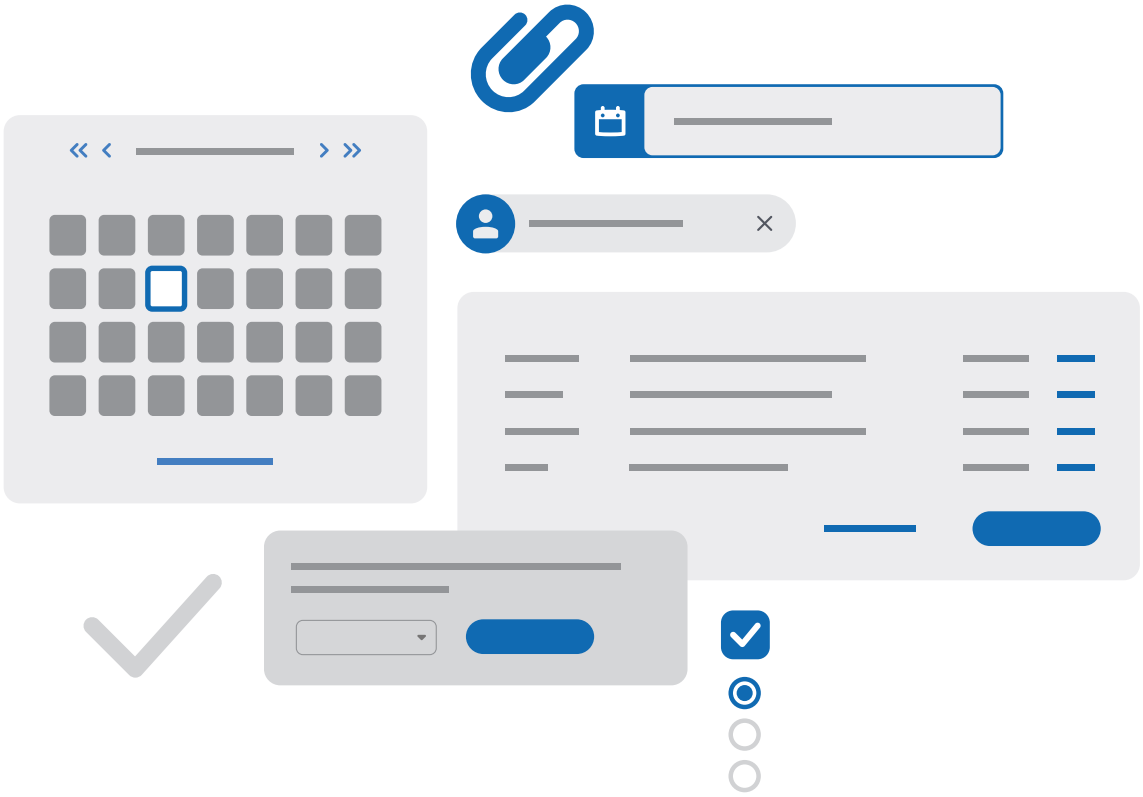
SYMPHONY

Symphony Elements

Re-Wire Collaboration with New Programmable UX Options



Symphony has long offered the flexibility to integrate bots and applications into the Symphony real-time collaboration platform. Until now, however, developers had little ability to make changes to the Symphony user interface itself. In addition, developers building custom functions or bots had to code, design, and render every aspect of the user experience (UX) from scratch. As a result, coding the UX for new capabilities could entail significant time, effort, and repetition.

Introducing Symphony Elements

Symphony Elements provide new programmability options to customize the Symphony user interface and a broad set of prebuilt interface components for bots and application integrations. Elements make developing the UX for new Symphony capabilities faster, simpler, and more consistent.

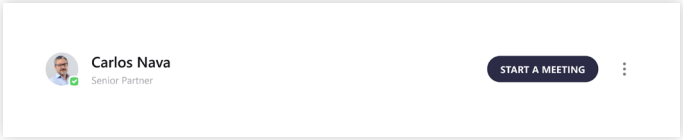
Prebuilt UX Components

Symphony Elements give developers a shortcut to code the UX when integrating new capabilities. Reusable components available now: buttons, text fields, text areas, radio buttons, checkboxes, dropdowns, user selectors, and table with select row button.

Elements prebuilt UX components work in Symphony Chat Rooms, IMs, and Multiparty IMs (MIMs). They are supported in all Symphony SDKs: Java, Node, Python, and .NET.

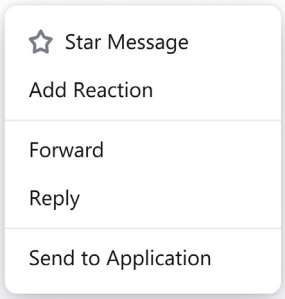
Programmable Headers

Change how headers display by customizing color, buttons, and other features to give users new ways to work more quickly and productively.



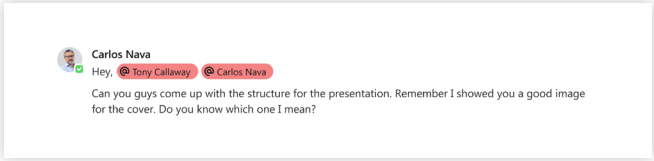
"Send to Application" Option

Build an option into the inline action menu to let users send messages to designated internal applications. For example, imagine an employee using Symphony to ask a manager for approval for travel. Once the manager approves, the employee clicks "Send to Expenses," and the message is automatically sent to the expense application to substantiate the approval.



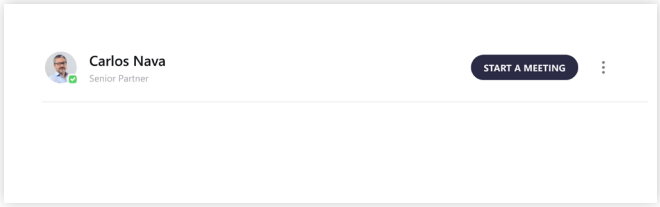
Customizable Message Display

Use hashtags to invoke special colors or display actions for messages, depending on context. For example, a manager could use the hashtag #highpriority to make a message display in orange to stand out. Or, a Security team posting an alert about an important security incident could use the hashtag #securityincident to make their message display flashing red.



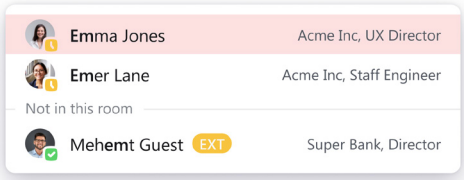
Persistent Integrated Content

Anchor content from other applications—even streaming content—directly to the top of Symphony chat windows. For example, you could program an incident management bot to continuously update ticket status in a persistent window above a chat. Or, a pricing bot could continuously stream pricing updates.



Custom Type-Ahead Suggestions

The Symphony type-ahead picker already shows suggestions for people (@) and hashtags (#) as users type. Now, you can customize those suggestions to better suit your organization. For example, you could make certain hashtags appear earlier, or display more prominently, or in different colors.



Programmable Rich Text Editor

In the Symphony Rich Text Editor (RTE), users can change font styles, insert code snippets, attach screenshots, and more. Now, you can program your own RTE customizations. For example, you could integrate your own spellchecker into the interface to check against a custom dictionary as users type.

Benefits for Developers

- **Accelerated innovation:** Developers gain powerful new tools to improve business outcomes by addressing more use cases unique to their organization.
- **Faster time-to-market:** Developers can code the UX for new end-user capabilities and workflow automation with much less time and effort.
- **Future-proof:** Elements automatically benefit from future Symphony updates and functionality—without developers having to manually update their code.
- **Secure:** As core platform building blocks, Symphony Elements inherit the full Symphony security model. All actions and user inputs are safely transported over Symphony's secured messaging gateway.

Benefits for End Users

- **Increased productivity and efficiency:** With shortcuts and customizations to streamline work for their unique organization, employees can work smarter and faster.
- **Consistent experience:** With reusable UX components, users get a more consistent look and feel when interacting with Bots across Symphony. Even when users interact across pods and organizations, they see Bot messages the same way.
- **Expanded access to information:** New options like "Send to Application" and content-streaming windows connect users to previously isolated internal data stores. Now, information that used to be locked away becomes actionable for any employee using the collaboration platform.

Get Started

The initial software release supports pre-built UX components like buttons, text fields, dropdowns and more. Additional capabilities will be introduced in the coming months.

To start using the pre-built UX components, just join a room and create messages with your bot. Using the newly updated Symphony, the CreateMessage endpoint now recognizes Elements tags. Symphony has also updated the Rendering Tool to help developers design messages. And, developers can use SDK helper functions to build UX components even faster.

For more details, visit: https://developers.symphony.com/symphony-developer/docs/available-components