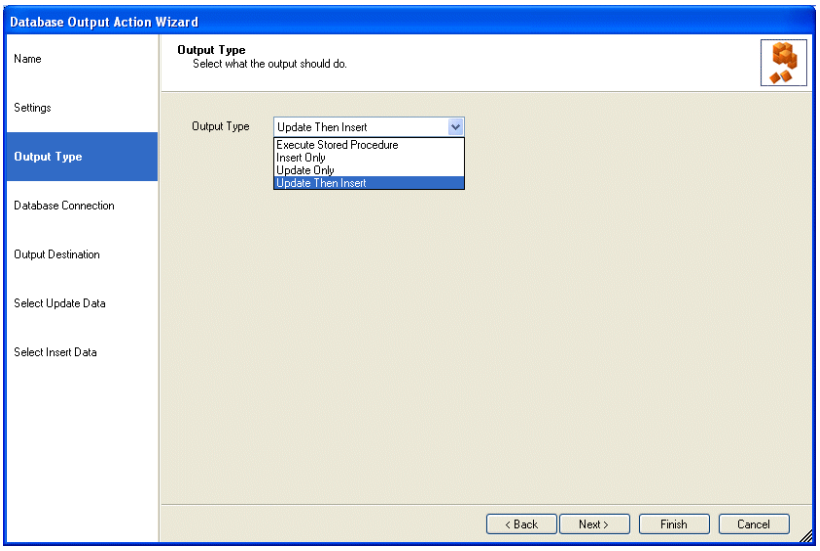
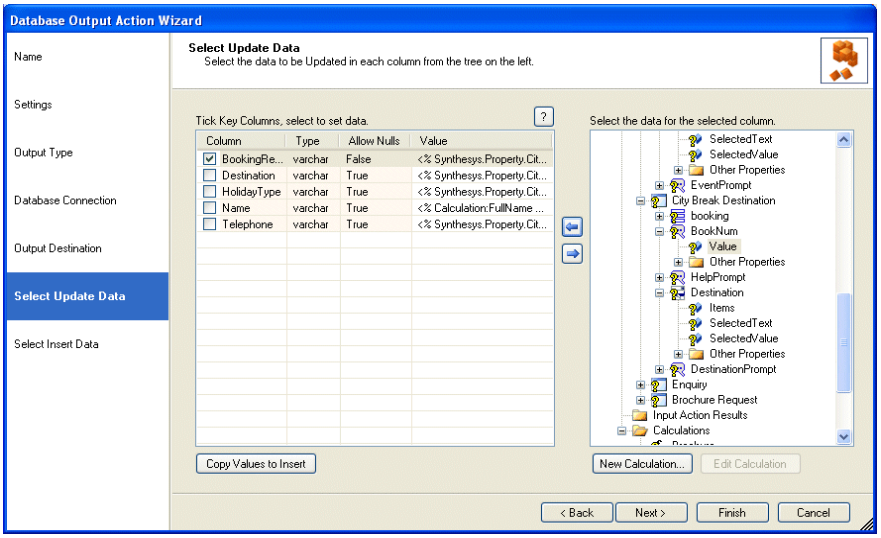
SYNTHESYS INTERACTION STUDIO

Database Output Actions





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Synthesys Database Output Action

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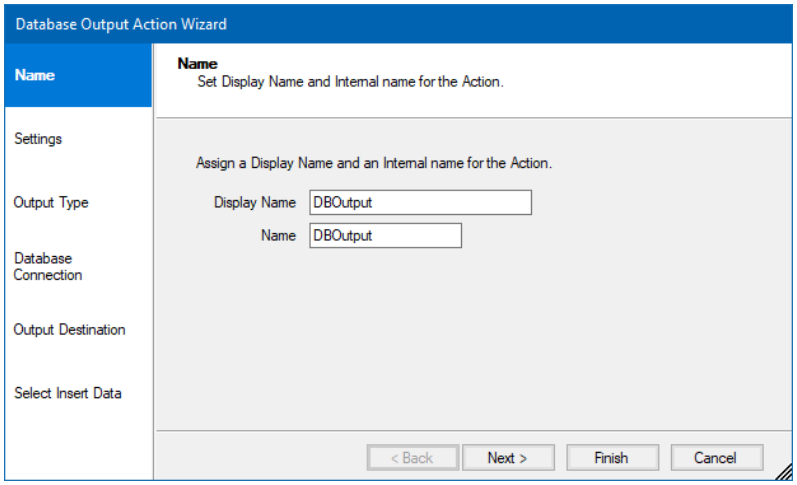
DATABASE OUTPUT ACTION

The Database Output Action in the Synthesys App Studio allows users to export data from a web call into a selected database, using the available *Insert* and *Update* options or running stored procedures.

Users running a data export to another machine must enable the MSDTC (Microsoft Distributed Transaction Coordinator) on the target machine, as well as creating a System DSN to the target database on the Synthesys server'.

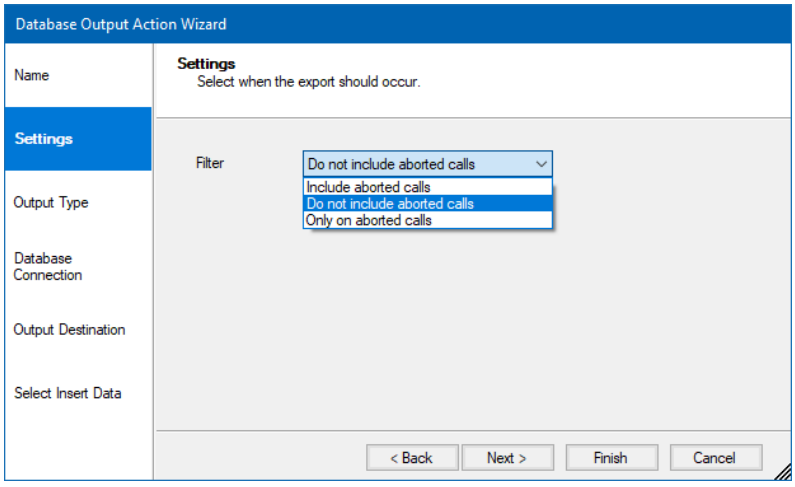
Database Output Name

Enter a name for the output action in the first page of the *Database Output* wizard.



Settings

From the *Filter* option in the Settings page of the Wizard, select if the DB output that you generate should include aborted calls or not, or aborted calls only.



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Output Type

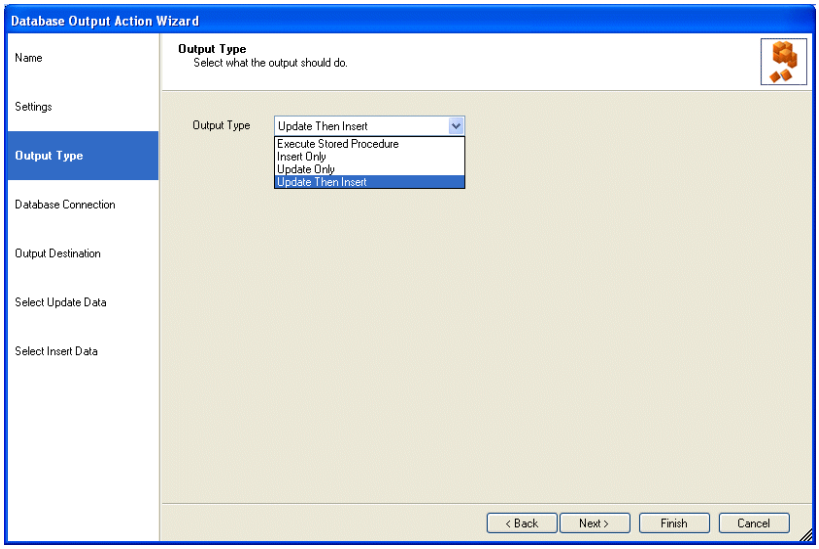
From the *Output Type* drop down menu in the Output Type page of the wizard, select the method of DB output action to be used. The options available are:

Option	Select to
Execute Stored Procedure	use a SQL statement to run the output action, for example to insert and update multiple records or records in multiple tables
Insert Only	insert single records into a designated database
Update Only	update single records in a designated database, defining key fields in the *Database Output Action*.
Update Then Insert	update and/ or insert single records in the designated database defining key fields in the *Database Output Action*.

*When the required Output type is selected, the associated options of either '**Select Insert Data', 'Select Update Data', 'Select Insert Data** and **Select Update Data'** or '**Select Procedure Data'** are displayed in the left section of the Database Output Action wizard.*

Example: Update Then Insert

On selecting '*Update Then Insert*' in the Output Type page of the wizard, the associated options *'Select Update Date'* and *'Select Insert Data'* are displayed in the left section of the wizard.



The options displayed in the left section of the wizard reflect the *Output Type* selected.

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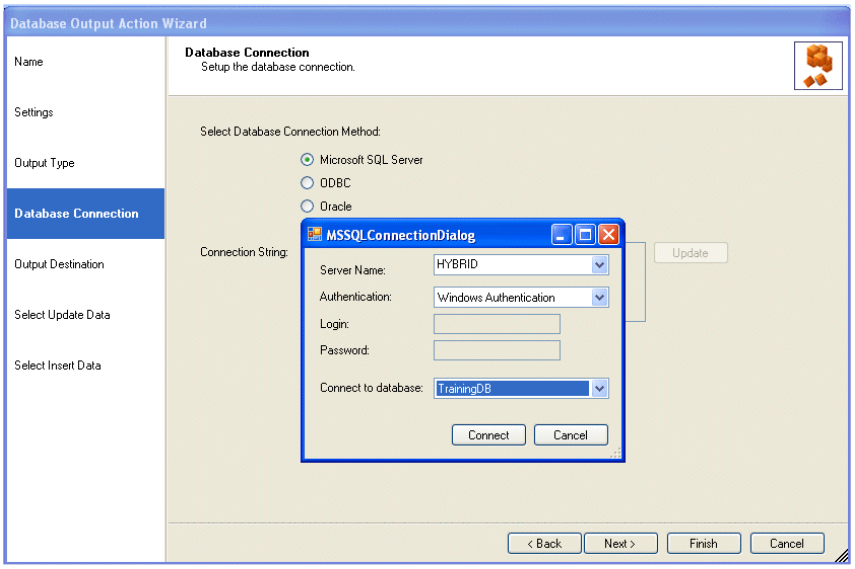
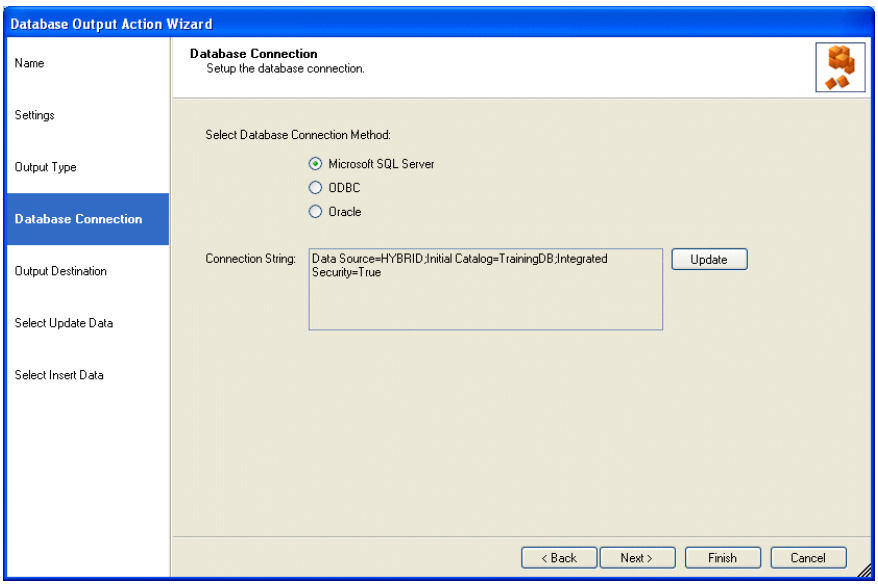
Database Connection

In the Database Connection page of the wizard users specify the connection method, i.e. **Microsoft SQL Server Driver, DSN** or **Oracle Driver.**

- Click the **Update** button and in the *DB Connection Dialog* subsequently displayed, select the name of the ***Server.***
- ***Next***, choose the required ***Authentication,*** enter the ***Login*** and ***Password*** details as required and select the **Database** to which you want to connect.



When the required ***Connection string*** is displayed in the *Database Output Action* dialog, click *Next*, to move to the next page of the wizard.



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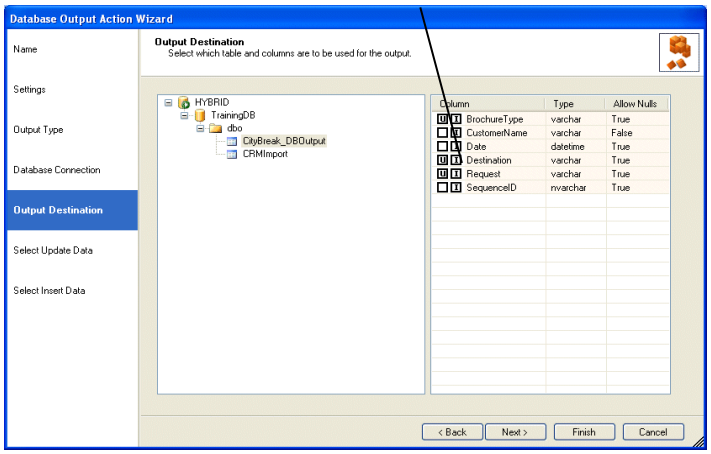
Output Destination

In the *Output Destination* page of the wizard users select the destination database table for the export and the columns to be used for the output action.

As we are using the output type *Update Then Insert*, we need to select both, the *Update* and the *Insert* columns that we wish to use.

*Selected **Update** columns display **U** in the selected box, selected **Insert** columns **I**.*



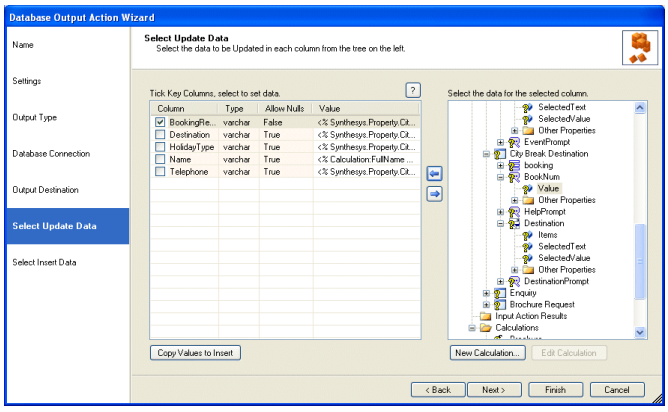
In the next page of the wizard we need to define the data for the selected *Update* and *Insert* columns.

Select Update Data

The data for the *Update* is moved from the *Select the data for the selected column* on the right to the relevant destination column on the left, using the blue arrow.

Tick the key columns/ primary key fields for the output action, before moving to the next page of the wizard.

In our example, the key column that we have ticked is the 'Booking Reference'. This will now act as a filter to update records in the other columns displayed, but not ticked.



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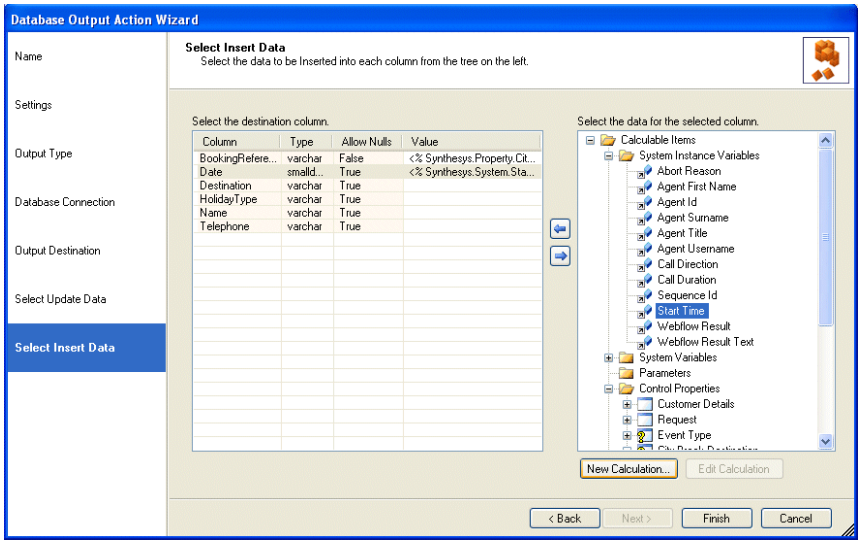
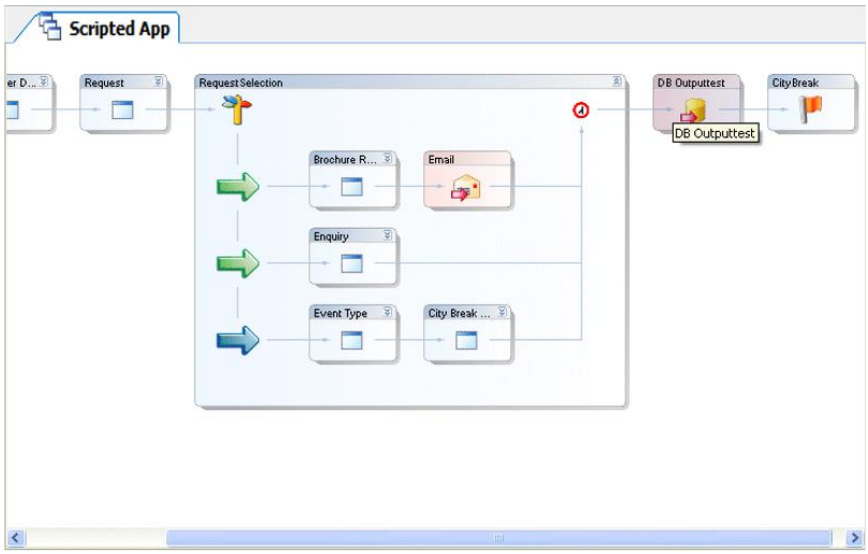
Select Insert Data

In this page of the wizard, select the required data fields for the *Insert*.

Again, move the data from the *Select the data for the selected column* on the right to the relevant destination column on the left, using the blue arrow.



Click **Finish**, to display the configured DB output action in the Scripted App design area.



The selected call information, as collected in the Web Browser at run time, will subsequently be exported to the destination Database, inserting or updating records as specified.

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