HP Service Manager – Survey Integration Content Pack

Software Version: 9.32.1

Survey Integration User Guide

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Contents

Survey Integration

HP Service Manager Survey Integration enables you to effectively configure and manage your organization's surveys.

The Survey Integration 9.32.1 content pack introduces a new API-based survey connector that enables you to integrate Service Manager with the third-party Medallia survey tool. For more information about the available survey connectors, see the "Survey connectors" section.

Create a Survey Integration Instance

Before you can create and configure surveys, you must create a survey integration instance. Survey Integration only requires one survey integration instance, even if you have multiple surveys. Once you have created a survey integration instance, you cannot create a second one.

To create a survey integration instance, follow these steps:

1. In the system navigator, click **Tailoring** > **Integration manager** > **Add**.

2. Select **SMSurvey** from the **Integration Template** drop-down list, and then click **Next**.

3. Populate the **Interval Time** and **Max Retry Times** fields.

4. Click **Next** four times or until the survey integration instance is created.

5. Click **Enable** to enable the integration.

> **Note:** Additionally, you must ensure that the survey service agent scheduler is started after you create the instance.

Survey Integration Administrator Tasks

This section introduces the Survey Integration administrator tasks.

Configure the Global Survey Settings

The System administrator can configure a number of settings that apply to every survey. To view and configure these settings, click **System Administration** > **Survey** > **Administration** > **Survey Settings**.

The Survey Settings form contains the following configurable attributes.

Attribute	Description	Notes
Additional Filter Configuration Item form	The form that is used to filter additional records against the device table. You can create your own forms that have the filter fields you require.	This attribute is mandatory.
Additional Filter Change form	The form that is used to filter additional records against the cm3r table. You can create your own forms that have the filter fields you require.	This attribute is mandatory.

Additional Filter Incident form	The form that is used to filter additional records against the probsummary table. You can create your own forms that have the filter fields you require.	This attribute is mandatory.
Additional Filter Problem form	The form that is used to filter additional records against the rootcause table. You can create your own forms that have the filter fields you require.	This attribute is mandatory.
Additional Filter Interaction form	The form that is used to filter additional records against the incidents table. You can create your own forms that have the filter fields you require.	This attribute is mandatory.
Link for copy (default: SurveyDefinition.cop y)	Enables you to specify a link to decide which fields are copied from the source to the target record.	
Default language	The language in which the survey email is sent when no localized version is available in the recipient's language.	This attribute is mandatory.
HTML format for email body	Specifies the form that contains the HTML email body.	This attribute is mandatory.
Plain text format for email body	Specifies the form that contains the plain text email body.	This attribute is mandatory.
Use HTML emails	When this option is selected, the HTML editor is displayed in the survey definition record. If the option is not selected, a plain text editor is displayed instead.	
Use HTML templates	When this option is selected, HTML templates are available to help you create survey emails.	

Create a New Survey Connector

In addition to the out-of-box survey connectors, you can create new survey connectors. To do this, follow these steps:

1. In the system navigator, click **System Administration** > **Survey** > **Survey Connectors** > **New**.
   A blank form is displayed. The **ID**, **Last Updated by**, and **Last Update time** fields are populated automatically.

2. Click to clear the **Active** checkbox if you do not want the new survey connector to be displayed in the list of available survey connectors when you create a new survey.

3. Select a connector type from the drop-down list in the **Type** field.

4. Type a name for the connector in the **Name** field.

5. *Optional*: Type a description of the connector in the **Description** field.

6. Click **Save**.
   The connector is saved, and the **Parameters and Recipients** section of the form is displayed.

Related Tasks

Configure the survey parameters

Configure the survey recipients

Search for a Survey Connector

To search for an existing survey connector, follow these steps:

1. In the system navigator, click **System Administration** > **Survey** > **Survey Connectors**.

2. Use the search form to specify search criteria. For example, in the **Type** drop-down list, select **Send emails with a survey link**.

3. Click **Search**.
   A list of records that match your search criteria is displayed.

   > **Note:** If Service Manager generates a message that states no records were found, you can broaden the search by eliminating some search parameters.

Related Concepts

Survey Connectors

Related Tasks

Create a new survey connector

Create a New Parameter

Parameters are predefined values that provide surveys with the correct metadata. Survey administrators can create additional parameters that are available to survey users when they configure a survey connector. Parameters are associated with specific Service Manager modules.

To create a new parameter, follow these steps:

1. Open a survey connector by creating a new connector or by searching for an existing connector.

2. Browse to the **Parameters and Recipients** section, and then expand the Service Manager module to which you want to add a parameter.

3. Expand **Parameters**, and then click **Add Parameter**.
   The **Survey Parameter Mapping** form is displayed. The **ID**, **Connector ID**, **Last update time**, **Last updated by**, and **Object** fields and the **Active** check-box are populated automatically.

4. Type a user-friendly description of the parameter in the **Description** field.

5. Type the internal name for the parameter in the **Parameter Name (Internal)** field.

6. Select the order in which the parameter is processed in the **Order ID** field (this step applies only to API-based connectors).

7. Select a mapping type from the **Mapping Type** drop-down list.

8. Type a constant value, variable, field name, or RAD expression in the **Mapping Value** field.

9. Click **Save**.

Related Concepts

Survey connectors

Related Tasks

Create a survey connector

Search for a survey connector

Related References

Parameter mapping

Create a New Recipient

Survey administrators can create predefined recipients that are available to survey users when they assign recipients to a survey. Recipients are associated with specific Service Manager modules.

To create a new recipient, follow these steps:

1. Open a survey connector by creating a new connector or by searching for an existing connector.

2. Browse to the **Parameters and Recipients** section, and then expand the Service Manager module to which you want to add recipients.

3. Expand **Recipients**, and then click **Add Recipient**.
   The **Survey Recipients Configuration** form is displayed. The **ID**, **Connector ID**, **Last update time**, **Last updated by**, and **Object** fields and the **Active** check-box are populated automatically.

4. Type a user-friendly description of the recipient in the **Description** field.

5. Type the internal name for the recipient in the **Parameter Name (internal)** field.

6. Select a mapping type from the **Mapping Type** drop-down list.

7. Select a recipient type from the **Recipient Type** drop-down list.

   > **Note:** If you select **Group** as the recipient type, you must also select values from the **Group** and **Subgroup** drop-down lists.

8. Type a constant value, variable, field name, or RAD expression call in the **Recipient (s)** field.

9. Click **Save**.

Related Concepts

Survey connectors

Related Tasks

Create a survey connector

Search for a survey connector

Related References

Recipient mapping

Create a Predefined Filter

Data filters enable you to configure which records in the database are selected to be recipients of survey requests. Survey administrators can create predefined filters,

which are available for survey users to choose from, by creating views in Service Manager.

To create a view to use as a predefined filter, follow these steps:

1. In the system navigator, click **System Administration** > **Base System Configuration** > **Miscellaneous** > **Views/Favorites** > **New**.

2. Select an object from the **Area** drop-down list, and then click **Next**.

3. Type a name in the **Name** field, select a view type from the **View type** drop-down list, and then click **Next**.

4. Select the **Selected Groups** option, click to select the **Survey** group, and then click **Next**.

5. Configure the parameters for the view, and then click **Finish**.

To ensure the survey solution can filter for records that are exclusively related to data the survey, the "@FieldName@" directive is added to the filter queries. When the query is run, the directive is replaced by the value in the specified field. For example, the following query filters for records that were closed since the last survey run:

```
close.time>@lastProcessingTime@
```

Important: Ensure that you configure the predefined filter so that the system can process all the records within the configured send interval.

Note: The filter results must be ordered correctly to ensure that the required users are surveyed. This is because Survey Integration selects records in the order in which they appear in the database after a query is run.

Related Tasks

Apply a data filter to a survey

Survey Integration User Tasks

This section introduces the Survey Integration user tasks.

Create a Survey

To create a new survey, follow these steps:

1. Click **Service Desk** > **Survey Management** > **Create Survey** in the system navigator. The **Create a new survey** wizard is displayed.

2. *Optional*: If there is more than one survey connector, select a survey connector from the list.
    The **Connector type** field is populated automatically, based on your choice of connector.

3. Select the Service Manager module on which the survey will be based from the **Object** drop-down list.

4. *Optional*: Enter values in the **Owner Group** and **Name** fields.

5. Click **Finish**.
    The survey definition record is displayed.

6. Populate all the mandatory fields in the survey definition record to configure the survey. For more information about how to configure a survey, refer to the "Related tasks" section.

7. Click **Save** to create the survey record.

Related concepts

Survey Connectors

Related tasks

Search for a survey

Configure the Survey Header

Configure the Survey Parameters

Configure the Survey Recipients

Configure the Survey Schedule

Create a Localized Email

Filter the Survey Recipients

Search for a Survey

To search for an existing survey definition record, follow these steps:

1. In the system navigator, click **Service Desk** > **Survey Management** > **Search Surveys**.

2. Use the search form to specify search criteria. For example, in the **Current Phase** field, select **retired**.

3. *Optional*: Click **Advanced Filter** to create custom filters. To create new search criteria, follow these steps:
   a. Click **Add New Filter Criteria**.

   b. Populate all the fields as required, and then click **Next**.
      The criterion is added to the **Conditions** list.

   c. *Optional*: Click **Add New Compound** to add a compound rule to a filter that has more than one criterion.

4. Click **Search**.
   A list of records that match your search criteria is displayed.

   > **Note:** If Service Manager generates a message that states no records were found, you can broaden the search by eliminating some search parameters.

Related Tasks

Create a new survey

Configure the survey parameters

Configure the survey recipients

Configure the Survey Header

The **Header** section of the survey management form contains the survey metadata. The content of the section is dependent on whether the survey uses a URL-based or API-based connector.

Surveys that use a URL-based connector

To configure the survey header of a survey that uses a URL-based connector, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. The **Active** check-box and the following fields are populated automatically:
    - **ID**

    - **Object**

    - **Current Phase**

    - **Connector Type**

    - **Owner Group**

    - **Name**

3. Type a value in the **External Survey ID** field.

4. *Optional*: Type values in the **Owner** and **Description** fields.

5. Click **Save**.

Surveys that use an API-based connector

To configure the survey header of a survey that uses an API-based connector, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. The **Active** and **Keep Default Connection** check-boxes and the following fields are populated automatically:

- **ID**

- **Object**

- **Current Phase**

- **Connector Type**

- **Owner Group**

- **Name**

3. Type a value in the **External Survey ID** field.

4. *Optional*: Type values in the **Owner** and **Description** fields.

5. *Optional*: To use a custom connection to the survey solution, follow these steps:
   a. Click to clear the **Keep Default Connection** check-box .
      The **Connection Parameters** sub-section is displayed.

   b. Type the URL, user name, and password that are required to connect to the survey solution.

6. Click **Save**.

Related Concepts

Survey connectors

Related Tasks

Create a new survey

Search for a survey

Add an Activity to the Survey Activities Log

The **Activities** section of the survey definition record displays the major activities that are associated with the survey, and enables users to add an activity to the record. To add an activity, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Activities** section.

3. Select the type of update that you want to add from the **New Update Type** drop-down list.

4. Type a description of the update in the **New Update** field.

5. Click **Save**.

> **Note:** If numerous activities are recorded, you can restrict the number that are displayed by selecting a type of activity from the **Activity Type** drop-down list, and then clicking **Filter**.

Related Tasks

Create a new survey

Search for a survey

Configure the Survey Scheduling Rules

The **Scheduling Rules** section of the survey definition record enables you to configure the duration of the survey and how often survey requests are sent out.

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Scheduling Rules** section.

3. Select the interval at which survey requests are sent from the **Send Interval** drop-down list.

> **Note:** Survey administrators can configure the options that appear in the Sending Interval drop-down list by modifying the SurveySendInterval types in the Code table. The value is in seconds.

4. Enter the survey start date in the **Active From** field.

> **Note:** This date cannot be in the past.

5. Enter the survey end date in the **To** field.

> **Note:** This date must be later than the date in the **Active From** field.

6. Click **Save**.

To configure a survey that runs one time only, follow these steps:

1. In the **Scheduling Rules** section of a survey definition record, set the **Send Internal** field to **Every hour**.

2. Set the **Active From** field to the start time that you require.

3. Set the **To** field to a time that is 10 minutes later than the time that you entered in the **Active from** field.

> **Note:** If the time difference between the **Active From** and the **To** fields is less than 5 minutes, the survey may not run.

Related Tasks

Create a new survey

Search for a survey

Filter the Survey Recipients

The **User Selection Rules** section of the survey definition record enables you to configure how often users are sent survey requests and the percentage of users that

are sent a survey request. To filter the survey recipients, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **User Selection Rules** section.

3. Select one or more of the following check-boxes:
   - **Do not survey a user more than once in a survey cycle**

     Note: When this option is selected, users who appear in the survey database more than once are not sent multiple survey requests.

   - **Do not send a user a new survey for <*time*>**

     Note: When this option is selected, you can configure a period of time in which users are not sent new survey requests.

   - **Randomly select <*percentage*> % of users as survey recipients**

     Note: When this option is selected, you can configure the percentage of users that are sent a survey request.

4. Click **Save**.

Related Tasks

Create a new survey

Search for a survey

Apply a Data Filter to a Survey

The **Data Filter** section of the survey definition record enables you to configure which records in the database are selected to be recipients of survey requests. The section comprises of predefined filters (that are managed by the survey administrator) and additional filters (that are user-generated). The two types of filter are connected with an AND operator.

To apply a data filter, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Data Filter** section.

3. Select a predefined filter.

4. *Optional*: Create an additional filter.

5. Click **Save**.

Related Tasks

Create a new survey

Search for a survey

Create a predefined filter

Create an additional filter

Create an Additional Filter

Data filters enable you to configure which records in the database are selected to be recipients of survey requests. Additional data filters can be created by users to supplement the predefined data filters.

To create an additional data filter, follow these steps:

1. Open a survey definition record, and then browse down to the **Data Filter** section.

2. Click **Build Additional Filter**.
   The **Query Generator** form is displayed.

3. Populate the appropriate fields with values to create the required filter.

4. *Optional*: Click **Advanced Filter** to create custom filters. To create new search criteria, follow these steps:

   a. Click **Add New Filter Criteria**.

   b. Populate all the fields as required, and then click **Next**.
      The criterion is added to the **Conditions** list.

   c. *Optional*: Click **Add New Compound** to add a compound rule to a filter that has more than one criterion.

5. Click **OK**.
   The additional data filter is displayed in the **Data Filter** section of the survey management form.

6. Click **Save**.

To ensure the survey solution can filter for records that are exclusively related to data the survey, the "@FieldName@" directive is added to the filter queries. When the query is run, the directive is replaced by the value in the specified field. For example, the following query filters for records that were closed since the last survey run:

`close.time>@lastProcessingTime@`

Related Tasks

Apply a data filter to a survey

Configure the Survey Recipients

The **Survey Recipients** section of the survey definition record enables you to configure the recipients of survey requests. Recipients are defined in the survey connector, and are based on the specific Service Manager module to which the survey applies.

To configure the survey recipients, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Survey Recipients** section.

3. Select a recipient from the **Available Recipients** box, and then click the right arrow. The recipient moves to the **Selected Recipients** box.

> **Note:** To remove a recipient from the **Selected Recipients** box, select the recipient, and then click the left arrow.

4. Click **Save**.

Related Tasks

Create a new survey

Search for a survey

Create a new survey recipient

Configure the Survey Email Settings

The **Email Settings** section of the survey definition record enables you to configure the email survey requests that are sent for surveys that use URL-based connectors.

To configure the email settings, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Email Settings** section.

3. Type the URL of the external survey in the **External Survey URL** field.

4. Type an email subject in the **Email Subject** field.

5. Type the email body text in the **Email Body** field. Or, click **Select HTML Template** to use an out-of-box template.

> **Note:** HTML templates are only available if this option is selected in the global survey settings.

6. *Optional*: To preview the email, type a value in the **Test Record** field, and then click **Preview**.

> **Note:** You can reference parameter names in the **External Survey URL**, **Email Subject**, and **Email Body** fields. For example, you can type "Survey for ticket {interactionId}" as the subject, where "{interactionId}" is a parameter for the interaction ID that triggered the survey request.

Related Tasks

Create a new survey

Search for a survey

Create a localized email

Create a Localized Email

The Survey Integration email functionality enables you to create alternate language versions of the survey request email. Survey recipients receive a localized email if their default language matches the language of the localized email. Otherwise, the user receives the default language version of the email that is configured in the global survey settings, regardless of the user's default language.

To create a localized email, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Email Settings** section.

3. Configure the default language survey request email, and then click **Save**.

4. In the **Translations** sub-section, click **Add Translation**.
   The **Survey Email Localization** form is displayed. The **ID**, **Last updated by**, and **Last update time** fields are populated automatically.

5. Select a language from the **Language** drop-down list.

> **Note:** The default language that is configured in the global survey settings does not appear in this list.

> **Note:** System administrators can configure which languages appear in the list by using the Languages table. To include a language, select that language in the Languages table, and then select the **Active for Survey Management** option.

6. Type a subject in the **Email Subject** field.

7. Type the email body text in the **Email Body** field.

8. Click **Save**, and then click **Cancel** to return to the survey definition record.

Related Tasks

Create a new survey

Search for a survey

Configure the email settings

Configure the Survey Parameters

The **Parameters** section of the survey definition record enables you to configure the survey parameters that are not inherited from the connector. Parameters are defined in the survey connector, and are based on the specific Service Manager module to which the survey applies.

To configure the survey parameters, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to the **Parameters** section.

3. Mandatory parameters are predefined by the connector. To create additional parameters, click **Optional**.

4. Type a name in the **Parameter Name** field, select a field from the **Field Name** drop-down list, type a description of the parameter in the **Description** field, and then click **Save**.

Related Tasks

Create a new survey

Search for a survey

Create a new parameter

View the Survey Workflow

Survey Integration incorporates Process Designer technology. To view the Survey Integration workflow, click **Configuration** in the system navigator, click **Survey Workflows**, and then double-click the survey workflow. The survey workflow is also displayed in the **Workflow** section of the survey definition record.

To view specific information about a transition or phase in the survey workflow, click the transition or phase.

Out-of-box, the Survey Integration workflow comprises the following three phases:

Phase	Description
Planning	The survey manager configures survey settings such as data filters, recipients, and parameters. Survey invitations are not sent during this phase.
Scheduled	The Survey runs for the configured period. The majority of settings are no longer editable during this phase.
Retired	The survey is no longer active.

Note: When the date that is configured in the **Active To** field of the survey settings

passes, the survey automatically transitions from the Scheduled phase to the Retired phase.

View the Survey History

The **History** section of the survey definition record displays basic information about the life of a survey. The fields in this section cannot be edited.

To view the survey history, follow these steps:

1. Open a survey definition record by creating a new survey or by searching for an existing survey.

2. Scroll down to and expand the **History** section.
   The following information is displayed:
   - Who created the survey

   - When the survey was created

   - Who last updated the survey

   - When the survey was last updated

   - Who retired the survey

   - When the survey was retired

3. Click the **Show Send History** button to display the following information:
   - When the survey was sent

   - The status of the uploaded and sent data

   - Detailed information about the uploaded and sent data

4. Click the **Show Send Log** button to display the following information:
   - When the survey was sent

   - The recipient of the survey request email

■ The ticket that triggered the survey

Related Tasks

Create a new survey

Search for a survey

Survey Integration Reference Material

This section introduces the Survey Integration reference material.

Survey Connectors

The survey connector is the integration method that is used to send the survey data to the survey recipients. The survey connector defines some elements of the survey, such as the survey parameters, survey recipients, and connection parameters.

Out-of-box, Survey Integration contains the following types of connector.

ID	Name	Description
001	API Connector - Market Tools	An API-based connector that uploads data directly to the Market Tools survey solution

ID	Name	Description
002	URL Connector	An URL-based connector. When you use this connector to manage a survey, survey recipients are emailed a URL that points to the survey
003	API Connector - Medallia	An API-based connector that uploads data directly to the Medallia survey solution

To view the available survey connectors, follow these steps:

1. In the system navigator, click **System Administration** > **Survey** > **Administration** > **Survey Connectors**.
   The Survey Connector form is displayed.

2. Enter search criteria into any of the fields, and then click **Search**.

Related Tasks

Create a new survey connector

Security Areas

Survey Integration includes two security areas that ensure correct security in the Time Period Management module.

The following table shows how the security areas map to security roles in Survey Integration.

Area	Applies to interactions in	Roles
Survey	Survey Definitions	Survey Administrator
		Survey Analyst
		Survey Manager
Survey Configuration	Survey Connectors	Survey Administrator
Tailoring	Survey Settings	Survey Administrator
	Survey Workflow	

Related References

Security Roles

Security Roles

Survey Integration uses the following three security roles:

Role	Area	Rights
Survey Administrator	Survey	Full rights for area
	Survey Configuration	Full rights for area
Survey Analyst	Survey	Partial rights for area (can only update assigned surveys and cannot un-retire surveys)
Survey Manager	Survey	Full rights for area (can always update all survey definition records)

The following rights can be configured for Survey Integration security roles:

Right	Description
View	Can view survey definition records
New	Can create new survey definition records
Update	Determines when a user can update a survey. This right has the following options: • Never • Always • When assigned • When assigned to workgroup
Delete / Close	Determines when a user can retire a survey. This right has the following options: • Never • Always • When assigned • When assigned to workgroup
Expert	No special functionality related
Admin	Has administrative rights (by default, full rights to the survey module)

Note: The **When assigned** and **When assigned to workgroup** values in the **Update** and **Delete/Close** fields are not supported in the Survey Configuration security area.

The following settings can be configured for Survey Integration security roles:

Setting	Description
Can copy record	Can copy survey definition records
Can create global inbox	Can create global time period inboxes
Initial Inbox	Initial inbox for time period module
Manage format	Sc manage format
Can create personal inbox	Can create personal inboxes for survey definition records
Un-retire	Can un-retire (reopen) survey definition records
New Thread List -> Edit	Determines whether a new thread is opened when a user moves from a List to an Edit screen
New Thread Search -> List	Determines whether a new thread is opened when a user moves from a Search screen to a List
New Thread View -> Edit	Determines whether a new thread is opened when a user moves from an Inbox to an Edit screen
New Thread View -> Search	Determines whether a new thread is opened when a user moves from an inbox to a Search screen

Related References

Security Areas

Parameter Mapping

The following mapping types are available when you create a new parameter:

Predefined mapping type	Description	Example Syntax
Value	A constant value.	• John.doe@hp.com (email) • jdoe (operator name) • DOE, JOHN (contact name)
Variable	Any variable that is available when the survey runs.	$G.serviceDesk
Field	A valid field name in the selected Service manager module.	Incident.id
RAD expression	Any valid RAD expression that returns the required value.	jscall(<lib.function>, contact.name in $L.file)
Predefined	The following predefined options are available: • Recipient Email • Recipient Name • Language • Web URL • Ess URL • External URL	

Related Tasks

Create a new parameter

Recipient Mapping

The following mapping types are available when you create a new recipient:

Predefined mapping type	Description	Example Syntax
Value	A constant value. This value must be a valid email address, contact name, or operator name. Multiple values can be entered and must be separated by a semi-colon (;).	• John.doe@hp.com (email) • jdoe (operator name) • DOE, JOHN (contact name)
Variable	Any variable that is available when the survey runs. If the recipient type is set to **Person**, this value must be a valid email address, contact name, or operator name. If the recipient type is set to **Group**, this variable must contain a valid group name.	• $G.serviceDesk (person) • $lo.pm.assignment (group)

Field	A valid field name in the selected Service manager module. If the recipient type is set to **Person**, this value must be a valid email address, contact name, or operator name. If the recipient type is set to **Group**, this variable must contain a valid group name.	• contact.name (person) • assignment (group)
RAD expression	Any valid RAD expression that returns an email address, a contact name, an operator name, or an array of values. Multiple values can be entered and must be separated by a semi-colon (;).	jscall(<lib.function>, contact.name in $L.file)

Related Tasks

[Create a new recipient](#)

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