

WebChatApp Example

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Right click on "WebChatApp.properties"



Right click on file "WebChatApp.properties"

For detailed information go to the

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Web Chat Example

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<pre># The list of topics that can be connected # the format of the list is comma separated: <entry>,<entry>, # an entry has the format <topicid>:<jabberid> where TopicID must not contain spaces # keep in Mind, that the topicid must ONLY contain alpha numeric characters Topics=Topic61:Topic61@rseipokai.global.avaya.com,Topic62:Topic62@rseipokai.global.avaya.com,Topic63:Topic63@rseipokai ####################################</jabberid></topicid></entry></entry></pre>	*#
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<pre># Connecting to a XMPP Server and establishing a chat session requires a set of parameters # Some of the parameters you specify here and the rest you will require to provide when using the # Proxy's WebService or API. The Parameters you specify here are constant for every chat session # # The Host name of a XMPP server WabChatDoomy VMPPServerauter=135 124 93 127</pre>	##
# the port where the XMPP server waits for client connections WebChatProxy.XMPPServerPort=5222 # the XMPP domain where the users reside which use the proxy to connect to the XMPP server WebChatProxy.XMPPServerDomain=rseinokai.global.avaya.com	
webchatrroxy.Amerserverbollath-rsetpokal.global.avaya.com	
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Change the following values:

- TTraceServiceHost
- Topics
- WebChatProxy.XMPPServerHost
- WebChatProxy.XMPPDomain

Configure all values for your LAB environment.

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#	#
# WebChat Integration Sample © 2012 Avaya, All rights reserved.	#
#	#
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here the location of the ttrace server is specified # when left empty, localhost on 10300 is connected TTraceServiceHost=ipocc6 (Hostname of your IPOCC Server) TTraceServicePort=10300

The list of topics that can be connected # the format of the list is comma separated: <entry>,<entry>,...... # an entry has the format <TopicID>:<JabberID> where TopicID must not contain spaces # keep in Mind, that the topicid must ONLY contain alpha numeric characters Topics=Topic61:Topic61@rseipokai.global.avaya.com,Topic62:Topic62@rseipokai.global.avaya.com,Topic63:Topic63@rseipokai.global.avaya.com

Topic61 = This name will shown on your Webpage

#Topic61@rseipokai.global.avaya.com= Jabber Identifier



Connecting to a XMPP Server and establishing a chat session requires a set of parameters # Some of the parameters you specify here and the rest you will require to provide when using the

Proxy's WebService or API. The Parameters you specify here are constant for every chat session

The Host name of a XMPP server
 WebChatProxy.XMPPServerHost=135.124.93.127 (IP Address of you XMPP Server, we use the XMPP Server of ONE-X Portal)
 # the port where the XMPP server waits for client connections
 WebChatProxy.XMPPServerPort=5222
 # the XMPP domain where the users reside which use the proxy to connect to the XMPP server
 WebChatProxy.XMPPServerDomain=rseipokai.global.avaya.com (XMPP domain)



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Web Chat Example

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Web Chat Example

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Avaya IP Office Conta Session Mana SGServer Tomcat bin conf lib logs webapps		WebLM WebChatApp.war	1/23/2015 4:03 PM 1/20/2015 12:50 AM	WAR File	3,251 K	B A	-2012 R2

Check if the folder "WebChatApp" is created automatically.

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es (Local)	Services (Local) Rest	art Service						
	IPOCC Tomcat	Name	*	Description	Status	Startup Type	Log On As	
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	Stop the service	🔍 Interact	ive Services Detection	Enables use		Manual	Local Syste	
	Restart the service	🔍 Internet	Connection Sharin	Provides ne		Disabled	Local Syste	
		🔍 Internet	Explorer ETW Colle	ETW Collect		Manual	Local Syste	
	Description:	🔅 IP Help	er	Provides tu	Running	Automatic	Local Syste	
	Avaya IP Office Contact Center	C IPOCC	Address Book Server	Avaya IP Of	Running	Manual	Local Syste	
	Tomcat Server -	IPOCC .	CHAP Server	Avaya IP Of	Running	Manual	Local Syste	
	http://tomcat.apache.org/	IPOCC .	CHAP synchronizer	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC .	Chat Taskserver	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	PO Sync Service	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC .	omniORB	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	ostgreSQL 9.3	Avaya IP Of	Running	Automatic	Local Syste	
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		IPOCC I	JM ClientAdapter	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	JM ConfigServer	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	JM DB-Server	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	JM LNA-Server	Avaya IP Of	Running	Manual	Local Syste	
		IPOCC I	JM POP3IMAP4 Clie	Avaya IP Of	Running	Manual	Local Syste	
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		C. IPOCC	JM SMTP Connector	Avava IP Of	Running	Manual	Local Syste	
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Restart service "IPOCC Tomcat"



IP Office Co	ntact Center						
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"Login" and "Sign on" you agent for task "Chat".

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Open Internet Explorer and browse to "<u>http://localhost:8080/WebChatApp /</u>"

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Enter your nick name and click on button "start chat conversation"

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The chat conversation is started now

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Go to your agent which is logged in and signed on for task "Chat"