

SYNTHESYS INTERACTION STUDIO

File Output Actions

File Output Action Wizard

Name

Generation
Select how often (and in what format) the file should be generated.

Generation

Filter:

File Generation:

Filename Prefix:

(Example FileName : BR CityBreak.txt)

Type:

Write Column Header as first line of file

Output Folder:

< Back Next > Finish Cancel

Wizard

Name

Generation

Fields
Select the fields that you want to be exported.

Fields

Available Fields:

- Columns
- ID
- Label
- Required
- SelectedText
- SelectedValue
- RequestText
- Input action results
- Calculations
 - Calculation2
 - CustName

Field:

- Synthesys.System.StartTime
- CustName
- WeekendBreaks.PersDetails.Telephone...
- WeekendBreaks.PersDetails.Telephone...
- WeekendBreaks.PersDetails.Address.Po...
- WeekendBreaks.Request.Request1.Sel...

New Calculation Edit Calculation

< Back Next > Finish Cancel

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Synthesys File Output Action

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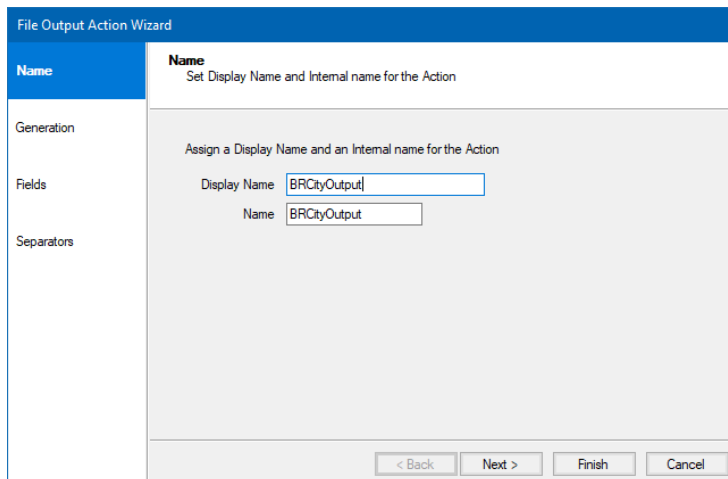
FILE OUTPUT ACTION

The *File Output Action* allows data from a Web call to be exported as a comma separated file.

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

File Output Name

The first page of the Wizard prompts you to enter a name for the File Output action.



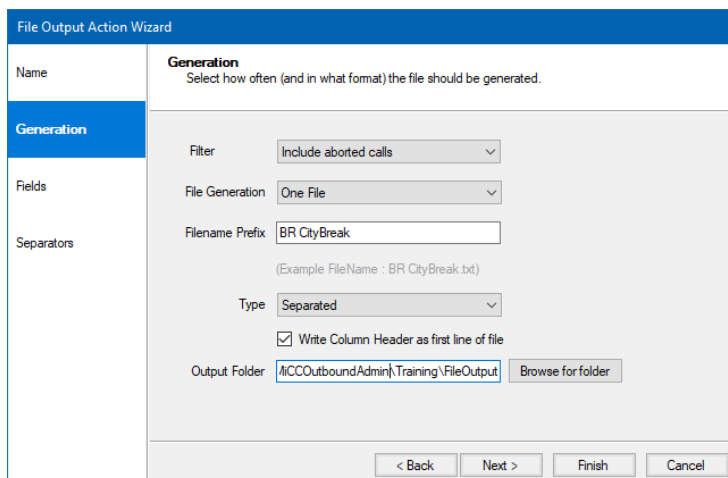
The screenshot shows the 'File Output Action Wizard' window. The 'Name' tab is selected in the left sidebar. The main area is titled 'Name' with the instruction 'Set Display Name and Internal name for the Action'. Below this, it says 'Assign a Display Name and an Internal name for the Action'. There are two input fields: 'Display Name' containing 'BRCityOutput' and 'Name' containing 'BRCityOutput'. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

File Generation

In the Generation page of the Wizard, under the *Filter* option, select if the file that you generate should include aborted calls or not, or aborted calls only.

Using the *File Generation* option, you can specify to generate one file only or one file per record, per day, month or year and then enter the file name or prefix.

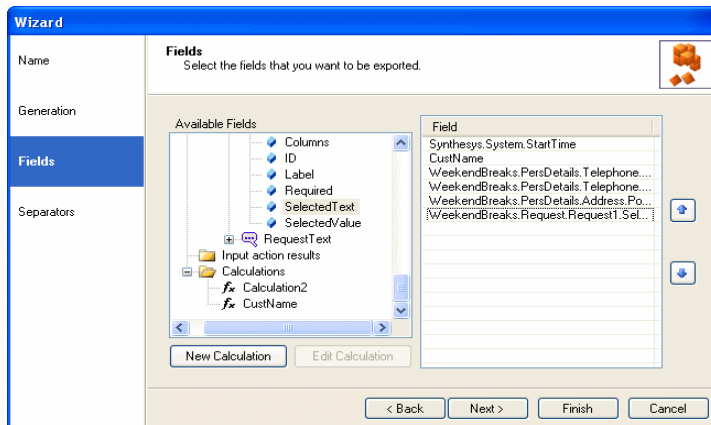
Next, select the file Type, *Separated* or *Fixed Width*, tick the checkbox if you wish to export the file with *column headings*, and then *Browse* to your *Output folder*.



The screenshot shows the 'File Output Action Wizard' window with the 'Generation' tab selected. The main area is titled 'Generation' with the instruction 'Select how often (and in what format) the file should be generated.' The 'Filter' dropdown is set to 'Include aborted calls'. The 'File Generation' dropdown is set to 'One File'. The 'Filename Prefix' text box contains 'BR CityBreak', with a note below it: '(Example FileName : BR CityBreak.txt)'. The 'Type' dropdown is set to 'Separated'. There is a checked checkbox for 'Write Column Header as first line of file'. The 'Output Folder' text box contains '/:/CCOutboundAdmin/Training/FileOutput' and a 'Browse for folder' button. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

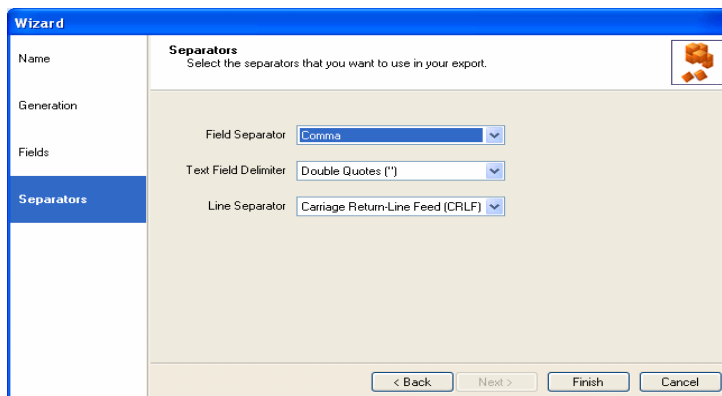
Fields

In the Fields page of the Wizard, from the *Available Fields* section, select and double click on the data fields to be exported, to display them in the *Field* section on the right. You can create any necessary calculations as required.



Separators

The *Field separators* ('Tab', 'Semicolon' or 'Comma'), *Text Field Delimiters* ('None', 'Double Quotes', 'Single Quotes') and *Line Separators* (CR,LF, CR, LF) are selected in the **Separator** page of the Wizard.



Click **Finish**, to display the configured File Output Action in the Scripted App design area and to create a file for the action in the Output folder on the Synthesys server.

The Output file, which can be viewed in the selected Output folder on the Synthesys server, will hold the call information collected in the Web Browser, when running a Scripted App.

