



*<Use Case Realization: Home Page Alerts>*

**Version 1.0**

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**REVISION LIST**

<b>Ver.</b>	<b>Date Released</b>	<b>Modifications</b>	<b>Author(s) and Department</b>	<b>Reviewer(s) and Department</b>
1.0		Initial version	Senthil Aswin Kumar L	

**RELATED DOCUMENTS**

<b>Document Title</b>	<b>File Name and Location</b>	<b>Summary</b>

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## 1. Introduction

This document explains the use case realization of Home Page Alerts functionality in Qantas.com.

## 2. Requirements

A new Teamsite template has been developed for creating Homepage alerts which is capable of displaying Alerts in the homepage based on the usercontext. This will enable the automation of alerts display via teamsite template, which business users can manage themselves without the intervention of IT Team.

## 3. Design Elements

The Alerts template is present in the following path in Teamsite:

**//au04uap102qans2/default/main/I18N/WORKAREA/work/templatedata/internet/Alerts/data/Alerts.dcr**

The xml is generated in the following path:

**//au04uap102qans2/default/main/I18N/WORKAREA/work/http/static/homepage/Alerts.xml**

The screen shot below shows the Alerts data capture Template when a New Form Entry is done:

## Use Case Realization – Home Page Alerts

The screenshot displays the 'Edit Alerts' web application interface within a Microsoft Internet Explorer browser window. The browser's address bar shows the URL: `http://139.163.8.115/iw-cc/command/iw_ccpro.create_form?vpath=//au04uap102qans2/default/main/I18N/WORKAREA/work/templatedata/internet/Alerts&cwd.vpath=//au04uap102qans2/default/main/I18N/WORKAREA/work/templatedata/internet/Alerts`. The application title is 'Interwoven ContentCenter - internet/Alerts - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES'. The page title is 'Untitled'. The interface includes a 'Help' link, 'Save' and 'Generate' buttons, and a 'Collapse All Items' button. The main content area is titled 'Alerts Collection.' and contains the following sections:

- Alerts Status:** Radio buttons for 'Active' (selected) and 'Inactive'.
- Alerts:** A list containing one item, 'Alert - 1 item'.
- Alert - 1:** A form for editing the alert with the following fields:
  - Select Language \* ?**: A dropdown menu set to 'English'.
  - Description \* ?**: A text input field.
  - Message \* ?**: A large text area with a 'VisualFormat...' button to its right.
  - Hyperlink \***: A text input field.
  - Open page in**: Radio buttons for 'Same Window' (selected) and 'New Window'.
  - Alerts Status**: Radio buttons for 'Active' (selected) and 'Inactive'.
  - Region ?**: A checkbox for 'All Regions' (checked) and the text 'or select region/s and/or countries'.
- Africa - All countries within the region:** A section with a checkbox for 'All countries within the region' (checked) and the text 'or select one or more countries within the region'.
- America - All countries within the region:** A section with a checkbox for 'All countries within the region' (checked) and the text 'or select one or more countries within the region'.

At the bottom of the application, there is a search bar with a magnifying glass icon and the text 'Search'. Below the search bar are 'Finish' and 'Cancel' buttons. The Windows taskbar at the bottom shows the Start button, several open application windows, and the system tray with the time '4:27 PM' and 'Internet' status.

## DATA CAPTURE ELEMENTS:

### 3.1 Alerts Status:

This radio button is used to specify whether all the Alerts are active or not. Active is selected by default.



The image shows a form element titled "Alerts Collection." Below the title, there is a section labeled "Alerts Status" which contains two radio buttons: "Active" (which is selected) and "Inactive".

### 3.2 Select Language:

This field is a drop down list consisting of all the applicable languages. English is chosen as a default language in the first replicant and is disabled. From the second replicant onwards, the language can be chosen from the drop down.

If the language chosen is English, All the six Region items will be visible for selection.

If foreign language is chosen, only the Region specific to that language will be displayed. For example, If French is chosen in the language drop down, only Europe region items will be displayed for selection.

All the values in language drop down are retrieved from the data base.



The image shows a form element labeled "Select Language \* ?" with a dropdown menu. The dropdown menu is currently displaying "English".



The image shows the expanded dropdown menu for "Select Language". The options listed are: English, French, German, Japanese, Spanish, Simplified Chinese, and Traditional Chinese. The "English" option is currently selected and highlighted in blue.

**3.3 Description:**

This is a blank text box in which the description of the Alert message is entered. This is a mandatory field.

A screenshot of a text input field. The label 'Description \*' is on the left, followed by a small circular help icon containing a question mark. The input box is empty and has a light gray border.

**3.4 Message:**

This is a blank text area. The text entered in this field is the Alert message that is displayed in Qantas.com. This is a mandatory field.

A screenshot of a text area. The label 'Message \*' is on the left, followed by a small circular help icon containing a question mark. The text area is empty and has a light gray border with a vertical scrollbar on the right side.

**3.5 Hyperlink:**

This is a blank text box. The URL entered in this field is the path to which the customer will be directed on clicking the Alert message in Qantas.com. This is a mandatory field.

Absolute URL is required for this field. ex: <http://www.qantas.com.au/travel/airlines/rss-flight-specials/global/en>

A screenshot of a text input field. The label 'Hyperlink \*' is on the left. The input box is empty and has a light gray border.

**3.6 Open Page in:**

This radio button is used to specify whether the page should open in the same window or a new window when the Alert message is clicked in Qantas.com.

A screenshot of a radio button group. The label 'Open page in' is on the left. There are two radio buttons: 'Same Window' (which is selected) and 'New Window'.

### 3.7 Alerts Status (Below Open Page in field):

This radio button is used to specify whether the Alerts belonging to a particular replicant are active or not. Active is selected by default.

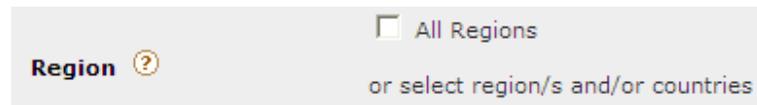


The screenshot shows a form with two sections. The first section is labeled "Open page in" and contains two radio buttons: "Same Window" (which is selected) and "New Window". The second section is labeled "Alerts Status" and contains two radio buttons: "Active" (which is selected) and "Inactive".

### 3.8 Region – All Regions:

This is a check box which is selected by default whenever a new form Entry is done or a new replicant is added. This implies that the alert will be shown to all regions. Whenever this field is selected, 'All countries within the Region' check box will be selected in all the applicable Regions depending on the language selected.

Deselecting this check box deselects the 'All countries within the Region' check boxes. Select country and select Airports fields will be displayed with the applicable countries based on the Region, populated in the Select Country field.



The screenshot shows a form with a label "Region" followed by a question mark icon. To the right of the label is a checkbox labeled "All Regions". Below the checkbox is the text "or select region/s and/or countries".

### 3.9 All Countries within the Region:

This is a check box which is selected by default whenever a new form Entry is done or a new replicant is added. This implies that the alert will be shown to all countries for the particular region. Whenever this field is selected, Select Country and Select Airports fields will not be displayed for selection.

Deselecting this check box deselects the 'All Region' check box. Select country and select Airports fields will be displayed with the applicable countries based on the Region populated in the Select Country field.

However selecting this field again after deselecting doesn't select 'All Regions' check box.

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☐ Africa - All countries within the region

**Region**

All countries within the region

or select one or more countries within the region



☐ Africa - No Selection

**Region**

All countries within the region

or select one or more countries within the region

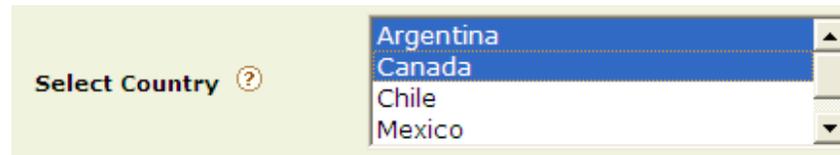
**Select Country** ?

South Africa

**Select Airports** ?

**3.10 Select Country:**

This is a multiple select box. The country options are derived from the database based on the Region. For example, American countries Argentina, Canada, Chile, etc will be listed in the country field under American Region.



**Select Country** ?

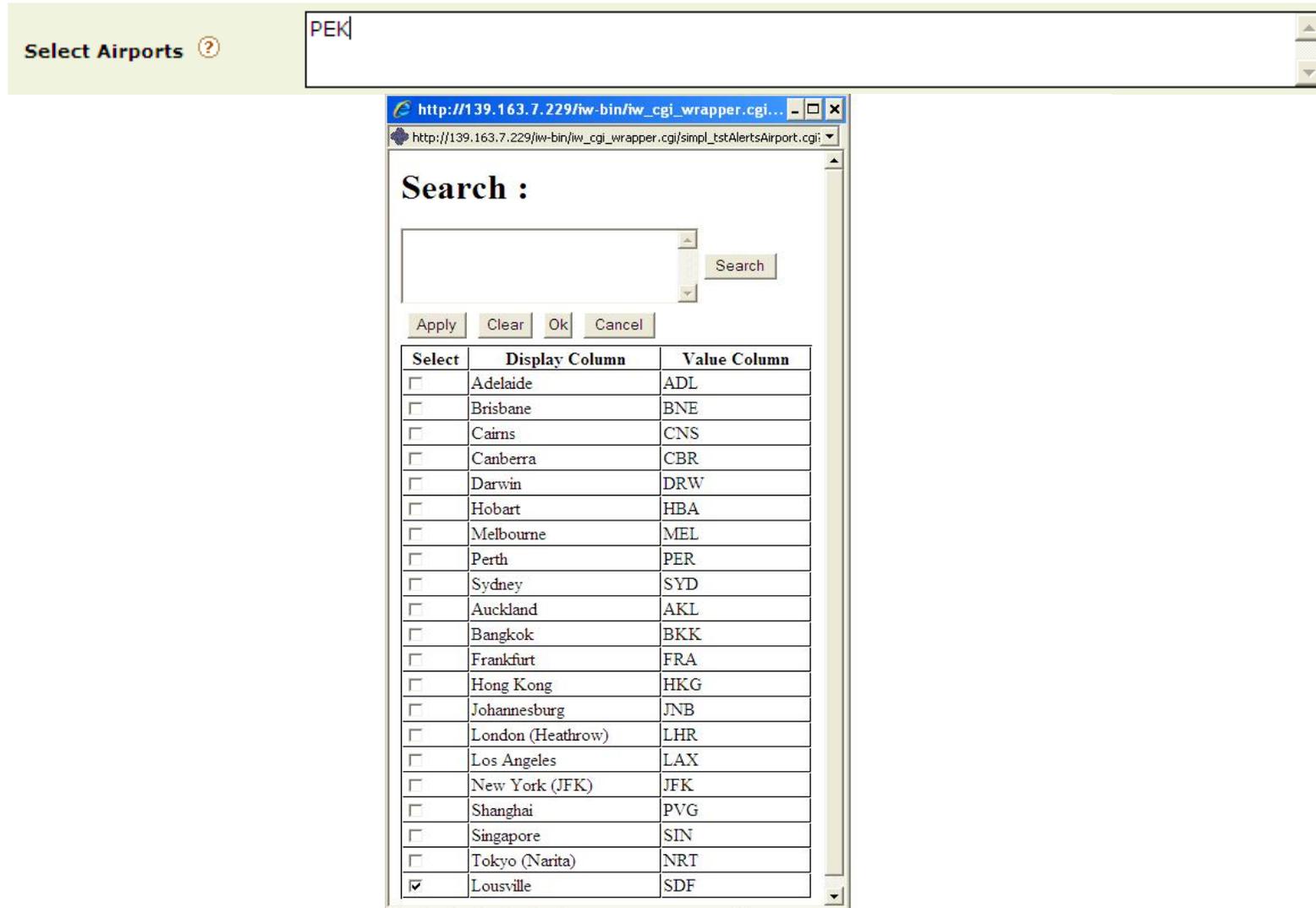
- Argentina
- Canada
- Chile
- Mexico

**3.11 Select Airports:**

This is a text area. This will accept any 3 Capital Lettered strings that are comma separated. If this is not satisfied, an error message will be displayed when the dcr is saved.

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Alternatively, the Airports can be selected by using 'Search' option beside the text area. Clicking on Search will trigger a new window as shown in the below screen shot. The Airport can be searched by typing the city name or Airport code in the Search text area and clicking on the adjacent search button. If the searched Airport is applicable, it will be displayed in the list and can be selected to include in the Airport field.



At least one region or one country or one airport must be selected for each replicant. Else while saving, an error message will be displayed.

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Country will take precedence over the airport. For ex: If India is selected in the country field and Mumbai is selected in the airport field, the alert will be shown to all cities in India country which includes Mumbai as well.

In order to restrict the alerts to only specific departure cities, only the cities should be selected.

### **3.12 Alerts rendering in Home Page:**

On submission of the alerts template, the alerts.xml will get generated and will get deployed to web server at the following path

/qantas/http/static/homepage/alerts.xml  
/qantas/https/static/homepage/alerts.xml

Sample alerts.xml



sample\_alerts.xml

Rendering of the alerts section to the homepage has been done in regionSelector.js placed at the following path in the web server

/qantas/http/js/regionSelector.js  
/qantas/https/js/regionSelector.js

Java Script will check for the current usercontext of the user and validates it with the alerts.xml entries. If the usercontext is eligible for any of the alert message present in alerts.xml, corresponding alert message will be shown at the homepage.

## 4. Troubleshooting

### 4.1 New Form Entry:

Using the Alerts Template, only one dcr named Alerts.dcr can be generated. The dcr is auto named. If a new form entry is done and the dcr is saved, the old dcr will be overridden. However, the dcr can be reverted to the previous version if needed and the new dcr will be overridden in the process.

### 4.2 Database interaction:

The following files and the respective logs have to be referred in case of issues related to retrieval of Language, Countries and Airports in Select Language, Select Country and Select Airports fields respectively.

- **`/opt/sanopt/iw-home/iwcustom/www/bin/templating/tstAlertsInline.ipl`**

This Perl file is used to query the database and retrieve the list of Language Codes and populate in the Select Language drop down field whenever a dcr is loaded.

Corresponding log file: **`/opt/sanopt/iw-home/iwcustom/www/release/logs/templating/tstAlertsInline.log`**

- **`/opt/sanopt/iw-home/httpd/iw-bin/iwcustom/www/templating/tstCountry_Region.cgi`**

This cgi is used to query the database and retrieve the list of Country Codes, if exists in the database, beginning with the user given input. The output will be populated in the Select Country select box. Region code is passed as input from the data capture template.

Corresponding log file: **`/opt/sanopt/iw-home/iwcustom/www/I18N_production/logs/templating/tstCountry_Region.log`**

- **`/opt/sanopt/iw-home/httpd/iw-bin/iw_cgi_wrapper.cgi/simpl_tstAlertsAirport.cgi`**

This cgi is used to query the database and retrieve the list of applicable Airport codes along with the city name when 'search' option is used in Search Airports field.

Corresponding log file: **`/opt/sanopt/iw-home/iwcustom/www/I18N_production/logs/templating/simpl_tstAlertsAirport1.log`**

#### **4.3 DCR locked by another user:**

If the dcr is locked by a user and needs to be edited by another user, the new user always needs unlock both the dcr and the generated xml before generating the new xml. Else an error message will be displayed while previewing/submitting the new dcr.

#### **4.4 Akamai flush**

Alerts.xml in webserver is cached in akamai for a period of 7 days for performance optimization. Whenever a new alert is pushed out to production environment, the following akamai entry for alerts.xml has to be purged manually.

<http://www.qantas.com.au/static/homepage/alerts.xml>

However, there is an enhancement being undertaken in teamsite area in order to flush the akamai cache for xml entries, whenever the xmls are being pushed to production via Teamsite. Once this enhancement is pushed to production environment, then there is no need to flush the akamai content manually.

## **5. Future Enhancements**

These enhancements will be handled as phase II of the alerts template enhancements based on the availability of Teamsite and business resources.

#### **5.1 Change in Foreign Language Replicant Dropdowns:**

'Chinese' has to be removed and replaced with 'Simplified Chinese' and 'Traditional Chinese'.

#### **5.2 Appending Country code beside the language code on label:**

Country code has to be added beside the language code on label when simplified Chinese or Traditional Chinese replicant is created.

#### **5.3 Displaying only eligible countries in Select Country field:**

When a Foreign Language replicant is selected, the 'select country' options must have only the eligible countries for that language. For example, if Japanese is selected, only Japan should be displayed in the select country field.

**5.4 Change in dropdown list when new replicant is added:**

The language dropdown list should not contain English when a new replicant is added. Also, once a language is selected, the following replicants should not include the previously selected language. For example, if replicant 2 is Spanish, the language drop down in replicant 3 must not have Spanish.

This will inhibit the user to provide multiple messages for different regions in the same language. This needs to be discussed in detail.

**5.5 Option for specific region/country message:**

Under each 'region' a new field should be added which states: Specific region/country description. This should have a radio button option of Yes or No. The default should be No, which will display the global message container. If Yes is selected, then the corresponding message container should be displayed.