



Interaction Fax Cover Page Editor

Printed help

PureConnect powered by Customer Interaction Center® (CIC)

2018 R4

Last updated August 21, 2018

Table of Contents

Interaction Fax Cover Page Editor	1
Interaction Fax Cover Page Editor Help	1
Copyright and Trademark Information	1
Creating cover pages.....	2
Understanding field properties.....	2
Working with border and background properties	3
Border	3
Transparent.....	3
Background	3
Add text to a cover page	3
Create variable fields	4
Create a graphic (Main toolbar).....	4
Create rectangles and other box shapes on a cover page.....	5
Align text and fields on a cover page	5
Manage cover pages	6
Cover page files packaged with CIC	6
Customizing packaged cover pages	6
Backing up customizations.....	6
Store cover pages.....	6
Using cover pages	7
Menu Commands.....	7
Menu Commands.....	7
File menu commands.....	7
Edit menu commands	8
Undo command (Edit menu).....	8
View menu commands	8
Toolbar command (View menu)	9
Layout menu commands.....	9
Tools menu commands.....	9
Help menu commands	10

Index..... 11

Interaction Fax Cover Page Editor

Interaction Fax Cover Page Editor Help

Interaction Fax Cover Page Editor helps users (Customer Interaction Center administrators, for example) design one or more corporate cover pages to include as the first page of every fax sent by Customer Interaction Center (CIC). As Interaction Fax Server composes the fax, it fills the cover page's variable fields with specific names and numbers. You can use the Cover Page dialog box, which is accessible from the Send Fax dialog box, to control the specific information on each cover page.

Interaction Fax Cover Page Editor stores fax cover pages in the \Resources\CoverPages folder on the CIC server.

Related Topics

[Creating cover pages](#)

[Using cover pages](#)

rev December 21, 2017

Copyright and Trademark Information

Interactive Intelligence, Interactive Intelligence Customer Interaction Center, Interaction Administrator, Interaction Attendant, Interaction Client, Interaction Designer, Interaction Tracker, Interaction Recorder, Interaction Mobile Office, Interaction Center Platform, Interaction Monitor, Interaction Optimizer, and the "Spirograph" logo design are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Customer Interaction Center, EIC, Interaction Fax Viewer, Interaction Server, ION, Interaction Voicemail Player, Interactive Update, Interaction Supervisor, Interaction Migrator, and Interaction Screen Recorder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©1997-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Dialer and Interaction Scripter are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2000-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Messaging Interaction Center and MIC are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2001-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Director is a registered trademark of Genesys Telecommunications Laboratories, Inc. *e-FAQ Knowledge Manager and Interaction Marquee* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2002-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Conference is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2004-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction SIP Proxy and Interaction EasyScripter are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2005-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Gateway is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Media Server* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2006-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Desktop is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2007-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Process Automation, Deliberately Innovative, Interaction Feedback, and Interaction SIP Station are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2009-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Analyzer is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Web Portal and IPA* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2010-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Spotability is a trademark of Genesys Telecommunications Laboratories, Inc. ©2011-2017. All rights reserved.

Interaction Edge, CaaS Quick Spin, Interactive Intelligence Marketplace, Interaction SIP Bridge, and Interaction Mobilizer are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Interactive Intelligence Communications as a ServiceSM and Interactive Intelligence CaaSSM* are trademarks or service marks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2012-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Speech Recognition and Interaction Quality Manager are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Bay Bridge Decisions and Interaction Script Builder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Collector is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Decisions* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interactive Intelligence Bridge Server and Interaction Connect are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2014-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The veryPDF product is ©2000-2017 veryPDF, Inc. All rights reserved.

This product includes software licensed under the Common Development and Distribution License (6/24/2009). We hereby agree to indemnify the Initial Developer and every Contributor of the software licensed under the Common Development and Distribution License (6/24/2009) for any liability incurred by the Initial Developer or such Contributor as a result of any such terms we offer. The source code for the included software may be found at <http://wpflocalization.codeplex.com>.

A database is incorporated in this software which is derived from a database licensed from Hexasoft Development Sdn. Bhd. ("HDSB"). All software and technologies used by HDSB are the properties of HDSB or its software suppliers and are protected by Malaysian and international copyright laws. No warranty is provided that the Databases are free of defects, or fit for a particular purpose. HDSB shall not be liable for any damages suffered by the Licensee or any third party resulting from use of the Databases.

Other brand and/or product names referenced in this document are the trademarks or registered trademarks of their respective companies.

DISCLAIMER

GENESYS TELECOMMUNICATIONS LABORATORIES (GENESYS) HAS NO RESPONSIBILITY UNDER WARRANTY, INDEMNIFICATION OR OTHERWISE, FOR MODIFICATION OR CUSTOMIZATION OF ANY GENESYS SOFTWARE BY GENESYS, CUSTOMER OR ANY THIRD PARTY EVEN IF SUCH CUSTOMIZATION AND/OR MODIFICATION IS DONE USING GENESYS TOOLS, TRAINING OR METHODS DOCUMENTED BY GENESYS.

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
Telephone/Fax (844) 274-5992
www.genesys.com

Creating cover pages

In Interaction Fax Cover Page Editor, you can create your own cover pages. Click a topic below for instructions on creating cover pages:

Note: The Max Cover Page Size server parameter determines the maximum size of the cover page allowed for a fax. The default value of the server parameter is 10,000 KB. If the cover page you select exceeds the maximum size set on the server parameter, the fax does not get sent and an error message appears in the FaxServer.inin. For more information, see Optional General Sever Parameters in Interaction Administrator help.

Specifying the length of a cover page

[Adding text to a cover page](#)

[Creating variable fields](#)

Creating graphics on a cover page

[Aligning text and fields on a cover page](#)

Understanding field properties

In each variable field, you can specify information about the fax recipient, the fax sender, or the fax message.

On the **Field** tab of the **Element properties** dialog box, click one of these options to display the list of available variable fields for that category.

1. Recipient

2. Fax sender
3. Fax Message

Related Topics

Create variable fields

Working with border and background properties

For each text label, rectangle, ellipse, or variable field, you can optionally create a border around it and you can control the appearance of the background color within the border area. Use these features to customize your text label, rectangle, ellipse, or variable fields:

Border

Select the **Border** check box if you want the text label, rectangle, ellipse, or variable field to have a black border. The **Width** list enables you to control the thickness of the border around the text or field. Borders can be from 1 to 127 points in width.

Transparent

Select the **Transparent** check box to make sure the background around the text is not shaded, regardless of what shade is specified in the **Background** list.

Background

Use the Background settings in conjunction with the **Text Color** field on the **Font and Formatting** property page. For best contrast, use black fonts with a White or Transparent background.

Possible shades for both text and backgrounds include:

- Black
- Dark gray
- Medium gray
- Light gray
- White

Add text to a cover page

You can add text to a cover page, and you can modify font, formatting, border, and background properties to customize your cover page.

To create field labels or other text:

1. Click  on the toolbar.

Or right-click the canvas, choose **New**, and then choose **Text**.

2. **Tip:** If the toolbar does not appear at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Main Toolbar**.
3. In the document, click the location where you want the text to appear and drag the pointer to create a text frame.
4. Double-click the text frame. The **Text** page of the **Element properties** dialog box appears.
5. Type the text you want to appear on the cover page.
6. Choose the font, formatting, border, background, and style properties on their respective property pages.
7. Click **OK** to apply the changes and exit the **Element properties** dialog box.

Create variable fields

Variable fields are placeholders whose values are inserted by the Interaction Fax Server as it prepares to send the fax. After you choose **Send as Fax** in Interaction Fax, you enter values for the **Sender** and **Recipient** fields from the **Send Fax** dialog box.

To create variable fields on the cover page:

1. Click  on the toolbar.

Or, right-click the canvas, choose **New**, and then choose **Field**.

Tip: If the toolbar does not appear at the top of Interaction Fax Cover Page Editor, open the View menu and click Main Toolbar.

2. In the document, click the location where you want the field to appear and drag the pointer to create a field frame. The **Field** page of the **Element properties** dialog box appears.
3. Click the **Recipient**, **Sender**, or **Message** option button to display the list of corresponding variable fields.
4. Select a variable field from the **Field** list.
5. Choose the font, formatting, border, background, and style properties on the other pages of the **Element properties** dialog box.
6. Click **OK** to apply the changes and exit the **Element properties** dialog box.

Tip: You can set the value for the **Address Fax** dialog box's **From** field values, and consequently the **Sender** field values, in the **Cover Page Options** dialog box in Interaction Fax.

Create a graphic (Main toolbar)

To create a graphic image:

1. Click  on the toolbar.

Or right-click on the canvas, point to **New**, and then click **Bitmap**.

2. Click in the document (where you want to place the graphic), and drag the pointer to create a graphic frame. The size of your frame determines the initial size of the bitmap image on the canvas. You can resize it later.
3. When the **Open** dialog appears, choose the desired graphic file type in the **Files of Type** list box. This causes all graphic files of that type to appear in the list of files.
4. Select a graphic file and click **Open** to display the image in the cover page document.
5. Use the crosshair cursor to select and move the image on the page, and use the graphic's size handles to adjust the size of the image.

Note: If the toolbar is not displayed at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Toolbar**.


If part of a graphic edge overlaps a text field, variable field, or other object, you can arrange which object appears on top by selecting that object and selecting the Layout menu and clicking on Bring to Front or Send to Back.

Create rectangles and other box shapes on a cover page

You can add shapes to customize your cover page. You can add rectangles, squares, ellipses, and other shapes.

To add images to a cover page:

1. Click the rectangle drawing tool .

Or click the ellipse drawing tool .

2. On the canvas, click and hold the right mouse button and drag the pointer diagonally to create the desired shape and size.
3. Release the mouse to complete the shape.
4. To view and modify the shape's border and background properties, double-click the new shape.


Align text and fields on a cover page

To create a neat, clean cover page layout, you can align the edges of objects arranged vertically on the page.

Click a button for an explanation of each control:



To align objects arranged vertically on a page:

1. Click the Select pointer  on the toolbar.
2. Hold down the Shift key and click the left mouse button to highlight two or more objects on the canvas.

Or click the upper left corner of the group of objects you want to align and drag the pointer diagonally around the group of objects to select them.

3. At the bottom of the Cover Page Editor, in the alignment toolbar click one of the alignment button tools.

Manage cover pages

Customer Interaction Center includes four basic cover page templates you can customize for each site. By default, these files appear in the \Resources\CoverPage directory on the CIC server after installation. You can also specify the cover page storage directory on the CIC server in the Resources server parameter defined in Interaction Administrator. Interaction Fax references the Resources server parameter, if it exists, and uses the specified directory to look for cover page files.

Cover page files packaged with CIC

These cover page files ship with CIC:

- FaxCoverConfidential1.i3c
- FaxCoverLetter1.i3c
- FaxCoverLetter2.i3c
- FaxCoverUrgent1.i3c

Customizing packaged cover pages

If you customize any of the packaged cover pages, be sure to save them with a different name than the original files to prevent losing customizations. If you use the default file names, future CIC installations may overwrite your customized cover page files.

Backing up customizations

When you create a new cover page file or customize one of the existing files, save a copy of each cover page on a local disk drive which is regularly backed up. Then copy the files to the appropriate Resources directory on the CIC server.

Related Topics

[Store cover pages](#)

Store cover pages

After you create a new cover page or customize the packaged cover pages, save the .i3c file in the designated Resources directory on the IC server. By default, this directory is \Resources\CoverPages. You can choose a different folder on the IC server, but you must also create or modify the Resources server parameter in Interaction Administrator to enable Interaction Fax to find the cover pages in the new folder.

Related Topics

[Manage cover pages](#)

Using cover pages

Before you send a fax, you must first choose which cover page you want to use, and then enter address information about your fax recipient.

Related Topics

[Creating cover pages](#)

[Manage cover pages](#)

Menu Commands

Menu Commands

This section contains information on the following menus:

- [File menu](#)
- [Edit menu](#)
- [View menu](#)
- [Layout menu](#)
- [Tools menu](#)
- [Help menu](#)

File menu commands

The **File** menu contains the following commands:

Command	Description
New	Creates a new document.
Open	Opens an existing document.
Close	Closes an opened document.
Save	Saves an opened document using the same file name.
Save As ...	Saves an opened document to a specified file name.
Print	Prints a document.
Print Preview	Displays the document on the screen as it would appear printed.

Print Setup	Selects a printer and printer connection.
Exit	Exits IFaxCovr.

Edit menu commands

The **Edit** menu contains the following commands:

Command	Description
<u>Undo</u>	Reverses up to the previous eight editing operations.
Cut	Deletes one or more selected objects from the canvas.
Copy	Copies one or more selected objects from the canvas to the clipboard.
Paste	Pastes objects from the clipboard into the canvas.
Clear Selection	Deletes the currently selected object(s) on the canvas and moves it to the clipboard.
Select All	Selects all objects on the canvas.

Undo command (Edit menu)

Use this command to reverse up to the last eight editing actions (e.g., cut, copy, paste, resize, etc.) if possible. The name of the command changes, depending on what the last action was. The Undo command is greyed out if you cannot reverse your last action.

Shortcuts

Keys: CTRL+Z *or*

ALT-BACKSPACE

View menu commands

The View menu offers the following commands:

Command	Description
---------	-------------

Toolbar Shows or hides the toolbar.

Status Bar Shows or hides the status bar.

Toolbar command (View menu)

Use this command to display and hide the Toolbar, which includes buttons for some of the most common commands in Interaction Cover Page Editor, such as File Open. A check mark appears next to the menu item when the Toolbar is displayed.

See Toolbar for help on using the toolbar.

Layout menu commands

The Layout menu offers commands used to layer objects on the cover page canvas:

Command	Description
Bring to Front	Places the currently selected canvas object in the foreground, that is, on top of any other objects.
Send to Back	Places the currently selected canvas object in the background, that is, behind any other objects.
Align	Aligns two or more selected canvas objects on the cover page using the alignment option you select.

Tools menu commands

The Tools menu offers the following commands:

Command	Description
Text	Creates a text label.
Rectangle	Creates a rectangle or box.
Ellipse	Creates a circle or ellipse.
Field	Creates a variable field.
<u>Bitmap</u>	Creates a graphic image.

Help menu commands

The **Help** menu offers commands that provide you assistance with this application:

Command	Description
Help Topics	Offers you an index to topics on which you can get help.
About	Displays the release number of this application.

Index

C

cover page 3, 4, 5, 6

adding shapes 5

adding text 3

adding variables to 4

arranging text and fields 5

creating cover pages 2