STEPS FOR CREATING HTML TEMPLATES

1. Log in to SM via admin mode.
2. Type **db** in the command line.
3. Type **htmltemplate** in the command line.
4. Choose the module.
5. In the name – try to give a relevant name and the name should start with ‘stars’.

Example : If you are trying to create a template for interaction (to add a new interaction)

Give the name – stars.SM\_ADD

Interaction : SM

Incident : IM

1. Check the ‘Active’ check box.
2. Click on ‘Add’.
3. In the comments add the file name.
4. Add the Subject in the mail title.
5. Add the source
6. Remember whichever field you will be using in the source that should be available in the expression or in the available variables .
7. In the expression always add:

//############################################################################

//Prepare url for web access

//This is the url for index.do. if you want to generate url for ess.do, please use getESSURLFromQuery instead

var file\_name = system.functions.filename($RECORD);

var record\_name = system.functions.scmsg(file\_name,"tablename");

var record\_title = record\_name+" "+$RECORD.incident\_id;

var record\_query = "incident.id=\""+$RECORD.incident\_id+"\"";

var web\_url = lib.urlCreator.getSRCURLFromQuery(file\_name,record\_query,record\_title);

//#################################################################################################################

1. After creating the template , do add a ID to check the preview of the template created.
2. To add the template in the notification



