prompt web control.
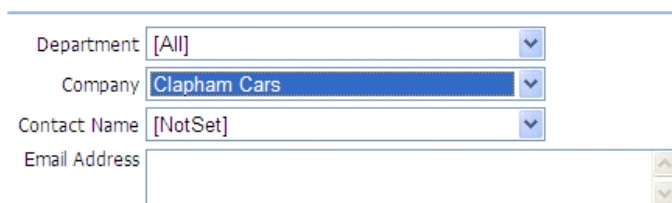
Department	[All]
Company	[All]
Contact Name	[NotSet]
Email Address	

Media Control in the Synthesys^{TM} Portal (Web Browser)
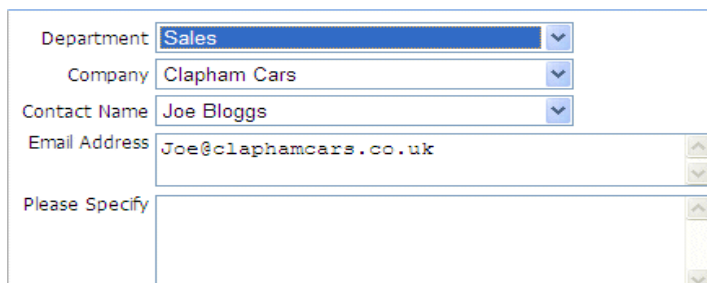
The Media control is generally used to present a set of related information. In our example this includes company name, department, contact person and email details.

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

Department	[All]
Company	Clapham Cars
Contact Name	[NotSet]
Email Address	

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

Department	Sales
Company	Clapham Cars
Contact Name	Joe Bloggs
Email Address	Joe@claphamcars.co.uk
Please Specify	

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 scripted app in the 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'.
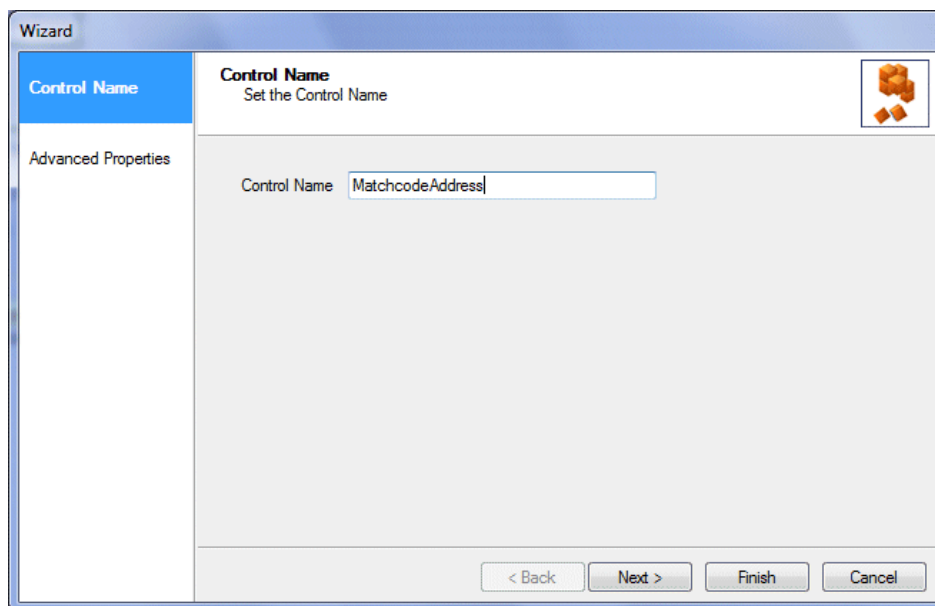
Click *Next>,* to move to the *Advanced Properties* page.

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:

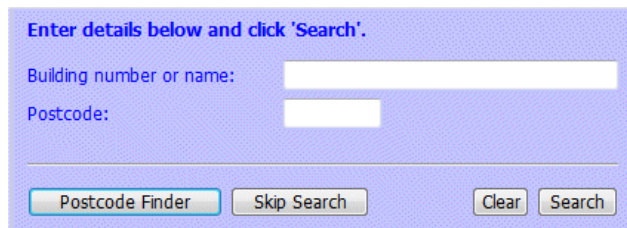| Property (Matchcode)	Data Type	Description
BuildingName	String	The name of the building returned for the address
BuildingNumber	String	The number of the building returned
Country	String	The country returned for the address
DependentLocality	String	Additional area information returned
DependentStreet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

Displaying the Control

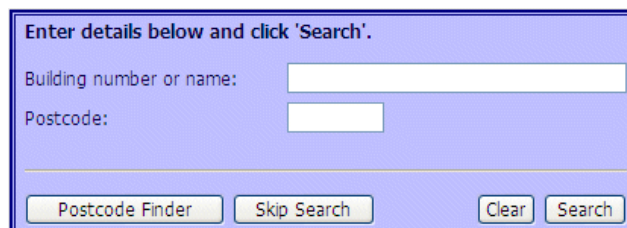- To display the configured web control in the scripted app design area

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

Save and publish your scripted app.

In the Synthesys™ 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 scripted app in the 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'.
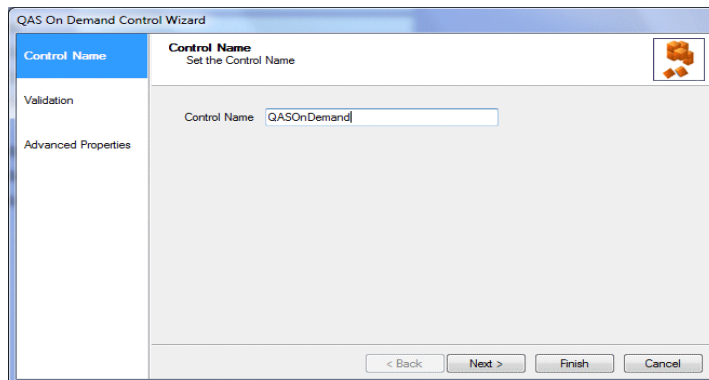
Click *Next>,* to move to the *Validation* page.

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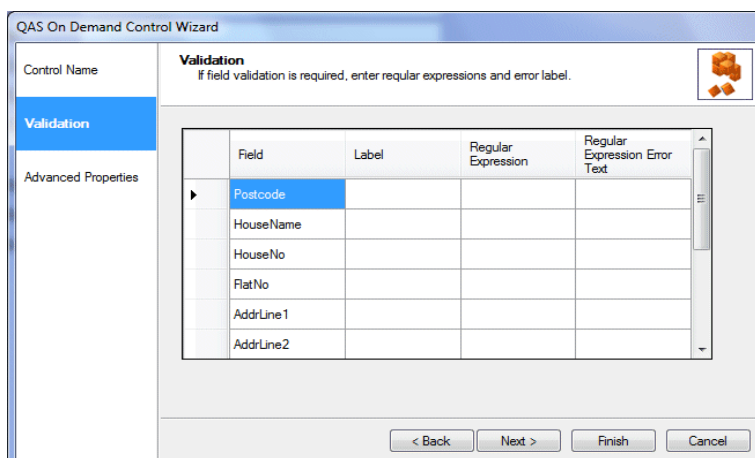
- Click Next>, to move to the Advanced Properties page.

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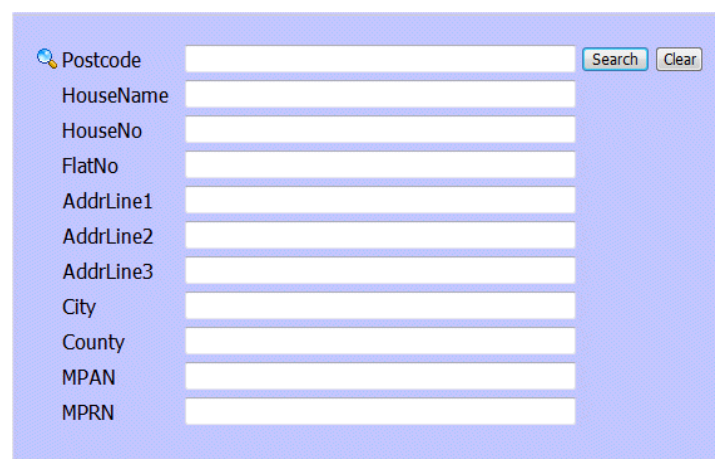
All properties within the control are displayed and can be set using calculations. The properties specific to the QASOn Demand are:

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

Displaying the Control

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

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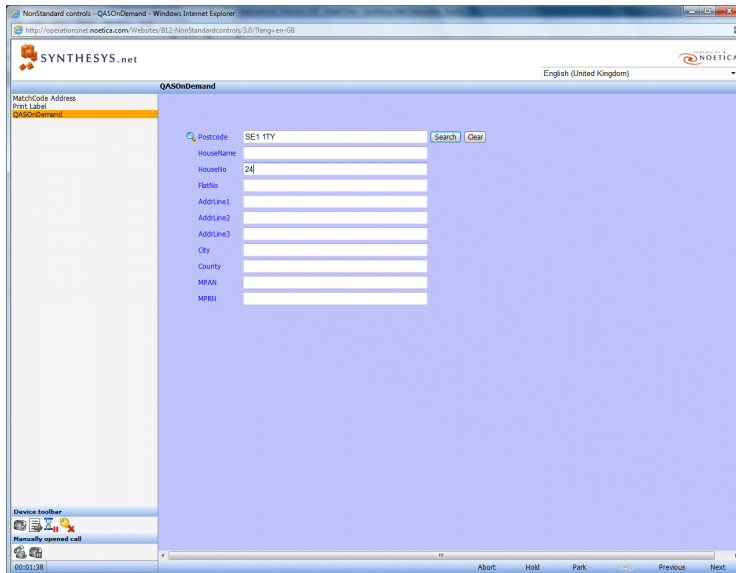

Save and publish your scripted app.
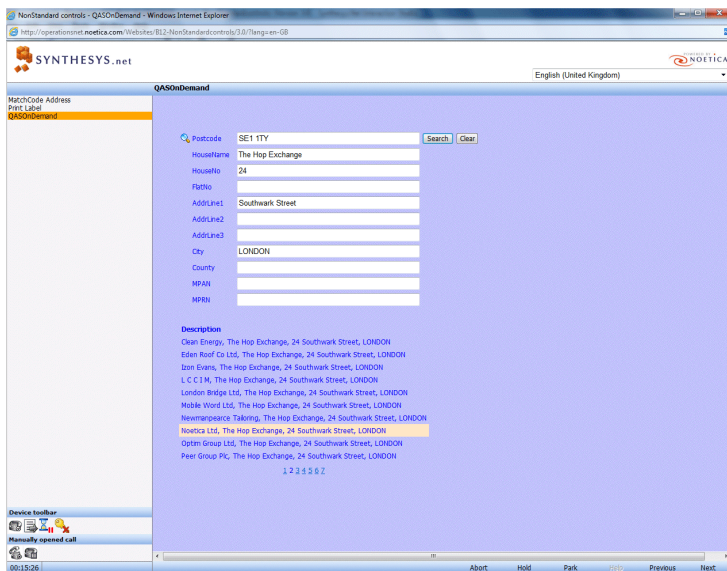
In the Synthesys^{TM} Portal

To search for and display the caller's postal address in the Synthesys^{TM} Portal:

- Enter the postcode into the Postcode field of the control.

- Enter any further address details as known, before clicking the Search button.

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

- Click the Clear button, to clear details displayed before starting a new search.
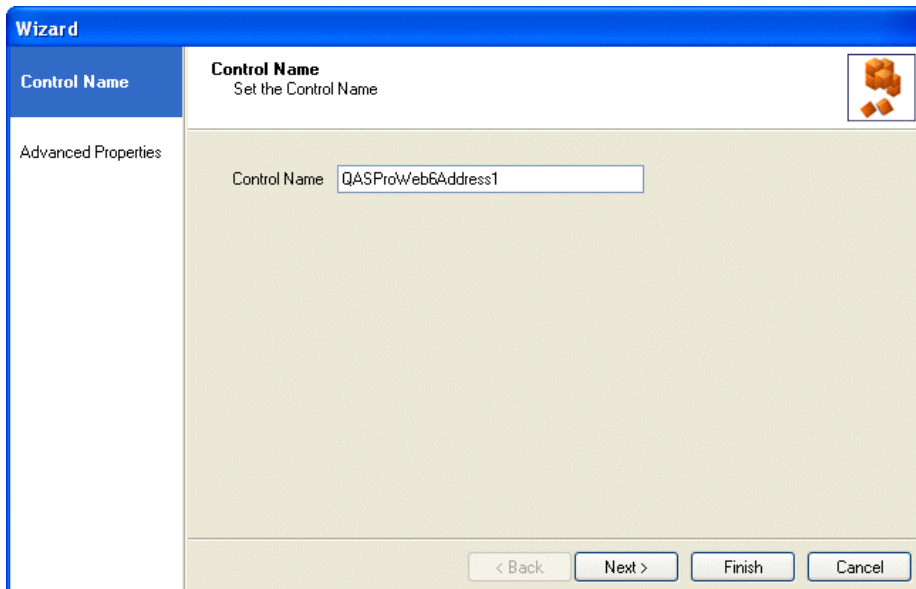
QASPRO WEB6 ADDRESS

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 scripted app in the 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'.

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:

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

Displaying the Control

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

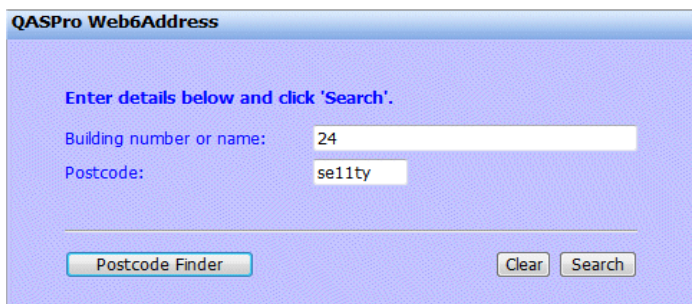Use the Prompt web control to display a text prompt with the control.

Save and publish your scripted app.

In the Synthesys^{TM} Portal

To search for the address in the

- 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.
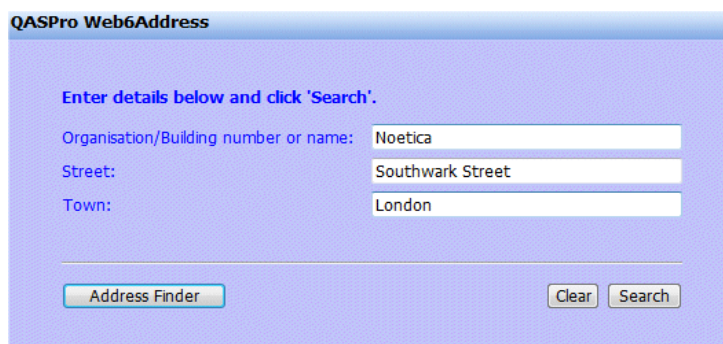

To search for a postcode

- 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.