

Report it

Form Deployment guide

Version 1.0

February 2011

Introduction

Out of the box forms are available for all problem reports included in the Report it API. Hyperlinks or buttons can be made available on external CRM or content management systems to invoke these forms, passing customer details to the form as required. Forms are hosted by Report it but can be 'embedded' in other web sites through style templates.

Launching the application

To launch the Report it application, link directly to the following url:

<http://reportthatproblem.com>

This will launch Report it with the default look and feel for mobile devices and a map centred on London. The following table lists all available parameters.

General URL parameters

Style	A reference to a style code to invoke the forms through a custom style template.
Form	The id or code of the form to invoke. For a list of codes, please refer to the Reportit API documentation. If this parameter is not passed, users will be able to select the form required by entering a keyword.
RequestMethod	How the request was received, e.g. Email, Phone, Post, if this had already been captured by the calling system
Map	Passing false will suppress display of a location map in the form. The default value for this parameter is true.
Latitude	A latitude value to centre the map initially (only used when users do not opt to select their "current location")
Longitude	A longitude value to centre the map initially (only used when users do not opt to select their "current location")
Zoom	A zoom value to set the zoom factor of the map initially displayed, default 18
Height	The height of the map in pixels, default 400

Parameters for pre-populating customer details

The following parameters may be passed to default customer details.

Name	Value
Customer.Title	The customer's title (Mr, Mrs, Ms etc)
Customer.FirstName	The customer's first name
Customer.Surname	The customer's surname
Customer.Email	The customer's email address
Customer.Phone	The customer's landline phone number
Customer.Mobile	The customer's mobile phone number
Customer.Custom1	A local customer reference (e.g. CRM identifier) to be passed through
Customer.Custom2	A local customer reference (e.g. CRM identifier) to be passed through
Customer.Custom3	A local customer reference (e.g. CRM identifier) to be passed through

Style templates

Style templates may be created to allow the ReportIt user interface to blend in with your web site or CRM. The contents of each template may be stored in a file on the iCasework ReportIt server or preferably, may be stored on your own web site and referred to dynamically by URL. The latter approach will make it easier to ensure style templates stay in line with your web site design.

Style templates are simply HTML document with a number of \$\$placeholder\$\$ variables which are replaced by dynamic ReportIt content. Here is an example of a very simple template:

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html lang="en" xmlns="http://www.w3.org/1999/xhtml">
<head>
$$metaData$$
<link rel="stylesheet" type="text/css" href="$$resourcepath$$css/icasework.css"/>
<title>
$$PageTitle$$</title>
</head>
<body onload="$$onLoad$$" onunload="$$onUnLoad$$" >
$$details$$
</body>
</html>
```

Variables that MUST be included in the <head> of the html template:

- \$\$metaData\$\$ - pulls in various metadata tags when rendered
- \$\$PageTitle\$\$ - pulls in a different title depending on the page you are on
- \$\$onLoad\$\$ and \$\$onUnLoad\$\$ - these variables should be added to the body tag

Variables to go in the body of your html template

- \$\$details\$\$ - place this tag wherever you want dynamic content served by ReportIt to be displayed

CSS Stylesheet

The template example given above links to the standard iCasework stylesheet for ReportIt (\$\$resourcepath\$\$css/icasework.css). This stylesheet governs the display of HTML elements served by ReportIt. You can replace it with your own version to ensure complete compatibility with your web site. Please refer to the contents in the default icasework.css stylesheet for details on the classes defined.

Adding images and external links

You may, of course, want to add images or links to pages that sit outside ReportIt. You can hard code these at will into the template, but please bear in mind that you should use the // prefix instead of http:// when embedding an external resource. This is to ensure that when the page is viewed over a secure connection there are no insecure elements pulled in. Primarily, this will apply to images, stylesheets, and javascript files, though any other embedded elements (video, sound etc) should also be treated this way.

Registering your style template

When you are ready to use your style template, please contact us at support@icasework.com, quoting the url of your style template. We will then register it and assign a template code. To invoke a particular style template, simply add the style to the ReportIt URL by appending &Style=yourtemplatecode to the normal ReportIt url.