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User's Guide

Using InTools

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Overview

InTools (Instrumentation Tools) is a Chrome/Chromium extension you can use to create, validate, and test DSL.

Installation

You can install and use InTools with the [Chromium Browser](#) or the [Chrome Browser](#). Genesys recommends that you use the Chrome Browser because it has the largest selection of [Developers Tools](#).

Drag-and-drop installation

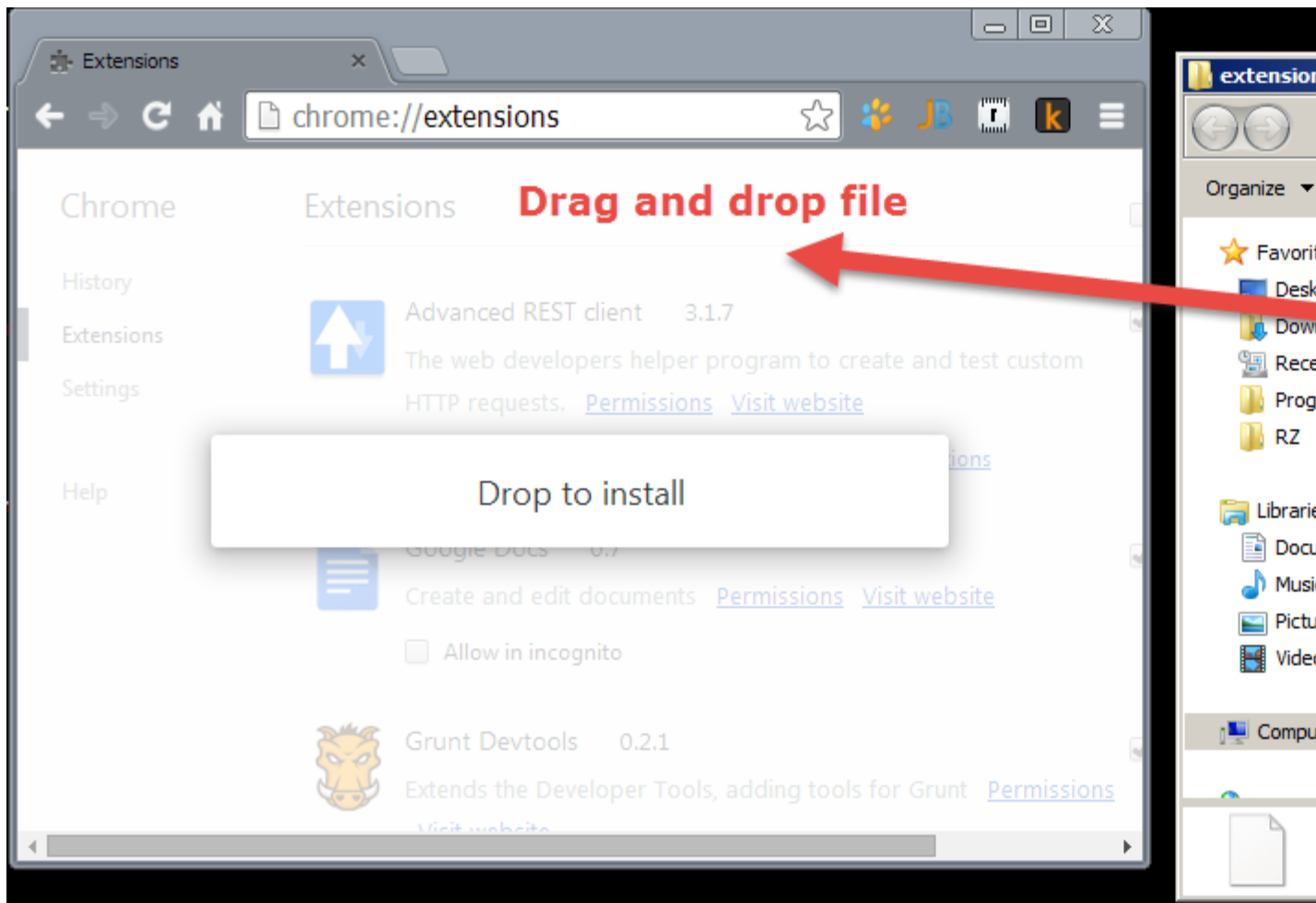
This installation process is the same for Chromium (Windows, Mac, Linux) and Chrome (Mac, Linux).

Important

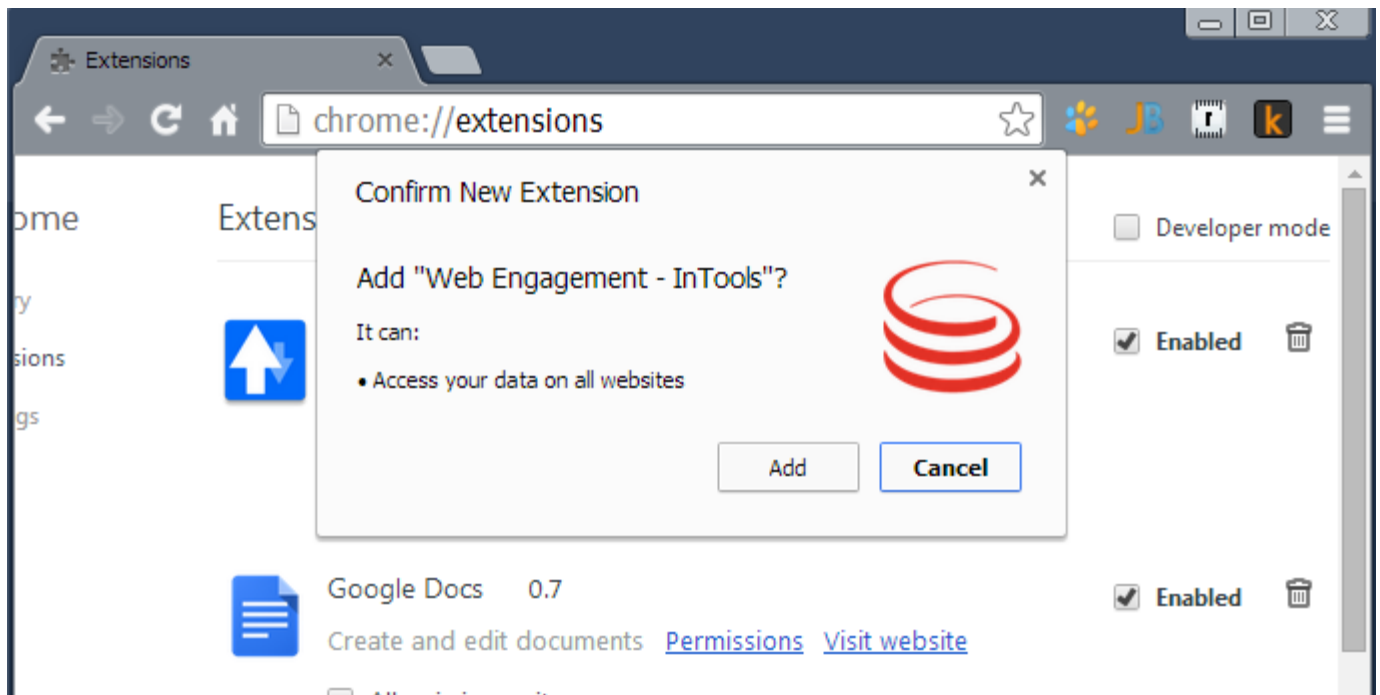
Chrome in Windows has some [restrictions](#) about installing extensions that are not from the Chrome Store. If your browser blocks the installation of the extension or displays an error message, install it as unpacked extension in developer mode. See [Installation as an unpacked extension](#) for instructions.

Start

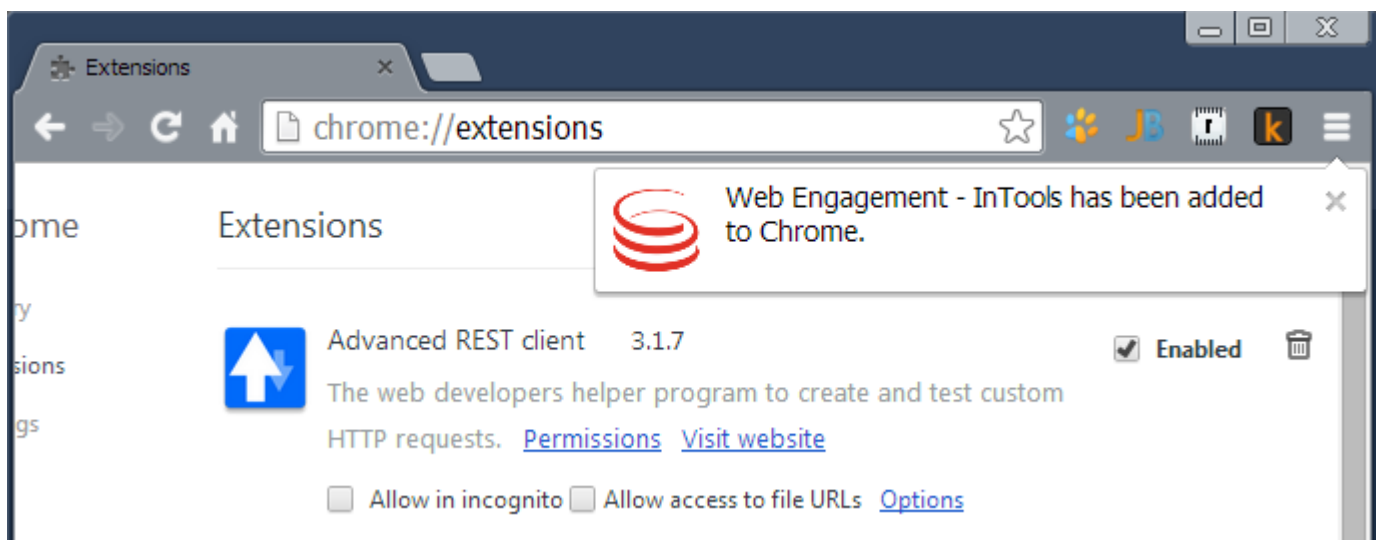
1. Run the Chrome browser.
2. Navigate to the **chrome://extensions** page.
3. Open a window in your OS and navigate to the ***GWE_installation*""\tools\intools\ directory**.
4. Drag and drop the **intools.crx** file to the browser.



5. In the **Confirm New Extension** dialog, click **Add**.



The InTools extension is added to the extension list and enabled:



End

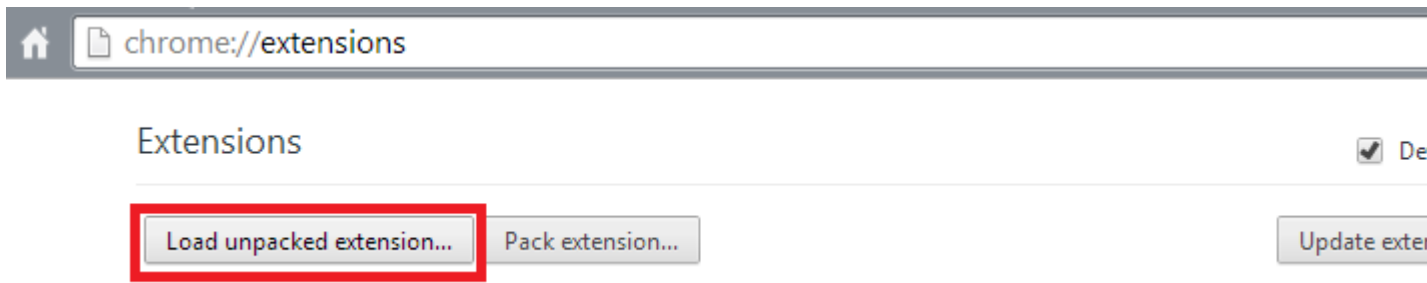
Installation as an unpacked extension

1. Run the Chrome browser.
-

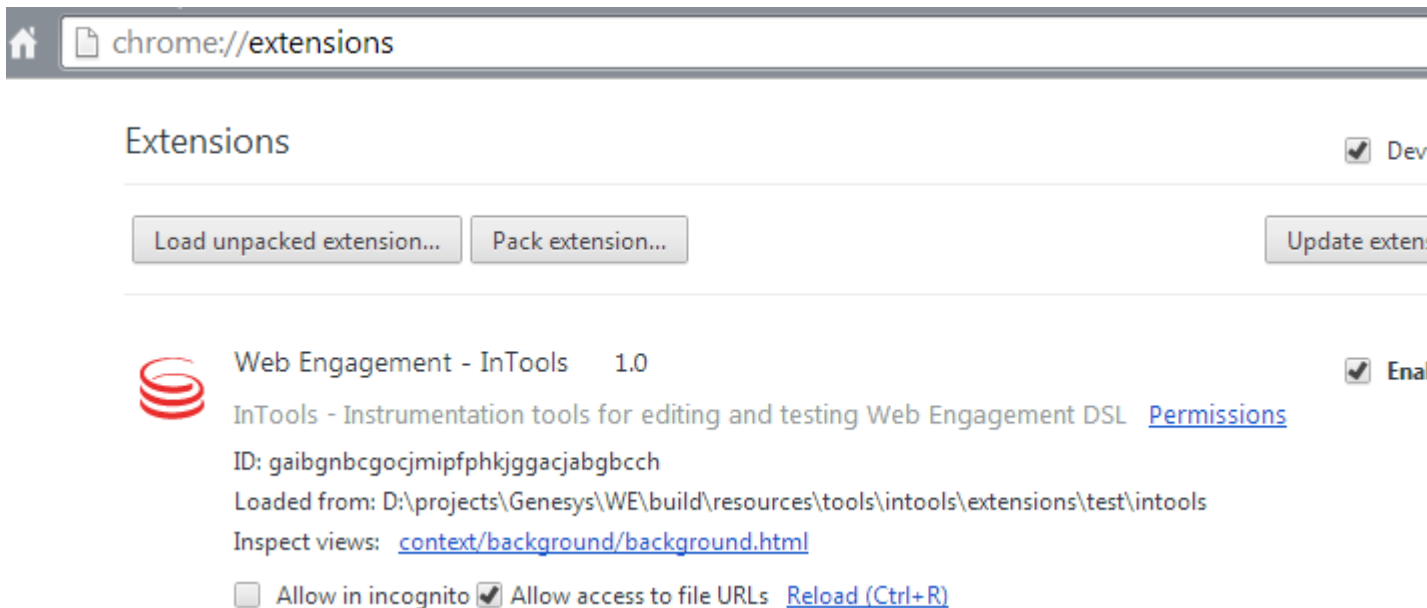
2. Navigate to the **chrome://extensions** page.
3. Enable Developer Mode.



4. Open a window in your OS and navigate to the **GWE_installation\tools\intools** directory.
5. Unpack **intools.crx** by using a zip archiver.
6. Click **Load unpacked extension...** and choose the directory with InTools that you unpacked in the previous step.

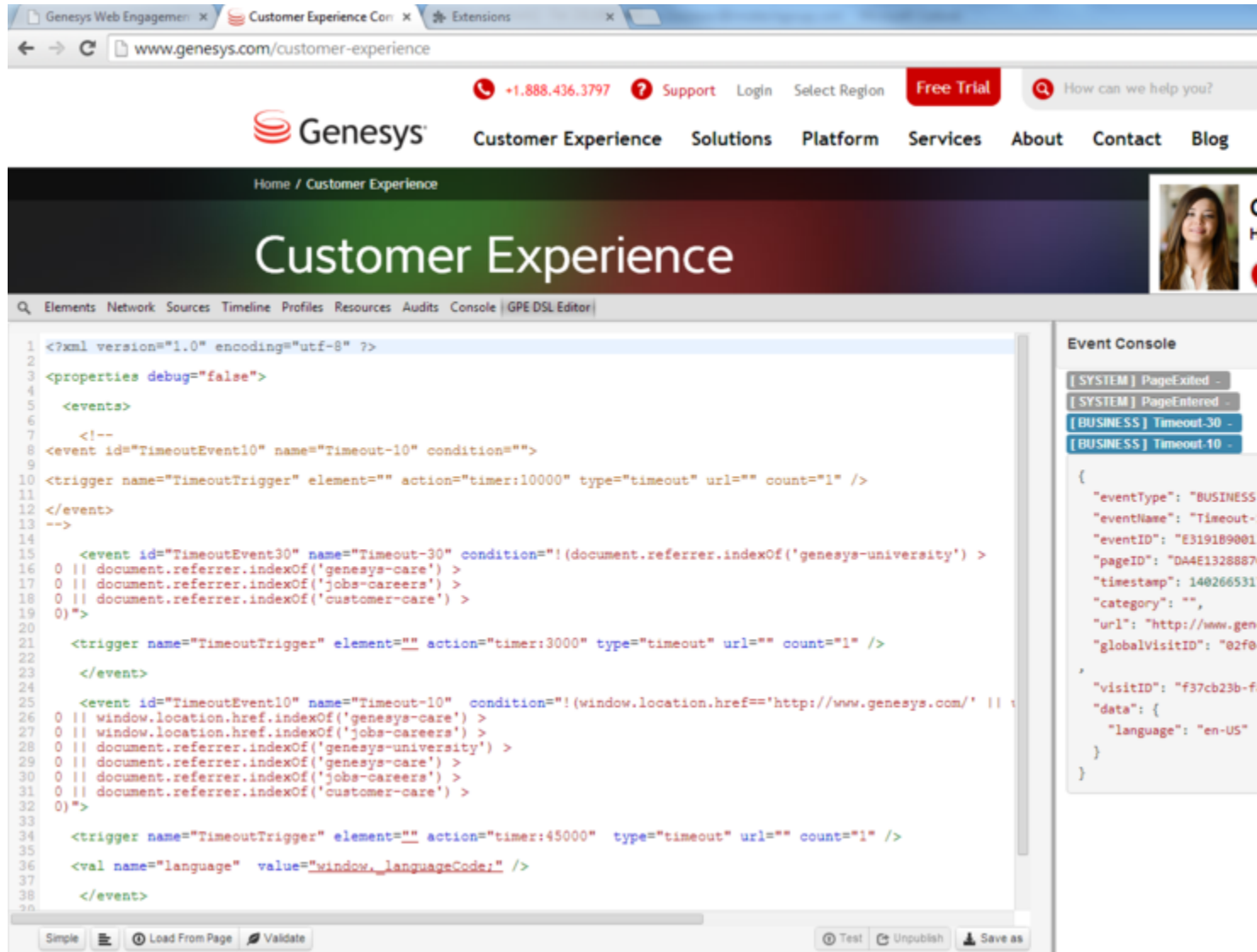


The InTools extension is added to the extension list and enabled:



GWE DSL Editor

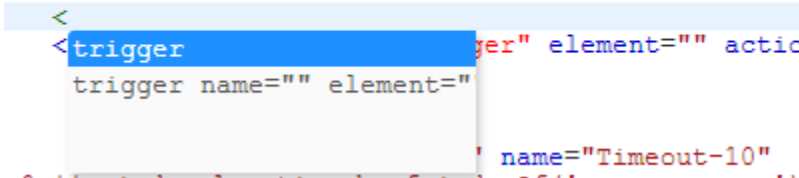
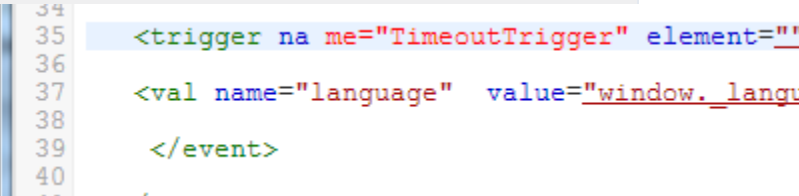
The DSL Editor allows you to create, edit, and test Genesys Web Engagement DSL.



The DSL Editor

Advanced Editor

The Advanced Editor is a text editor for Genesys Web Engagement DSL that provides the following features:

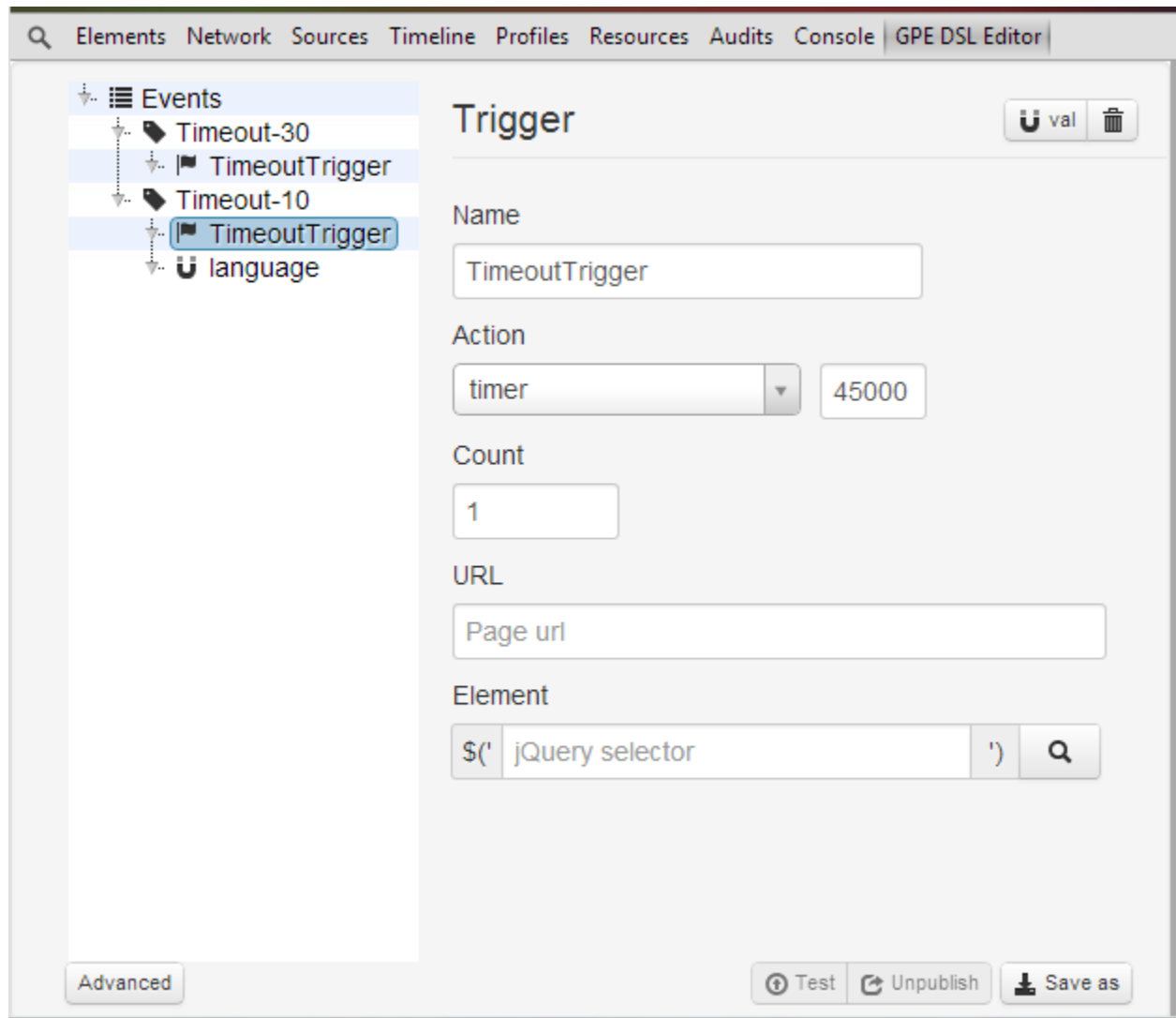
Feature	Usage
Syntax highlighting. The editor highlights reserved words to improve readability.	Automatic.
Code complete. The editor provides a code complete menu so you can see options to auto-complete your code.	Use ctrl+space to open the window. <pre><event id="TimeoutEvent30" name="Timeout-30" c 0 document.referrer.indexOf('genesys-care') > 0 document.referrer.indexOf('jobs-careers') > 0 document.referrer.indexOf('customer-care') > 0)"></pre>  The code complete menu.
XML syntax validation.	Automatic.  Syntax validation

Feature	Usage
jQuery selector highlighting. The tool can generate values for underscored attributes ("element" and "value") by clicking HTML elements on the page.	 2) click on element 3) generated jQuery Selector Selector highlighting
DSL structure validation. The tool validates the names and positions of elements, including children.	Click Validate .

Feature	Usage
	<pre>1 <?xml version="1.0" encoding="utf-8" ?> 2 3 <properties debug="false"> 4 5 <events> 6 <foo></foo> 7 8</pre> ElementsNetworkSourcesTimelineProfilesResourcesAuditsConsoleGPE D 1 <?xml version="1.0" enc 2 3 <properties debug="false 4 5 <events> 6 <foo></foo> 7 8 9 10 11 12 13 14 <!-- 15 <event id="TimeoutEvent 16 17 <trigger name="TimeoutT 18 19 </event> 20 --> 21 22 <event id="TimeoutEt 23 0 document.referrer.indexOf('genesys-care') > 24 0 document.referrer.indexOf('jobs-careers') > 25 0 document.referrer.indexOf('customer-care') > 26 0)"> 27 28 29 <trigger name="TimeoutTrigger" element="" action="timer 30 31 </event> 32 DSL Validation Result line:42: parser error : Specification manda <trigger na me="TimeoutTrigger" element- ^ line:42: parser error : attributes construct <trigger na me="TimeoutTrigger" element- ^ line:42: parser error : Couldn't find end of <trigger na me="TimeoutTrigger" element- ^ An example of DSL validation
Load the current DSL from a page. You can navigate to an already instrumented page and load DSL from it.	Click  Load From Page.
Pretty formatting.	Click  .
Test DSL. You can publish DSL changes to the current page	Click  Test. The page is restarted and configured with the new DSL.
Unpublish DSL. You can removed the DSL you published.	Click  Unpublish.
Save as. You can save your DSL changes to the file system.	Click  Save as.

Simple Editor

The Simple Editor is a wrap for the Advanced Editor that provides easy to use forms.



The Simple Editor

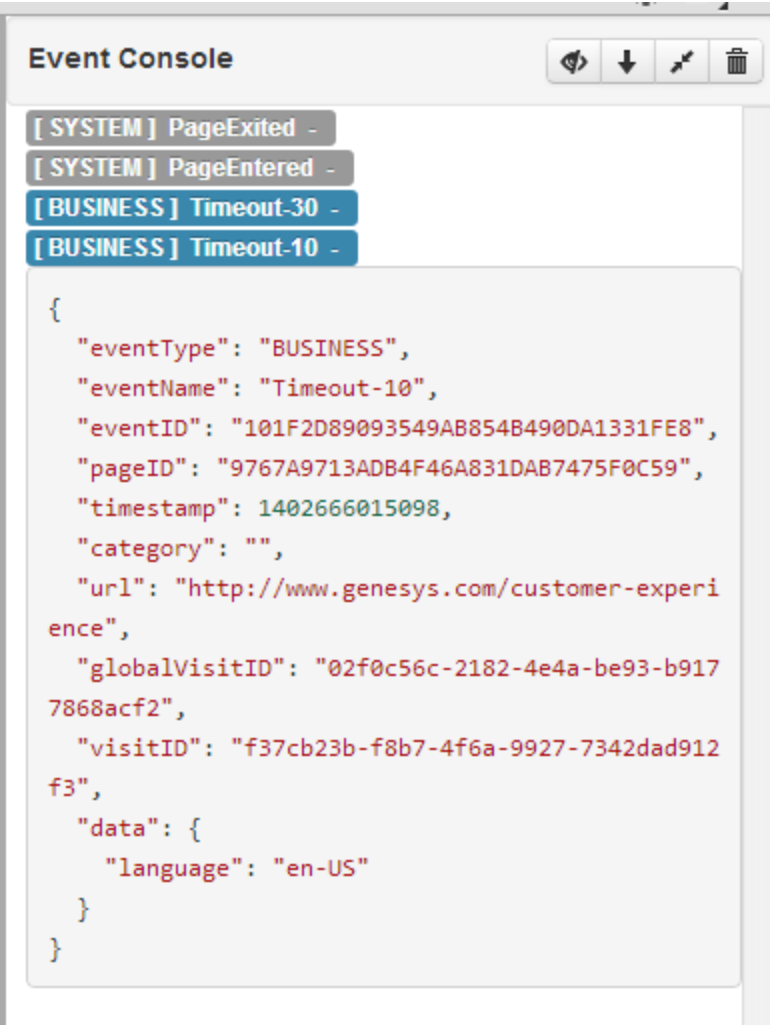
The editor includes the following features:

Feature	Usage
Navigation tree. The navigation tree allows you to quickly see events, triggers, and values.	Automatic.
jQuery selector highlighting. As in advanced mode, the tool can generate values for underscored attributes ("element" and "value").	Click the magnifying glass

Feature	Usage
	Element \$(' jQuery selector ')  .
Create or remove elements in the DSL tree.	 trigger  val  Click
Test DSL. You can publish DSL changes to the current page	 Test Click The page is restarted and configured with the new DSL.
Unpublish DSL. You can removed the DSL you published.	 Unpublish Click .
Save as. You can save your DSL changes to the file system.	 Save as Click .

Event Console

The Event Console monitors the generated events (both system and business). The event body includes all the event data in JSON format. The same format is posted to the Web Engagement Server.



The Event Console

The Event Console includes the following features:

Feature	Usage
Generated events monitoring.	Automatic
Toggle the full information for an event.	Click the event name to hide/show the event information. [BUSINESS] Timeout-10 -
	{ "eventType": "BUSINESS",
	The full event information is displayed. [BUSINESS] Timeout-30 - [BUSINESS] Timeout-10 - The full event information is hidden.

Feature	Usage
Hide all system events.	Click  .
Auto scroll to the last generated event.	Toggle  to enable.
Toggle all events.	Click  .