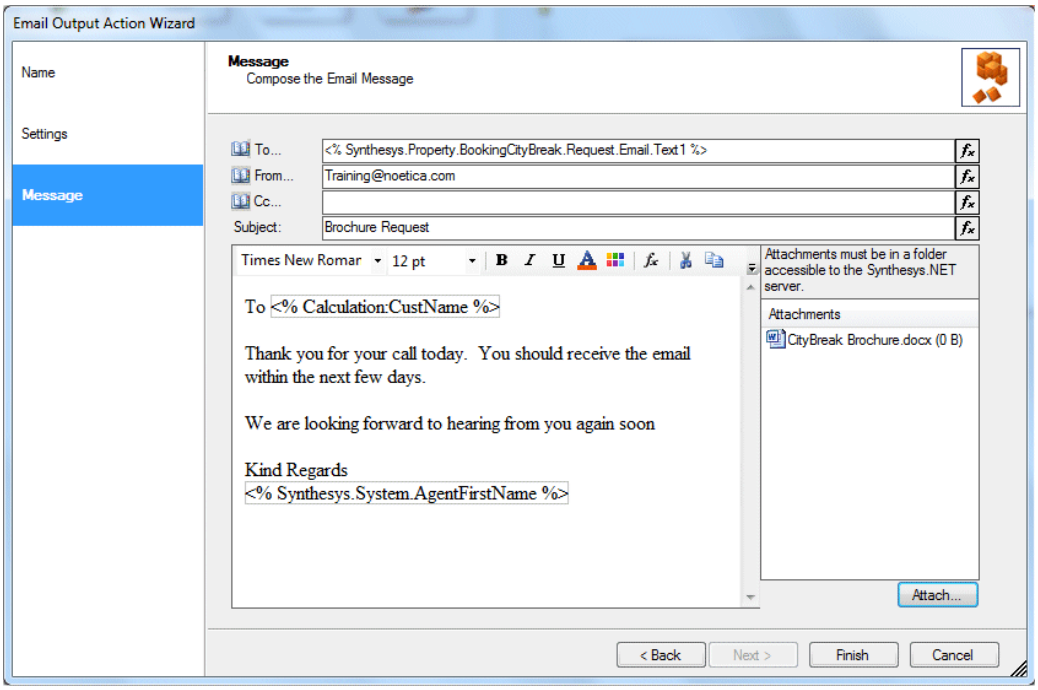
SYNTHESYS INTERACTION STUDIO

Email Output Actions



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Synthesys Email Output Action

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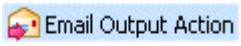
EMAIL OUTPUT ACTION

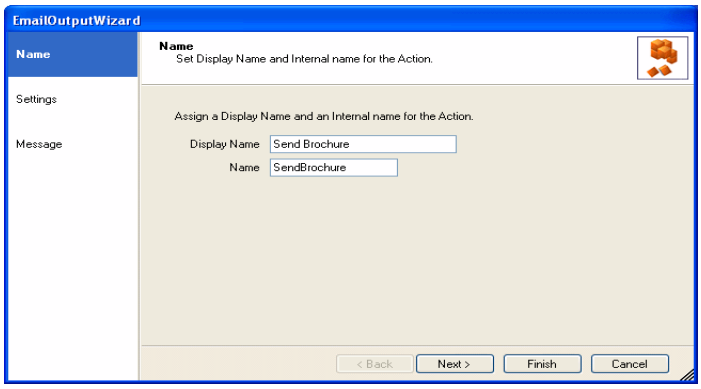
The *Email Output Action* enables users to send an instant email as part of the Scripted App.

In the Synthesys Interaction Studio, select 

from the *Core Action* part of the Toolbox and drop it at the desired part of the Scripted App.

Email Output Name

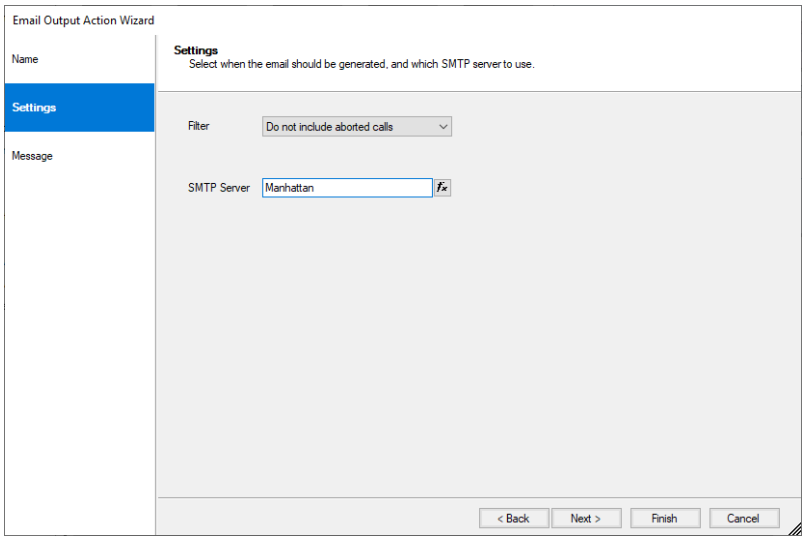
The first page of the *Email Output Wizard* prompts you to enter a name for the *Email Output Action.*



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.



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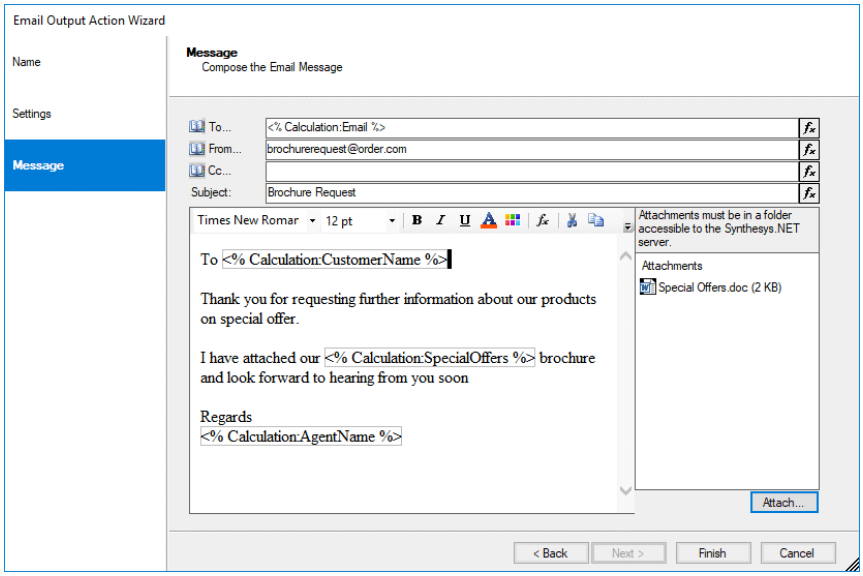
Message

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.

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