

IBM CrossWorlds
WebSphere® Business Integration for
Retail Distribution



Role_Email Collaboration

Version 4.1.1

Note!

Before using this information and the product it supports, be sure to read the general information under “Notices and Trademarks” on page 9.

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Role_Email collaboration

The Role_Email collaboration is used to extract the email message text, subject text, and recipient or list of recipients from configurable attributes in a triggering Retail_Item business object, and use those attribute values as input to the IBM® CrossWorlds® sendEmail API. The attributes of the business object can contain the actual message text, subject text, or address(es), or point to filenames that contain those values. Use of filenames to hold values allows email message text, subject text, and recipients to be shared among multiple collaborations. The file contents can be easily modified without the need to modify the using collaborations.

For instance, by enclosing the actual attribute value identifying an email address within a filename, an email message can be sent to a Role, which corresponds to the filename. The actual email address contained in the file can be easily changed as ownership of the Role changes, without needing to make any changes to the collaborations requesting the email.

The Role_Email collaboration supports a set of substitution variables in the text of the email message and subject. The Role_Email collaboration can also be configured to log any errors detected during email processing.

Required documents

The Role_Email collaboration has features, ports, and configuration properties that are unique to it. To create and configure a Role_Email collaboration object, use the following documents:

- This document for the Role_Email collaboration-specific information.
- Collaboration Development Guide for general information about creating and configuring collaboration objects.

Collaboration setup

This section includes the following information:

- “Port information”
- “Setting up the collaboration” on page 2

Port information

The following figure illustrates the Role_Email collaboration’s ports, as they are displayed in IBM CrossWorlds System Manager (CSM):

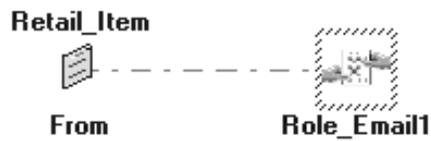


Figure 1. Role_Email collaboration's ports

Table 1. Port name: From

Business object	Bound to	Function	Verbs used
Retail_Item	Source collaboration of Retail_Item business object.	Receives the triggering business object. The business object contains three configurable attributes from which the collaboration obtains the message text, subject text, and the recipients to be emailed.	Create

Setting up the collaboration

To set up Role_Email as a stand-alone collaboration object, complete the following steps:

1. Create the Role_Email collaboration object.
2. Bind the ports as described in "Port information" on page 1.
3. Set the "Configuration properties" on page 5 for Role_Email.

Synchronization process

This section illustrates the overall business process logic for the Role_Email collaboration.

Overall process logic

The following flow shows the process logic for this collaboration's Create verb:

1. The Role_Email collaboration is triggered by the receipt of a Retail_Item business object in its From port.
2. The collaboration extracts the message text of the Retail_Item by using the value specified in its MSG_TEXT_ATTRIBUTE configuration property. This property specifies the name of the attribute of the Retail_Item that contains the message text of the email message (by default, internal.message_text). The Retail_Item attribute contains either the actual message text or a filename containing the message text. See the section "Specifying message text, subjects, and recipients in external files" on page 3 for more information on how to specify message text by using filenames; "MSG_TEXT_ATTRIBUTE" on page 7 for more information on the MSG_TEXT_ATTRIBUTE property.

3. The collaboration extracts the subject text of the Retail_Item by using the value specified in its MSG_SUBJECT_ATTRIBUTE configuration property. This property specifies the name of the attribute of the Retail_Item that contains the subject text of the email message (by default, internals.message_subject). The Retail_Item attribute contains either the actual subject text or a filename containing the subject text. See the section “Specifying message text, subjects, and recipients in external files” for more information on how to specify subject text by using filenames; “MSG_SUBJECT_ATTRIBUTE” on page 6 for more information on the MSG_SUBJECT_ATTRIBUTE property.
4. The Role_Email collaboration parses the obtained message and subject text for any substitution variables. If any variables are found, the Role_Email collaboration replaces the variable references in the text with values from the Retail_Item business object. See the sections “Using substitution variables in message and subject text” on page 4, “SUBSTITUTION_VARIABLE_PREFIX” on page 7, and “SUBSTITUTION_VARIABLE_SUFFIX” on page 7 for more information.
5. The collaboration extracts the email recipient or list of recipients designated by the Retail_Item by using the value specified in its MSG_RECIPIENT_ATTRIBUTE configuration property. This property specifies the name of the attribute of the Retail_Item that contains the recipient(s) of the email message (by default, internals.message_recipient_role). The Retail_Item attribute contains either the actual recipient or list of recipients or a filename containing this value. See the section “Specifying message text, subjects, and recipients in external files” for more information on how to specify email recipients by using filenames; “MSG_RECIPIENT_ATTRIBUTE” on page 6 for more information on the MSG_RECIPIENT_ATTRIBUTE property.
6. The collaboration parses the recipients list to determine if one or more recipients exist in it (the value or file specified in the attribute can contain one email address or a comma-delimited list of email addresses). See the section “Specifying multiple message recipients” on page 4 for more information on this feature. The collaboration places each address in a Vector in preparation for calling the IBM CrossWorlds sendEmail API.
7. The Role_Email collaboration assembles the message and subject text and the mail recipients, and passes them to the IBM CrossWorlds sendEmail API. If the Role_Email LOG_ERROR configuration property is set to true, any errors detected during the sending of the email are logged by the collaboration in the configured IBM CrossWorlds InterChange Server (ICS) log destination. If the collaboration’s configuration property LOG_ALL_MAIL is set to true, the collaboration places an entry in the configured ICS log destination indicating that an email message was generated. See “LOG_ERROR” on page 6 for more information on the LOG_ERROR property; “LOG_ALL_MAIL” on page 6 for more information on the LOG_ALL_MAIL property.

Specifying message text, subjects, and recipients in external files

The Role_Email collaboration allows the contents of the Retail_Item attributes that specify email message and subject text and recipients to contain the names of files. These files contain the actual email message text, subject text, and addresses, and can be easily modified without modifying the using collaborations. This feature permits messages, subjects, and recipients to be shared among multiple collaborations.

The collaboration uses the following configuration properties to identify the Retail_Item attributes containing the email message text, subject text, and recipients:

MSG_TEXT_ATTRIBUTE

Identifies the Retail_Item attribute containing message text, by default, `internals.message_text`.

MSG_SUBJECT_ATTRIBUTE

Identifies the Retail_Item attribute containing subject text, by default, `internals.message_subject`.

MSG_RECIPIENT_ATTRIBUTE

Identifies the Retail_Item attribute containing the recipient or list of recipients, by default, `internals.message_recipient_role`.

The collaboration distinguishes whether the content of the Retail_Item attributes are actual values or filenames through use of the configuration property `FILE_NAME_PREFIX`. If the value of the Retail_Item attribute specified in the `MSG_TEXT_ATTRIBUTE`, `MSG_SUBJECT_ATTRIBUTE`, or `MSG_RECIPIENT_ATTRIBUTE` property is prefixed with the String specified in `FILE_NAME_PREFIX`, the Role_Email collaboration interprets the rest of the value as a filename. The collaboration reads the value of the file into a String variable in preparation for further processing. Files must be identified by their fully qualified names.

For instance, if the filename containing the email recipient(s) is `c:\Email_Files\CategoryManagerRole.txt` and the value of `FILE_NAME_PREFIX` is `@`, set the value of the Retail_Item attribute identified by the `MSG_RECIPIENT_ATTRIBUTE` property as follows:

```
@c:\Email_Files\CategoryManagerRole.txt
```

If the values of the Retail_Item attributes specified in the `MSG_TEXT_ATTRIBUTE`, `MSG_SUBJECT_ATTRIBUTE`, and `MSG_RECIPIENT_ATTRIBUTE` properties do not start with the String specified in `FILE_NAME_PREFIX`, the Role_Email collaboration obtains the email values directly from the attributes. If the Retail_Item attributes for message text or subject text contain no values, the Role_Email collaboration supplies default values for them.

Specifying multiple message recipients: The Role_Email collaboration allows all email messages to be routed to an administrator, or to a specific role in an organization (like a Category Manager), without the need to maintain the email recipient's fully qualified email address in every collaboration that might send email. By placing the email address in an external file, if the address changes, the file can be modified without having to reconfigure the using IBM CrossWorlds collaborations. More than one recipient can be specified to receive the email through use of a comma-delimited list. The comma-delimited list can be specified in the business object attribute or in the external file pointed to by the attribute.

Using substitution variables in message and subject text

Email message and subject text can contain variables that require values to be substituted into them prior to the sending of the email message. Variables to be substituted must be enclosed in prefix and suffix characters. The substitution variable characters are defined in the Role_Email configuration properties `SUBSTITUTION_VARIABLE_PREFIX` and `SUBSTITUTION_VARIABLE_SUFFIX`. In the following example, these properties are set as follows:

```
SUBSTITUTION_VARIABLE_PREFIX = ${  
SUBSTITUTION_VARIABLE_SUFFIX = }
```

As a result, the substitution variables in the email message and subject text must appear as:

`${variable_name}`

Note: These characters might have to be changed to meet National Language requirements.

The supported values for *variable_name*, along with the values that the collaboration actually inserts in the text, are as follows:

ROOT

Substitutes the entire triggering business object.

Date Substitutes the current date.

getName

Substitutes the name of the triggering business object.

getVerb

Substitutes the verb of the triggering business object.

Any attribute name

Substitutes the value of the named attribute from the triggering business object. If the value for *variable_name* does not match one of the specific values above, the collaboration interprets it as the name of a business object attribute.

Configuration properties

This collaboration has the following configuration-specific properties:

- "FILE_NAME_PREFIX"
- "LOG_ALL_MAIL" on page 6
- "LOG_ERROR" on page 6
- "MSG_RECIPIENT_ATTRIBUTE" on page 6
- "MSG_SUBJECT_ATTRIBUTE" on page 6
- "MSG_TEXT_ATTRIBUTE" on page 7
- "SUBSTITUTION_VARIABLE_PREFIX" on page 7
- "SUBSTITUTION_VARIABLE_SUFFIX" on page 7

Collaboration-specific properties

FILE_NAME_PREFIX

This property specifies the String value that the Role_Email collaboration identifies to determine if the attributes of the triggering business object specified in the MSG_TEXT_ATTRIBUTE, MSG_SUBJECT_ATTRIBUTE, and MSG_RECIPIENT_ATTRIBUTE properties contain filenames. If the contents of a business object attribute starts with the string specified in this property, the Role_Email collaboration interprets the rest of the attribute contents as a fully qualified filename and attempts to read the corresponding email message information from that file.

Table 2. FILE_NAME_PREFIX configuration property

Possible values	Usage
@ (default)	The default string used by the Role_Email collaboration to identify filenames in the triggering business object email attributes. Note: The character might have to be changed to meet National Language requirements.

LOG_ALL_MAIL

This property specifies whether the Role_Email collaboration places an entry in the IBM CrossWorlds ICS log destination for every triggering business object it receives. The log message indicates that an email message was generated.

Table 3. LOG_ALL_MAIL configuration property

Possible values	Usage
False (default)	The Role_Email collaboration does not create a log entry for each email request it receives.
True	The Role_Email collaboration does create a log entry for each email request it receives.

LOG_ERROR

This property specifies whether the Role_Email collaboration places an entry in the IBM CrossWorlds ICS log destination when an error is detected during the sending of the email. The log message contains the email message, subject, and recipients text.

Table 4. LOG_ERROR configuration property

Possible values	Usage
False (default)	The Role_Email collaboration does not create a log entry when an error is detected during the sending of the email.
True	The Role_Email collaboration does create a log entry when an error is detected during the sending of the email.

MSG_RECIPIENT_ATTRIBUTE

This property specifies the attribute of the Retail_Item business object received by the Role_Email collaboration, which contains the email address(es) or a filename containing the email addresses, of the recipients of the email message to be sent.

Table 5. MSG_RECIPIENT_ATTRIBUTE configuration property

Possible values	Usage
internals.message_recipient_role	The default Retail_Item attribute name.

MSG_SUBJECT_ATTRIBUTE

This property specifies the attribute of the Retail_Item business object received by the Role_Email collaboration, which contains the email subject text or a filename containing the email subject text, of the email message to be sent.

Table 6. MSG_SUBJECT_ATTRIBUTE configuration property

Possible values	Usage
internals.message_subject	The default Retail_Item attribute name.

MSG_TEXT_ATTRIBUTE

This property specifies the attribute of the Retail_Item business object received by the Role_Email collaboration, which contains the email message text or a filename containing the email message text, of the email message to be sent.

Table 7. MSG_TEXT_ATTRIBUTE configuration property

Possible values	Usage
internals.message_text	The default Retail_Item attribute name.

SUBSTITUTION_VARIABLE_PREFIX

This property specifies the String value that the Role_Email collaboration uses to identify the start of substitution variables in the email message and subject text. The Role_Email collaboration substitutes the value of variables identified by this prefix and the SUBSTITUTION_VARIABLE_SUFFIX in the message and subject text before sending the email.

Table 8. SUBSTITUTION_VARIABLE_PREFIX configuration property

Possible values	Usage
\${	The default string value used by the collaboration to identify the start of substitution variables in the email message and subject text. Note: The characters might have to be changed to meet National Language requirements.

SUBSTITUTION_VARIABLE_SUFFIX

This property specifies the String value that the Role_Email collaboration uses to identify the end of substitution variables in the email message and subject text. The Role_Email collaboration substitutes the value of variables identified by the SUBSTITUTION_VARIABLE_PREFIX and this suffix in the message and subject text before sending the email.

Table 9. SUBSTITUTION_VARIABLE_SUFFIX configuration property

Possible values	Usage
}	The default string value used by the collaboration to identify the end of substitution variables in the email message and subject text. Note: The character might have to be changed to meet National Language requirements.

Viewing collaboration messages

To view an explanation of this collaboration's messages, invoke Message Browser and open the collaboration's message file.

To invoke Message Browser and open the collaboration message file, complete the following actions:

1. In the Start menu, click **Programs > CrossWorlds > Server and Tools > Message Browser**.
2. On the **File** menu, click **Open**.
3. Use the **Look In** field to change the current folder to:
IBM_CrossWorlds_root_dir\collaborations\messages\Role_Email.txt

See also

- ItemCollector Collaboration
- ItemValidation Collaboration
- Process_Reviewed_Item Collaboration
- Retail_Item Business Object

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