

# StreamText

StreamText Integration will allow you to create StreamText events directly from Bookings created within Interpreter Intelligence.

## StreamText - Configuration

To enable StreamText Integration, as an Agency Admin user on II:

- Navigate to **Admin** -> **Company** -> **Configuration** tab
- In the **Configuration: StreamText** section near the bottom of the page:
  - Select **StreamText Integration Enabled** (1)
  - Enter the url <https://services.streamtext.net/> for your StreamText application in the **StreamText Integration Endpoint box** (2)
  - Enter your **StreamText Username** (3)
  - Enter your **StreamText Password** (4)
- Save the Company Configuration using the blue **Save** button on the top left hand side of your screen

Configuration: StreamText  
StreamText Integration Enabled?  1

StreamText Integration Endpoint?  2

StreamText Username  3

StreamText Password  4

## StreamText - Create Events

To create StreamText events, as any agency user on II:

- From the Dashboard click the blue **Create New Booking** button, or from the **Home** menu select **Create New** from the **Bookings** or **Jobs** section
- Select the **Customer/Client** as normal and populate all other fields as required
- Under the **Appointment Details** section, in order to create a StreamText event, the **Language** selected must be **Remote Cart (Captioning)** (1)
- Optionally you can also specify the name of the StreamText Event within the II Booking:
  - Click **Add Reference** (2)
  - For the label enter “Event Name” (3)
  - Enter the name of the Event as you wish it to appear in StreamText (4) - Note that Event names must be unique  
**Note:** Event names can only contain characters, numbers, dashes, underscores and periods (no spaces for e.g.)
- If “Event Name” is not added as a **Reference** on the II Booking, the name of the StreamText event will default to “Job#-CustomerName-ClientName”

- Save the Booking using the blue **Save** button on the bottom right of the booking form
- Navigate to the **Assignments** tab and click on the **Unassigned** link, assign an Interpreter to the booking as normal - Note that the assigned Interpreter must be a Staff Member within StreamText, II Interpreters and StreamText staff will be matched based on their email address
- The background process to create StreamText Events from II Bookings will run every 5 minutes on **Assigned** Jobs only, therefore you may need to wait up to 5 minutes to see the Event created in StreamText
- If your II Booking is **Canceled** in II, the corresponding Event in StreamText will also be Canceled
- If you need to change the Interpreter Assigned, you will need to **Unassign Interpreter** & Reassign the Interpreter swiftly, i.e. before the Integration between II and StreamText runs, this will ensure that the StreamText event is updated with the new Interpreter assignment. If the Interpreter is Unassigned and the Integration runs prior to another Interpreter being assigned, the Streamtext event will be Canceled.
- You can make changes to the Date/Time of the II Job and this will be reflected in the StreamText event
- Duplicate, Follow Up & Make Recurring Actions can be used for StreamText Events and these actions will create a New StreamText event
- Team Jobs are also supported, creating a Team Job of 2 Interpreters, for example, in II will create 2 StreamText events, 1 for each of the Interpreter Jobs

If you wish to enable **StreamText** for your agency we will be happy to assist you further at [support@interpreterintelligence.com](mailto:support@interpreterintelligence.com)