



Contact management: Salutation

ADITO Software GmbH

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Screenshots

The UX design of ADITO is continuously optimized for you. There may therefore be deviations in the screenshots.





AGENDA

Agenda

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Salutation



Salutation

Creating a contact

Duplicate	
Title ↕	
Language •	English
Company	Fischer AG
Salutation •	Mr.
Title	PhD
Firstname	Frank
Middlename	Middlename
Lastname •	Bare
Gender	Male
Date of birth	Date of birth
Status	Active
Department	Sales

1. When creating a new contact, the user selects the **language** in the first field.
2. Now, only the possible salutations available in the system for the selected language are displayed in the **“Salutation” field**.
3. After selecting the salutation, only the titles stored for it (restricted by language and salutation) are presented in the dropdown menu of the **“Title” field**.

Salutation



Salutations added in the system: Header salutation and letter salutation

Language	Salutation	Title	Headline	Letter salutation	Letter salutation 2	Gender	Sorting
German				Sehr geehrte Damen und Herren			1
German			{fn} {fn}	Guten Tag {fn}	Guten Tag {fn}	Diverse	2
German	Herr		Herr {fn} {fn}	Sehr geehrter Herr {fn}	Lieber {fn}	Male	2
German	Frau		Frau {fn} {fn}	Sehr geehrte Frau {fn}	Liebe {fn}	Female	2
German	Frau	Dr.	Frau {fn} {fn} {fn}	Sehr geehrte Frau {fn}	Liebe {fn}	Female	3
German	Herr	Dr.	Herr {fn} {fn} {fn}	Sehr geehrter Herr {fn}	Lieber {fn}	Male	3
German	Herr	Dr.-Ing.	Herr {fn} {fn} {fn}	Sehr geehrter Herr {fn}	Lieber {fn}	Male	4
German	Frau	Dr.-Ing.	Frau {fn} {fn} {fn}	Sehr geehrte Frau {fn}	Liebe {fn}	Female	4
German	Herr	Prof. Dr.	Herr {fn} {fn} {fn}	Sehr geehrter Herr Professor {fn}	Lieber {fn}	Male	5
German	Frau	Prof. Dr.	Frau {fn} {fn} {fn}	Sehr geehrte Frau Professorin {fn}	Liebe {fn}	Female	5
German	Herr	Prof.	Herr {fn} {fn} {fn}	Sehr geehrter Herr Professor {fn}	Lieber {fn}	Male	6
German	Frau	Prof.	Frau {fn} {fn} {fn}	Sehr geehrte Frau Professorin {fn}	Liebe {fn}	Female	6
German	Herr	Präsident	Herr {fn} {fn} {fn}	Sehr geehrter Herr {fn}	Lieber {fn}	Male	7
German	Frau	Präsidentin	Frau {fn} {fn} {fn}	Sehr geehrte Frau {fn}	Liebe {fn}	Female	7
German	Herr	Bürgermeister	Herr {fn} {fn} {fn}	Sehr geehrter Herr {fn}	Lieber {fn}	Male	8
German	Frau	Bürgermeisterin	Frau {fn} {fn} {fn}	Sehr geehrte Frau {fn}	Liebe {fn}	Female	8
German	Frau	MdB	Frau {fn} {fn} {fn}	Sehr geehrte Frau Bundstagsabgeordnete {fn}	Liebe {fn}	Female	9
German	Herr	MdB	Herr {fn} {fn} {fn}	Sehr geehrter Herr Bundstagsabgeordneter {fn}	Lieber {fn}	Male	9
German	Herr	MdL	Herr {fn} {fn} {fn}	Sehr geehrter Herr Landtagsabgeordneter {fn}	Lieber {fn}	Male	10
German	Frau	MdL	Frau {fn} {fn} {fn}	Sehr geehrte Frau Landtagsabgeordnete {fn}	Liebe {fn}	Female	10
English				Dear Sir or Madam			1
English	Mrs.		Mrs. {fn} {fn}	Dear Mrs. {fn}	Dear {fn}	Female	2
English	Mx.		Mx. {fn} {fn}	Dear Mx. {fn}	Dear {fn}	Diverse	2

All entered salutations are listed in the Context **"Salutation"**. In here, the administrator can create, edit or delete salutations.

The selection lists for salutations and lists in the new contact creation are controlled by the added default salutations.

Available are salutations in the languages German, English, French and Spanish, as well as for male, female and diverse.



Salutation

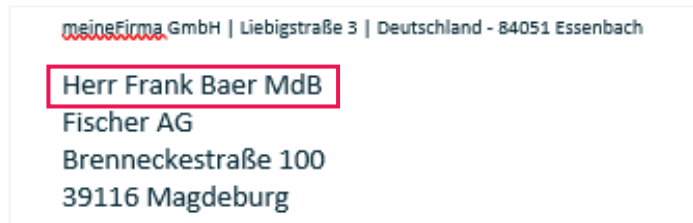
Header salutation of a contact

The header salutation is displayed in the Preview, address fields, etc. and is created by default using the salutation and title from the header salutations created in the system.

It contains salutation, first and last name and title, which can be added with placeholders in the header salutation (check [column "headline"](#)).

The salutation is displayed as part of the address block in letters. Here, it is integrated into the placeholder {@fullAddress@}.

However, it does not have its own placeholder.



Salutation

Letter salutation of a contact

The letter salutation is used in letters or emails and is created by default using the salutation and title from the letter salutation created in the system.

Last name and title, if necessary, are added in the letter salutation with placeholders (check [column "Letter salutation"](#)).

The letter salutation is added with the personalization variable **{@letterSalutation@}**.



meineFirma GmbH | Liebigstraße 3 | Deutschland - 84051 Essenbach

Herr Frank Baer MdB
Fischer AG
Brenneckestraße 100
39116 Magdeburg

Sehr geehrter Herr Bundestagsabgeordneter Baer,

Mit freundlichen Grüßen

Herr Tim Admin

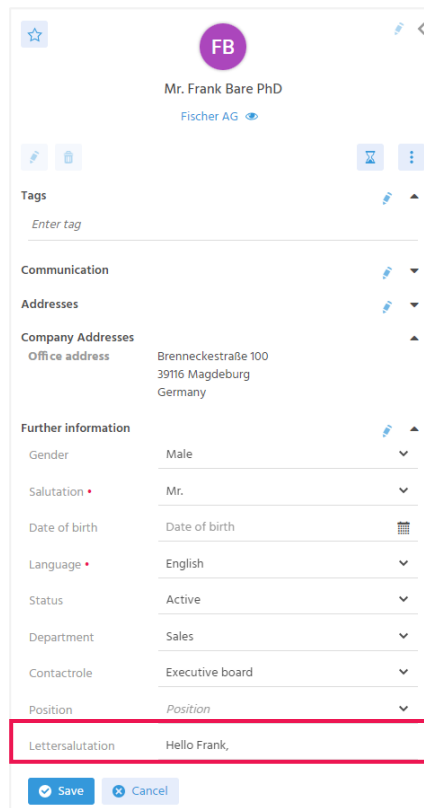
+49 8743 9664433
tadmin@meinefirma.adito.de

Salutation

Personalized letter salutation

The personalized letter salutation can be subsequently added in the preview of the contact.

Therefore, this letter salutation will be used in letters and emails.



The image shows a contact profile form for 'Mr. Frank Bare PhD' from 'Fischer AG'. The form includes sections for Tags, Communication, Addresses, Company Addresses, Further information, and Lettersalutation. The 'Lettersalutation' field is highlighted with a red border and contains the text 'Hello Frank,'.

Section	Field	Value
Communication	Communication	
	Addresses	
Company Addresses	Company Addresses	
	Office address	Brenneckestraße 100 39116 Magdeburg Germany
Further information	Gender	Male
	Salutation	Mr.
	Date of birth	Date of birth
	Language	English
	Status	Active
	Department	Sales
	Contactrole	Executive board
	Position	Position
	Lettersalutation	Hello Frank,

Salutation

Letter salutation 2 – informal salutation of a contact

The letter salutation 2 is used in letters or emails for an informal salutation, such as “Dear...”. It is created by default using the first name and the letter salutation 2 recorded in the system.

The first name is added with a placeholder into the letter salutation (check [column “letter salutation 2”](#)).

The letter salutation 2 is added with the personalization variable **{@letterSalutation2@}**.



The image shows a preview of a letter template. In the top right corner is the logo 'meineFirma' with a grey circle containing a white 'm'. Below the logo is the address: 'meineFirma GmbH | Liebigstraße 3 | Deutschland - 84051 Essenbach'. The main body of the letter starts with the recipient's details: 'Fischer AG', 'Herr Frank Baer MdB', 'Brenneckestraße 100', and '39116 Magdeburg'. Below this is the subject line 'Betreff:'. The salutation 'Lieber Frank,' is enclosed in a red rectangular box, indicating a placeholder. This is followed by the closing 'Mit freundlichen Grüßen nach Magdeburg' and the signature 'Herr Tim Admin'. At the bottom is the sender's address: 'meineFirma GmbH', 'Liebigstraße 3', and 'Deutschland - 84051 Essenbach'.

Salutation

Letter salutation for companies

If a letter or an email is written to a company (without mentioning a specific contact person), the **general letter salutation** is used in the corresponding **company language**.



meineFirma GmbH | Liebigstraße 3 | Deutschland - 84051 Essenbach

Firmengruppe Matthias Bogen
Pfeilstraße 7
28217 Bremen

Geisenhausen, 24.08.2023

Sehr geehrte Damen und Herren,

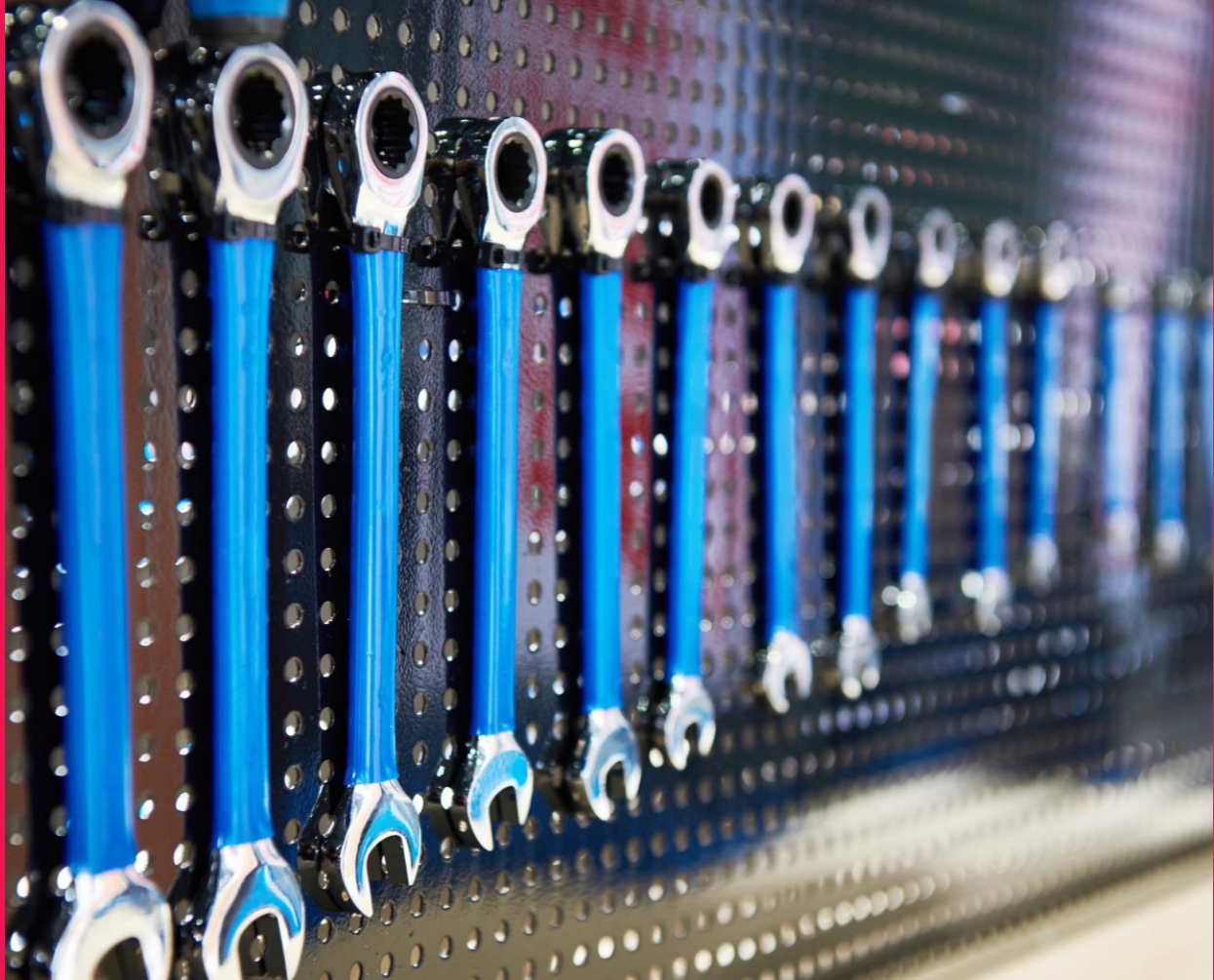
Mit freundlichen Grüßen

Herr Tim Admin

+49 8743 9664433

tadmin@meinefirma.adito.de

Salutation administration



“Overview”

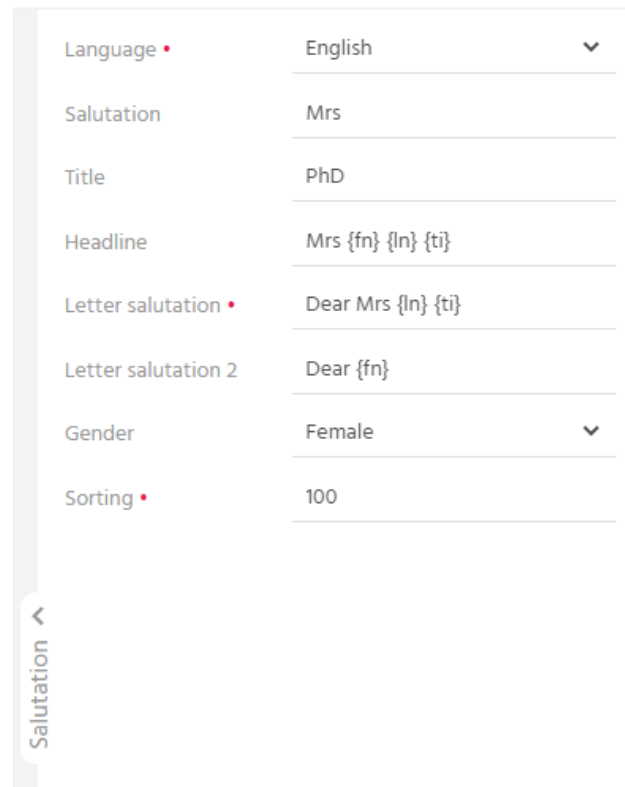
- The Context “Salutation” provides you with an overview and enables you to add individual salutations.
- This helps adding country-specific titles, gender dependent salutations, or further language variants into the data bank.
- By default, ADITO delivers the salutations in German, English, French and Spanish. **Further languages can be added in the Designer.**

Creating a salutation

Part 1

To add a salutation, open the EditView through the “Create new” button and enter the following values:

- **Language**, here you can select between German, English, French and Spanish.
- **Salutation**, here you can add the language-depending salutation.
- **Title**, here you add the corresponding title (or job title).
- **Header salutation**, here you can add the corresponding header salutation (use in an address field of a letter or in the Preview of a contact). For the first name, use the placeholder {fn}, for the last name {ln} and for the title {ti}.
- **Letter salutation**, add here the corresponding letter salutation. For the first name, use the placeholder {fn}, for the last name {ln} and for the title {ti}.



The screenshot shows a configuration form for salutations. On the left, a vertical tab labeled 'Salutation' with a left-pointing arrow is visible. The form contains the following fields:

Language •	English	▼
Salutation	Mrs	
Title	PhD	
Headline	Mrs {fn} {ln} {ti}	
Letter salutation •	Dear Mrs {ln} {ti}	
Letter salutation 2	Dear {fn}	
Gender	Female	▼
Sorting •	100	

Creating a salutation

Part 2

To add a salutation, open the EditView with the “Create new” button and add these values:

- **Letter salutation 2**, add here the corresponding informal letter salutation. For the first name, use {fn}, for the last name {ln} and for the title {ti}.
- **Gender**, you can select here between “Female”, “Male” and “Diverse”.
- **Sorting**, the next free number in the sorting will be automatically added here. You can adjust this accordingly.



It may be necessary to log in to the system again after making changes to the salutations.

Language •	English	▼
Salutation	Mrs	
Title	PhD	
Headline	Mrs {fn} {ln} {ti}	
Letter salutation •	Dear Mrs {ln} {ti}	
Letter salutation 2	Dear {fn}	
Gender	Female	▼
Sorting •	100	

Salutation <

Salutation

Sorting (in den demo data)

In the demo data, all salutations for the same salutation case were assigned the same number to allow sorting by this salutation case for all genders and languages in the table.

Sort in ascending order by clicking on the column header

Salutations: 44

	Language	Salutation	Title	Headline	Letter salutation	Letter salutation 2	Gender	Sorting
☐	German				Sehr geehrte Damen und Herren			1
☐	English				Dear Sir or Madame			1
☐	French				Madame, Monsieur			1
☐	Spanish				Estimados señoras y señores			1
☐	French	Monsieur		Monsieur {fn} {ln}	Cher {fn}			2
☐	Spanish	Señor		Señor {fn} {ln}	Estimado {ln}			2
☐	Spanish	Señora		Señora {fn} {ln}	Estimado {ln}			2
☐	Spanish			{fn} {ln}	Buenos días {fn} {ln}			2
☐	French	Madame		Madame {fn} {ln}	Madame {ln}			2
☐	English	Mrs.		Mrs. {fn} {ln}	Dear Mrs. {ln}	Dear {fn}	Female	2
☐	English	Mx.		Mx. {fn} {ln}	Dear Mx. {ln}	Dear {fn}	Diverse	2
☐	English	Mr.		Mr. {fn} {ln}	Dear Mr. {ln}	Dear {fn}	Male	2
☐	German			{fn} {ln}	Guten Tag {fn} {ln}	Guten Tag {fn}	Diverse	2
☐	German	Frau		Frau {fn} {ln}	Sehr geehrte Frau {ln}	Liebe {fn}	Female	2
☐	German	Herr		Herr {fn} {ln}	Sehr geehrter Herr {ln}	Lieber {fn}	Male	2
☐	French	Monsieur	Dr.	Monsieur Dr. {fn} {ln}	Monsieur Dr. {ln}			3
☐	French	Madame	Dr.	Madame Dr. {fn} {ln}	Madame Dr. {ln}			3
☐	English	Mrs.	PhD	Mrs. {fn} {ln} {ti}	Dear Mrs. {ln} {ti}			3
☐	English	Mr.	PhD	Mr. {fn} {ln} {ti}	Dear Mr. {ln} {ti}			3
☐	German	Frau	Dr.	Frau {ti} {fn} {ln}	Sehr geehrte Frau {ti} {ln}	Liebe {fn}	Female	3

General salutations

Salutations for individual people without title

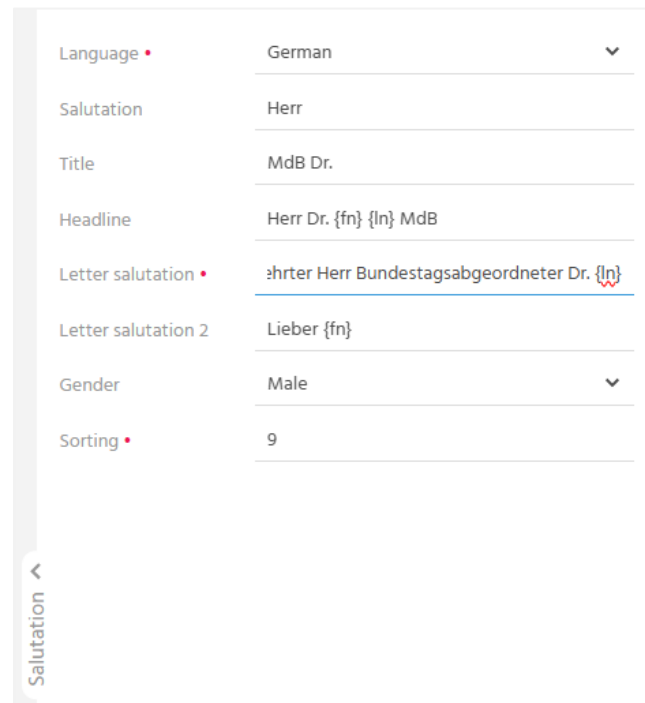
Salutations for individual people with title

Creating a salutation

Specific case: titles and official designations used before and after a person's name

Example: A person has a title and an office designation, which should be printed in different positions in the header or letter salutation. To depict this kind of salutation, you can do the following:

- The titles and office designations can be entered as a sequence in the **title** field. This case can therefore be selected by the user during contact creation.
- In the fields **headline** and **letter salutation**, the title or office designations are **entered manually at the respective position** and are not integrated with the placeholders {ti}.



The screenshot shows a form for creating a contact. The 'Salutation' section is highlighted with a vertical tab on the left. The fields and their values are as follows:

Field	Value
Language	German
Salutation	Herr
Title	MdB Dr.
Headline	Herr Dr. {fn} {ln} MdB
Letter salutation	hrter Herr Bundestagsabgeordneter Dr. {ln}
Letter salutation 2	Lieber {fn}
Gender	Male
Sorting	9

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