

SYNTHESYS INTERACTION STUDIO

Email Output Actions

The screenshot shows the 'Email Output Action Wizard' window. On the left is a navigation pane with 'Name', 'Settings', and 'Message' (selected). The main area is titled 'Message' and 'Compose the Email Message'. It contains fields for 'To...', 'From...' (Training@noetica.com), 'Cc...', and 'Subject:' (Brochure Request). Below these is a rich text editor with a toolbar and the following text: 'To <% Calculation.CustName %>', 'Thank you for your call today. You should receive the email within the next few days.', 'We are looking forward to hearing from you again soon', 'Kind Regards', and '<% Synthesis.System.AgentFirstName %>'. An 'Attachments' list on the right shows 'CityBreak Brochure.docx (0 B)'. At the bottom are '< Back', 'Next >', 'Finish', and 'Cancel' buttons.

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Synthesys Email Output Action

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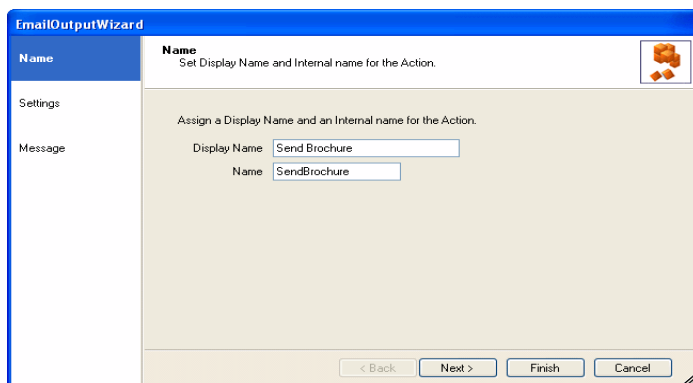
EMAIL OUTPUT ACTION

The *Email Output Action* enables users to send an instant email as part of the Scripted App.

In the Synthesys Interaction Studio, select  **Email Output Action** from the *Core Action* part of the Toolbox and drop it at the desired part of the Scripted App.

Email Output Name

The first page of the *Email Output Wizard* prompts you to enter a name for the *Email Output Action*.



The screenshot shows the 'EmailOutputWizard' dialog box. The 'Name' tab is selected in the left sidebar. The main area contains the following text and fields:

Name
Set Display Name and Internal name for the Action.

Assign a Display Name and an Internal name for the Action.

Display Name:

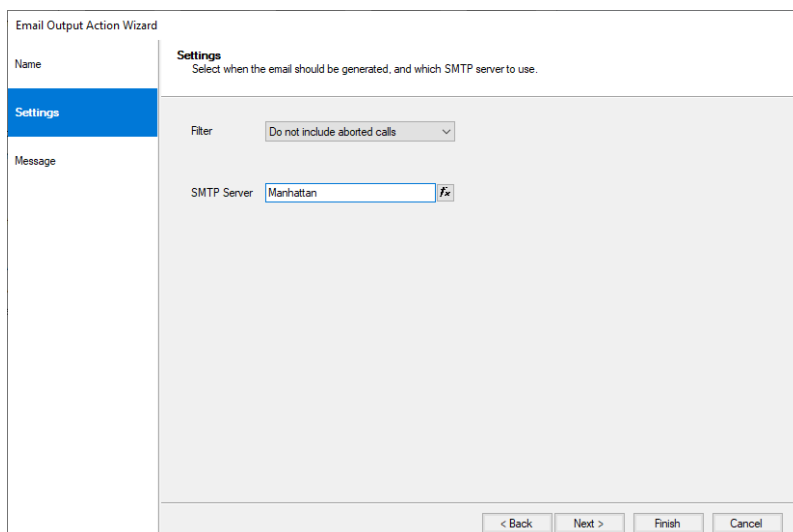
Name:

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

Settings

In the Settings page of the Wizard, under the Filter option, you can choose to include aborted calls, generate emails on aborted calls only, or exclude aborted calls.


To specify the email server to be used, enter the name of the required email server into the SMTP Server field, or alternatively create a calculation to stipulate the email server.



The screenshot shows the 'Email Output Action Wizard' dialog box. The 'Settings' tab is selected in the left sidebar. The main area contains the following text and fields:

Settings
Select when the email should be generated, and which SMTP server to use.

Filter:

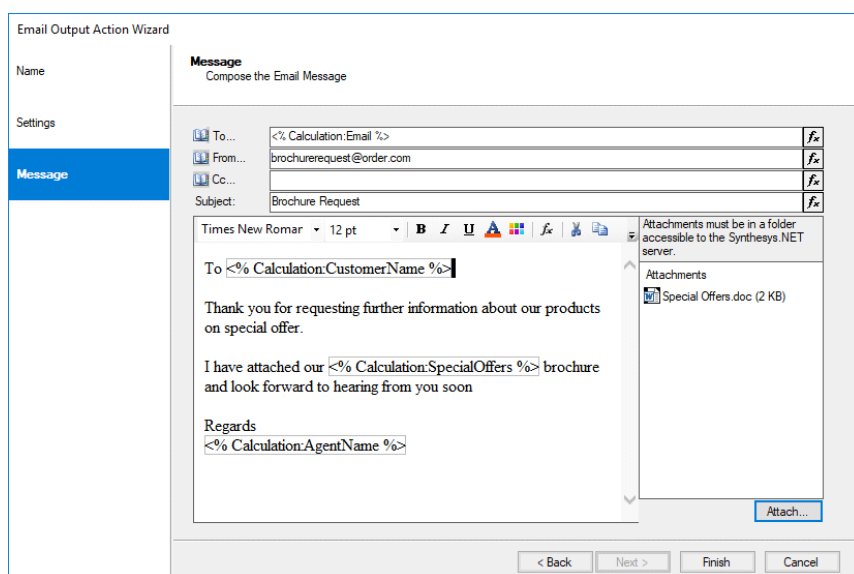
SMTP Server: 

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

Message

In the Message page of the Wizard,

- Enter the email address of the recipient, the sender and the subject matter of the email, or
- Create a calculation to specify the email address of the recipient, the sender and the subject matter of the email.
- Write the content of the email into the text page provided, using the *Formatting Toolbar* to apply text formatting and calculations as required.



Adding Attachments to Emails

To add attachments to your email

- Click the **Browse...** button and locate the file that you wish to attach.
- Ensure that the file attachment is located on a shared drive and use the full UNC paths i.e. \\Machine\sharename \directory\filename, when picking up the file.
- To remove file attachments from your email, select the attachment and click the **Delete button** on your keyboard.

Click **Finish**, to display the configured *Email Output Action* in the Scripted App design area.