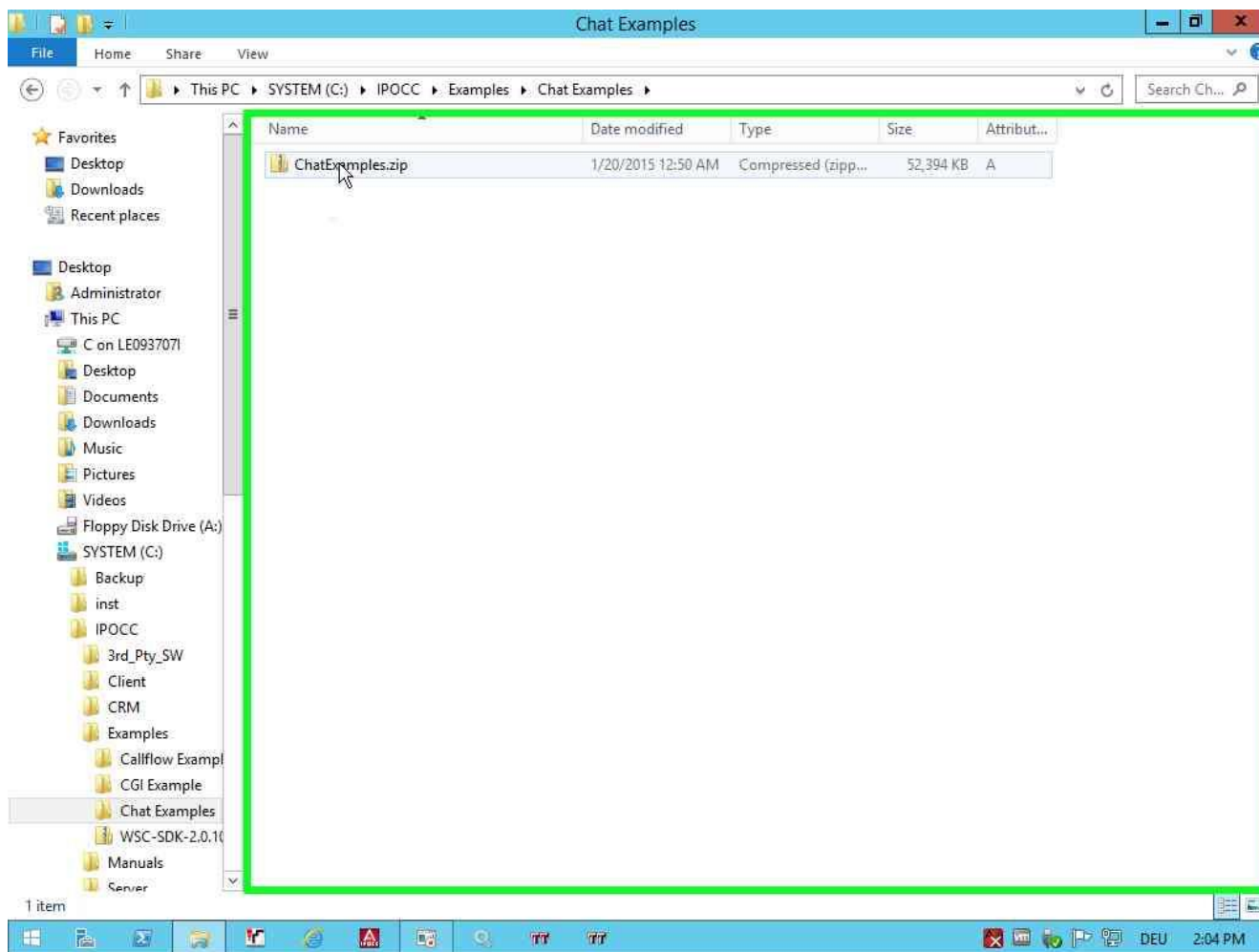




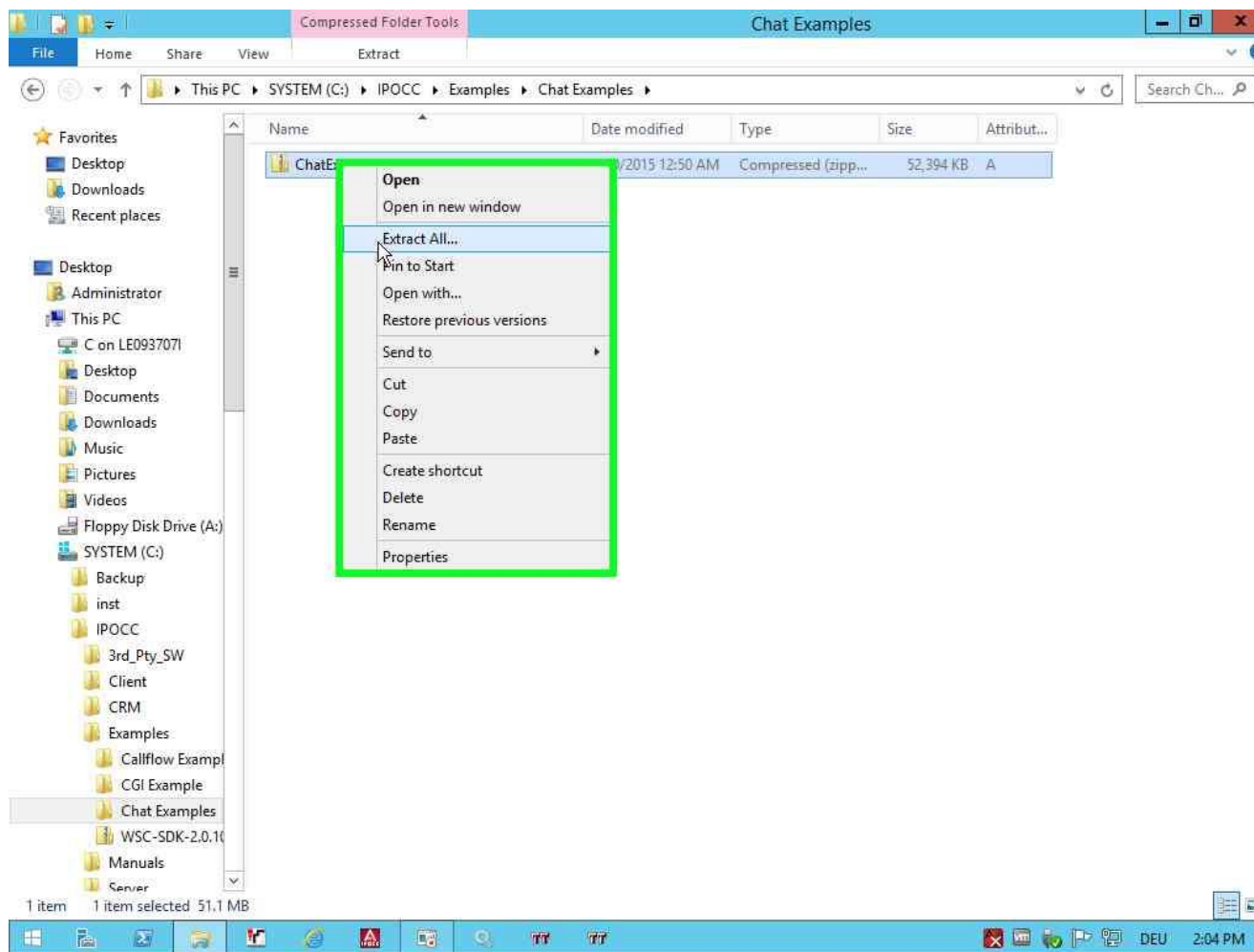
WebChatApp Example

Web Chat Example



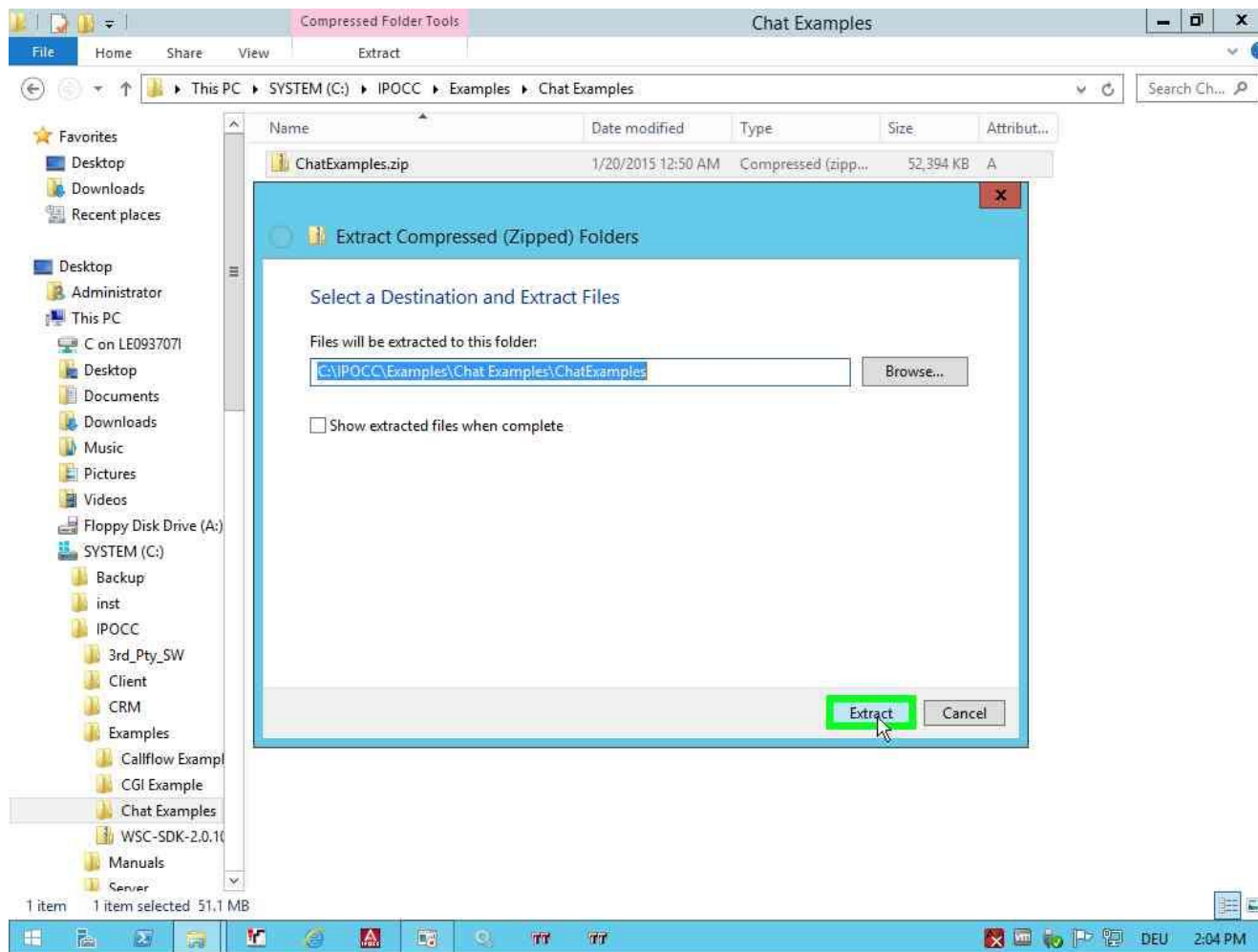
Right click on "Chat Examples.zip"

Web Chat Example



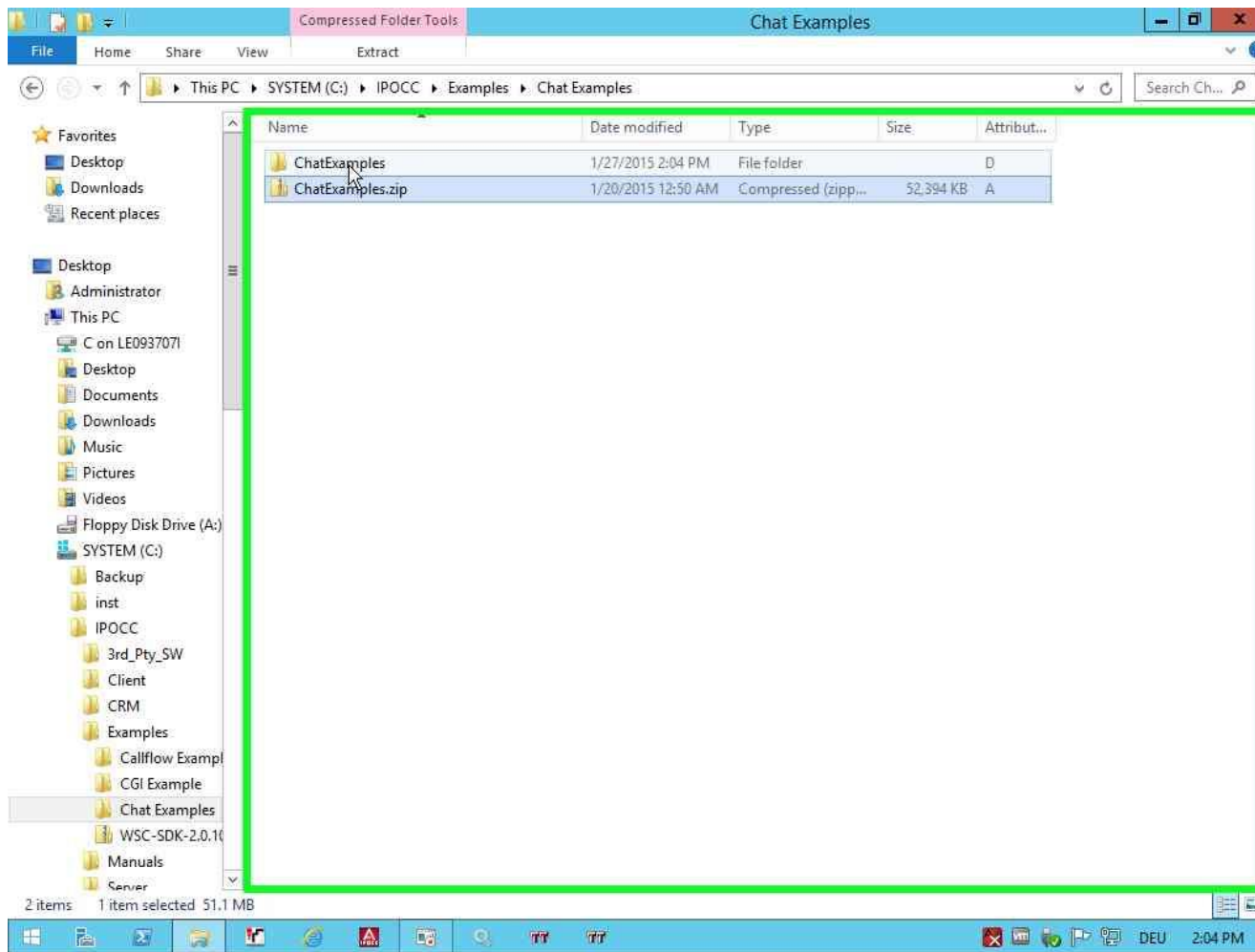
Left click on "Extract All... (menu item)"

Web Chat Example



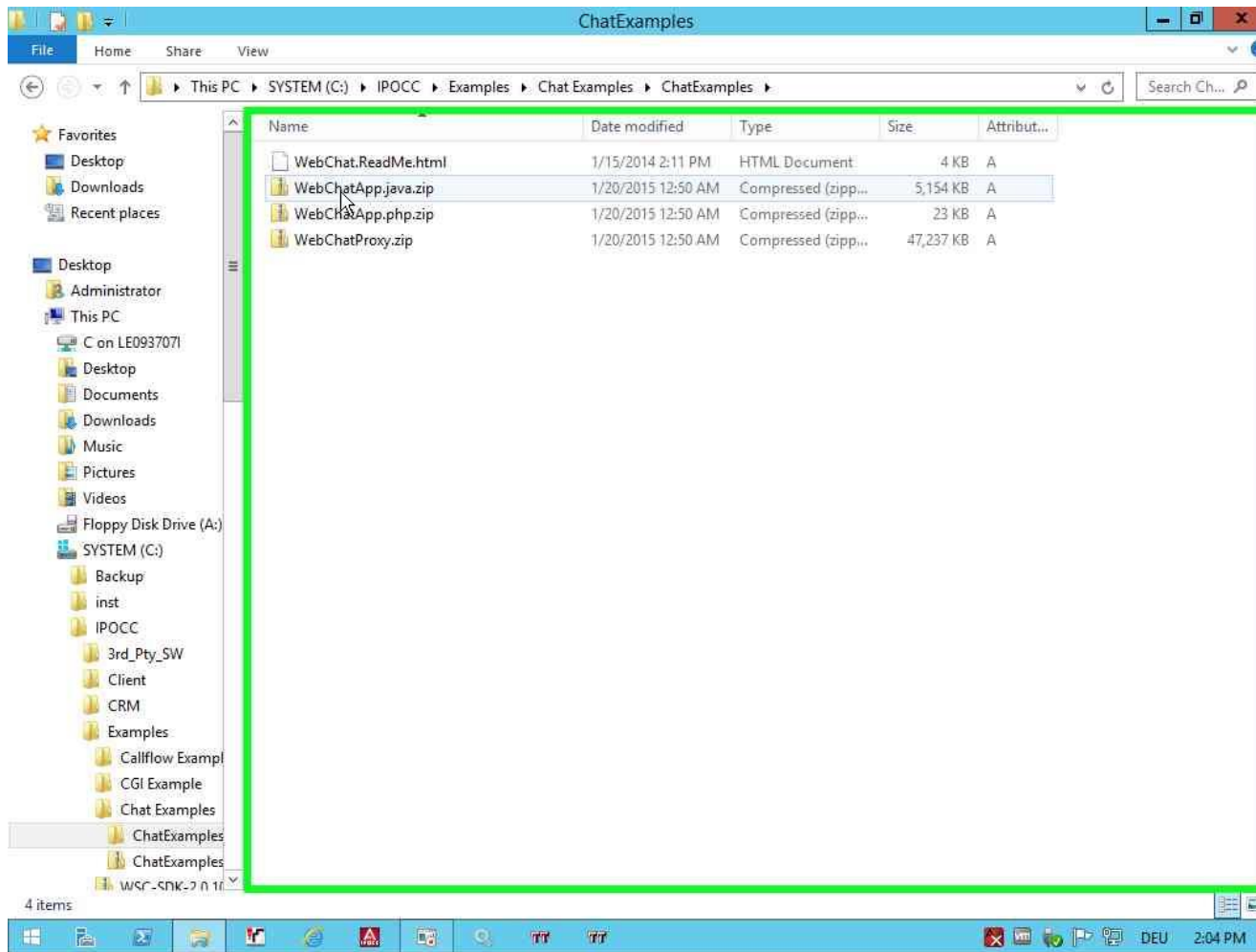
Left click on "Extract (button)" in "Extract Compressed (Zipped) Folders"

Web Chat Example



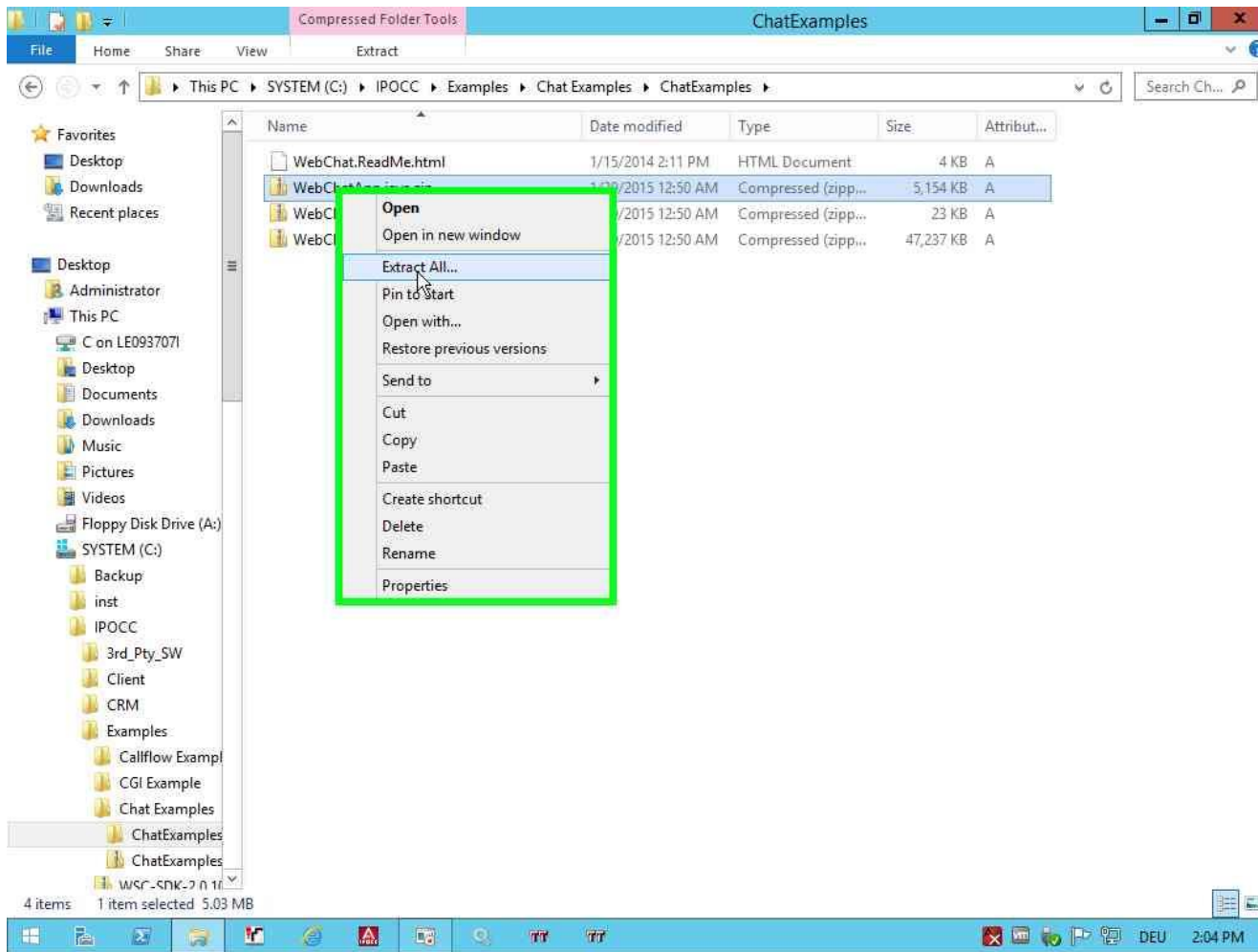
Left double click on folder "Chat Examples"

Web Chat Example



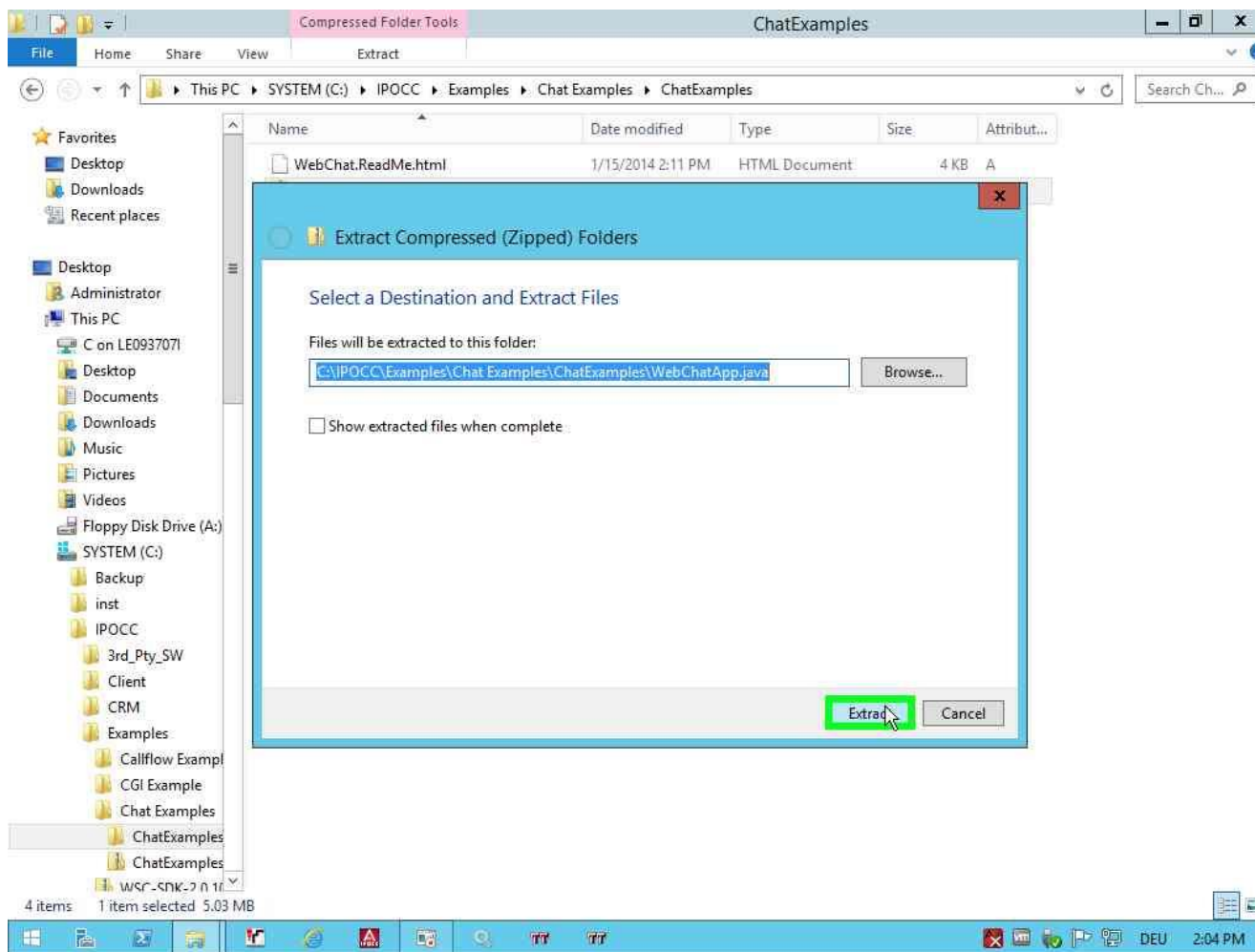
Right click on "WebChatApp.java.zip"

Web Chat Example



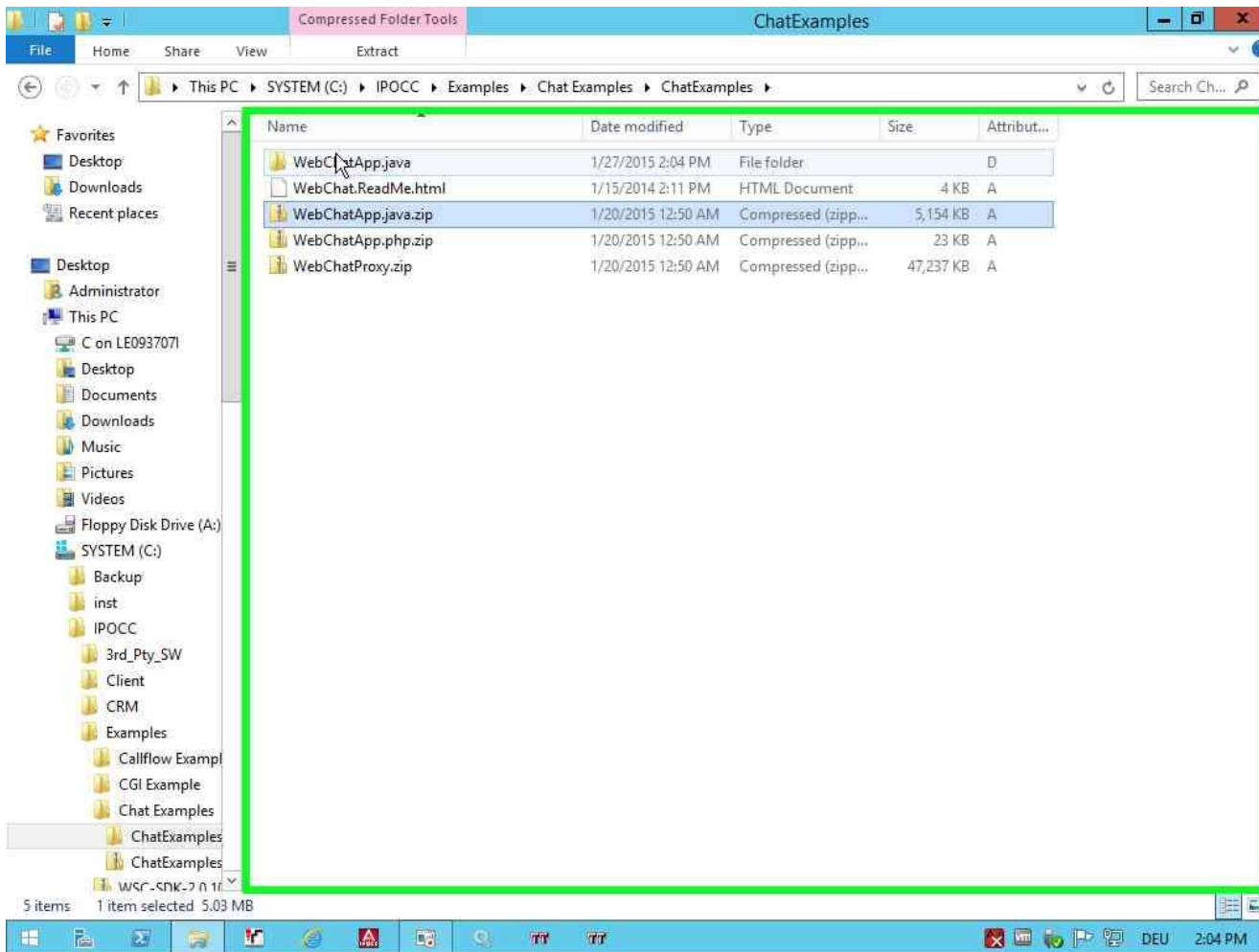
Left click on "Extract All... (menu item)"

Web Chat Example



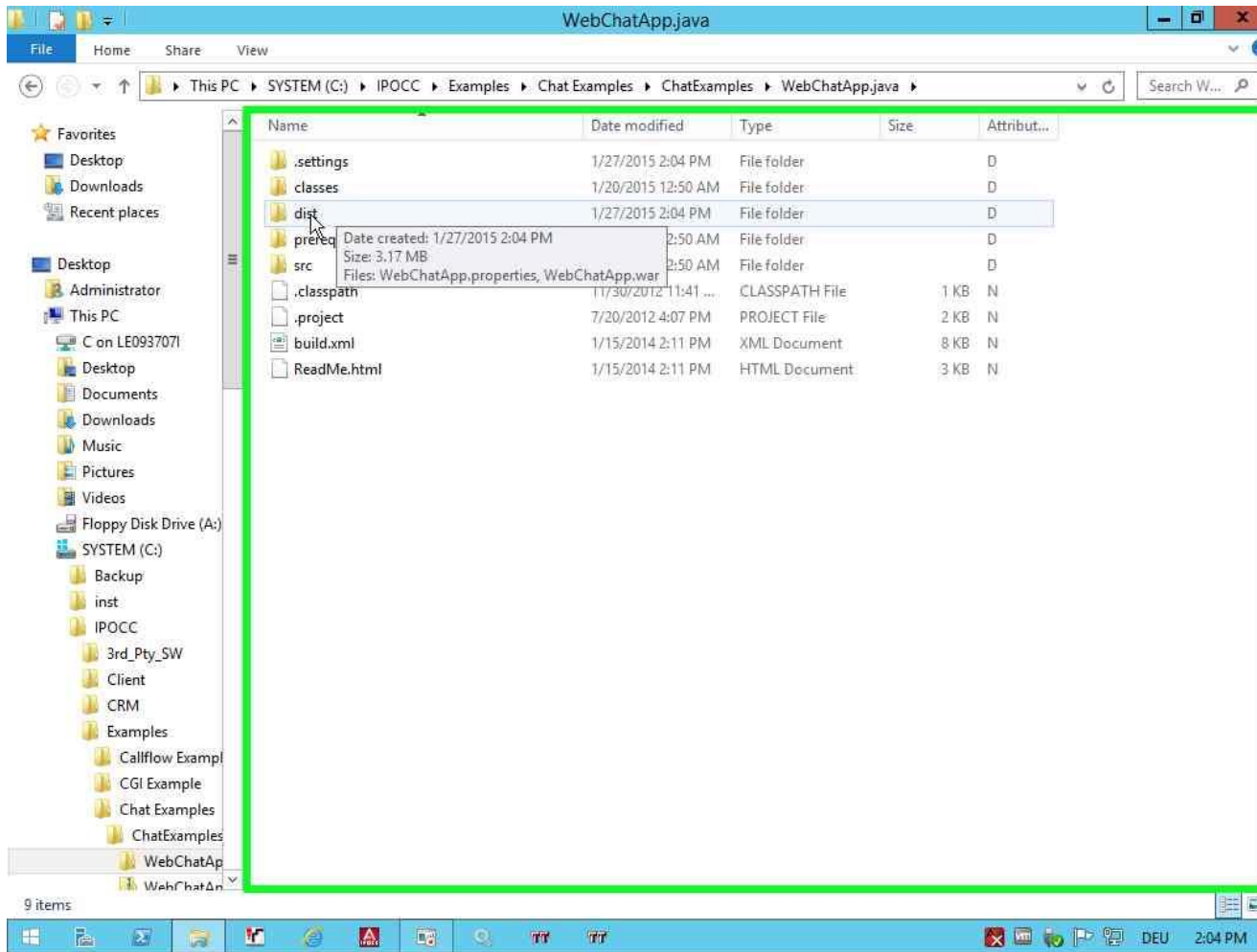
Left click on "Extract (button)" in "Extract Compressed (Zipped) Folders"

Web Chat Example



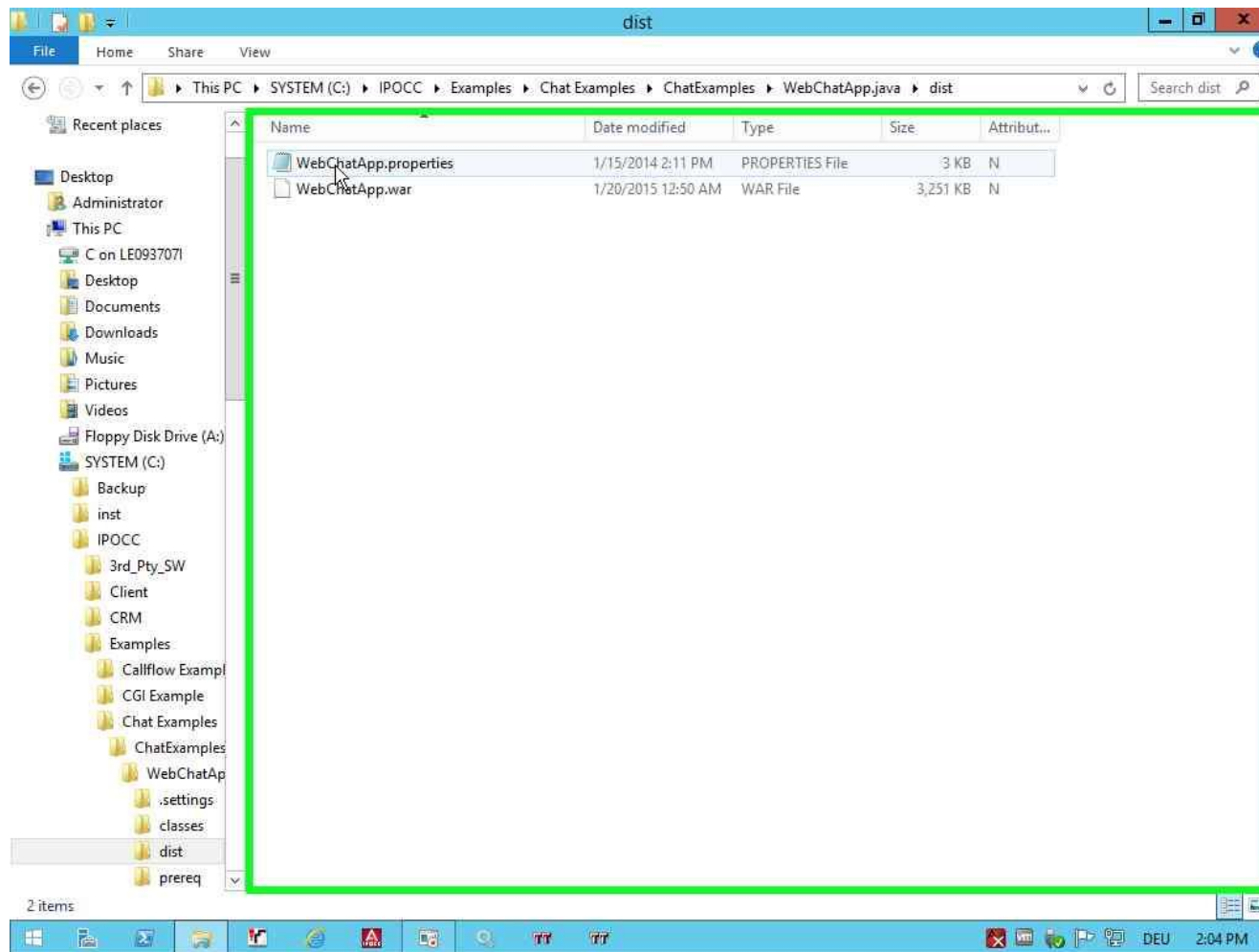
Left double click on folder “WebChatApp.java”

Web Chat Example



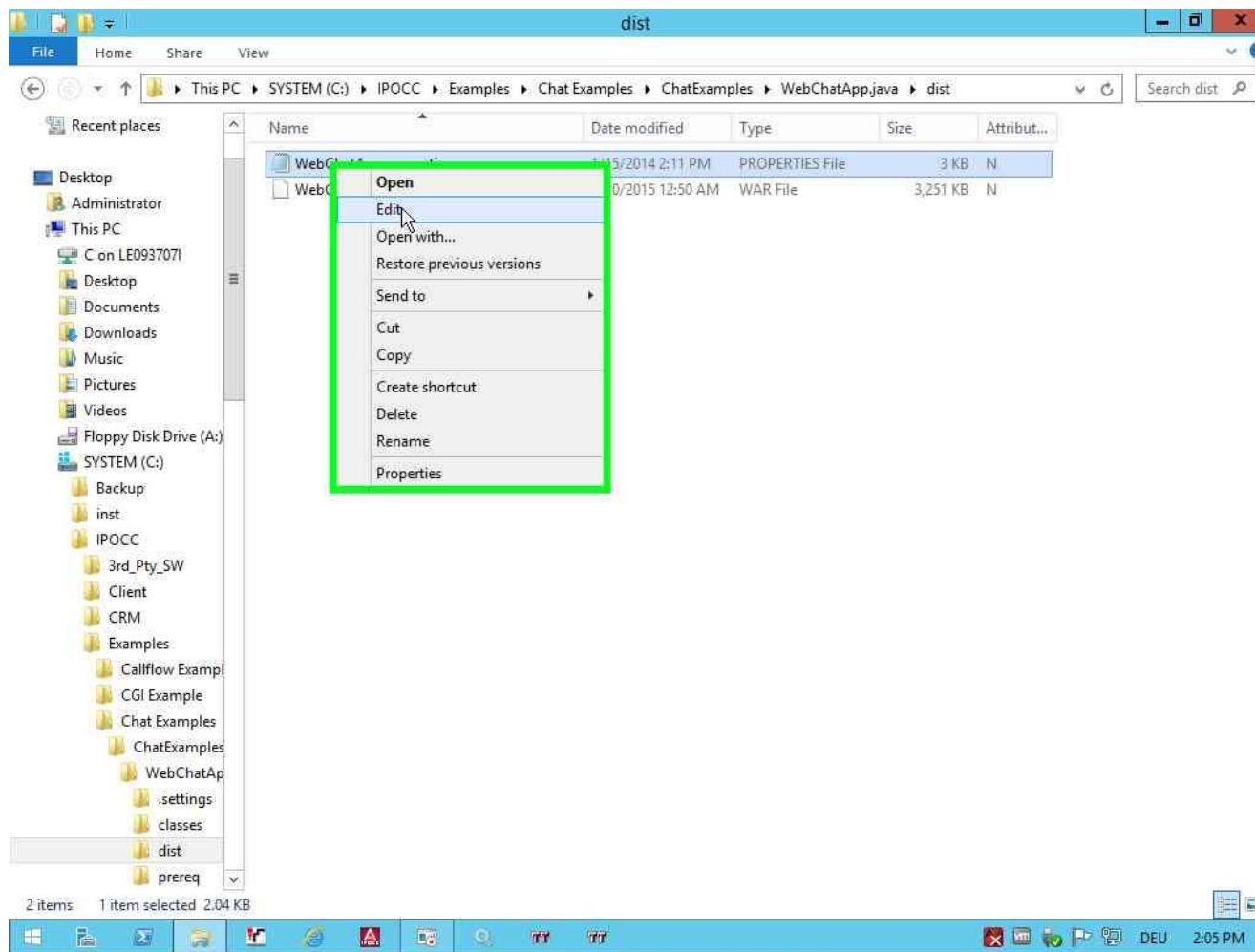
Left double click on folder "dist"

Web Chat Example



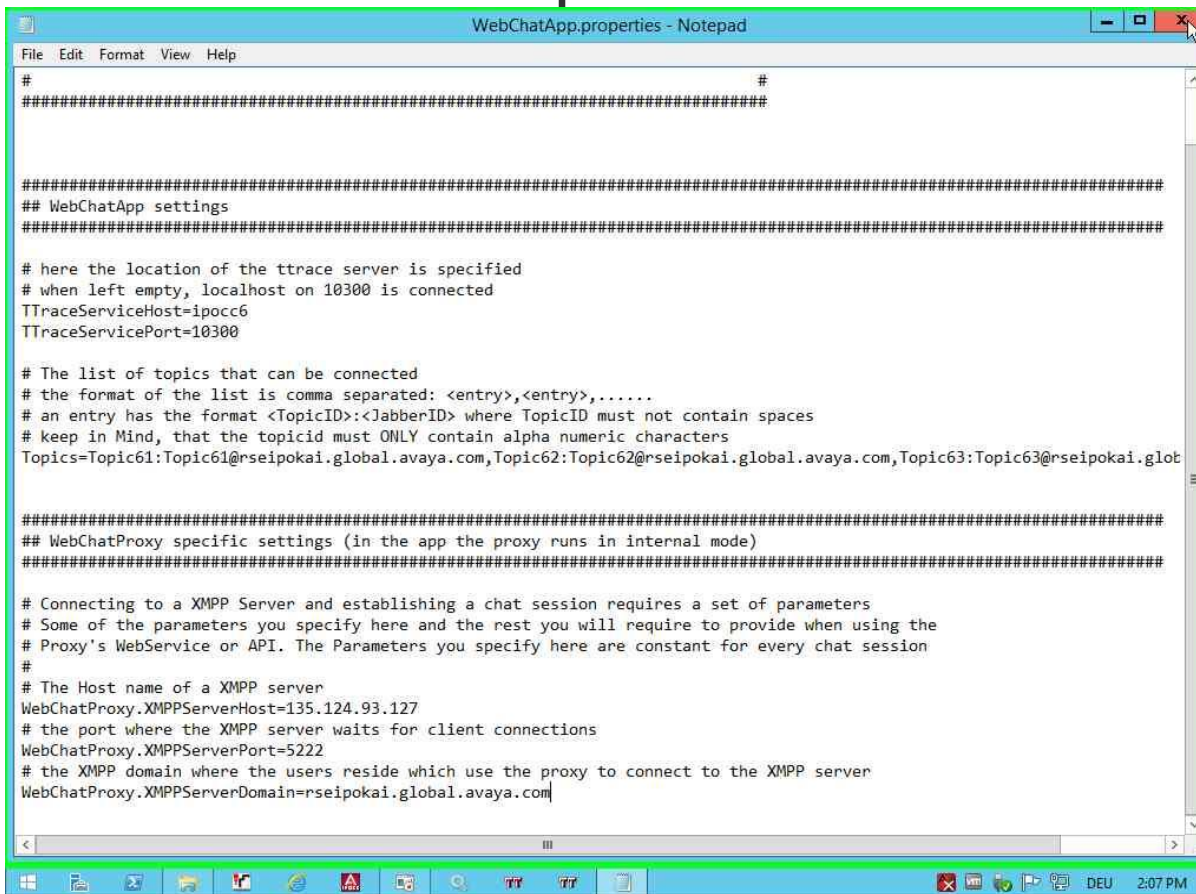
Right click on "WebChatApp.properties"

Web Chat Example



Right click on file "WebChatApp.properties"

Web Chat Example



```

File Edit Format View Help
#
#####

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

# here the location of the ttrace server is specified
# when left empty, localhost on 10300 is connected
TTraceServiceHost=ipoc6
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.glot

#####
## 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
  
```

For detailed information go to the next page!

Change the following values:

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

Configure all values for your LAB environment.

Web Chat Example

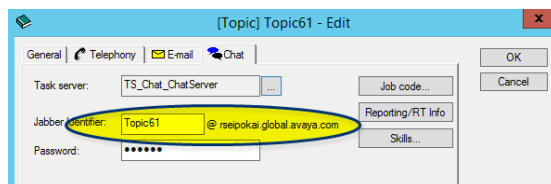
```
#####
#
# WebChat Integration Sample © 2012 Avaya, All rights reserved.
#
#####
```

```
#####
## WebChatApp settings
#####
```

```
# here the location of the ttrace server is specified
# when left empty, localhost on 10300 is connected
TTraceServiceHost=ipoccc6      (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
```

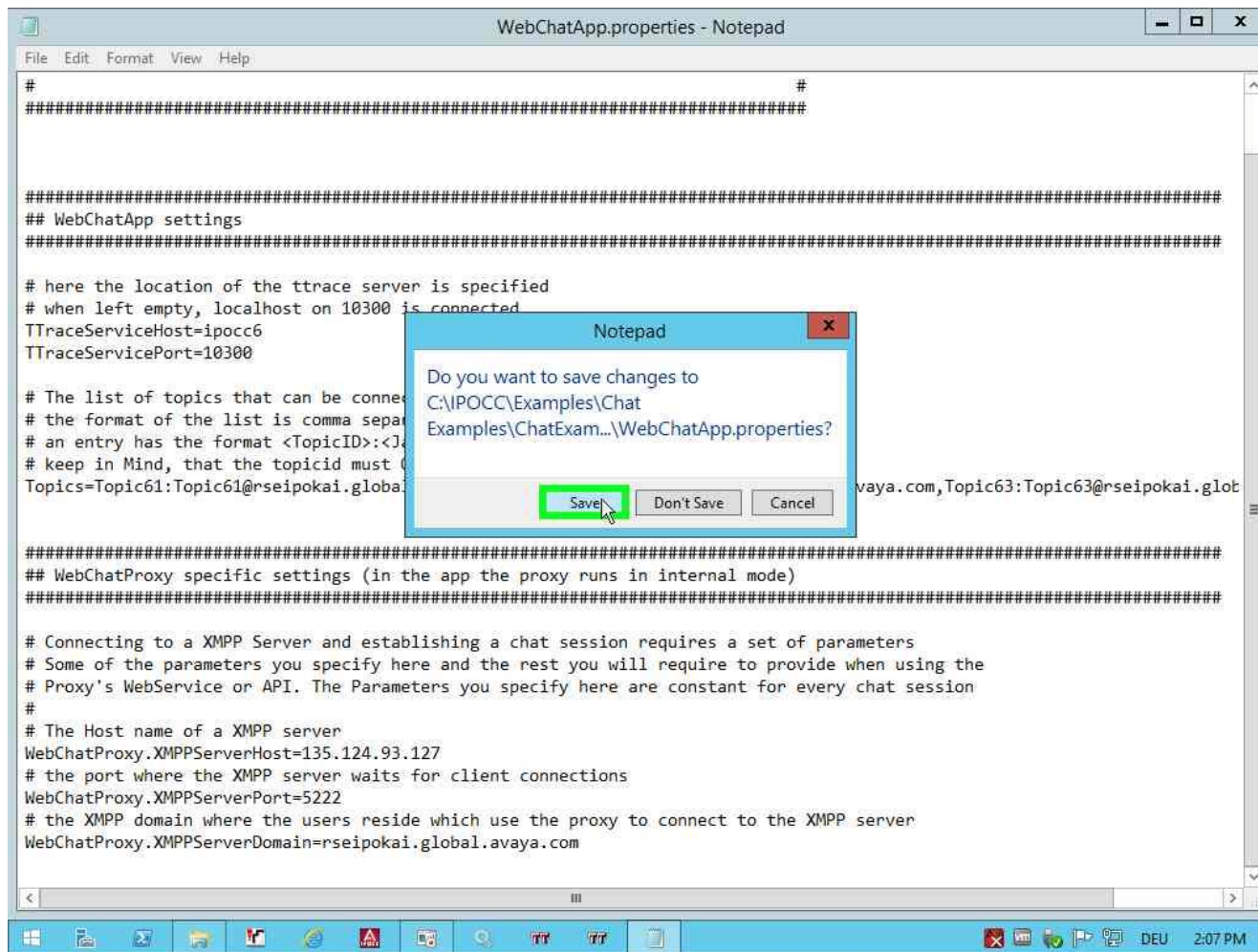


```
#####
## WebChatProxy specific settings (in the app the proxy runs in internal mode)
#####
```

```
# 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
#
```

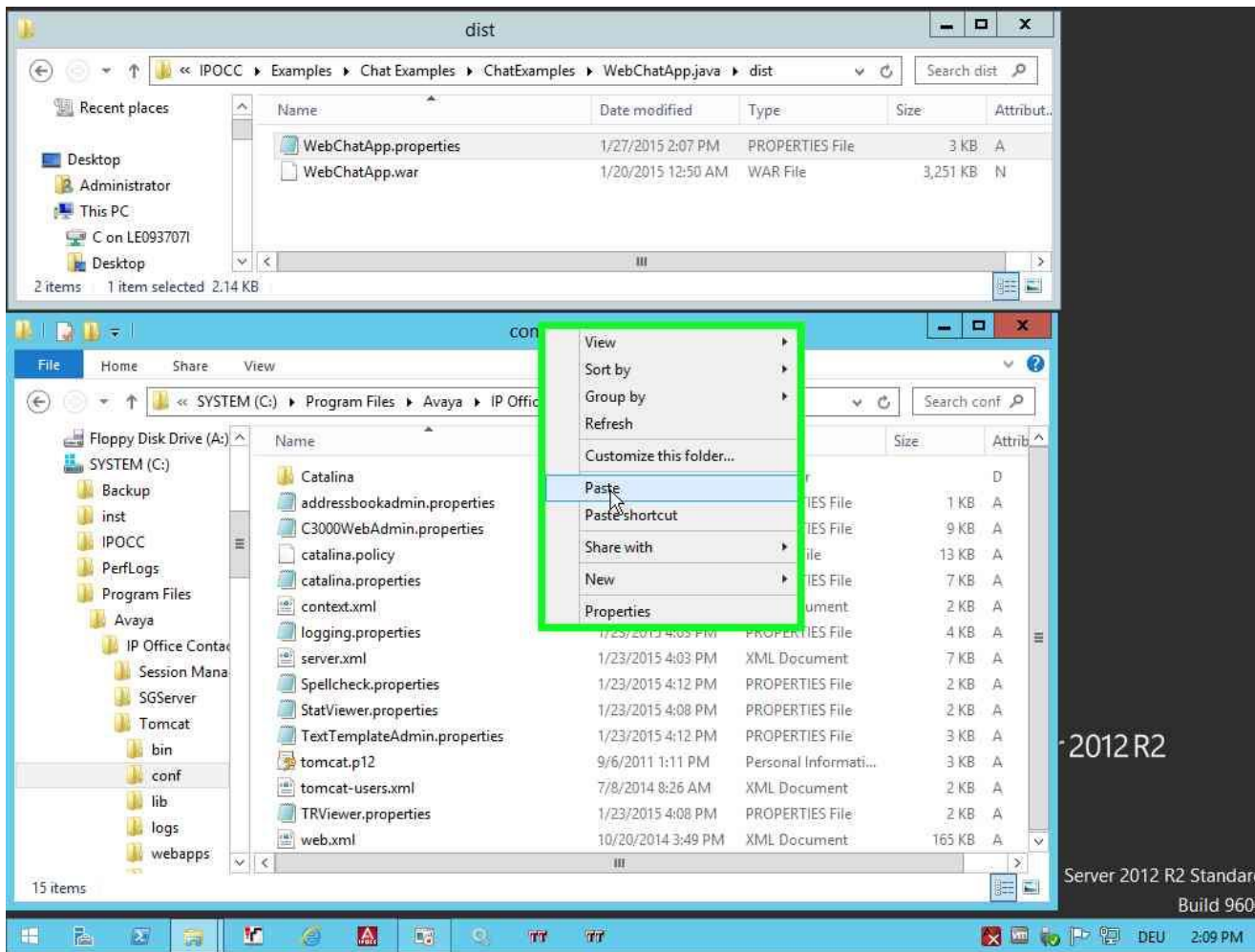
```
# The Host name of a XMPP server
WebChatProxy.XMPPServerHost=135.124.93.127      (IP Address of you XMPP Server, we use the XMPP Server of ONE-X Portal)
# the port where the XMPP server waits for client connections
WebChatProxy.XMPPServerPort=5222
# the XMPP domain where the users reside which use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

Web Chat Example



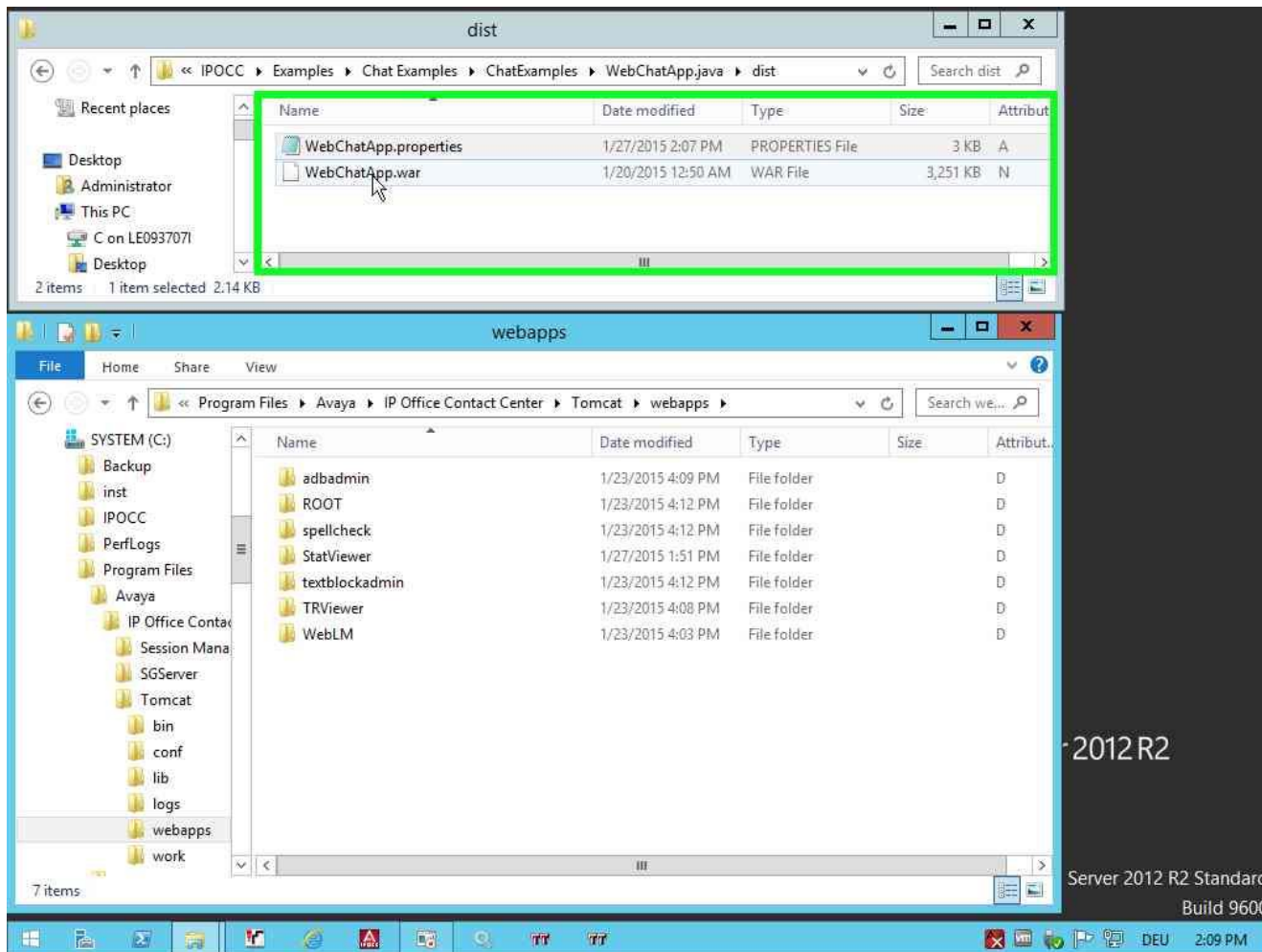
Save and Close “WebChatApp.properties”

Web Chat Example



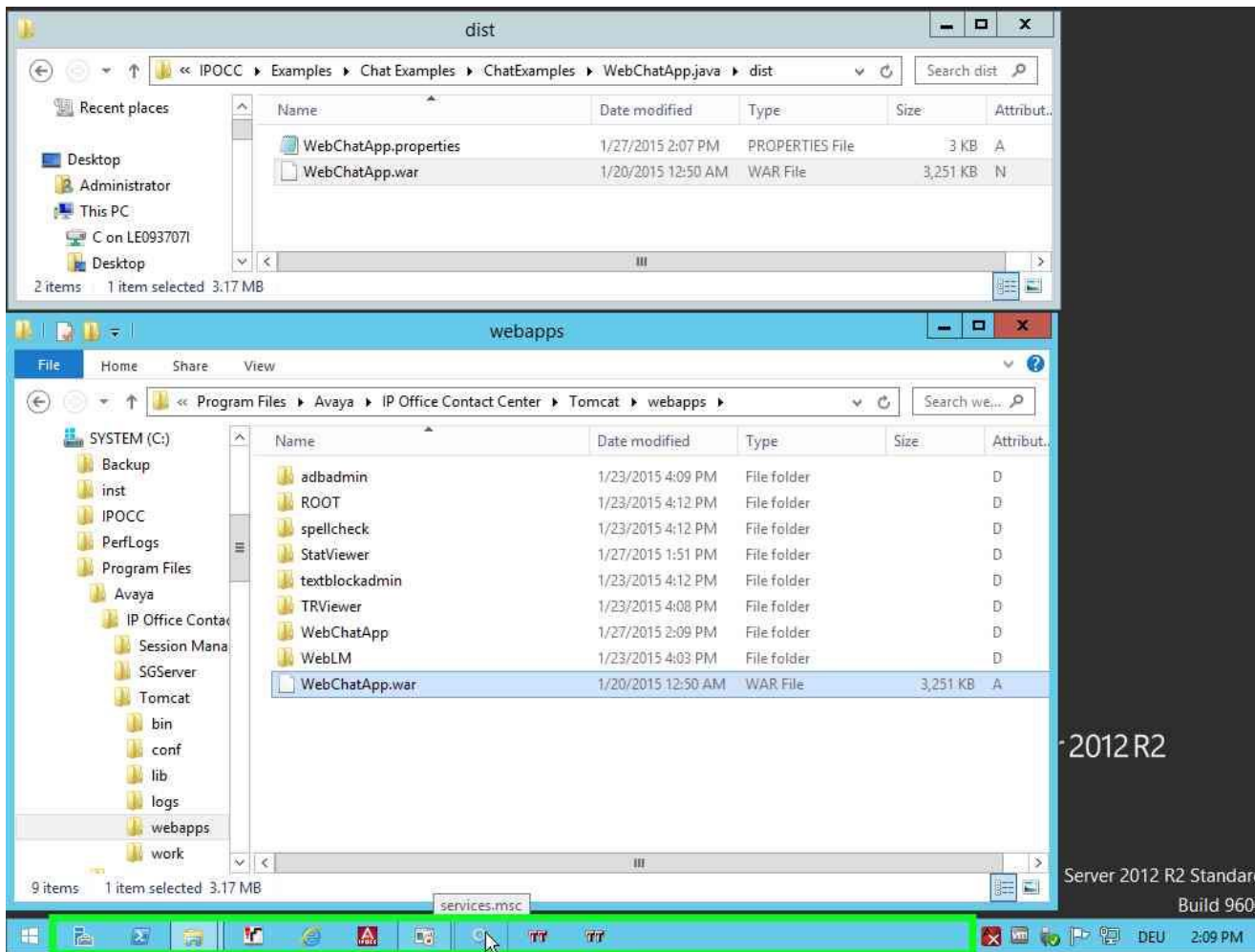
Copy “WebChatApp.properties“ to clipboard and paste it into:
C:\Program Files\Avaya\IP Office Contact Center\Tomcat\conf

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

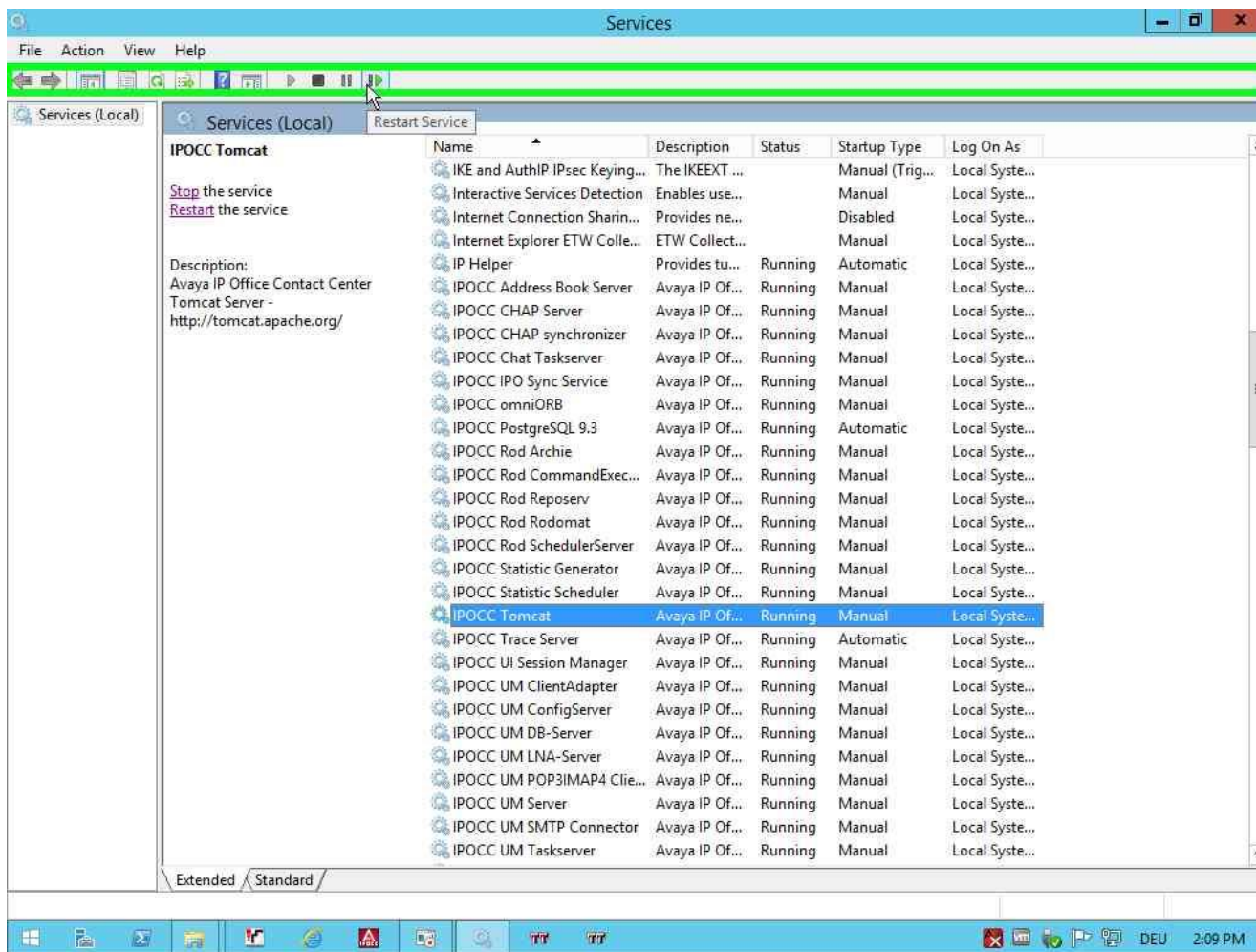


2012 R2

Server 2012 R2 Standard
Build 9600

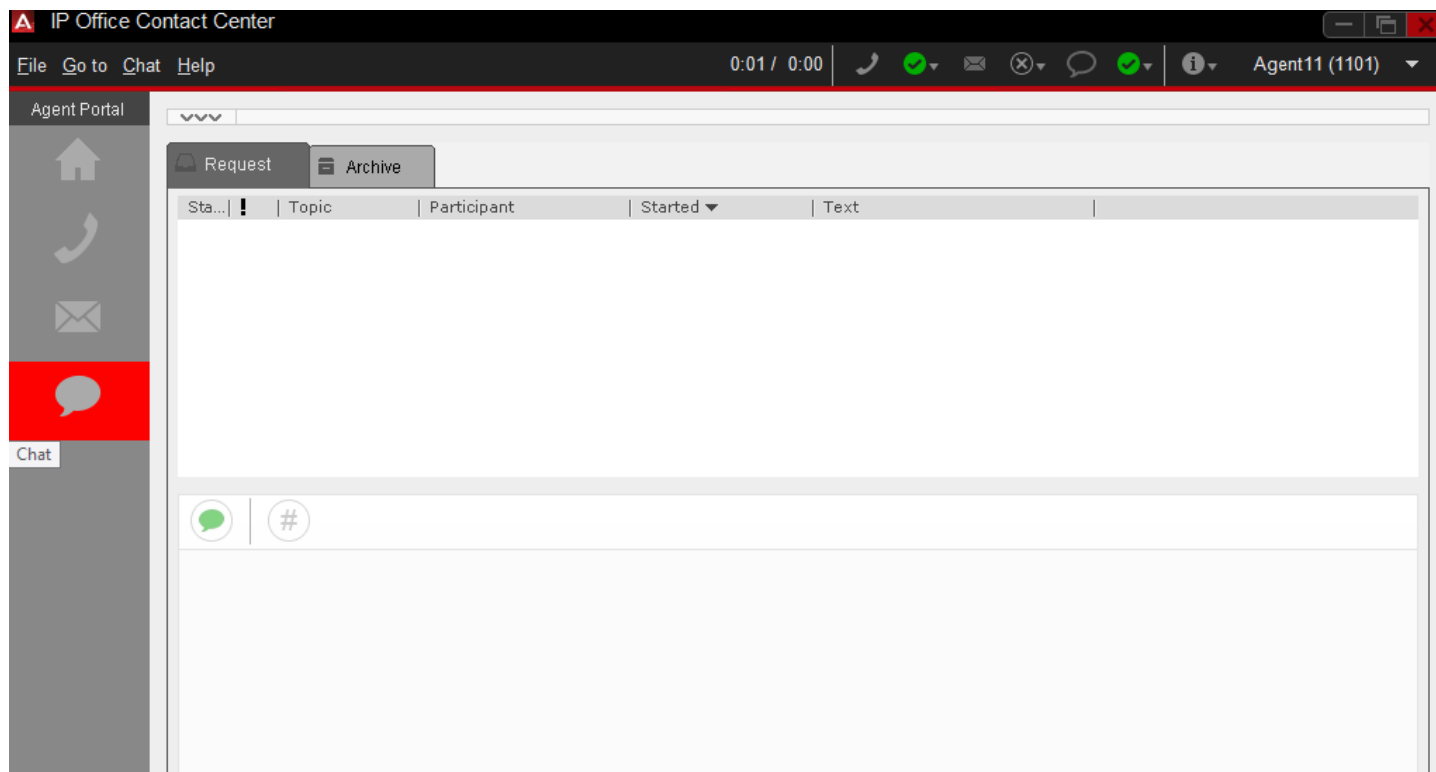
Check if the folder “WebChatApp” is created automatically.

Web Chat Example



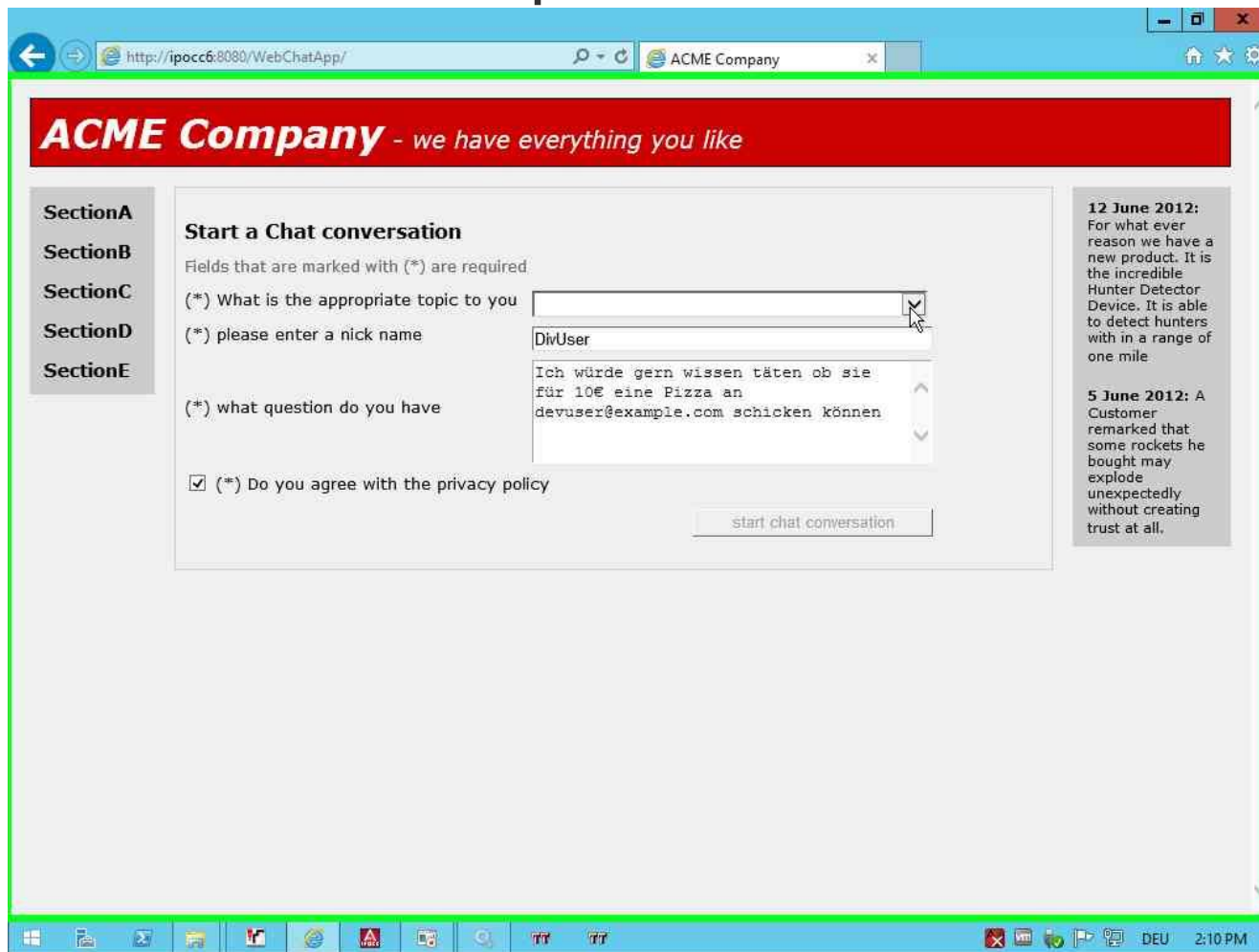
Restart service "IPOCC Tomcat"

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

The screenshot shows a web browser window with the URL `http://ipoc6:8080/WebChatApp/` and a tab titled "ACME Company". The page features a red header with the text "ACME Company - we have everything you like". On the left, a sidebar contains five sections labeled "SectionA" through "SectionE". The main content area is titled "Start a Chat conversation" and includes a note: "Fields that are marked with (*) are required". There are three required input fields: a dropdown menu for selecting a topic (with "Topic62", "Topic61", and "Topic63" visible), a text input for a nickname, and a text input for a question. A checkbox for "Do you agree with the privacy policy" is checked. A "start chat conversation" button is located at the bottom of the form. On the right side of the main area, there are two news snippets: one dated "12 June 2012" about a "Hunter Detector Device" and another dated "5 June 2012" about a customer's remark. The Windows taskbar at the bottom shows the system tray with the date "DEU" and time "2:10 PM".

Select topic

Web Chat Example

The screenshot shows a web browser window with the URL `http://ipoccc6:8080/WebChatApp/` and the page title "ACME Company". The main content area has a red header with the text "ACME Company - we have everything you like". On the left, there is a sidebar with five sections labeled "SectionA" through "SectionE". The main content area is titled "Start a Chat conversation" and includes a note: "Fields that are marked with (*) are required".

The form contains the following fields and controls:

- A dropdown menu for "What is the appropriate topic to you" with the value "Topic61".
- A text input field for "please enter a nick name" containing "Test Customer".
- A text area for "what question do you have" containing the text: "Ich würde gern wissen täten ob sie für 10€ eine Pizza an devuser@example.com schicken können".
- A checkbox labeled "Do you agree with the privacy policy" which is checked.
- A "start chat conversation" button.

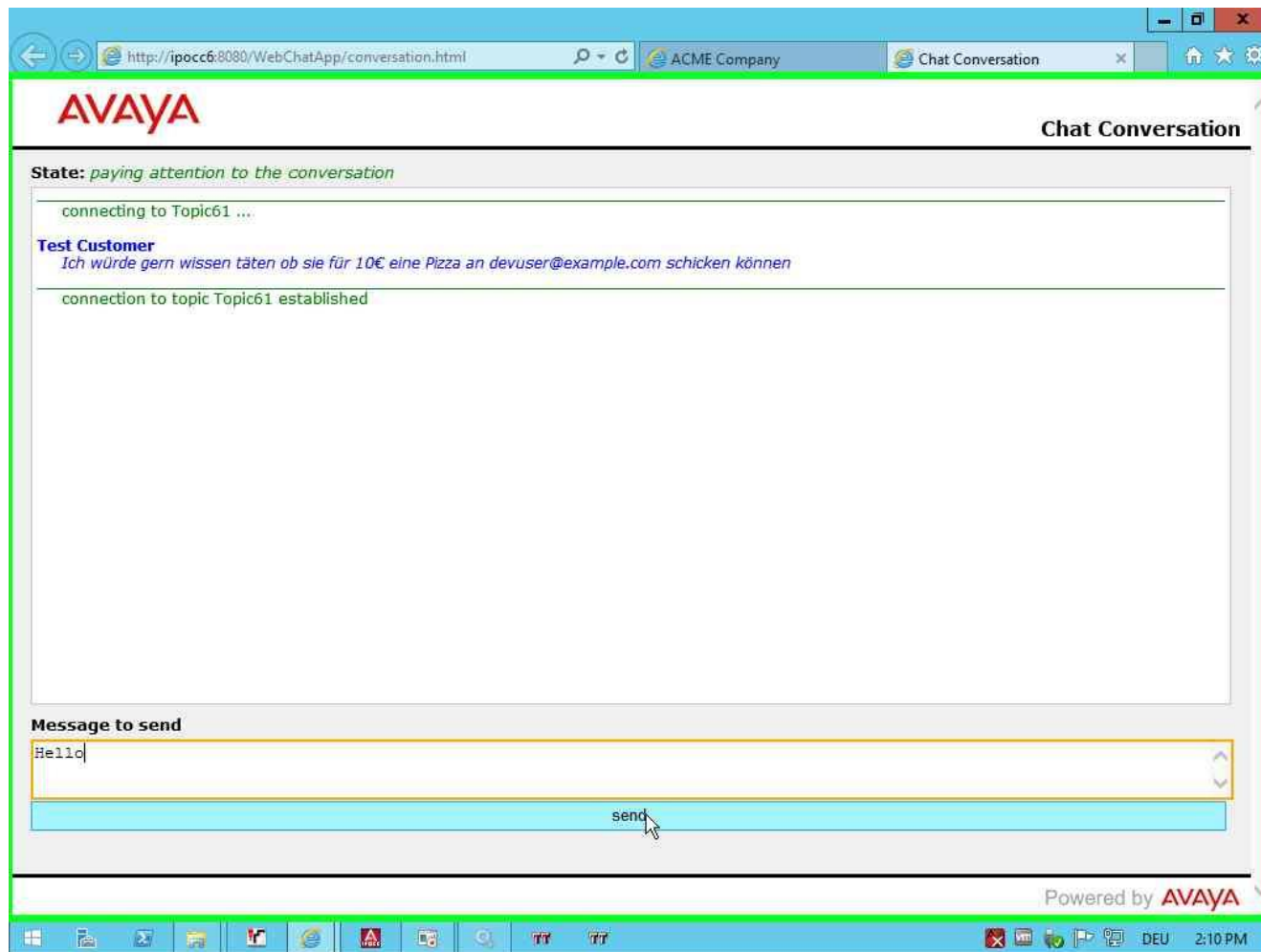
On the right side of the chat area, there are two news items:

- 12 June 2012:** For what ever reason we have a new product. It is the incredible Hunter Detector Device. It is able to detect hunters with in a range of one mile.
- 5 June 2012:** A Customer remarked that some rockets he bought may explode unexpectedly without creating trust at all.

The Windows taskbar at the bottom shows the system tray with the date "DEU" and time "2:10 PM".

Enter your nick name and click on button “start chat conversation”

Web Chat Example



The chat conversation is started now

Web Chat Example

IP Office Contact Center

File Go to Chat Help 0:04 / 0:00 Agent11 (1101)

Agent Portal

Request Archive

Sta...	Topic	Participant	Started	Text
Read	Topic12	Test Customer	27.1.2015 19:02	Ich würde gern wissen täten o...

Topic: Topic12

[19:02:09] Test Customer: Ich würde gern wissen täten ob sie für 10€ eine Pizza an devuser@example.com schicken können

[19:02:12] Test Customer: Hello

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