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Contents

Introduction to Webhooks

Industry Standard
Please note that the Webhooks functionality delivered in LYNQ differs technically to Webhooks most widely used by developers for retrieving and storing data from a certain event.

By using Webhooks it's possible to easily pass data to other third party web based applications. In addition to communicating with other external applications, Webhooks facilitate the extension of LYNQ data displayed in the workbench, workbench reporting screens and on customisable report pages.

Webhooks in LYNQ allows parameterised query strings to be passed to any web based application where there is a common form of data. Webhooks are designed to be flexible and an understanding of the use of parameters in LYNQ and the third party application is required to configure this feature. Webhooks is a new feature that was first released in LYNQ 2016 R2 SP1.

Examples of the types of applications Webhooks may be used with:

- Third party reporting/app services such as:
  - Microsoft SSRS, Microsoft Power Apps/Power BI, Crystal Reports
- Document management applications (i.e SharePoint)
- Web based ERP Applications
- Label Printing Software (i.e Bartender)
- Local LYNQ web pages
- Any type of web based application that supports query string parameters.

Webhooks can pass parameterised queries in 3 different ways:

- Browser Default – the URL is opened in a new browser window
- Overlay – the URL is opened as an overlay on the current page
- As a service - the URL is passed to the third party service in the background

Webhooks can be used in these application areas in LYNQ:

- Workbench (Employee and Equipment)
- Workbench Standard Reporting Screen
- Workbench Report Single Button (Function)
- Reports and Dashboards (where there is a customise option)

To configure Webhooks in LYNQ, try the examples provided in this document to gain a basic understanding of how webhooks are configured. In these step by step instructions, you will create a Webhook that will:

- Open the Job Card from the Workbench screen (Example 1)
- Open the Job Card the Workbench Report screen (Example 2)
- Open the Job Card from the Employee Performance screen (Example 3)

Note: examples provided in this guide are for learning purposes only. They do not demonstrate how powerful webhooks can be, when configured with other third party applications. Contact the support team for further details.

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Recognising parameters in query strings

Web Applications
Most web-based applications are capable of receiving query strings that include parameter values.

Not all webpages support parameters to be passed in the query string value. It is easy to identify when a parameter can be passed. In the example below, the question mark (?) character identifies the value **ferret** is passed as a parameter for **name**.

http://example.com/over/there**?name**=**ferret**

The ampersand (&) character is used to pass multiple parameters. In the example below, **name** and **color** are passed as parameters.

http://example.com/path/to/page?name=ferret&color=purple

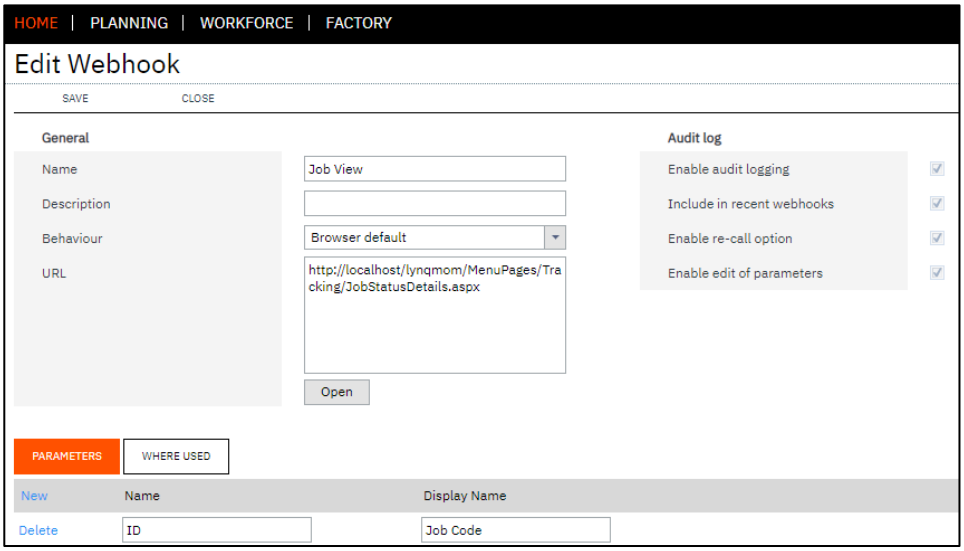
Configuring parameters for a webhook

Behaviour
Refer to page 3 to understand how each browser behaviour works.

Permissions
You must be logged in as a user with rights to advanced setting to configure Webhooks

Within Advanced Settings you first need to define the parameters that will be passed to the third party application and the URL of the third party application itself. In this simple example, you will learn how to pass the Job Code as a parameter to the Job Card.

1. From the LYNQ home page click **Settings**
2. Click Advanced Settings
3. Click Definitions
4. Click Webhooks
5. If this is the first time you are configuring Webhooks it's best to first delete all pre-shipped Webhook examples. Select each Webhook and click Delete
6. Once all pre-shipped Webhooks have been deleted, Click New
7. Enter a Name for the URL = (i.e. Job Card)
8. Enter a Description = (i.e. Job Card)
9. Select Browser Default as the Behavior
10. Enter the URL = i.e. http://Servername/SiteName/MenuPages/Tracking/JobStatusDetails.aspx
11. Enter URL parameter = ID in the name field
12. Enter the Display Name = Job Code
13. Enable all options under the Audit Log section.
14. Click Save



Configuring data passed by a webhook

Different Behaviour
Different terminals can be configured with different webhook behaviour.

Now that you have defined the parameter for the Job Card webpage, you must choose where to show the Webhook and what data fields from LYNQ will be passed into the parameter values.

Within the settings of the Workbench On-Screen Element you can configure the Webhook in 3 different ways:

- Control Settings - Show Webhook Button
  - When enabled the Webhook will appear on the main Workbench screen and the user must manually click on the Webhook Button to execute the page

- Reporting Settings - Show Webhook Button
  - When enabled the Webhook will appear on the Workbench Report screen and the user must manually click on the Webbook Button to execute the page

- Reporting Settings – Form Submission Webhooks
  - When enabled the Webhook will automatically execute when the user clicks Report from the Workbench Report screen

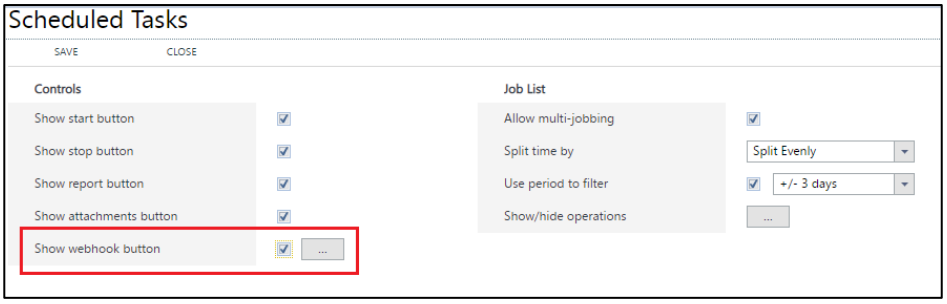
Example 1 display webhook in workbench

Multiple Webhooks
It is possible to create multiple Webhooks to link LYNQ to different applications by clicking on the NEW button when on step 7.

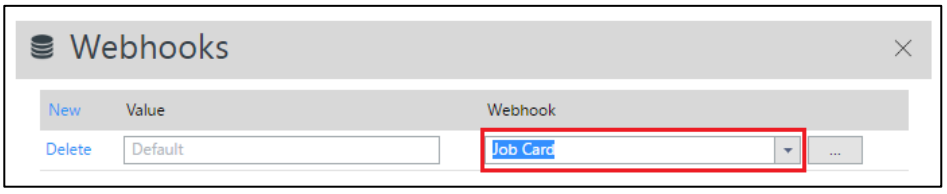
In this example you will configure the Webhook so it is displayed on the main Workbench page.

1. From the LYNQ home page click Settings
2. Click Advanced Settings
3. Click Workbench
4. Click Elements
5. Double click on the Workbench (Employee) On-Screen Element to edit the properties
6. Click on Settings for Scheduled Tasks
7. Tick Show Webhook Button and click on the eclipse button [...]
8. Select the Job Card from the Webhook dropdown
9. Click on the eclipse button [...]
10. Select Job.Code from the field dropdown list
11. Click on OK twice
12. Click on Save

Workbench On-Screen Element Settings for Scheduled Tasks



Webhook Selection



Parameter Selection

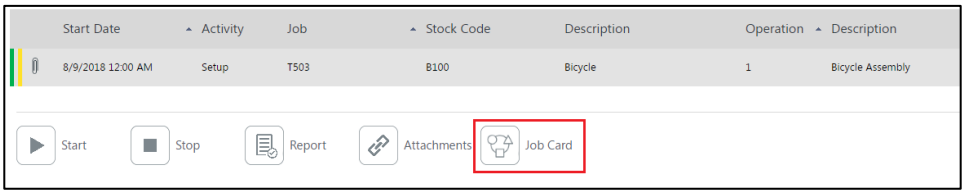
Example 1 display webhook in workbench

Pop Up Blocker
If the Webhook is not displayed, check that the browser is not blocking pop ups.

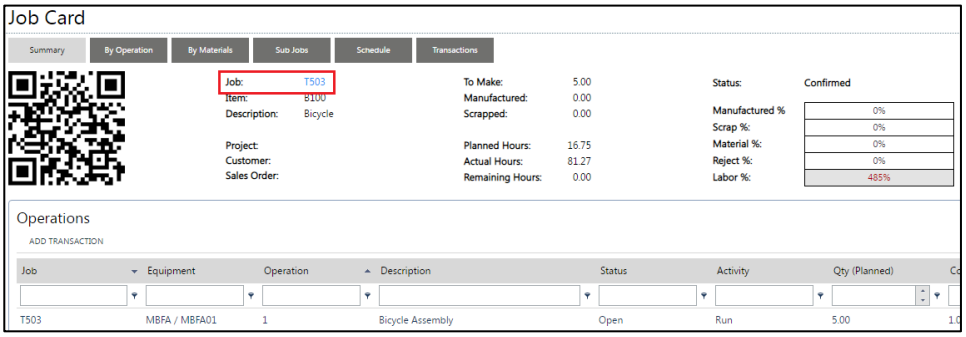
To test the Webhook is working correctly from the Workbench:

1. Clock into the Workbench as an employee
1. Select a Task
2. Click on the Job Card button
3. If configured correctly, the Job Card will open for the task selected in a new browser window

Webhook Button



Job Card Opened using Parameter passed from the Workbench

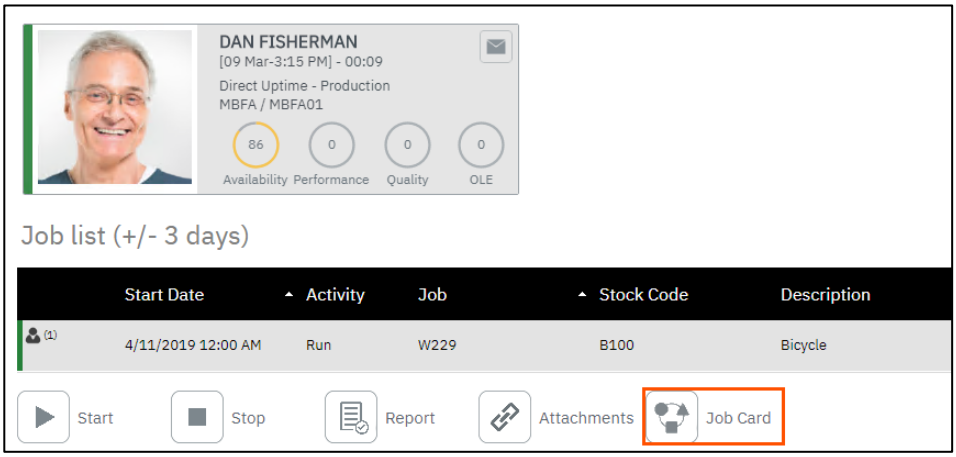


Multiple webhooks

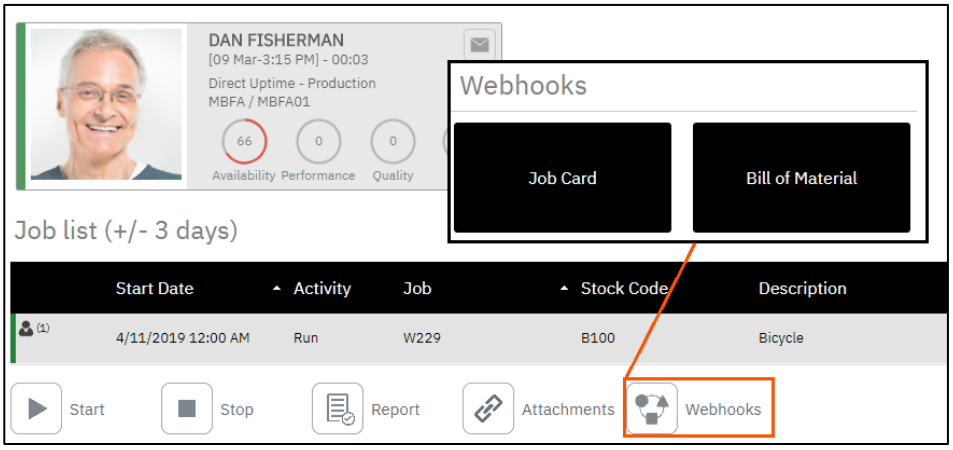
Display Names
Default display names can be replaced with custom values by changing the Webhooks value field. See page 7.

It's possible to display multiple Webhooks on the Workbench. The Webhook button behaviour changes when multiple Webhooks are configured. When multiple Webhooks are configured you will see one button called Webhooks on the Workbench. After clicking on the Webhooks button you will be able to select the relevant Webhook by name.

Single Webhook Visualisation on the Workbench



Multiple Webhook Visualisation on the Workbench



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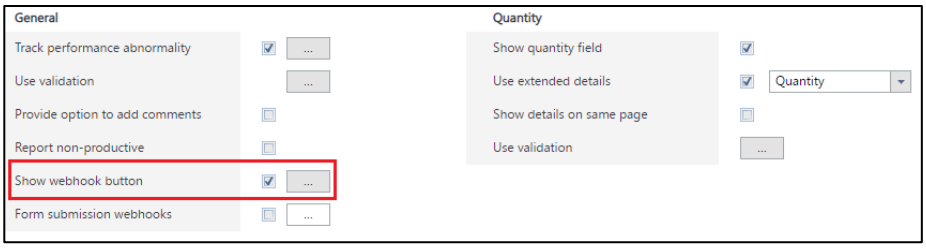
Example 2 display webhook on reporting

Multiple Webhooks
It is possible to create multiple Webhooks to link LYNQ to different applications.

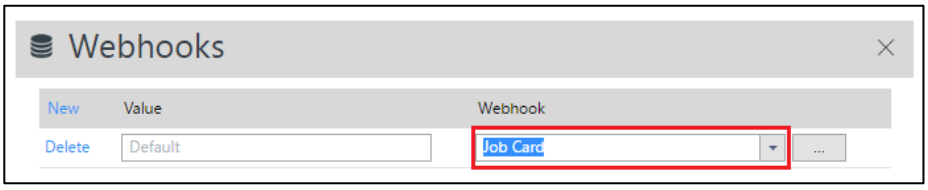
In this example you will configure the Webhook so it is displayed on the Workbench Report page .

1. From the LYNQ home page click Settings
2. Click Advanced Settings
3. Click Workbench
4. Click Elements
5. Double click on the Workbench (Employee) On-Screen Element to edit the properties
6. Click on Settings for Scheduled Tasks
7. Click on Reporting Options eclipse button [...]
8. Tick Show Webhook Button and click on the eclipse button [...]
9. Select the Job Card Webhook from the dropdown
10. Click on the eclipse button to the right of the Webhook field
11. Select Job.Code from the field dropdown list
12. Click on OK three times
13. Click on Save

Workbench On Screen Element Settings



Webhook Selection



Parameter Selection

Example 2 display webhook on reporting

Pop Up Blocker

If the Webhook is not displayed, check that the browser is not blocking pop ups.

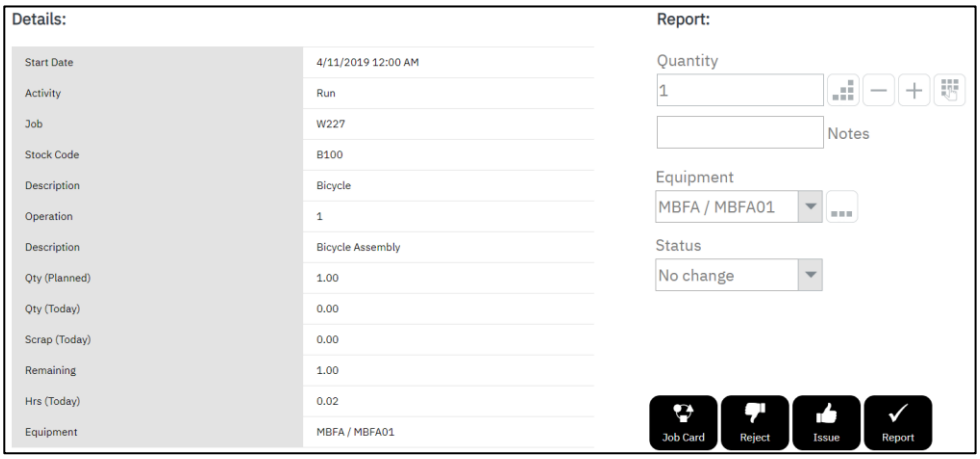
Multiple Webhooks

The webhook button will allow the user to drilldown to select the relevant Webhook.

To test the Webhook is working correctly from the Report screen: Clock into the Workbench as an employee

1. Select a Task
2. Click on the Report button
3. Click on the Job Card button
4. If configured correctly, the Job Card will open for the task selected in a new browser window

Report Screen



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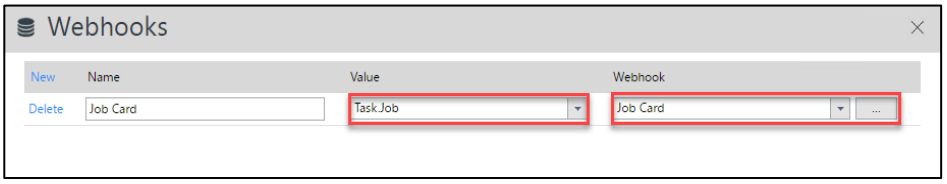
Example 3 display webhook on a report

Pop Up Blocker
If the Webhook is not displayed, check that the browser is not blocking pop ups.

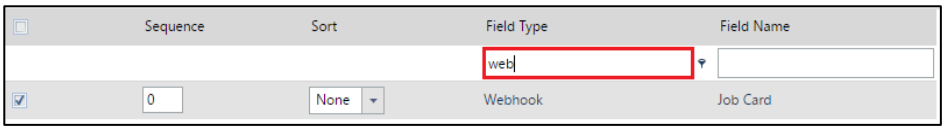
Wherever you see an option to customize a grid view, you have the ability to configure a Webhook. In this example you will configure the Employee Performance Audit screen to show the Job Card Webhook.

1. Click on Employee Performance in Workforce Manager
2. Click on Audit tab
3. Click Customize
4. Click Webhooks eclipse button [...]
5. Enter Job Card in the Name column
6. Select Task.Job from the Value dropdown list
7. Select Job Card from the Webhook dropdown list
8. Click on the eclipse button to the right of the Webhook field [...]
9. Select Task.Job from the field dropdown list
10. Click on OK twice
11. Search for the new field by typing Web in the Field Type column heading
12. Tick the left checkbox field and enter a sequence number to enable this field to be displayed on the grid
13. Click Save

Webhook Selection



Filter by Field Type



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How to identify parameters in LYNQ

Parameter Names
Be aware than different reports may have different parameter names for the same value. For example, the Employee ID parameter is different on the Employee Status Detail report and the Employee Performance Report.

A number of reports in LYNQ use parameters.

Reports where parameters are used

Report	Parameter(s)	Parameter Value
Equipment Loading	Fclt	Equipment ID
Production Job List	Dpt	WorkCentre Name
Equipment Job List	Dpt & fc	WorkCentre Name & Equipment ID
Employee Status Details	Emp	Employee ID
Equipment Details	Fclt	Equipment ID
Employee Performance	R	Employee ID
Equipment Performance	F	Equipment ID

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Data field names used as parameters

Naming Conventions

Data field names may be different to those in the table opposite. Replace Job for Order if not available.

When creating Webhooks for complex query strings, a good understanding of the structure of the data in LYNQ is required. In most cases, the fields listed in the table below will be commonly used as parameters to third party applications.

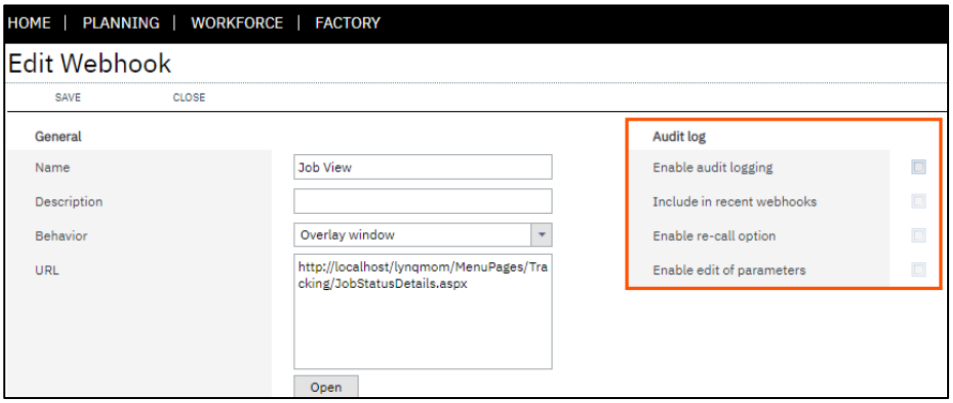
Product Area	Workbench Column Name	Data Field Name
Workbench	Start Date	Operation.Scheduled Start Date
Workbench	Job	Job.Code
Workbench	Stock Code	Job.Stock Code
Workbench	Description	Job.Description
Workbench	Operation	Operation.Operation
Workbench	Qty (Planned)	Operation.Quantity Ordered
Workbench	Qty (Today)	Local.Qty (Today)
Workbench	Scrap (Today)	Local.Scrap (Today)
Workbench	Remaining	Local.Remaining
Workbench	Hours (Today)	Local.Hrs (Today)
Workbench	Equipment	Equipment.Equipment

Additional Webhook Settings

Where Used

Use the Where Used tab on the Edit Webhook screen to see where in

A number of additional settings can be configured against a Webhook.



Webhook Audit Log Settings

Setting	Purpose
Enable audit logging	Specifies whether the webhook is enabled for audit logging. Logs are visible from the Log Tab of System Insights. Only webhooks with a behaviour of 'call as a service' can be audited.
Include in recent webhooks	Specifies whether the webhook will be displayed using the recent webhooks on screen element. Only webhooks with a behaviour of 'call as a service' can be viewed in recent webhooks.
Enable re-call option	Specifies whether the webhook can be re-called from recent webhooks.
Enable edit of parameters	Specifies whether the webhook parameters can edited.

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