

SmartScripts in CallCenter (HI - High Interactivity)

SmartScripts is a wizard-look form to collect data.

SmartScripts are similar to UI tasks, differences are in table below.

	Smartscrips	Tasks
eService support	Present	Not present
"Finish later" functionality	Call center: Present. Button resume on screen "Smartscrips" eService: not present	Call center: Present. Inbox notification. eService: not present
Insert/update/delete records	Insert only	insert/update/delete (you can use Siebel operations in workflow)
Difficulty	Easy to use, all you need is screen "Administration-smartscrips"	Hard to use, you need build workflow in tools.
Branching	Yes	Yes
Server scripting	Available	Available

deployment

The screenshot shows the Siebel SmartScripts interface. At the top, there is a navigation bar with tabs: Home, Accounts, Contacts, Opportunities, Service, Quotes, Administration - Product, Survey, OES Setup, Administration - SmartScript, and SmartScripts. Below the navigation bar, there are buttons for Menu, New, Delete, Query, Release, and Unrelease. The main area displays a table of scripts:

Name	Type	Description	Active	First Page	Jumping Allowed	Save Session	Organization
Decision Builder Wizard			✓	Decision: Information Page	✓	Never	Default Organization
Decision Builder Wizard 2			✓	Decision: Information Page	✓	Never	Default Organization
Marketing- Program Wizard			✓	Marketing: New Program Wizard	✓	Never	Default Organization
PPR Partner Program Application			✓	PPR Page1_1		Finished	Default Organization
PPR Partner Program Application Demo			✓	PPR Page1_1_1_1_1		Finished	Default Organization
> Revenue Schedule Script			✓	Revenue Schedule Wizard - Page 1	✓	Always	Default Organization
SIS OM PC Comparison Smart Script							Default Organization
SIS OM PC Comparison Smart Script							Default Organization
TAS Coach SmartScript							Default Organization
eAuction - Admin Create Auction Wiz							Default Organization

An 'Organizations - Windows Internet Explorer' dialog box is open, showing a list of available organizations and a selected organization. The 'Available' list includes 'Default Organization INTERNAL' and 'Oracle'. The 'Selected' list includes 'Default Organization INTERNAL' and 'Oracle PL'.

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The screenshot shows the Siebel SmartScripts interface with a message: "Another SmartScript is already running. Please click on the 'Resume' button to restart it." The interface includes buttons for Menu, Query, Resume, Finish Later, and Cancel. Below the buttons, there is a table of running scripts:

Name	Language	Type	Description
> Revenue Schedule	ENU (English-Americ)		

Home Accounts Contacts Opportunities Service Quotes Administration - Product Survey OES Setup Administration - SmartScript SmartScript

SmartScripts | My S

- Revenue Schedule - Date Range
 - ✓ Beginning date of the first revenue period
 - ✓ (Complete two of the following three questions or
 - ✓ Last date of final revenue period
 - ⓧ Frequency of revenue periods
 - ⓧ Number of new revenue periods
- Revenue Schedule - Default Values
- Revenue Schedule - Default Values
- Revenue Schedule - Amounts

Revenue Schedule

Revenue Schedule - Date Range

Beginning date of the first revenue period*
10-11-2011

(Complete two of the following three questions only)

Last date of final revenue period
10-11-2011

Frequency of revenue periods
▼

Number of new revenue periods
□

Next Previous Finish Finish Later Cancel

SmartScripts in eService (SI - Standard Interactivity)

Desired effect:

Siebel eService Home:



Welcome , Maciej Szymczak!!
You last visited our site on 11/23/2011 17:00:46

Service & Support

Check My Requests



Check My Service Requests
Track the status of my service requests



Check My Order Status
Track status of my orders

Submit New Request



Smart Script
Create a Smart Script

Test:

Revenue Schedule

Revenue Schedule - Date Range

Beginning date of the first revenue period*

(Complete two of the following three questions only)

Last date of final revenue period

Frequency of revenue periods

Number of new revenue periods

ORACLE Siebel Customer Relationship Management My Profile | My Company

Service

Test:

Revenue Schedule

Revenue Schedule - Default Values

Replace existing revenues

Select the Account

Select the Opportunity

Select the Contact

Select the Product

Remarks:

1/ "Finish later" button does not work (it works in Call Center). In order to hide it make a copy of standard applet and inactive this button.

2/ There is no navigation pane (it is present in Call Center)

Steps to Configure:

1. Login to Siebel Tools. In the Object Explorer click on "Business Objects" and query the "Service Request (eService)" record.
2. From the Object Explorer, expand Business Object and select Business Object Component. Create a new record and set the field value BusComp = **Smart Script Player**.
3. From the Object Explorer, click on View.
4. Create a new record in the Views list applet with the following field values:

Name	X SmartScript1
Project	X Extensions
Business Object	Service Request (eService)
Thread Applet	Smart Script Player Applet (Player Only)
Thread Field	Id (?Script: Smart Script)
Thread Title	<type any value>
Title	<any value>

5. Expand View in the Object Explorer and click on the "View Web Template".
6. Create a new record in View Web Templates with the following values:

Name	X SmartScript1
Web Template	View Basic

7. Expand "View Web Template" in the Object Explorer.
8. Create a new record in the "View Web Template Items" applet with the following values:

Name	SmartScript4
Item Identifier	1
Applet	Smart Script Player Applet (Player Only)
Applet Mode	Edit

9. Click on "Screen" in the Object Explorer.
10. Expand Screen and select Screen View in the Explorer.
11. Select "Service Request Screen (eService)" record in the top applet.
12. Create a new record in the "Screen Views" applet with the following field values:

View	X SmartScript1
Menu Text	SmartScript4 Test
View Bar Text	SmartScript4 test
Parent Category	Service Request (eService) List

13. Click on "Applet" in the Object Explorer. Select "eService Account Quick Links Applet" record in the Applets list applet.
14. Expand Applet item in the Object Explorer > Control.
15. Create two new records in the Controls list applet, "LinkSmartScript" and "LabelSmartScript", with the following properties:

Name	LinkSmartScript
Caption	Smart Script
HTML Type	Text
Method Invoked	GotoView
Name	LabelSmartScript
Caption	Create a Smart Script
HTML Type	Label

17. After the above two controls have been created, from the applet level invoke the "Edit Web Layout" for the applet and associate the controls in the web layout appropriately.
18. Go to "Control User Prop" of "**LinkSmartScript**" applet and add a new record with the following field values:

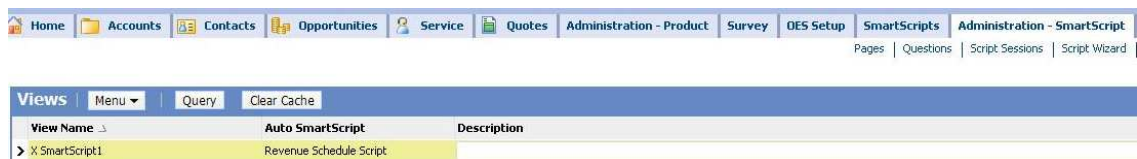
Name	View
Value	X SmartScript1 (this is the value of the view name that was created in the previous steps)

19. Compile changed objects.
20. Register the newly created view in the application.

Log into Siebel Call Center Application and navigate to Site Map > Application Administration > Views. Create a new Record with the following field values:

View Name	X SmartScript1
Local Access	TRUE

21. Go to Site Map > Application Administration > Responsibilities view > "**X SmartScript1**" view in to users responsibility. Associate "**X SmartScript1**" view with the SmartScripts script that will be used in the eService applications.
22. Go to Site Map > SmartScripts Administration > Views. Query for "**X SmartScript1**" in the Views List Applet. Set SmartScript script name in the 'Auto SmartScript' field.



To test the application, restart the Siebel server and access the following URL. Please note that the value in the < > needs to be replaced with appropriate values.

<http://<web server>/eservice/start.swe?SWECmd=GotoView&SWEView=X SmartScript1&>

https://lamignat-pl/eservice_enu/start.swe?SWECmd=GotoView&SWEView=X SmartScript1&

Based on:

How To Invoke eSmartScripts Through URL Link in eService Applications [ID 477363.1]
eService [ID 522412.1]

How to build SmartScript

Idea:

Script is assigned to organization.

Script consists of pages, pages consists of questions.

Script --< Pages --< Questions

Create questions

Question is just control on the screen.

Question: Home Accounts Contacts Opportunities Service Quotes Administration - Product Survey OES Setup Administration - SmartScript

Pages Questions Script Sessions Script Wizard Scripts Vie

Questions Menu New Delete Query

Name	Answer Type	Answer Control	Must Answer	Default Answer	Save Answer Table
X OES Account	String	Default	Must Answer		<input type="checkbox"/>
X OES App Platform Aix	Boolean	Default	Optional		<input type="checkbox"/>

More Info Translations Answers Programs Pages and Scripts

Menu New Delete Query

Name: X OES Account

Answer Type: String

Answer Control: Default

Must Answer: Must Answer

Pick Applet: X OES Account Pickapplet

Detail Applet:

Mvg Applet:

Save User Parameters:

Save Business Object: X OES Survey

Save Bus Comp: X OES Survey

Save Field: Account

Save Currency Field:

How to read saved data ?

Records will be stored in business service "X OES Survey".

Remarks:

- During saving all logic of BC is involved
- Do not use inside BC the code " TheApplication().GetService("FINS Teller UI Navigation").InvokeMethod("RefreshCurrentApplet", TheApplication().NewPropertySet(), TheApplication().NewPropertySet());" - is causes that smartscript crashes the server.

More Info Translations Answers Programs Pages and Scripts

Menu New Delete Query

Language	Question
English-American	Customer

You can use HTML syntax building translation, so you are able to use pictures, colour and other rich text formatting.

Saved data are also available here, if you will check "save answer Table"

Save Business Object: X OES Survey

Save Bus Comp: X OES Survey

Save Field: Account

Save Currency Field:

Currency:

Save Answer Table:

Replication Level: All

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Home Accounts Contacts Opportunities Service Quotes Administration - Product Survey OES Setup SmartScripts Administration - SmartScript

SmartScripts | My Saved Sessions

Saved Sessions Menu Query Resume

Script	Started	Language	Status Code	Contact Last Nam	Contact First Nam	Owner Name	Saved Date
X OES Survey	07-12-2011 16:55:1	ENU	Saved			Maciej Szymczak	07-12-2011 16:55:38

Answers

Menu Query

Page	Question	Answer Given
X OES Page	X OES Comment	Option 1
X OES Page	X OES Account	AAAA
X OES Page	X OES Status	Closed by sales
X OES Page	X OES Owner	ASZCZEPKOWSKI

Create page and assign questions to pages

Page is just an single applet.

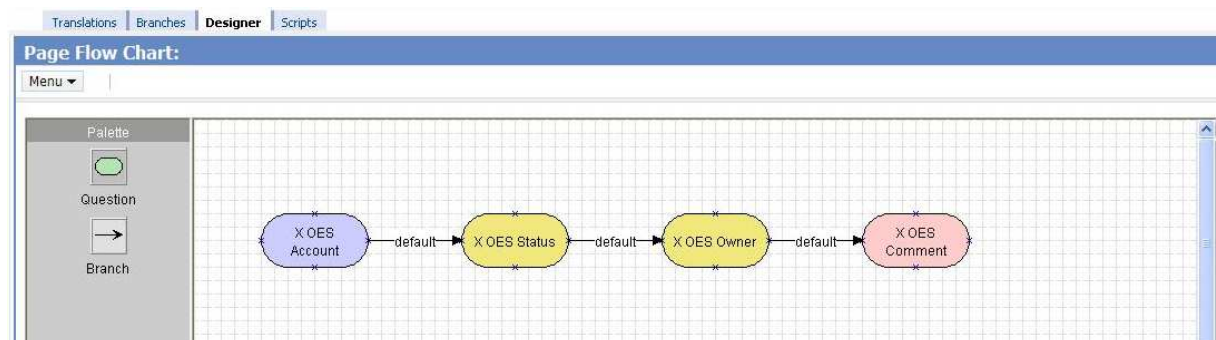
Home Accounts Contacts Opportunities Service Quotes Administration - Product Survey OES Setup Administration - SmartScript

Pages Questions Script Sessions Script Wizard Scripts Views

Pages Menu New Delete Query

Name	First Question
X OES Applications	X OES App Platform Hp
X OES Database	X OES Db Platform Linux
X OES Page	X OES Account

Just drag and drop questions on this diagram. There is no sophisticated logic, arrows just shows order of questions on the screen.



Translations Branches Designer Scripts

Menu New Delete Query

Language	Label
English-American	Basic data

Create script and assign pages to script

Home Accounts Contacts Opportunities Service Quotes Administration - Product Survey OES Setup Administration - SmartScript

Pages Questions Script Sessions Script Wizard Scripts Views

Scripts Menu New Delete Query Release Unrelease

Name	Type	Description	Active	First Page	Jumping Allowed	Save Session	Organization
X OES Survey			✓	X OES Page	✓	Finished	Oracle PL

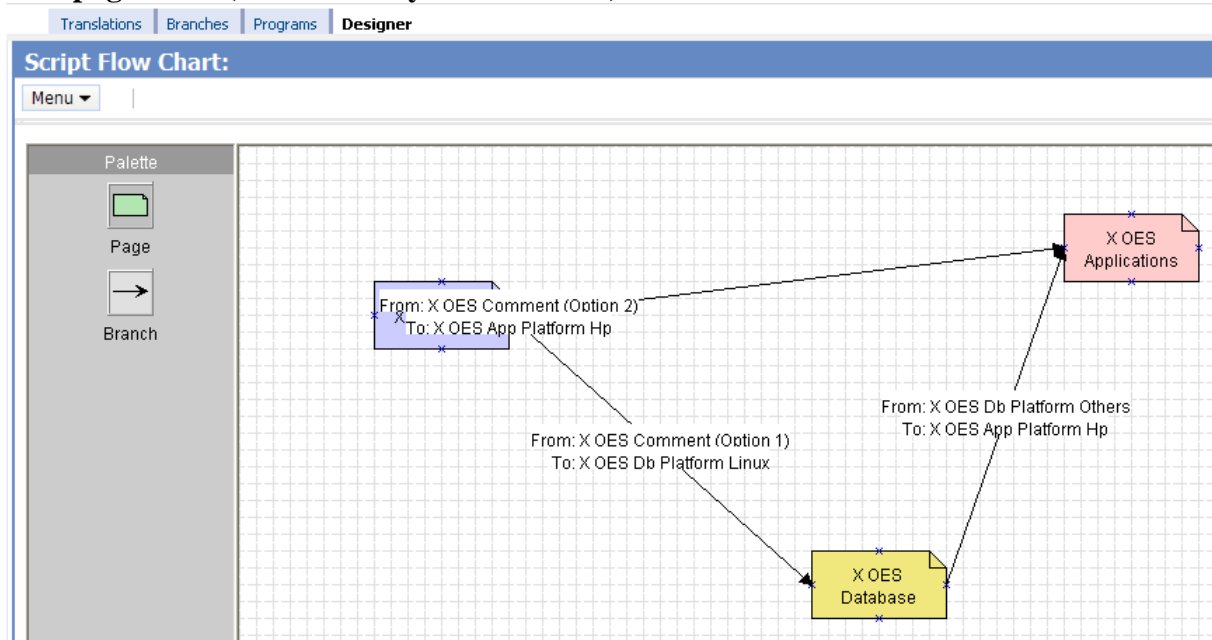
Translations Branches Programs Designer

Menu New Delete Query

Language	Label	Dashboard Text	Released	Date
English-American	OES Survey	Dashboard text	✓	24-11-2011 15:27:47

Remember to add appropriate organization and finally click release.

Add pages here (intuitive easy to use editor)



Note that there can be conditional branches. You can define it using editor or using tab Branches:

Question	Answer	Next Page	Next Question
X OES Comment	Option 1	X OES Database	X OES Db Platform Linux
X OES Comment	Option 2	X OES Applications	X OES App Platform Hp

You must define answers to question here:

The configuration page for 'X OES Comment' shows the following settings:

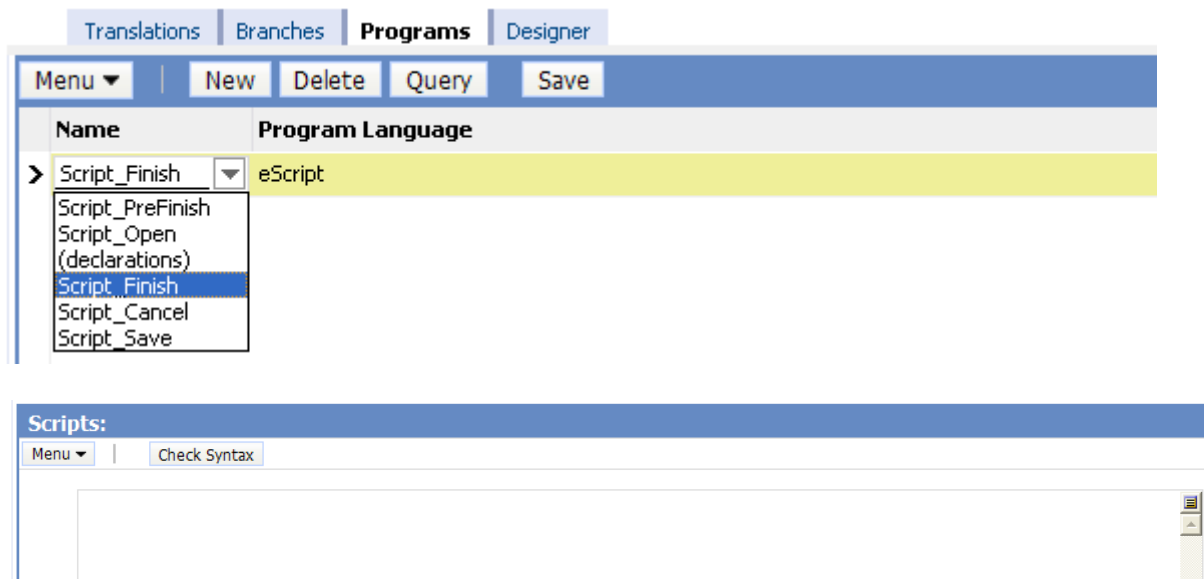
- Name: X OES Comment
- Answer Type: String
- Answer Control: Default
- Must Answer: Must Answer
- Save Business Object: X OES Survey
- Save Bus Comp: X OES Survey
- Save Field: Comments Tmp
- Save Answer Table:
- Pick Applet:
- Mvg Applet:
- Detail Applet:

Below the configuration, a table lists the answer options:

Number	Value	Currency
1	Option 1	
2	Option 2	
3	Option 3	

There is no other cause of existence answers but building branches. **Answers are not replacement for list of values for the field.** You must define LOV independently.

You can also improve your smartscripts in programmic way:



Scripts are available on *script* and on *question* level.

A lot of fine examples you can find here : MME_SmartScript.pdf

You can import and export smart scripts using Menu->import/export.

Open issues

<p>how to launch SmartScript without logging ?</p>	<p>https://lamignat-pl/eservice_enu/start.swe?SWECmd=GotoView&SWEView=X SmartScript1&</p> <p>causes an error:</p> <p>The file 0-3IDQX_ENU.ssc could not be found on any specified file system.(SBL-UIF-00230)</p> <p>Maybe restart is required ?</p>
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More info

MME_SmartScript.pdf - old version but very clear documentation