

Use Synergy More Effectively in your Business with our Tools, Manuals and Tips



## Prefill and Create a Request Using a Hyperlinks

You may wish to create a workspace using a document that contains hyperlinks to create different requests. You can create a Request with these parameters and test its result on your system:

- Request Type = 8507
- Description = Example description
- Project Number = 27



Build the hyperlink to look like this example html code: `WflRequest.aspx?BCAction=0&Type=8507&Description=Example%20description&Projectnumber=27`

To use this hyperlink, make sure that you either have a request type 8507 with the Description and project field or modify the html code.

The character "%20" between the words Example and Description means that a space must be included. Do not use any spaces in the hyperlink, other than the Character "%20".

## Documenting Workflow Requests

Creating the Definitions and Flow of Workflow Requests can be a fun task for Power Users.

The tedious and often not done task is that of documenting the requests that were created.

Information that should be captured includes:

- Purpose of the Request (Including the Flow of the Process)
- Request Screens
- Data Fields
- Request Screens by Each Step
- Request Definition Screen Shots



Here is a link to a document that I use to capture this information. Perhaps you can use these ideas and example. [Download Here.](#)

## Database Tables within Synergy Enterprise

In the path of Modules / System / Reports / Database / Tables, you may view a summary of the tables in the SQL database. This screen is limited only to Resources with the Administrator Role.



### Criteria Section

Information displayed in this section of the screen displays:

- Server Name
- Database
- Records in the database table
- Size of the database
- Size of the Log files

### Table Section

In this section, all of the tables (including custom tables added) in the database will be listed.

- Name column displays the table names
- Records column displays the number of records in each table
- Data column displays the data size in each table and the Indexes column displays the total count and size of the indexes for each table.

To view more details on the records and indexes of the tables, click the hyperlinks under the Records and Indexes - Count columns respectively.

## GLM Systems - Our Partner



GLM Systems has been a partner with our organization for over six years.

Their Development Team takes ideas from us, other resellers and end users to create unique solutions for Synergy Users. Many of the ideas for new tools have come from discussions with customers.

As an example, at Evolve two years ago, a customer asked if we could create a solution that would [auto-timestamp requests in the comment fields](#). Their staff did not like to click the button and it felt like a losing battle to get them to do this step. This was delivered to them a few weeks later.

If you have any ideas, please contact me and I will pass them onto their developers.

## Help Me Assist Other Synergy Users

I speak with many Synergy clients from North America, and am often wowed at some of the workspaces and SSRS Reports that have been created.



I would like to share some of your SSRS Reports with fellow Synergy Users. If you have some that other Synergy Users can use, send them to me. I will send them out via links on this

newsletter. If any of them require custom workflows, you may send me a xml file for that workflow also.

If you do not know how to use the Templating Tool or the XML Import Tool, let me know and I can assist you. Some users that saw this topic last issue asked me to provide them with more information.

I have attached a link to a copy of the [Templating Tool Document \(ID 19.456.3534\)](#) from the Exact website for you to learn more about this tool.

Let's Ignite your Synergy!

## Catalog and Website Links



With over 85 tools in our website (and catalog), we are sure that you can find solutions for many of your desired enhancements with Synergy Enterprise.

If you are interested in any of our tools, please contact us for a demo. Or visit our website and take a look at the presentations for each of our tools.

[Catalog](#)  
[Price Sheet](#)  
[Website](#)

With all of our tools, we provide installation and training (30 minutes) at no additional costs.

## Communications with Synergy Expert

You may inquire about the tools / manuals that we sell by one of three methods:

- Contact myself at [dkloepfer@synergyexpert.com](mailto:dkloepfer@synergyexpert.com)
- Call me at 847-867-4401 which is my mobile number
- Call our office at 847-956-6500 and ask for assistance.



We welcome your comments and inquiries.

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