

Workflow ScreenPop sample gadget

The Workflow ScreenPop pops the browser url provided in the workflow into a tab in the WorkflowScreenPop gadget.



To configure a workflow, see the Finesse configuration guide. On the Administration workflows tab, create a workflow, create a workflow action of type Browser Pop and set the handledBy to Other, and the windowname to the name you want to appear on the tab (e.g. "Messages") and assign the action to the workflow. Assign the workflow to a team.

For information about "Installing" the Workflow ScreenPop gadget, see below:

"Installing" the WorkflowScreenPop gadget.

Finesse gadgets can be hosted on your own web server or on the Finesse server itself.

To host gadgets on your own web server, you host the gadget just as you would any web site. You could use IIS, Apache, etc. That is up to you.

You specify in the Finesse gadget layout (see the Finesse Administration guide) the location for files on the web server where you place the gadget files. For example for the WORKFLOWSCREENPOP sample gadget, on Apache web server I place the files in C:\Program Files (x86)\Apache Software Foundation\Apache2.2\htdocs\ so that when I access the web site at http://<host>/WorkflowScreenPop.xml I can retrieve the xml file. The web server knows to retrieve any include files (WorkflowScreenPop.js and WorkflowScreenPop.css and finesse.js and jquery-1.5.min.js) since they are listed in WorkflowScreenPop.xml.

When you upload the WorkflowScreenPop gadget files (either to your own web server or to Finesse) be sure to also upload the required include files as listed in the Readme.txt:

Then in the gadget layout on the desktop layout tab of the Finesse Administrative desktop, you put the address of the xml file

```
<gadget>http:<host>/<directory>/WorkflowScreenPop.xml</gadget>
```

Where <host> is the ip address of the server you have installed to host the gadget files, and <directory> is the location that you would browse to in order to retrieve the files from the web server.

For example my web server is at 10.201.64.72 and the gadget files are in the WorkflowScreenPopGadget subdirectory of my htdocs directory, So my gadget layout has

```
<gadget>http://10.201.64.72/WorkflowScreenPopGadget/WorkflowScreenPop.xml</gadget>
```

You modify the gadget layout using the Administrative login and going to the Desktop Layout tab. See the [Finesse Administration Guide](#) guide for more details.

When Finesse retrieves the gadget xml file, the web server automatically returns any imbedded javascript and css files assuming they are in the same location with the .xml file. These files are spelled out in the WorkflowScreenPop.xml file as files to include.

Alternately you can host the gadget on the Finesse server if you have Finesse 9.1(x) or later . To do this, see the section "Third Party Gadgets" in the Finesse Developer Guide. You would then upload the gadget files to the Finesse server and specify in the Administrative Desktop Layout the following:

```
<gadget>http://localhost/3rdpartygadget/files/WorkflowScreenPop.xml</gadget>
```

Where localhost is the Finesse server. The 3rdpartygadget/files directory is where you upload the gadgets using the 3rdpartygadget account and password.