



Integro CX

Sophisticated low-code framework for rapid web development

Core functioning building blocks

The components within the Integro CX framework are used to deliver various types of information and functionality. They can provide views of, and access to, 3rd party systems or can be self-contained applications in themselves. Integro CX allows the flexibility of making different components available to different types of users. These building blocks provide the toolkit to create exceptional user experiences within portals and forms.

- **Dashboards:** Ability to show Apps/titles on a screen each of which have their own independent self-contained functionality.
- **Apps:** Configurable components that render on a dashboard. Each App can have multiple instances, each independently configurable.
- **Forms:** Render a collection of data components to show and/or collect data from a user.
- **Data Components:** Configurable components to render or collect a data item within a form.
- **Compound Components:** Ability to add multiple sets of information through data components.
- **Wizard Engine:** Connects multiple forms within a work-flow driven process.
- **Data Grid:** Renders a set of data within a grid that supports paging, sorting, filtering and searching.
- **Chart:** Renders data within a graphical chart with support for multiple datasets providing advanced functionality such as interactive ranges and dynamic delta calculations.

Authentication & authorisation

Security

- Username & Password based login against LDAP credentials or internal user database.
- Configuration for password strengths, retry attempts and account locking.
- API for supporting single sign on based logins via custom development.
- Extensible third-party Identity Provider integration including:
 - Okta
 - Google
 - Facebook
 - Microsoft
 - Twitter
- One-Time Pin (OTP) integration for two factor authentication, out of the box support for:
 - Email (via SMTP)
 - SMS (requires Twilio)
 - Google Authenticator
 - Authy

Self-service functionality

- User Registration.
- Self-service security details and password maintenance.
- APIs are available for creating a tailored authentication experience.

Anonymous Access

- Ability to configure a security role for users that are not registered within the portal (e.g. prospects).

Permissions

- The entire Integro CX framework is governed by a robust permissions framework enabling tailored functionality created against roles, which are assigned to users.
- Users can be members of multiple roles to allow cumulative sets of permissions.

Session Management

- Configurable rolling session lengths.
- Warnings to the user for approaching session end and notification when session has ended.
- Log out button with optional redirect to 3rd party site post log out.

Out of the box components

Navigational Menus

- Role based navigation menus that can be linked to internal portal screens or externally hosted sites.
- Ability to configure access to the navigation menu items for specific roles.

Dashboards

- Render Apps in a column layout with support for Apps to be resized and moved by administrators and end users.
- Apps can be rendered with or without borders and allow for custom styling.
- Responsive layout with support from high resolution screens to mobiles.
- API to allow custom built Apps.

CMS App

- Allows the rendering of HTML within an App (summary level and expanded level).
- Allows for the source of the HTML to be provided in a WYSISWYG editor or from a service end point within the portal.
- App can link through to an internal portal screen or externally hosted site.

Stats App

- Renders data within an App (summary level and expanded level).
- Summary level data can be rendered as a single numeric value, multiple values or a chart (pie chart, bar graph, line graph, donut, etc.)
- Level 2 data can be rendered as a data grid or chart.
- App can link through to an internal portal screen or externally hosted site.

Search App

- Summary level renders a search box that when a search term is entered will render the expanded level.
- Expanded level renders a data grid of results.

Document Repository

- Allows for integration with any document repository filtered by entity as required.

Feed App

- Renders data from an RSS feed or RSS enabled Twitter feed.

Form App

- Renders a form of data components within an App, allowing for limitless possibilities.
- Configurable source and submission destinations.

Media Library App

- Renders a configured set of videos and/or documents in the summary level showing titles and descriptions.
- Webm, MP4 and Theora video formats are supported as well as WAV, MP3, Vorbis, AAC Audio files.
- The media app also supports youtube and vimeo videos with our custom player UI.

Event Tracker App

- Renders data collected by the portal event tracking process.
- Allows showing of data collected over a configurable period.

Role Configuration

- A WYSISWYG dashboard editor allows for the placement, sizing and configuration of the Apps on a dashboard.
- Dashboards can be setup for each role defined in the portal.

App Creation

- A WYSISWYG editor for creating and maintaining instances of Apps used on the dashboards.
- App can link through to an internal portal screen or externally hosted site.

Virtual Dashboards

- Support for JSON based source of a dashboard that can be provided via a service. This allows for dynamic dashboard to be created using the API with custom build.

Forms & data components

- 32 different data components available for rendering inputs and data on a form. These include text box, drop down box, check box, radio buttons, date picker, chart, data grid.
 - Compound data component allows for rendering a sub form to collect multiple sets of data.
 - Interaction between data components on the form allow for rule-based show/hide and property updates.
 - Dynamic text update based on values being entered. This can be used for updating summary text blocks with the values within the screen.
 - Custom buttons can be added to the button bar of the screens.
 - Responsive layout with support from high resolution screens to mobiles.
 - API to allow custom building of these JSON based screens.
 - Built in accessibility compliance.
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Wizard Engine

- Database-driven workflow system that renders forms within a defined workflow.
 - Support for saving and resuming.
 - Support for approval hierarchy and passing of wizards between users.
 - Breadcrumb system for navigation back and forth within a wizard.
 - API to allow custom logic for the event triggered by the wizard and each screen. This allows for hooking into underlying system for pre-population, validation and saving.
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Event Tracking

- Google Analytics event tracking supported.
 - Internal event tracking system (wired to the same events as Google Analytics) with support for rendering tracking data within Apps.
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Custom single page application (SPA)

- API to allow the rendering of HTML5 based pages within the portal page structure.
 - Pages are versioned and allow for unpublished changes to be viewed.
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Branding

- Brand applied is dependent on the user's role.
 - Security screens branding can be rendered using a default brand or based on the URL accessing the site.
 - Neomorphic skins as well as traditional skins for branding
 - API to allow creation of multiple brands
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System administrator

- System administrator role has an out of the box dashboard defined that allows access to common maintenance functions, user management and log viewing.
- Maintenance screens include: navigation menu items, system settings, App authoring, user management, role management and background job management.

Snippet editor

- Update content on the portal through the snippet editor
- Separate author and publisher roles
- Rich text editor enables corporate marketing updates
- Load background images to bring marketing material to life
- Preview changes in situ on the dashboard
- Publish content to all roles displaying the snippet

Performance diagnostics

- Performance diagnostic tooling highlights performance issues
- Root cause analysis through service timings and benchmarking (configurable)
- Screen load times (initial / navigation)
- Service invocation times (summary / breakdown)
- System logs

Notifications

- Create and send global notifications to specified or all users within your Portal
- Rich text notification editor with preview
- Ability to add call to action within the notification
- Update specific information through the toast notification system using our notifications API service

Form builder

- The ability for authorised users to create their own eForms using the Integro CX component library.
- Created forms included easy to define validation rules and help text for ease of population.
- Separate permissions for users to distribute eForms to end users.
- eForms are accessible to users via their portal to complete and return.
- Full management of distributed forms to track completion rates.
- Completed form data can be exported to CSV.
- Additional custom API available for system integration of completed results.

Secure Messaging

- Create, view and reply to secure messages
- Attach files or eForm links to secure messages
- Grid of messages received or messages sent
- Notifications of new secure messages via email or Toast notifications