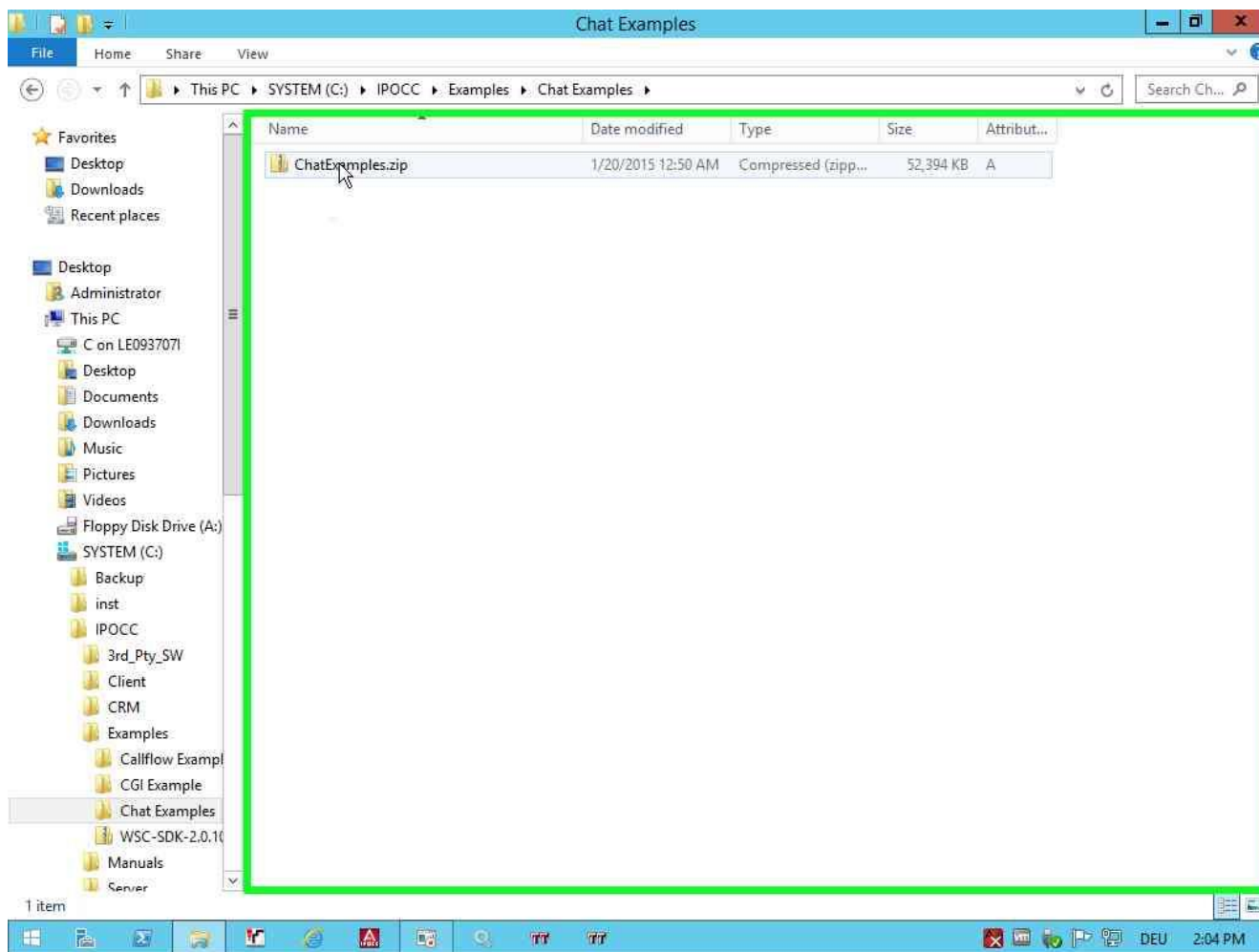# WebChatApp Example
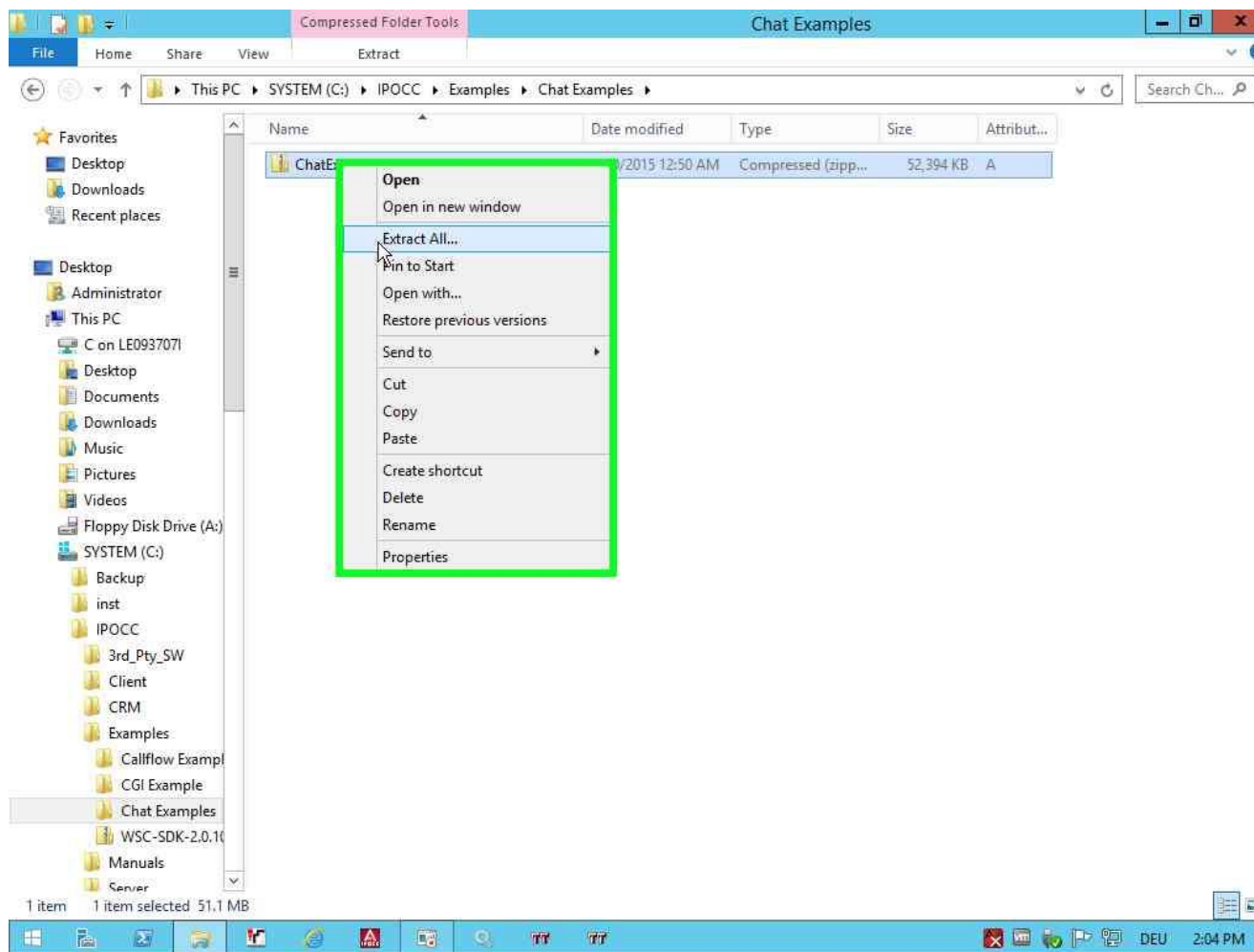
Web Chat Example
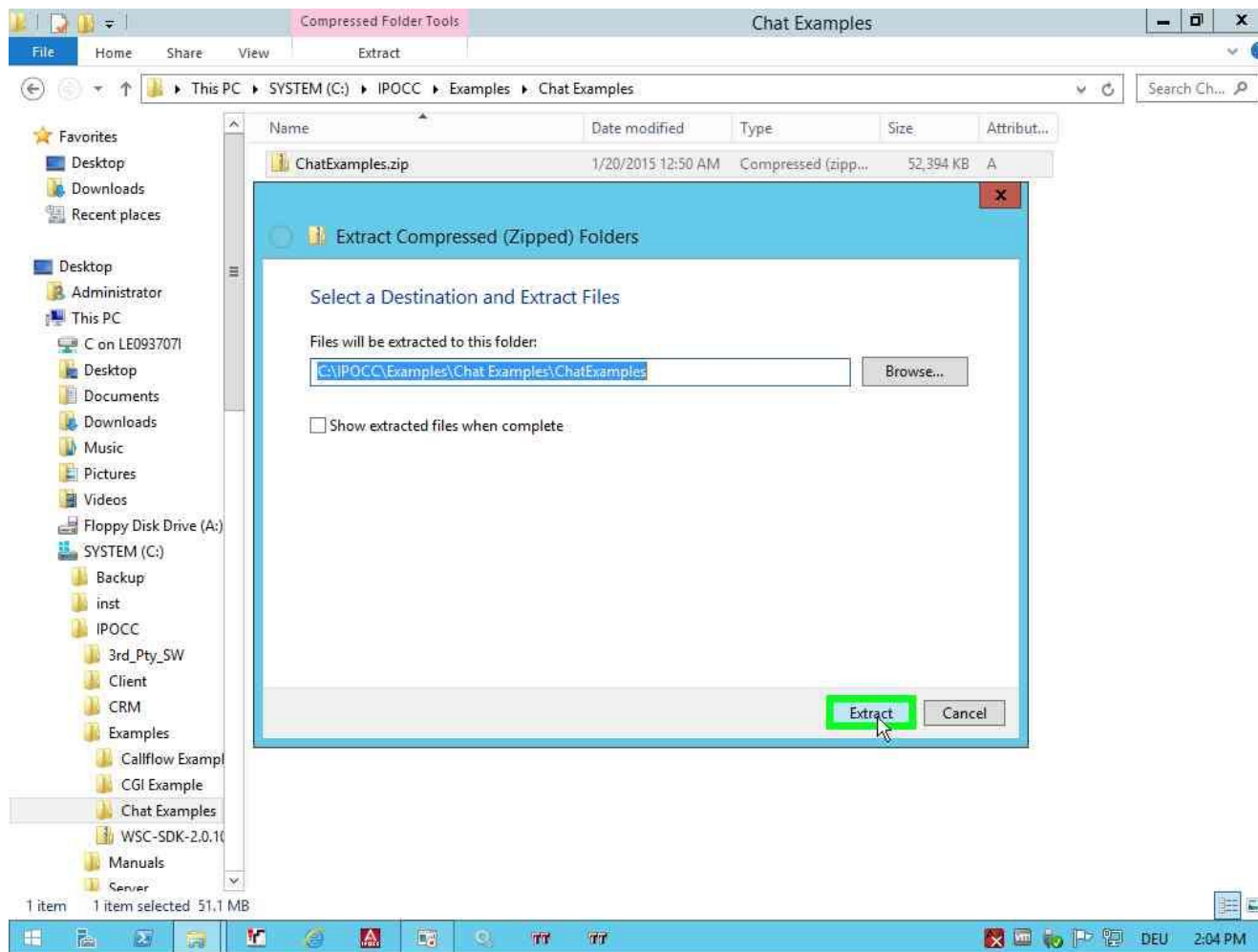

Right click on "Chat Examples.zip"

2

Web Chat Example

Left click on "Extract All... (menu item)"

Web Chat Example

Left click on "Extract (button)" in "Extract Compressed (Zipped) Folders"

Web Chat Example

Left double click on folder "Chat Examples"

Web Chat Example

Right click on "WebChatApp.java.zip"
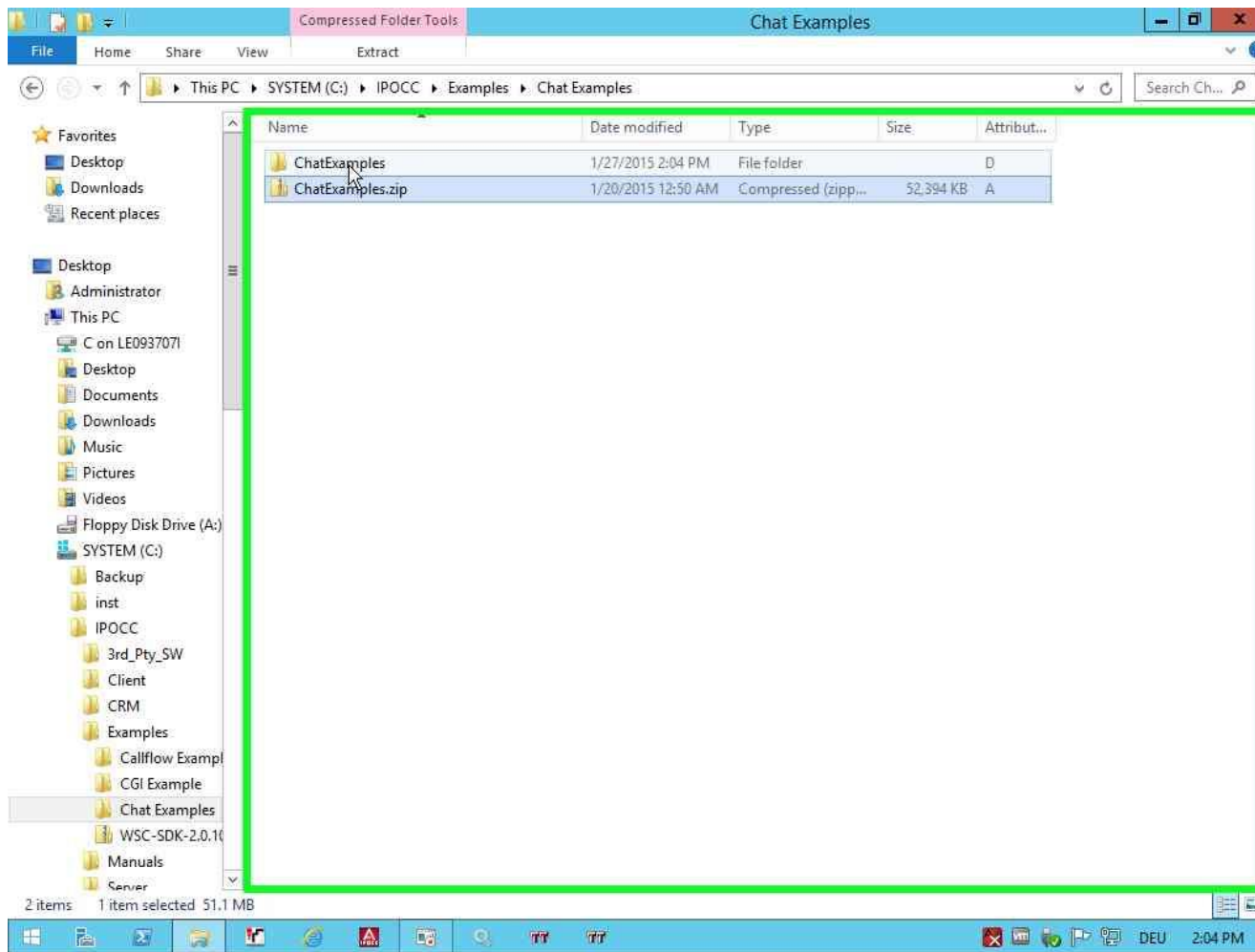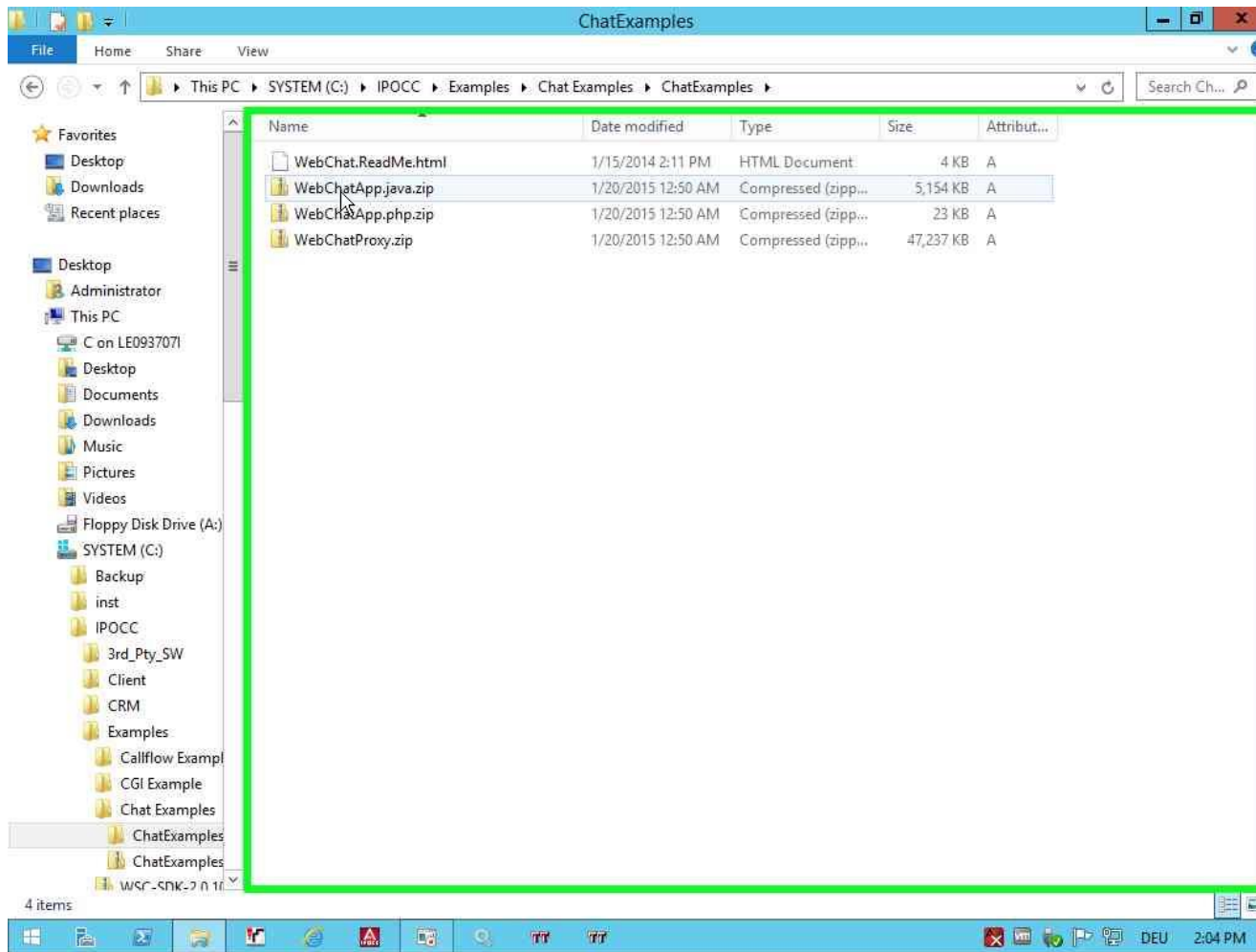
Web Chat Example

Left click on "Extract All... (menu item)"

Web Chat Example

Left click on "Extract (button)" in "Extract Compressed (Zipped) Folders"
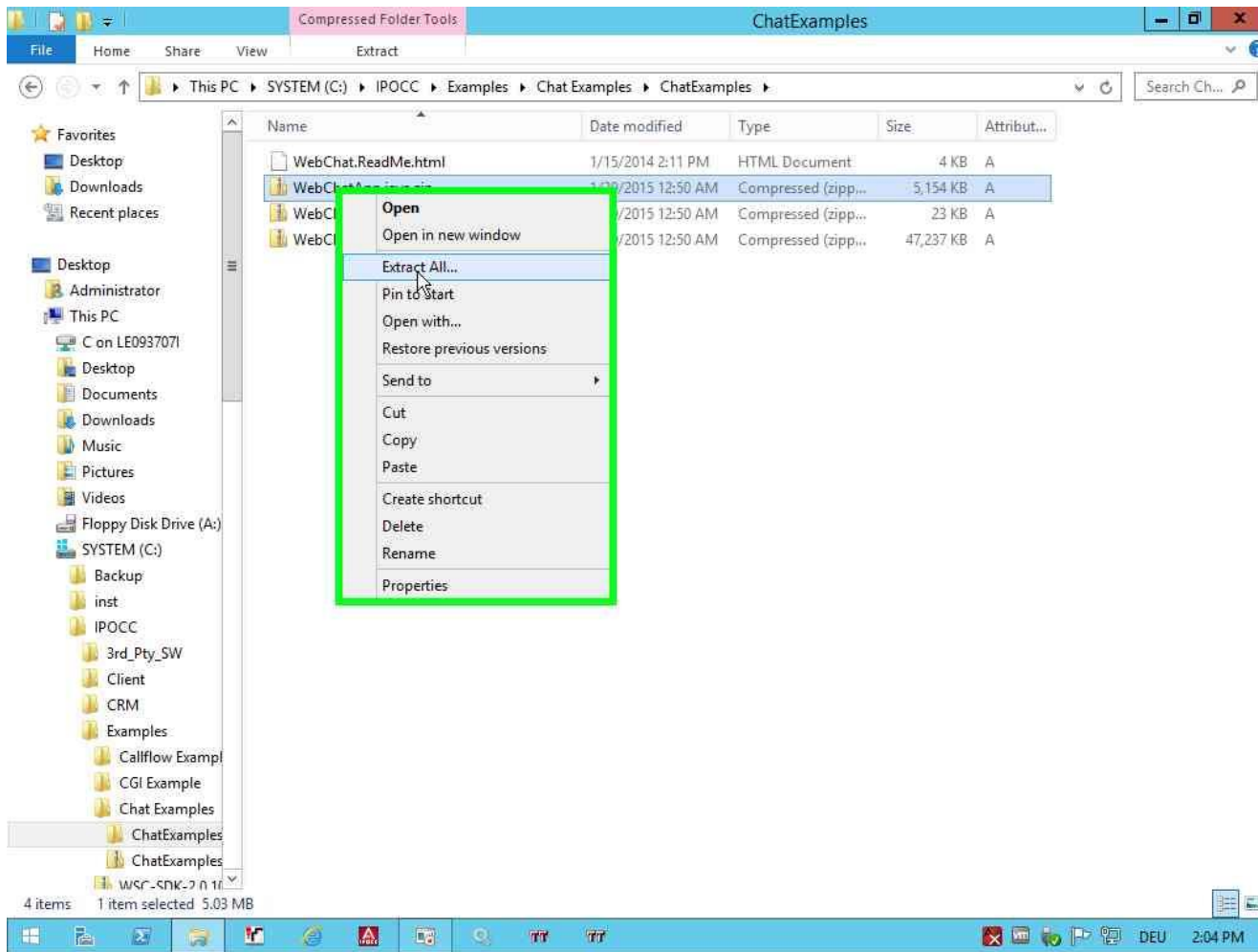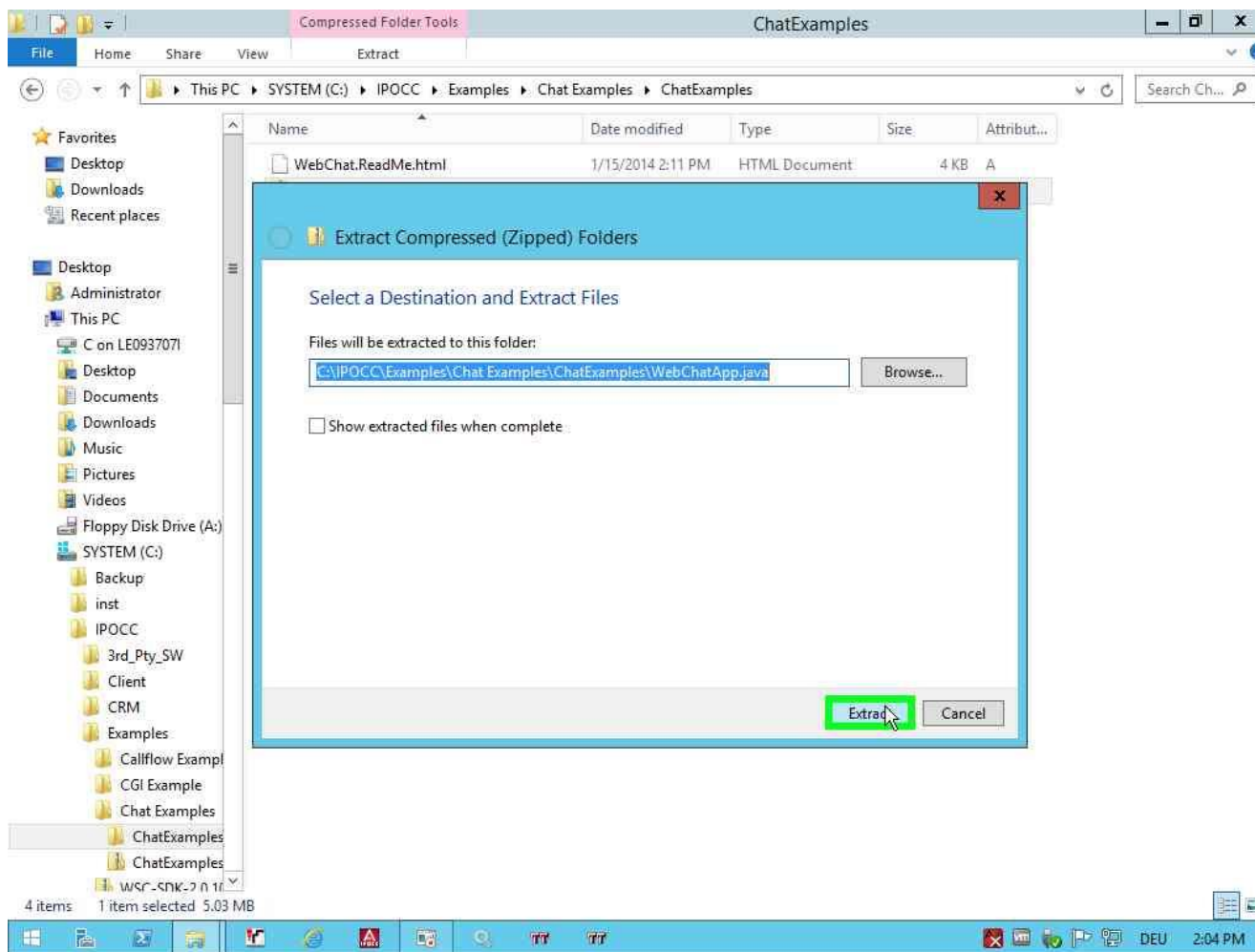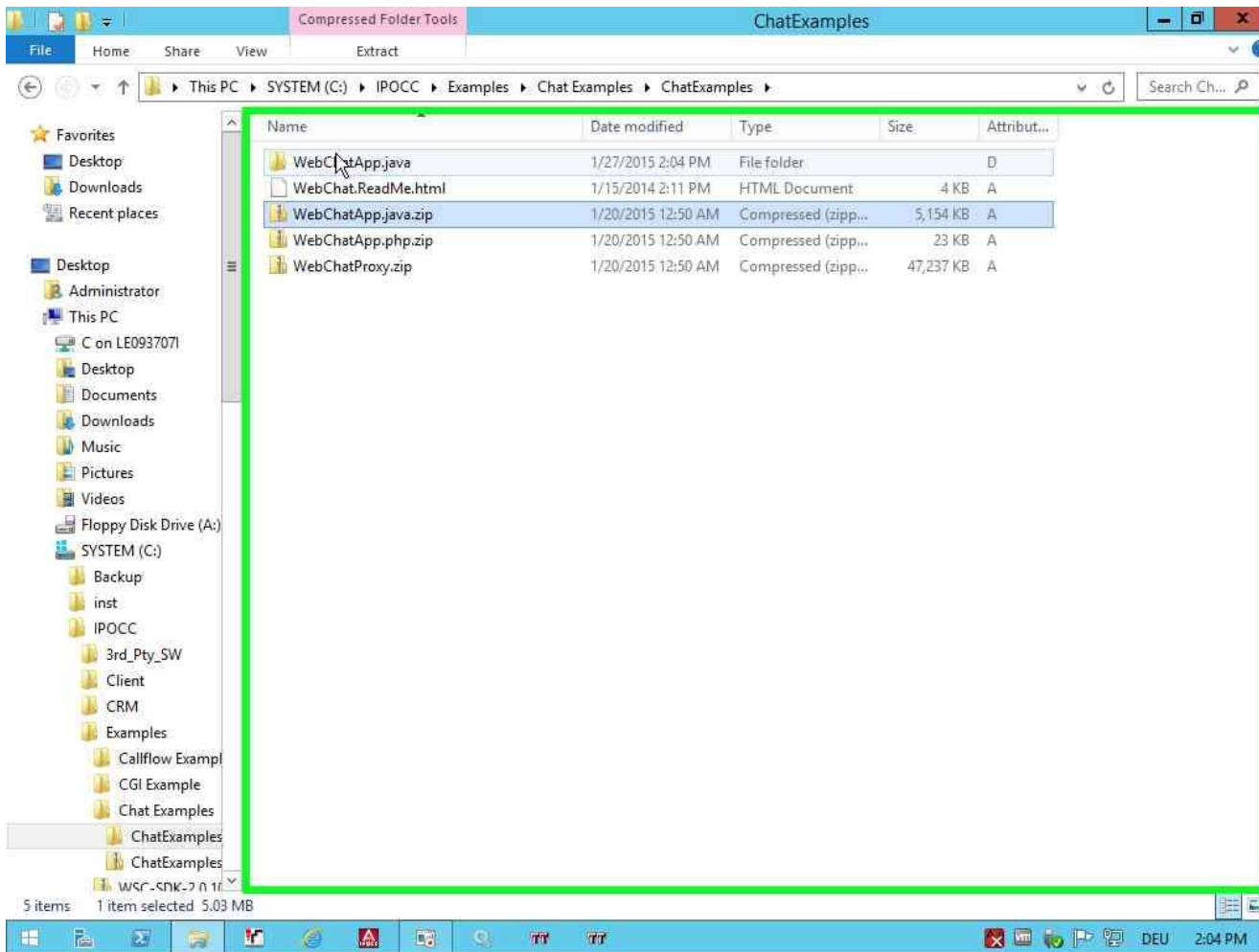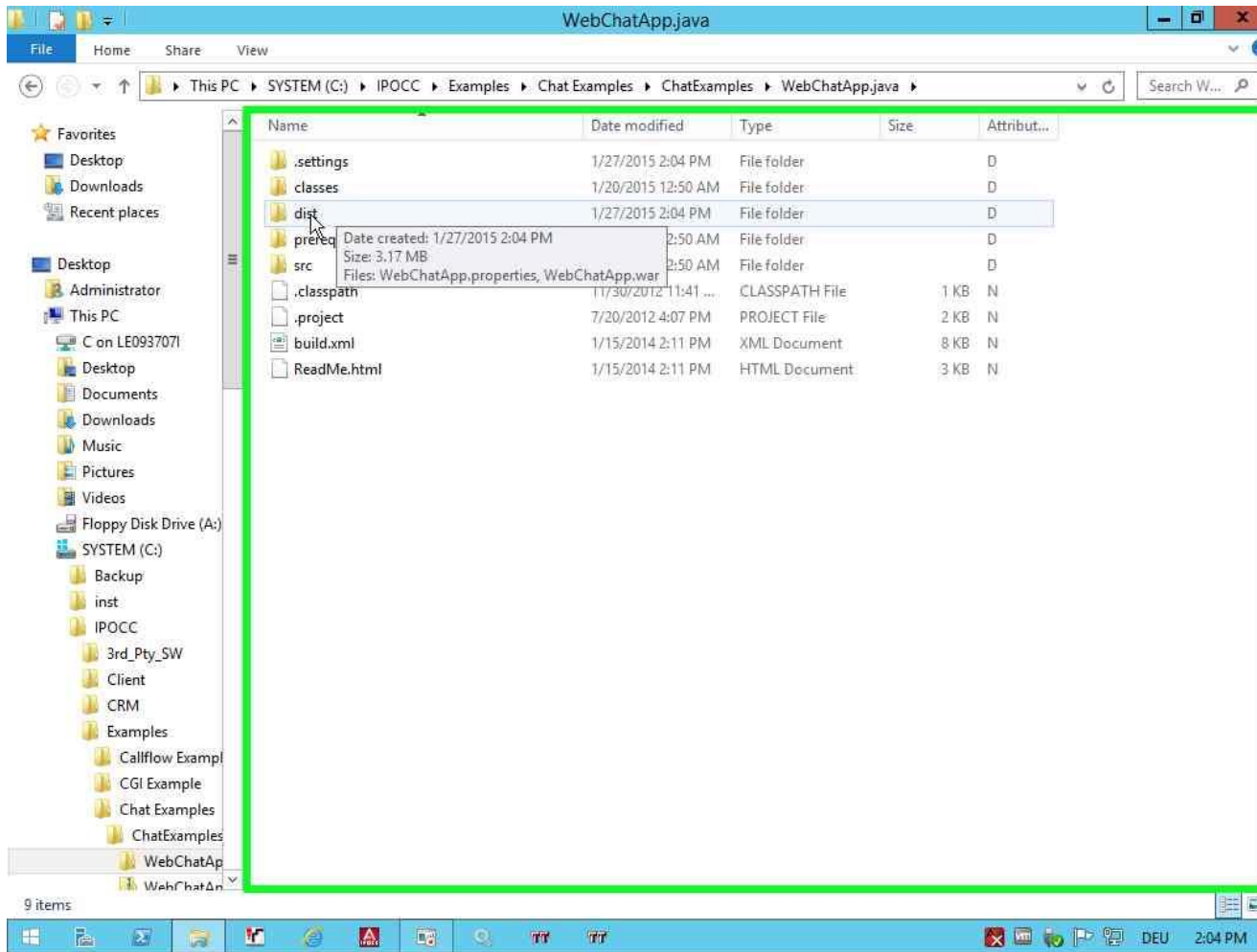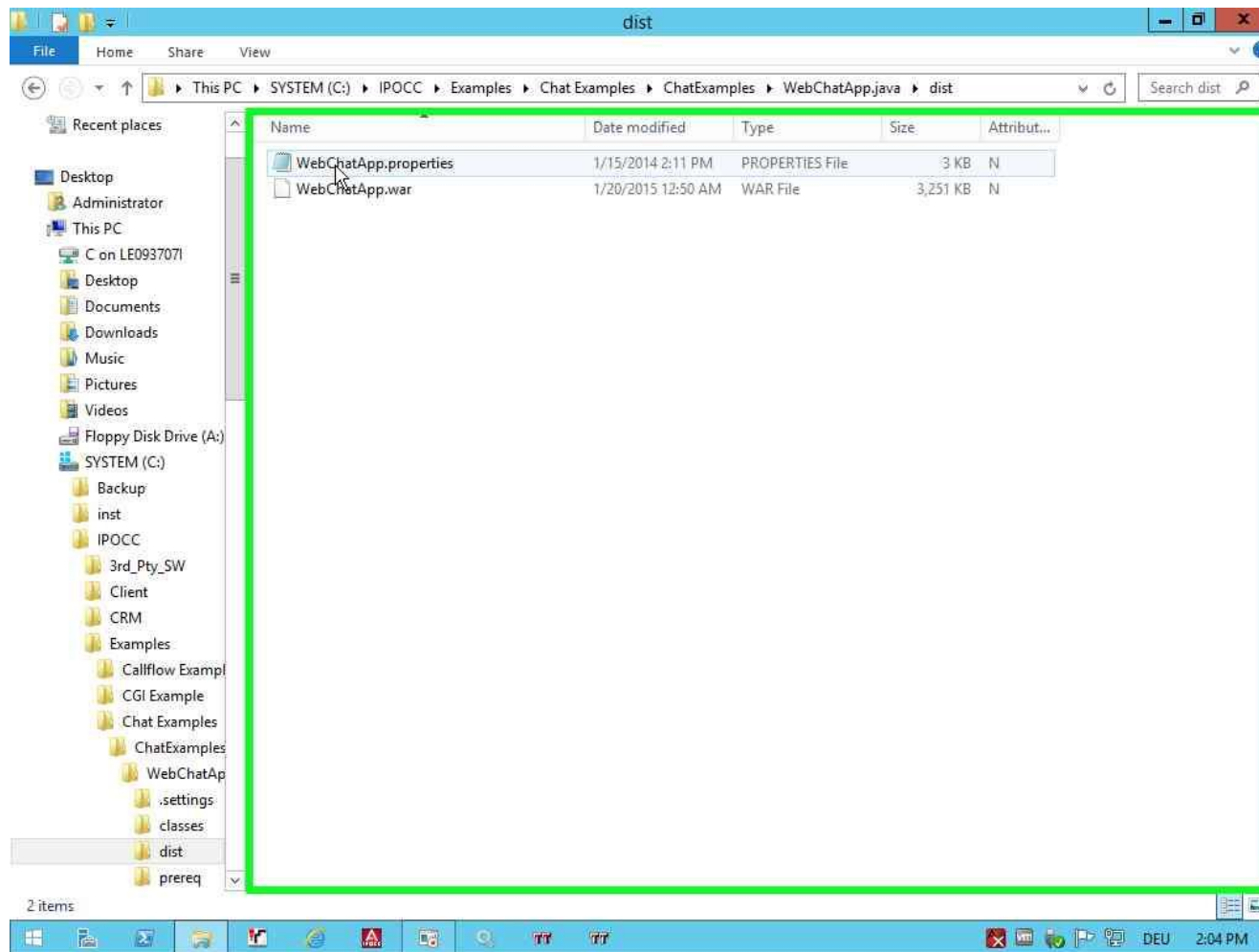
Web Chat Example

Left double click on folder "WebChatApp.java"
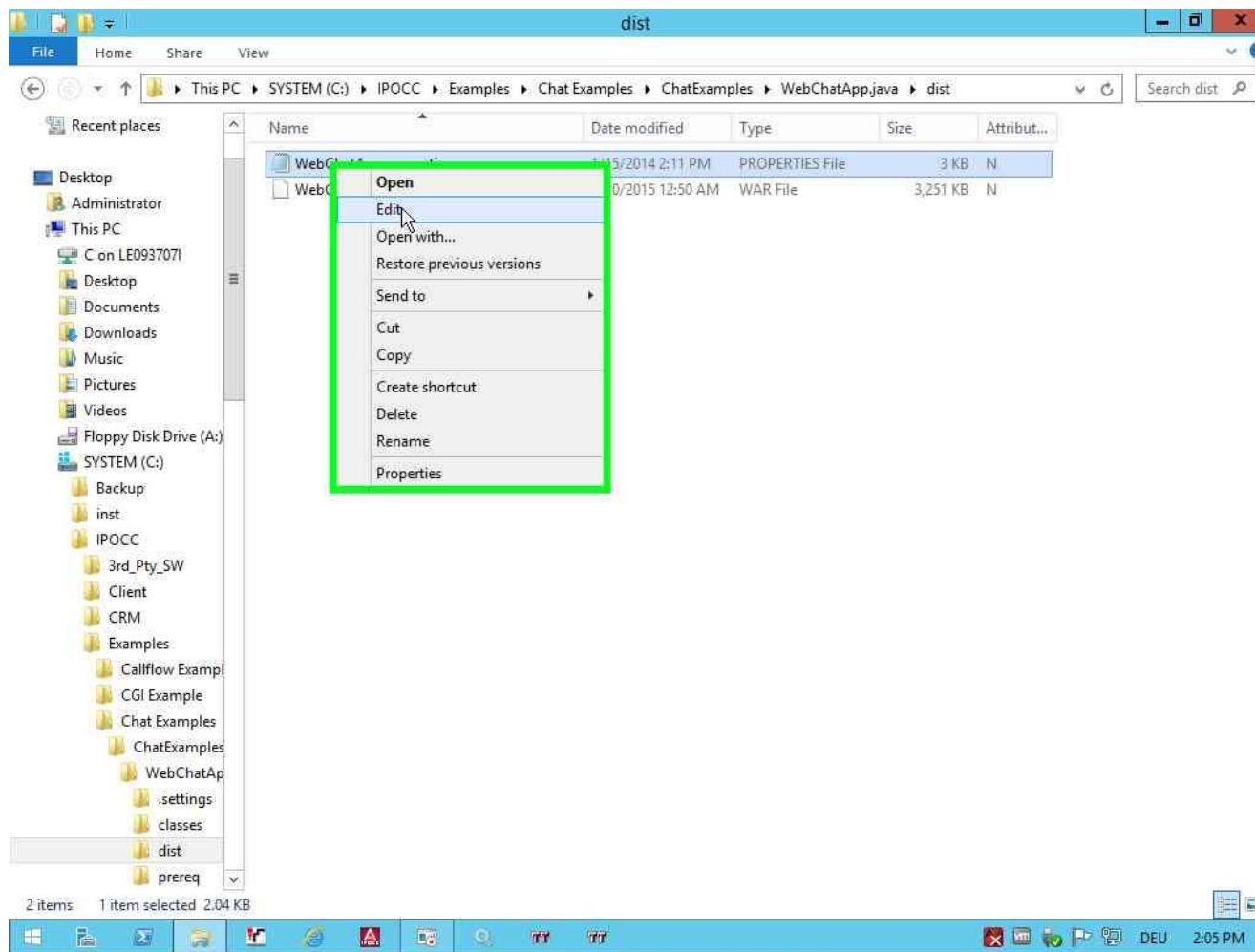
Web Chat Example

Left double click on folder "dist"

Web Chat Example
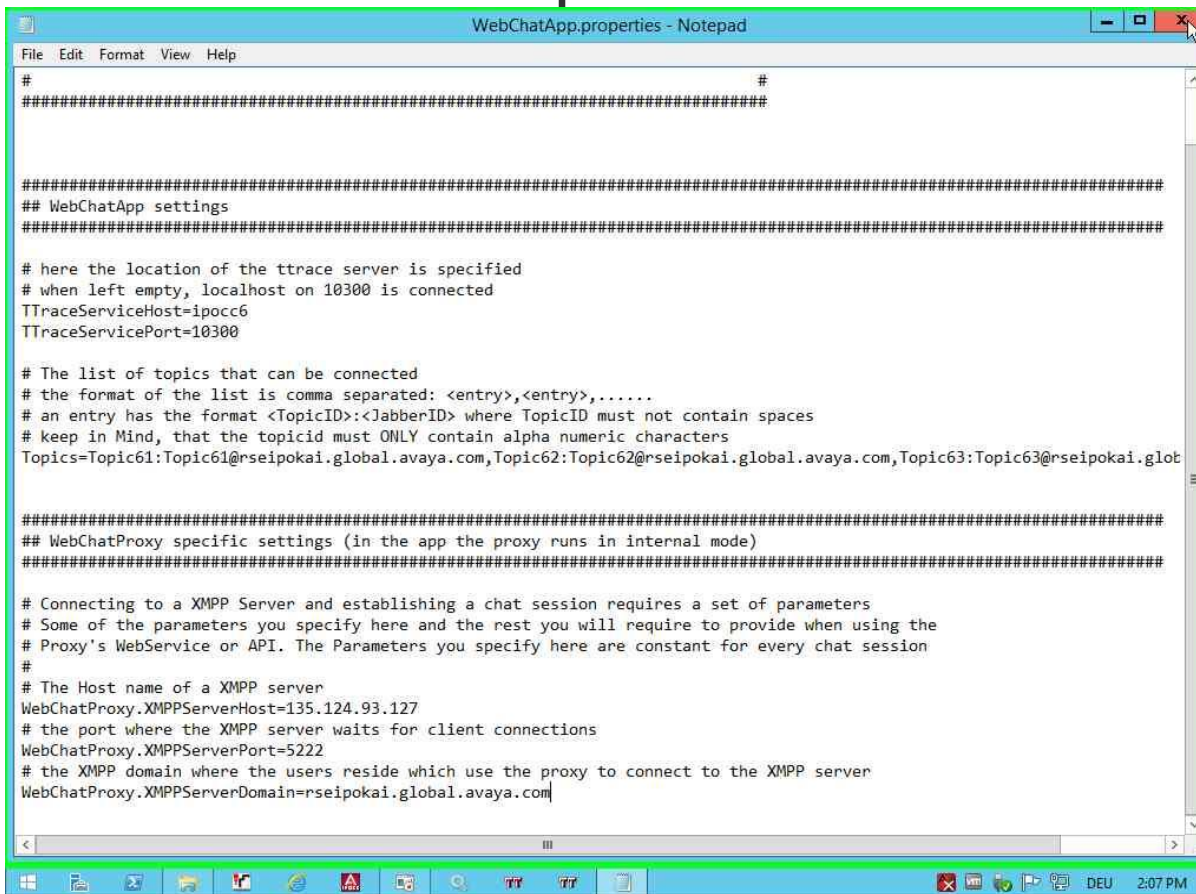

Right click on "WebChatApp.properties"

Web Chat Example

Right click on file "WebChatApp.properties"

Web Chat Example

```
#                                                              #
################################################################

########################################################################################
## WebChatApp settings
########################################################################################

# here the location of the ttrace server is specified
# when left empty, localhost on 10300 is connected
TTraceServiceHost=ipocc6
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.glob

########################################################################################
## WebChatProxy specific settings (in the app the proxy runs in internal mode)
########################################################################################

# 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
# 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
```

Change the following values:
- **TTraceServiceHost**
- **Topics**
- **WebChatProxy.XMPPServerHost**
- **WebChatProxy.XMPPDomain**

Configure all values for your LAB environment.

Web Chat Example

```
#####################################################################
#                                                                   #
#  WebChat Integration Sample © 2012 Avaya, All rights reserved.    #
#                                                                   #
#####################################################################

#############################################################################################
## WebChatApp settings
#############################################################################################

# 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
```
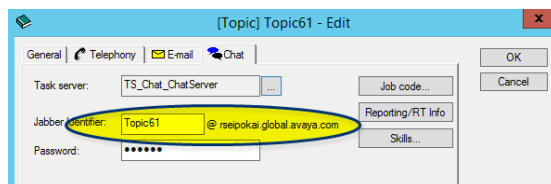


```
#############################################################################################
## WebChatProxy specific settings (in the app the proxy runs in internal mode)
#############################################################################################

# 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)
```
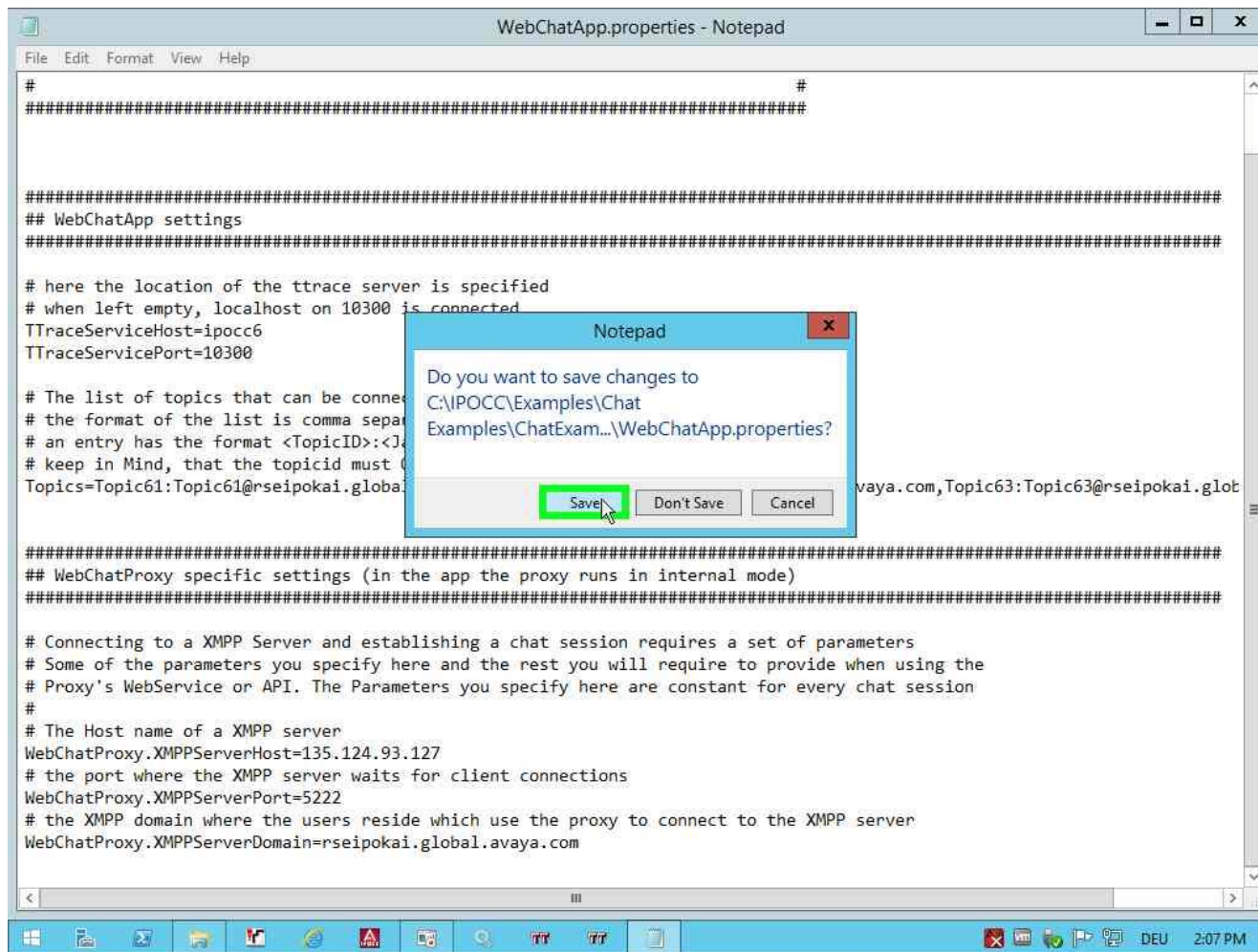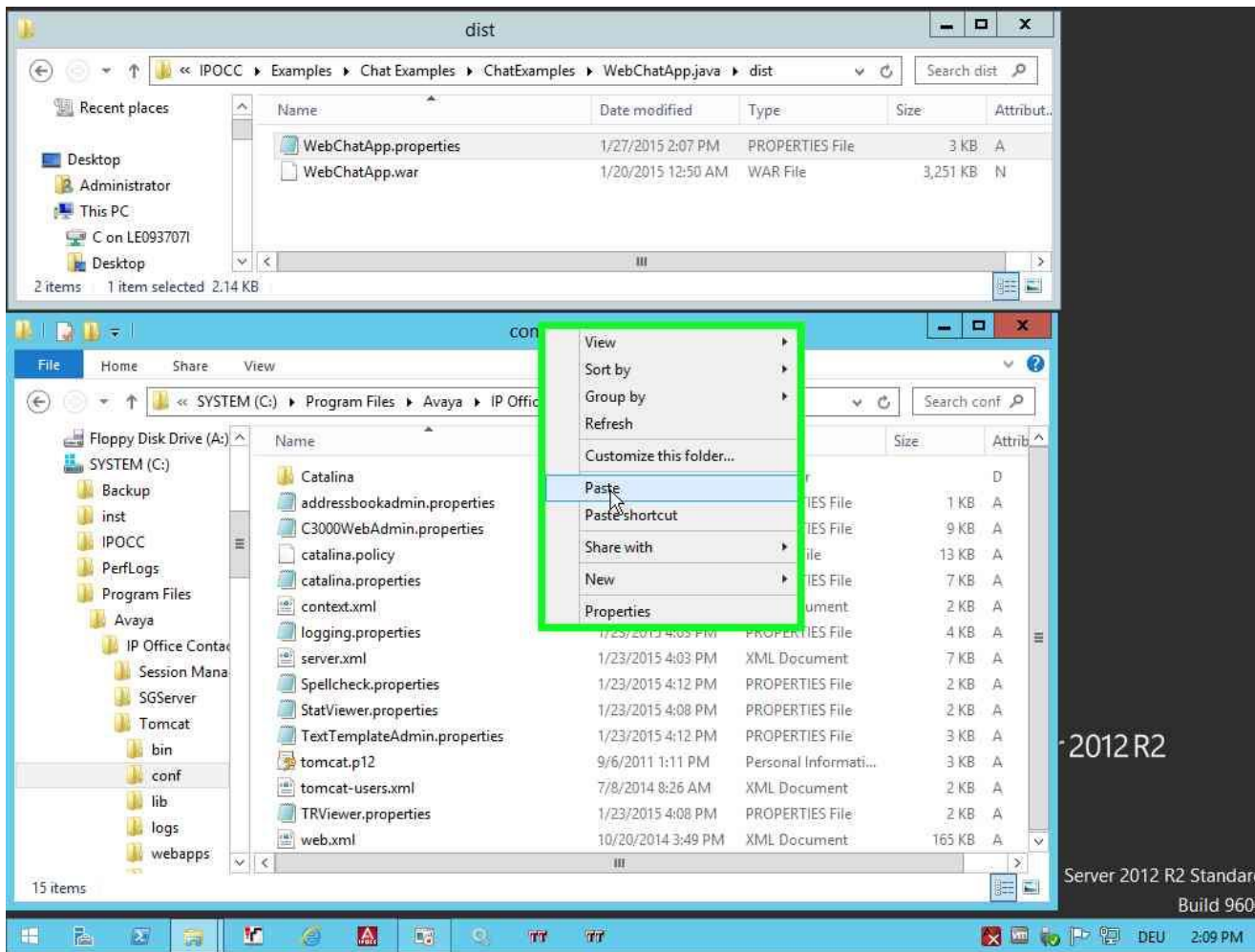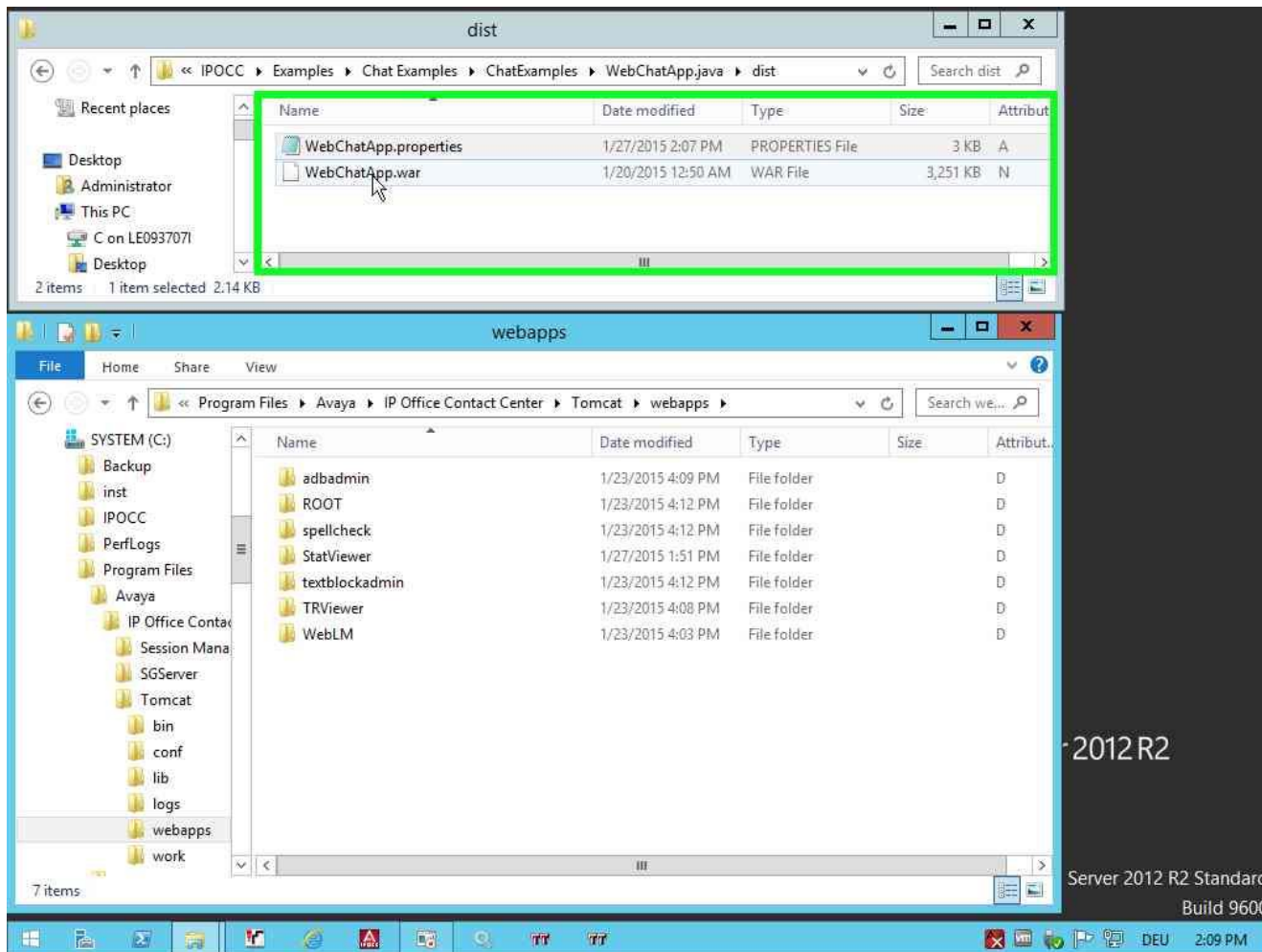
Web Chat Example
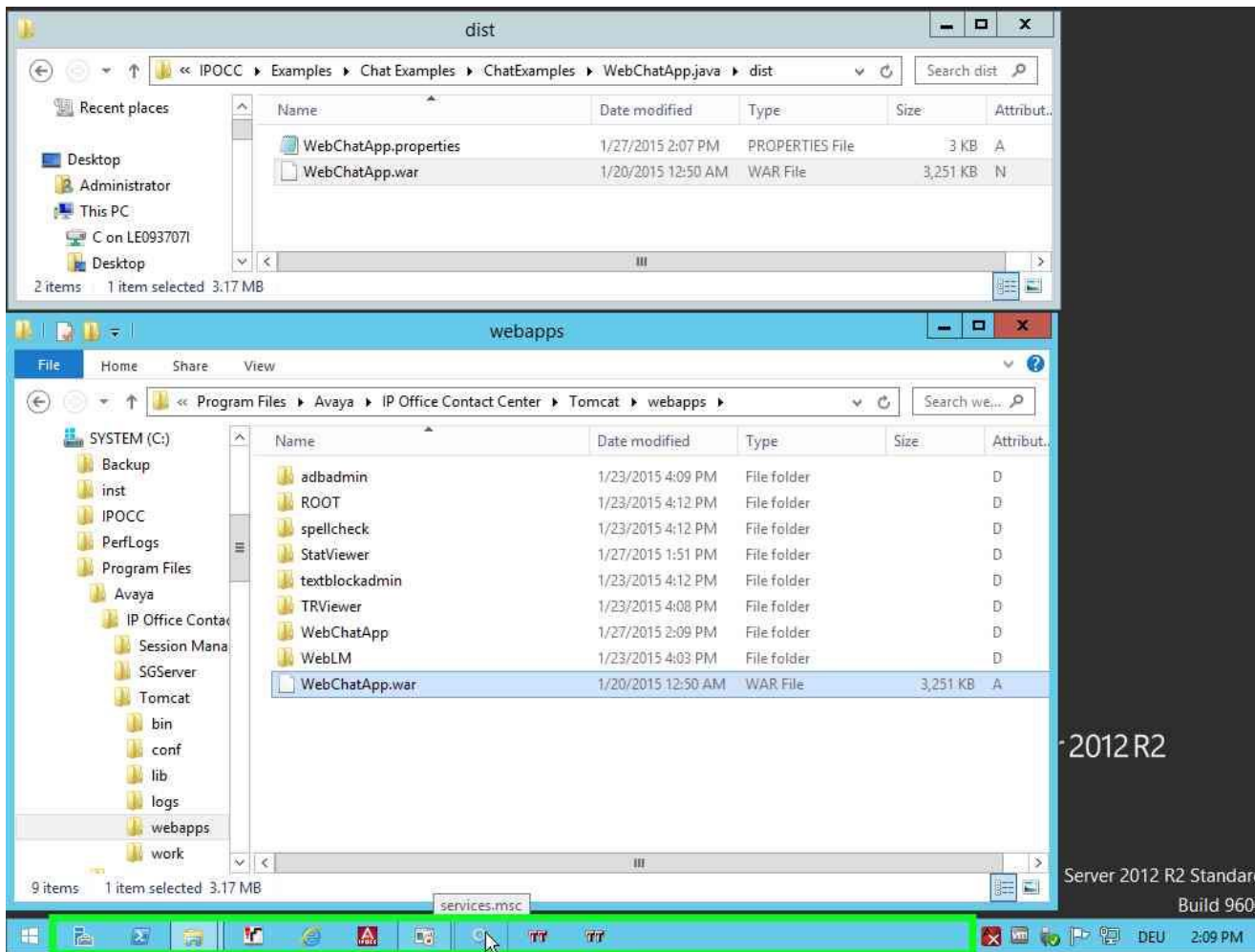

Save and Close "WebChatApp.properties"

Web Chat Example

Copy "WebChatApp.properties" to clipboard and paste it into:
C:\Program Files\Avaya\IP Office Contact Center\Tomcat\conf

Web Chat Example

Copy "WebChatApp.war" to clipboard and paste it into:
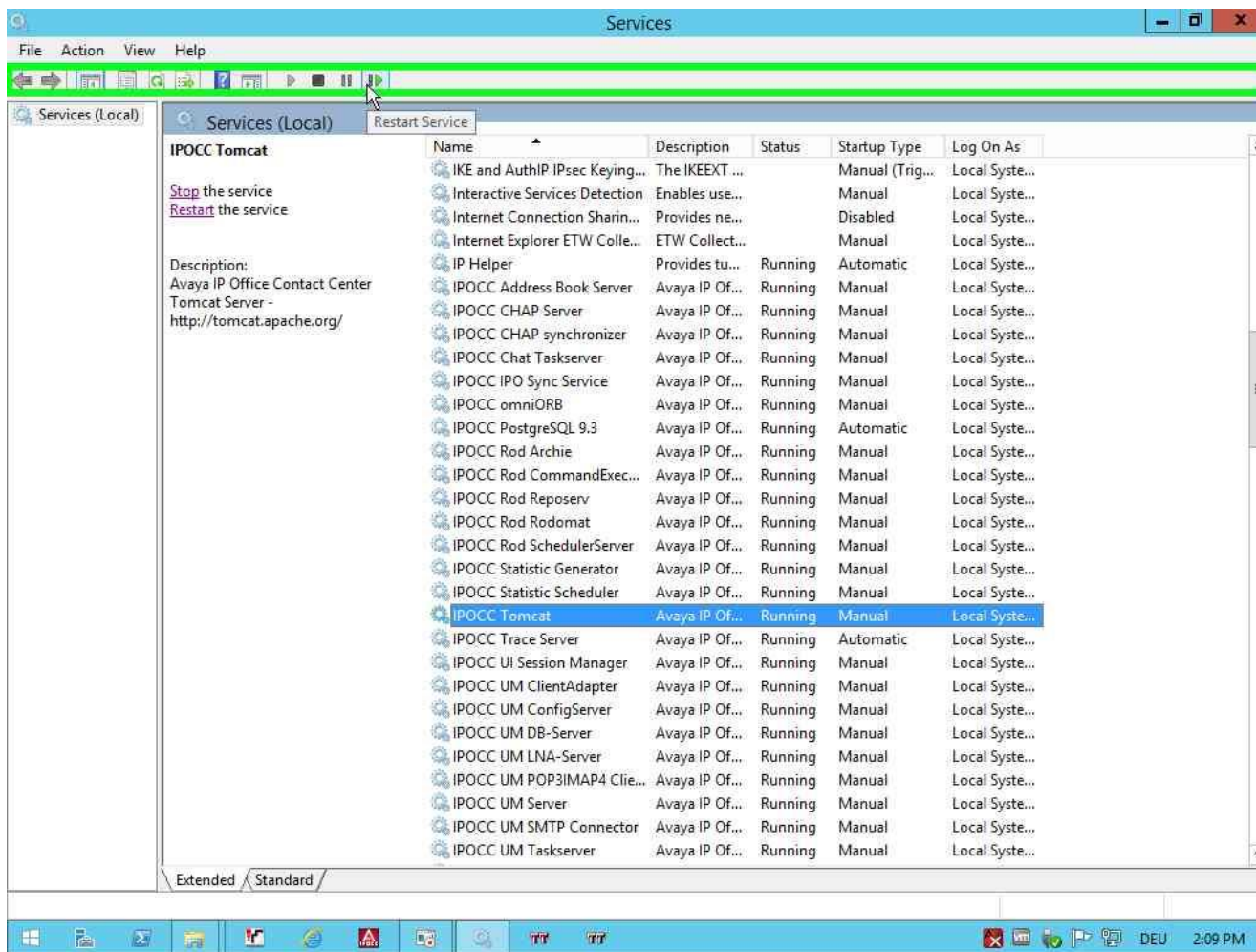**C:\Program Files\Avaya\IP Office Contact Center\Tomcat\webapps**

Web Chat Example

Check if the folder "WebChatApp" is created automatically.

Web Chat Example

Restart service "IPOCC Tomcat"

Web Chat Example
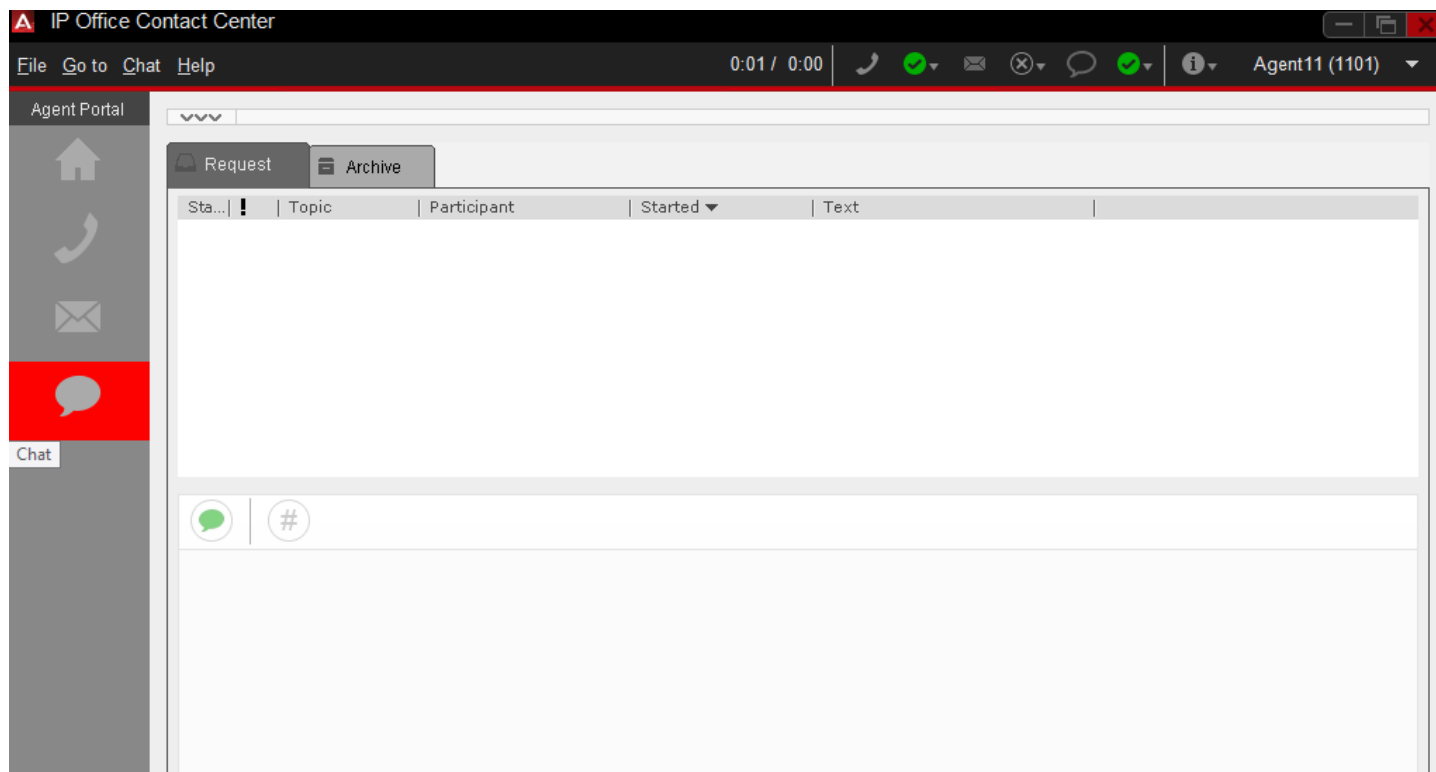
"Login" and "Sign on" you agent for task "Chat".

Web Chat Example
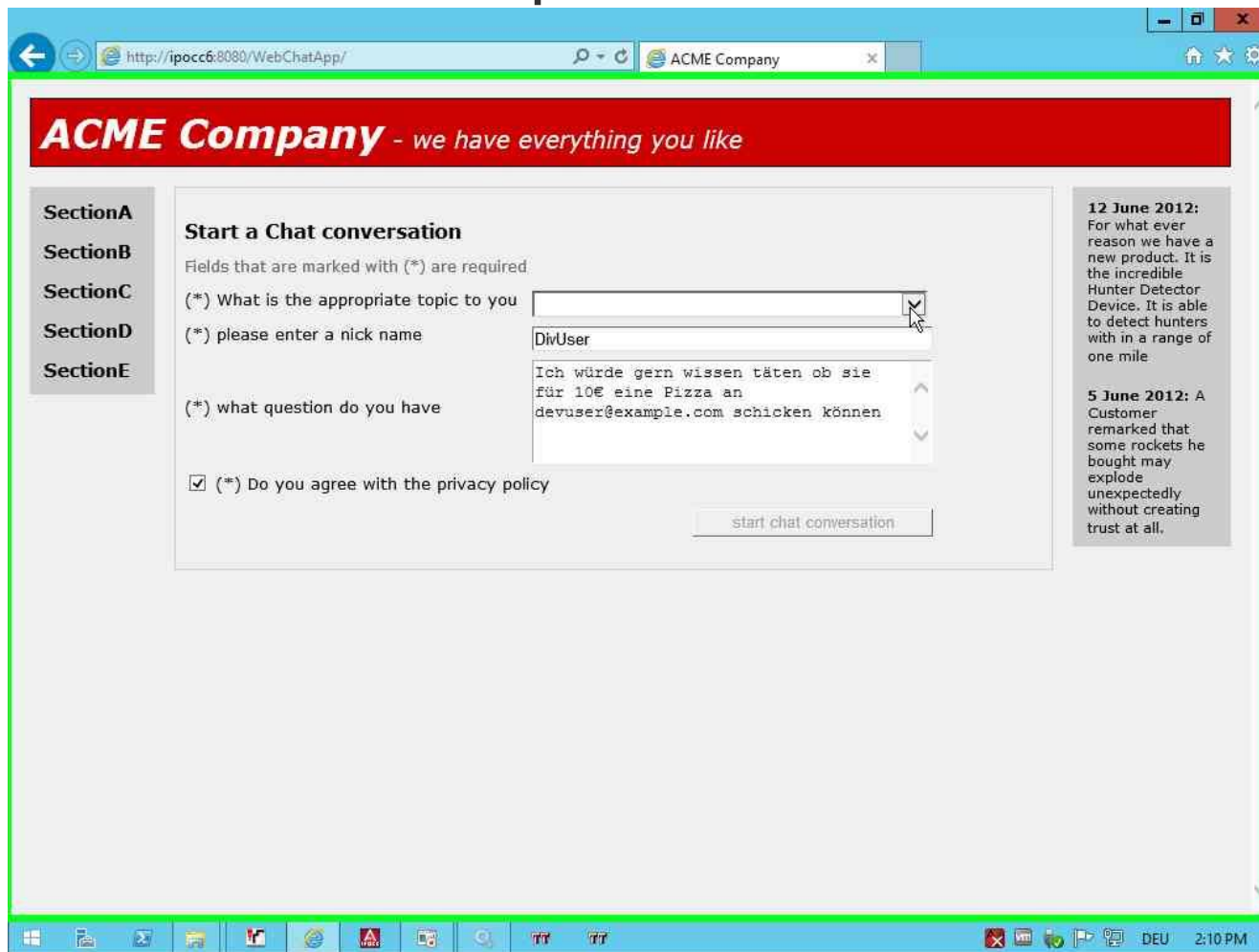
Open Internet Explorer and browse to " http://localhost:8080/WebChatApp / **"**

Web Chat Example

Select topic

Web Chat Example

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

Web Chat Example
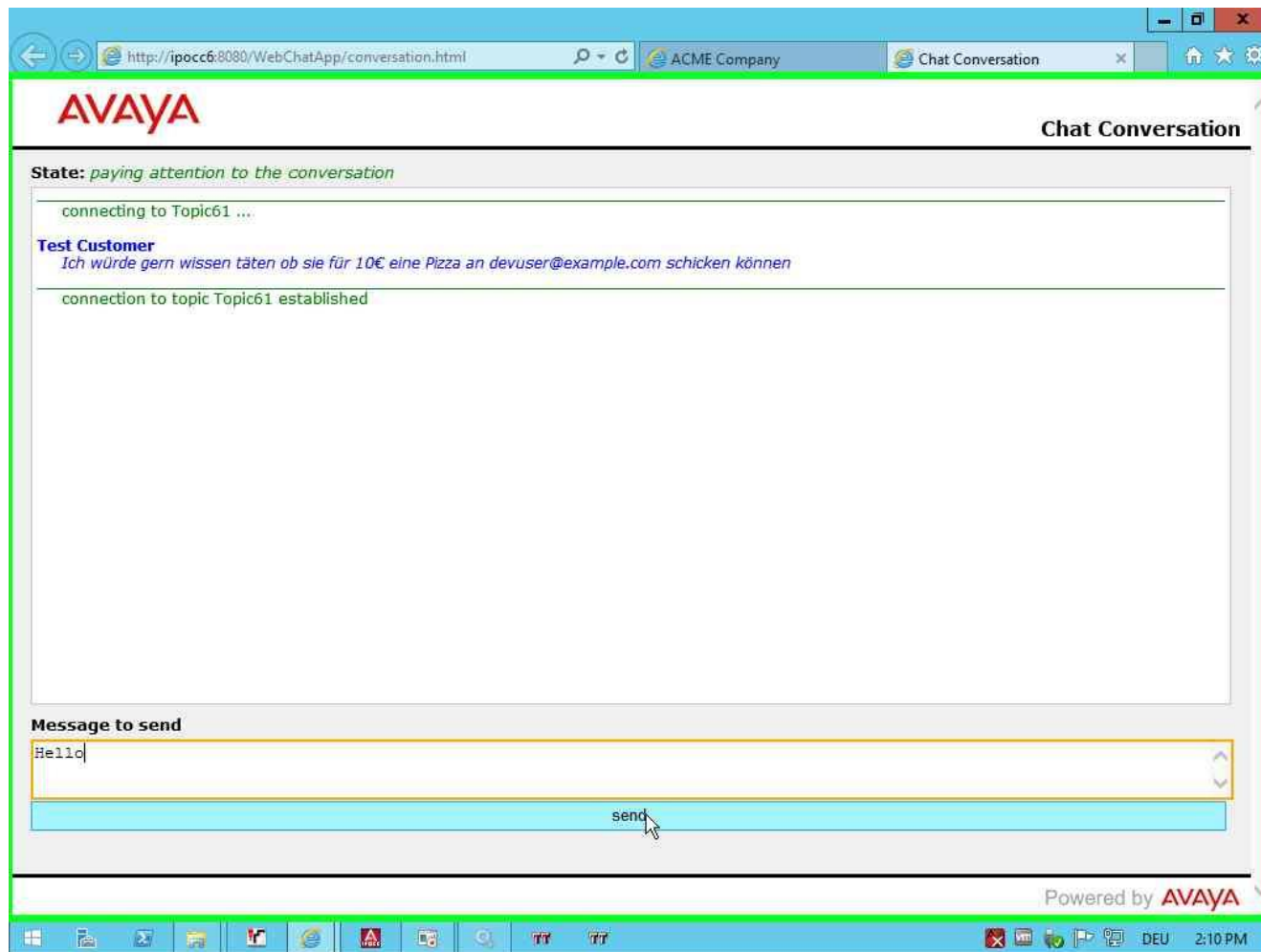
The chat conversation is started now

Web Chat Example

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