

## Custom\_Reply\_Template

Use the code below to create a custom reply template.

Copy the code, paste it to your own server, and replace all instances of <SocialMinerServerAddress> with the address of your own server.

```
<?xml version="1.0" encoding="UTF-8"?>

<!--
This sample code is intended to be used as a simple starting point for creating your own custom reply template.
Modifications to the XML structure should not be required and may result in your custom template failing.
-->
<Module>
<ModulePrefs title="Custom Reply Template Sample"
    author="Cisco Systems, Inc."
    scrolling="true">
<Require feature="dynamic-height"/>
<Require feature="settitle"/>
<Require feature="minimessage"/>
<Require feature="setprefs"/>
</ModulePrefs>
<Content type="html">
<![CDATA[
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN" "http://www.w3.org/TR/html4/loose.dtd">
<html>
    <!-- Provide your custom reply template code below. -->
    <head>
        <meta http-equiv="Content-Type" content="text/html; charset=UTF-8">

        <!-- Default CSS includes to provide uniform look and feel. -->
        <link rel="stylesheet" type="text/css" href="http://<SocialMinerServerAddress>/css/default.css">
        <link rel="stylesheet" type="text/css" href="http://<SocialMinerServerAddress>/css/default.css">

        <!-- Required Javascript includes to provide base reply template functionality -->
        <script type="text/javascript" src="http://<SocialMinerServerAddress>/templates/reply.js">
        <script type="text/javascript" src="http://<SocialMinerServerAddress>/templates/reply.js">

        <script type="text/javascript">
            //Set up the required ccpSession object.
            var ccpSession = null;
            ccpSession = new CcpSession(window.location.href);

            function processCustomReply(message) {
                //Provide your custom reply logic here.
                //Note: The alert below only serves as a placeholder and can be replaced with your own logic.
                alert('Processing message \'' + message + '\');

                //Close the reply template and set the Social Contact state to 'handled'
                closeTemplate('handled');
            }
        </script>
    </head>

    <body>
        <div id="reply">
            <form>
                <table style="width:100%">
                    <tr>
                        <td>
                            <table style="width:100%">
                                <tr>
```

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```
<th>
<div id="title">Cu
</th>
</tr>
<tr>
<td>
<div id="descripti
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td>
<table style="width:100%">
<tr>
<td>
<textarea id="repl
</td>
</tr>
<tr>
<td>
<!-- Sample button
<!-- When clicked,
<input id="customr
<!-- When clicked,
<input id="cancel"
</td>
</tr>
</table>
</td>
</tr>
</table>
</form>
</div>
</body>
</html>
]]>
</Content>
</Module>
```