



# **Excendia Virtual Assistant Private Label Guide**

**Version 5.1**

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# Excendia Private Label

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# Private Label Tools

The Excendia speech and web services are ASP.Net applications with a user interface that can be customized using the following tools and techniques:

1. **Create a New Web Manager Look & Feel** using the main CSS file (Cascading Style Sheets), *css.css* and the HTML (ASPX and ASCX) files. The first section of this document describes how to edit the CCS and HTML files.
2. **Customize the Web Manager Texts and Messages** using the Custom Cultures produced by the *Excendia Culture Customization Tools* for Web Manager. The second section of this document describes how to use these tools to customize Web Manager texts and messages.
3. **Provision Web Manager from your Web Site** using the *Excendia Remote Provisioning*. This document describes how to integrate the Excendia provisioning APIs into your Web service.
4. **Offer User Login from your Web Site** using the *Excendia User Login*. This document describes how to integrate the Excendia User Login into your Web service.
5. **Customize the Excendia Audio Prompts** using the Custom Prompts produced by the *Excendia Audio Prompt Customization Tools*. The fourth section of this document describes how to use these tools to customize speech applications audio prompts and voices.

# Create a New Web Manager Look

Using the main CSS file (Cascading Style Sheets), *css.css* and the HTML (ASPX and ASCX) files, you can change the look of your Web Manager User interface.

This document is intended for technical people with a solid knowledge in HTML and CSS in order to customize the website. Its goal is to complements the CSS file which already includes technical information needed for customization and to provide the information needed on modifying the HTML pages.

## **File Structure**

When installing Excendia, the file structure created for Mobility is as follows:

MyCompany	Root of Excendia Mobility
./Controls	ASP.Net .ASCX controls
./Styles	Cascading Style Sheets
./Help	Root of the web help

## **ASPX Pages**

The root of Excendia Mobility contains all ASPX files. ASPX files are like HTML files that can run ASP.Net scripts and server controls, similar to JSP and PHP files.

## **ASCX Controls**

The *Controls* folder contains all ASCX files which are server controls that are reused throughout the web application. An example is the “My Reminders” subsection which is used in the user’s home page and phone session page.

## **Cascading Style Sheets**

The *Styles* folder is where the *css.css* stylesheet is located. It is the file that contains the styles that enable you to change the look of Excendia Mobility.

## Web Help

The Help folder is divided in two parts: *en* for English and *fr* for French. Each language is divided into three parts: Users for the Mobility users, Companies for the company administrator and System for the system administrator.

### **Updating the web help**

In the web help for the users and companies, there are certain terms that can be customized such as the names of services like Outlook-by-Phone or the name of the assistant, Excendia. To modify these terms, you need to open the XML file *comconf.xml* that is located in both language files, *en* and *fr* in the *Help* folder and simply change the default term by the one of your choice.

It is important that you do not modify the names of the XML elements such as <eva> or <supportEmail>.

### **Updating the website**

To update the website, you first need to install an FTP client like FileZilla or CuteFTP in order to connect and upload the newly modified files.

Use the following information to connect to the Excendia FTP address:

FTP Address	Mobility.excendia.com
Login	Your login and password are given to you by email.
Port	21

Once connected, you should see a directory listing of all the files of Mobility. Start by downloading and opening the file *Files\_UserInterface.pdf*. This PDF file describes all ASPX and ASCX files required for the User interface and where they appear on the Mobility.

It is a good idea of having backups of the files that you've downloaded in the event that your newly modified file does not work correctly. When you are ready to upload your file to the FTP server, make sure that you overwrite the original file. When testing Mobility, you may delete your browser's cache after each change to save time.

It is important to note that positioning isn't done using *css.css*. In other words, to move elements of a specific page around such as placing the menu at the right side instead of the left side, the HTML of that specific page will require modification which is why we provide PDF files describing which files are used for which pages.

The following section explains the restrictions that must be respected when modifying the HTML structure of the pages. You can skip this section completely if you're not planning to do so and start reading on **Cascading Style Sheet**.

## Advanced Customization

In all .ASPX and .ASCX pages, there are various scripts that are required by Excendia Mobility in order to function properly. The required code is placed within `<!-- Begin -->` and `<!-- End -->` HTML tags.

Example:

```
<!-- Begin -->  
<div id="main" runat="server" class="main" style="font-weight: bold">  
...  
</div>  
<!-- End -->
```

In this example, the begin and end tags indicate that the div “main” and its content are required, but you are allowed to change the styling of the element as long as the following four attributes (if present) remain unchanged:

- 1) the `id=“...”` attribute
- 2) the `runat=“server”` attribute
- 3) the style property `display=“...”`
- 4) the style property `visibility=“...”`

If you receive a server error upon modification(s), make sure to review the *begin* and *end* HTML tags to confirm that all the code required by Mobility is intact.

## Cascading Style Sheet (css.css)

The CSS file already contains brief and clear explanations on what the styles are used for, but the common and most frequently styles are shown here. This section is not meant to be a complete reference of the `css.css` file.

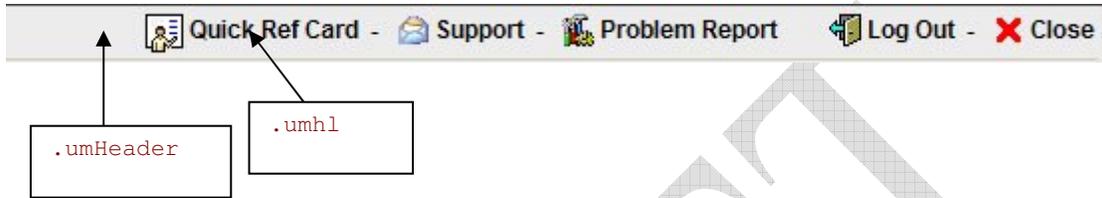
Please take note of the following:

1. Styles indicated with a curly brace indicates a region spanning in the direction of the bracket and not an item positioned in a specific region.

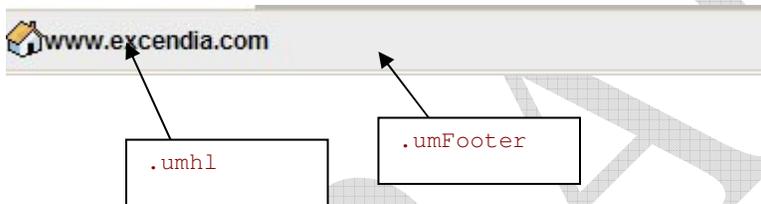
- Changes made to an object will apply to this same object on all pages. For example, .cpTitle is used to style all page titles such as My Account, Phone Numbers, Call Forwarding, etc.

## Common styles

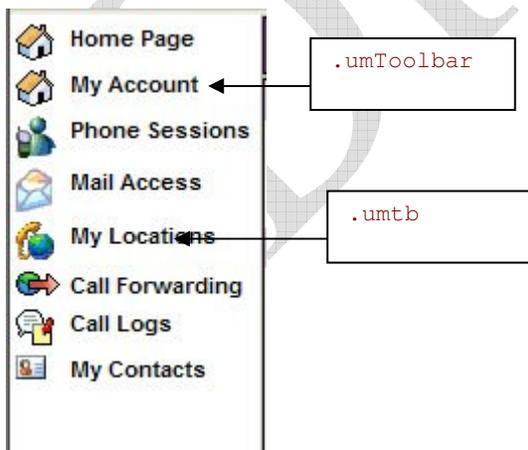
### The site header



### The site footer



### The user toolbar menu



## Content

The screenshot shows a 'My Account' form with several sections and input fields:

- My Account** (Section Header)
- Account Information** (Section Header)
- My User ID: 2302
- My Phone PIN: [Input Field] **Reset my Phone PIN** (Button)
- Personal Information** (Section Header)
- My First Name: John (input.text)
- My Last Name: Smith (input.text)
- I Speak: English (select)
- My Time Zone: (GMT-05:00) Eastern Time (US & Canada) (select)
- My Signature: [Textarea]

Annotations and CSS classes:

- `.cpTitle` points to the 'My Account' header.
- `.cpSubTitle` points to the 'Account Information' header.
- `input.button` points to the 'Reset my Phone PIN' button.
- `input.text` points to the 'My First Name' and 'My Last Name' input fields.
- `select` points to the 'I Speak' and 'My Time Zone' dropdown menus.
- `textarea` points to the 'My Signature' text area.
- `.spaces10` points to the space between 'My Last Name' and 'I Speak'.
- `.label` points to the labels for 'My First Name', 'My Last Name', 'I Speak', and 'My Time Zone'.
- `.box` points to the entire 'Personal Information' section.

## Lists

Full Name	Mobile Phone	Home Phone	Business Phone
<a href="#">Jane Smith</a>	<a href="#">(888) 999-8765</a>	<a href="#">(514) 222-3333</a>	<a href="#">(514) 123-4567</a>
<a href="#">Johnson Smith</a>	-	<a href="#">(213) 987-9876</a>	<a href="#">(213) 112-2211</a>
<a href="#">Smith Jane</a>	-	<a href="#">(514) 222-3344</a>	<a href="#">(514) 123-4567</a>

Annotations and CSS classes:

- `.tableListHeader` points to the table header row.
- `.dgItem` points to the first data row.
- `.dgAlterItem` points to the second data row.

## Info Tables

My Settings <span>Edit</span>	
Account Name	John Smith ( Excendia )
My User ID	2302
My E-mail	john.smith@excendia.com
My Services	▶ Calendar-by-Phone
	▶ Contacts-by-Phone
	▶ DID
	▶ Mail-by-Phone
	▶ Smart Number
My Language	English
Account Expiry Date	2/23/2011
My Time Zone	(GMT-05:00) Eastern Time (US & Cana...

Annotations and CSS classes:

- `.FormTableDataValue` points to the 'John Smith ( Excendia )' value in the 'Account Name' row.
- `.FormTableDataLabel` points to the 'My Language' label.

## Error messages

### Error Feedback

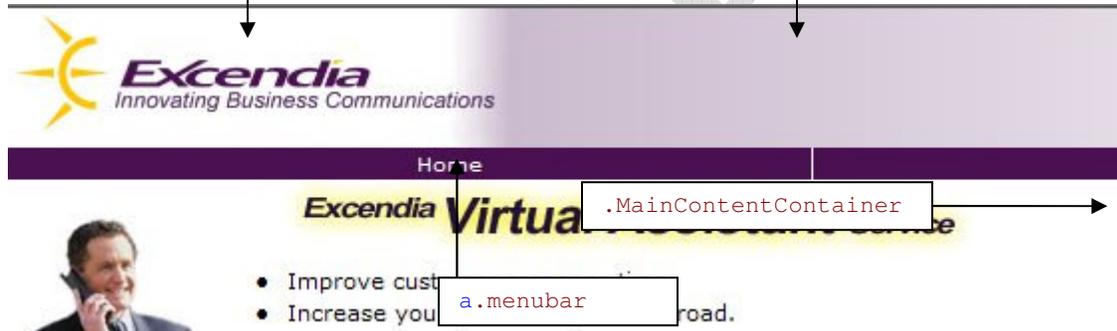
We could not process your request for the following reasons:

- The First Name is a required field.

css : fixedError

## Specific Styles

### The Main page



## Contact Address Cards

View: Address Cards List of contacts sta

Jane, Smith		Edit   Remove		John
Business	+ 1 (514) 1234567			Busin
Home	+ 1 (514) 2223333			
Mobile	+ 1 (888) 9998765			Busin
E-mail	jane.smith@email.com			Home

Annotations:

- `.ContactAddressCard` (bracketed around the entire card)
- `.addressCardHeader` (points to the name row)
- `.addressCardValue` (points to the email value)
- `.addressCardLabel` (points to the 'E-mail' label)

## Login page when the session has expired

**Excendia Web Manager**

Your session expired.  
Please login again.

Annotations:

- `.loginTitle` (points to 'Excendia Web Manager')
- `.largeTitle` (points to 'Your session expired. Please login again.')
- `.loginLogo` (points to the sun logo)

Form fields:

- User ID:
- PIN:
- Remember my ID
- 
- Please make sure your browser allows popups

## Logout page when logging off Mobility

**Excendia**  
Innovating Business Communications

Annotations:

- `.logoutLogo` (points to the Excendia logo)
- `.logoutMessage` (points to the text: 'To complete the log off process and to prevent other users from accessing your account, you must close all browser windows and exit the browser application')
- `.logoutCopyrightText` (points to the text: 'Copyright © 2004-2007 Excendia. All rights reserved.')

## Specific text styles

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Excendia is using the first **1** contacts found on your mail server

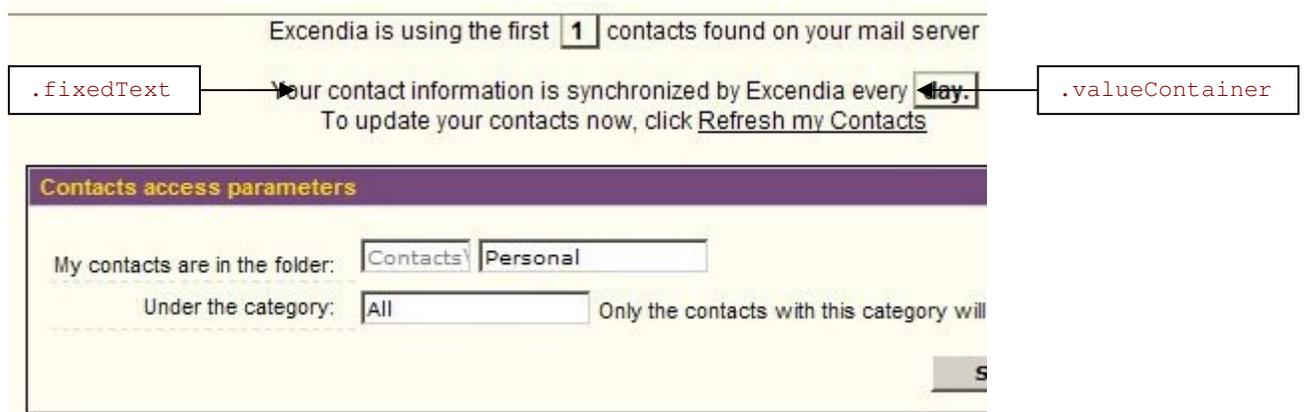
Your contact information is synchronized by Excendia every **1 day**.  
To update your contacts now, click [Refresh my Contacts](#)

**Contacts access parameters**

My contacts are in the folder:

Under the category:  Only the contacts with this category will

S



The screenshot shows a user interface for contact synchronization. At the top, a status message indicates that 1 contact is being used. Below this, a message states that contact information is synchronized every 1 day, with a link to refresh contacts. A section titled 'Contacts access parameters' contains two dropdown menus: one for the folder path 'Contacts\Personal' and another for the category 'All'. A partial 'S' button is visible at the bottom right.

**Welcome John Smith**

Congratulations! You have been successfully registered as a virtual a



The screenshot shows a registration confirmation message. The first line is a large, bold title 'Welcome John Smith'. The second line is a smaller message: 'Congratulations! You have been successfully registered as a virtual a'.