

ORDER WEB CONTROL

Noetica. English (United Kingdom)

Product Order

CustomerNty
Product Order

Product	Description	Colour	Quantity	Price	
<input type="checkbox"/> sponge	Aluminium	Black	<input type="text" value="1"/>	4.99	<input type="button" value="Add"/>
<input type="checkbox"/> mouse pad	Sed aliquam Ut primis ligula lac...	Crimson	<input type="text" value="1"/>	72.26	
<input type="checkbox"/> glow stick	pretium elit morbi mauris diam	Azure	<input type="text" value="1"/>	59.57	
<input type="checkbox"/> bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	
<input type="checkbox"/> water bottle	orci	Pea green	<input type="text" value="1"/>	60.31	
<input type="checkbox"/> outlet	Ut cursus dolor pulvinar dignissi...	Silver	<input type="text" value="1"/>	24.42	
<input type="checkbox"/> key chain	morbi pellentesque placerat co...	Coral	<input type="text" value="1"/>	56.96	
<input type="checkbox"/> eye liner	in tncidunt imperdiet vulputate	Brown	<input type="text" value="1"/>	61.99	
<input type="checkbox"/> camera	nisi ligula Cum rhoncus	Crimson	<input type="text" value="1"/>	27.83	
<input type="checkbox"/> sofa	lectus	Gray	<input type="text" value="1"/>	21.20	

Product	Description	Colour	Quantity	Price	Total Price	
<input type="checkbox"/> mouse pad	Sed aliquam Ut primis ligula ...	Crimson	<input type="text" value="2"/>	72.26	144.52	<input type="button" value="Remove"/>
<input type="checkbox"/> glow stick	pretium elit morbi mauris dia...	Azure	<input type="text" value="1"/>	59.57	59.57	
<input type="checkbox"/> bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	96.50	

00:04:17 Grand Total 300.59

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Order Web Control

Last updated December 2019

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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.

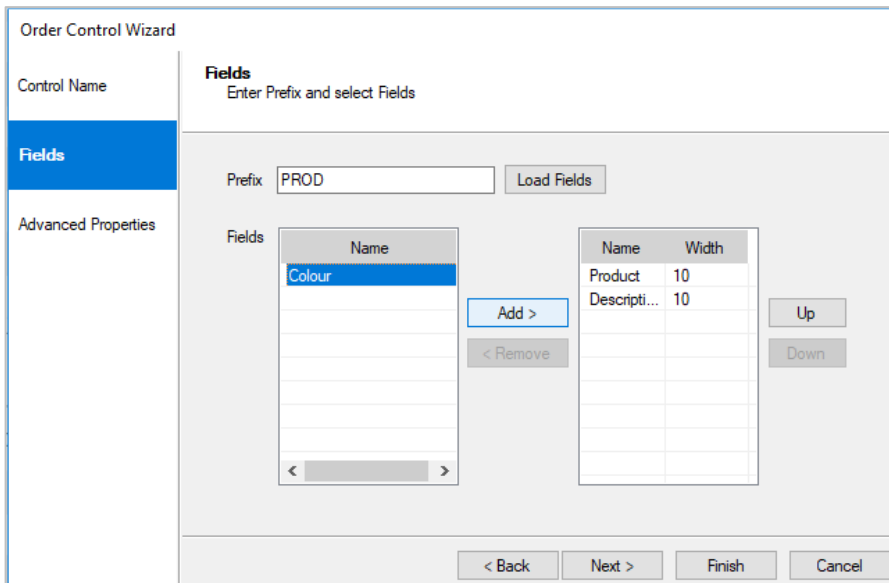
You can find an example of a Stored Procedure for the Order control at the end of this document. For further assistance, please contact your system administrator.

Configuration in the Interaction Studio

- Pick up the **Order** web control  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.



Order Control Wizard

Control Name

Fields
Enter Prefix and select Fields

Prefix:

Fields

Name
Colour

Name	Width
Product	10
Descripti...	10

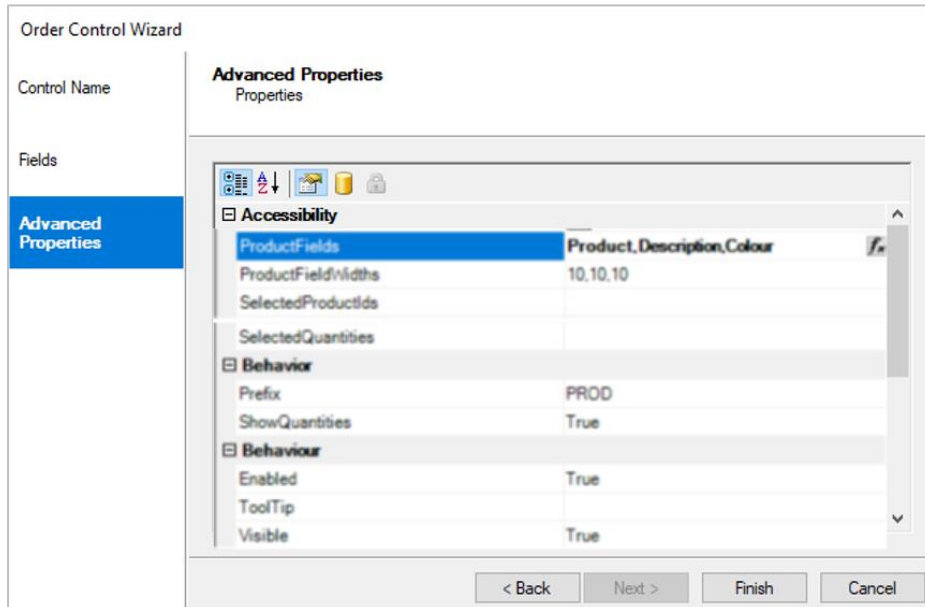
To display any of the fields in the Order control at run time in the Agent Portal

- 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.



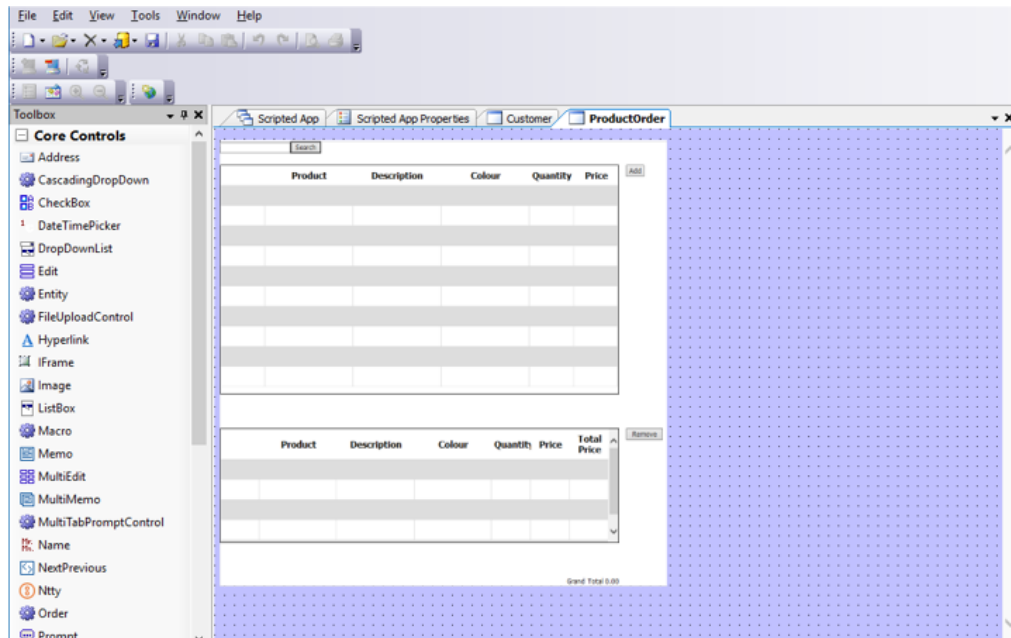
The properties specific to the Order web control are listed in the table below.

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.



- Click the Scripted App tab, to return to the scripted app main view.
- Save and publish your scripted app.

Order Web Control in the Agent Portal

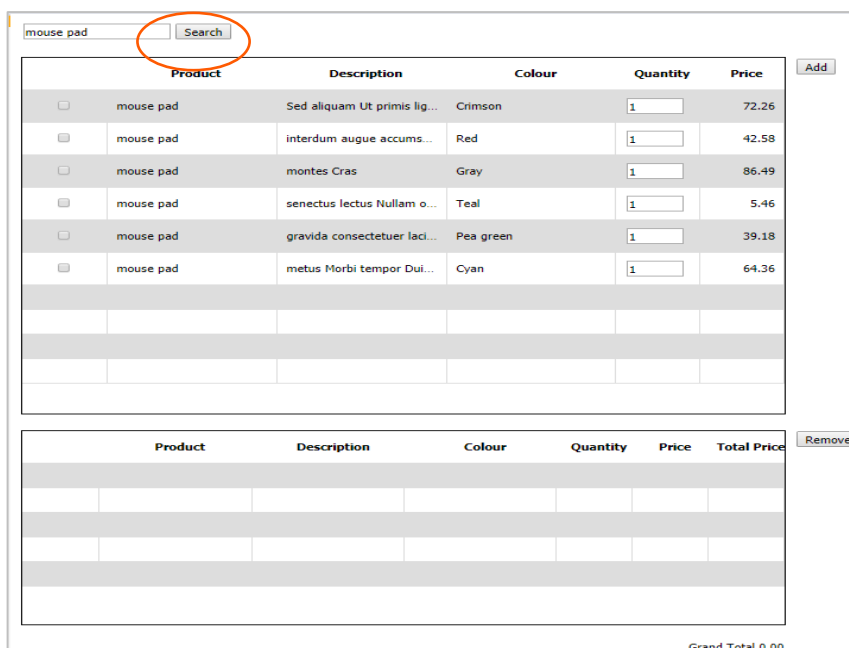
The Order control allows agents to search through a list of products associated with the campaign and to select the products a customer wants to order, showing the total price for the purchase.



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.

	Product	Description	Colour	Quantity	Price	
<input type="checkbox"/>	sponge	Aluminium	Black	<input type="text" value="1"/>	4.99	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	mouse pad	Sed aliquam Ut primis li...	Crimson	<input type="text" value="2"/>	72.26	
<input checked="" type="checkbox"/>	glow stick	pretium elit morbi maur...	Azure	<input type="text" value="1"/>	59.57	
<input checked="" type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	
<input type="checkbox"/>	water bottle	orci	Pea green	<input type="text" value="1"/>	60.31	
<input type="checkbox"/>	outlet	Ut cursus dolor pulvinar...	Silver	<input type="text" value="1"/>	24.42	
<input type="checkbox"/>	key chain	morbi pellentesque plac...	Coral	<input type="text" value="1"/>	56.96	
<input type="checkbox"/>	eye liner	in tincidunt imperdiet v...	Brown	<input type="text" value="1"/>	61.99	
<input type="checkbox"/>	camera	nisi ligula Cum rhoncus	Crimson	<input type="text" value="1"/>	27.83	
<input type="checkbox"/>	sofa	lectus	Gray	<input type="text" value="1"/>	21.20	

	Product	Description	Colour	Quantity	Price	Total Price	
							<input type="button" value="Remove"/>

Grand Total 0.00

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

	Product	Description	Colour	Quantity	Price	
<input type="checkbox"/>	sponge	Aluminium	Black	<input type="text" value="1"/>	4.99	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula lac...	Crimson	<input type="text" value="1"/>	72.26	
<input type="checkbox"/>	glow stick	pretium elit morbi mauris diam	Azure	<input type="text" value="1"/>	59.57	
<input checked="" type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	
<input type="checkbox"/>	water bottle	orci	Pea green	<input type="text" value="1"/>	60.31	
<input checked="" type="checkbox"/>	outlet	Ut cursus dolor pulvinar dignissi...	Silver	<input type="text" value="1"/>	24.42	
<input type="checkbox"/>	key chain	morbi pellentesque placerat co...	Coral	<input type="text" value="1"/>	56.96	
<input checked="" type="checkbox"/>	eye liner	in tincidunt imperdiet vulputate	Brown	<input type="text" value="1"/>	61.99	
<input type="checkbox"/>	camera	nisi ligula Cum rhoncus	Crimson	<input type="text" value="1"/>	27.83	
<input checked="" type="checkbox"/>	sofa	lectus	Gray	<input type="text" value="1"/>	21.20	

	Product	Description	Colour	Quantity	Price	Total Price	
<input type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula ...	Crimson	<input type="text" value="2"/>	72.26	144.52	<input type="button" value="Remove"/>
<input checked="" type="checkbox"/>	glow stick	pretium elit morbi mauris dia...	Azure	<input type="text" value="1"/>	59.57	59.57	
<input type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	96.50	

Grand Total 300.59

- 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.

	Product	Description	Colour	Quantity	Price	
<input type="checkbox"/>	sponge	Aluminium	Black	<input type="text" value="1"/>	4.99	
<input type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula lac...	Crimson	<input type="text" value="1"/>	72.26	
<input type="checkbox"/>	glow stick	pretium elit morbi mauris diam	Azure	<input type="text" value="1"/>	59.57	
<input type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	
<input type="checkbox"/>	water bottle	orci	Pea green	<input type="text" value="1"/>	60.31	
<input type="checkbox"/>	outlet	Ut cursus dolor pulvinar digniss...	Silver	<input type="text" value="1"/>	24.42	
<input type="checkbox"/>	key chain	morbi pellentesque placerat co...	Coral	<input type="text" value="1"/>	56.96	
<input type="checkbox"/>	eye liner	in tincidunt imperdiet vulputate	Brown	<input type="text" value="1"/>	61.99	
<input type="checkbox"/>	camera	nisi ligula Cum rhoncus	Crimson	<input type="text" value="1"/>	27.83	
<input type="checkbox"/>	sofa	lectus	Gray	<input type="text" value="1"/>	21.20	

	Product	Description	Colour	Quantity	Price	Total Price	
<input type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula...	Crimson	<input type="text" value="2"/>	72.26	144.52	
<input type="checkbox"/>	glow stick	pretium elit morbi mauris di...	Azure	<input type="text" value="1"/>	59.57	59.57	
<input checked="" type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	96.50	

Grand Total 300.59

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

	Product	Description	Colour	Quantity	Price	
<input type="checkbox"/>	sponge	Aluminium	Black	<input type="text" value="1"/>	4.99	
<input type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula lac...	Crimson	<input type="text" value="1"/>	72.26	
<input type="checkbox"/>	glow stick	pretium elit morbi mauris diam	Azure	<input type="text" value="1"/>	59.57	
<input type="checkbox"/>	bookmark	Quisque	Plum	<input type="text" value="1"/>	96.50	
<input type="checkbox"/>	water bottle	orci	Pea green	<input type="text" value="1"/>	60.31	
<input type="checkbox"/>	outlet	Ut cursus dolor pulvinar digniss...	Silver	<input type="text" value="1"/>	24.42	
<input type="checkbox"/>	key chain	morbi pellentesque placerat co...	Coral	<input type="text" value="1"/>	56.96	
<input type="checkbox"/>	eye liner	in tincidunt imperdiet vulputate	Brown	<input type="text" value="1"/>	61.99	
<input type="checkbox"/>	camera	nisi ligula Cum rhoncus	Crimson	<input type="text" value="1"/>	27.83	
<input type="checkbox"/>	sofa	lectus	Gray	<input type="text" value="1"/>	21.20	

	Product	Description	Colour	Quantity	Price	Total Price	
<input type="checkbox"/>	mouse pad	Sed aliquam Ut primis ligula...	Crimson	<input type="text" value="2"/>	72.26	144.52	
<input type="checkbox"/>	glow stick	pretium elit morbi mauris di...	Azure	<input type="text" value="1"/>	59.57	59.57	

Grand Total 204.09

- 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.