



## CHIME 2.0

STAGING EXTERNAL WEB CLIENT WITH CHIME HUB

A large, 3D geometric graphic composed of several overlapping, semi-transparent blue and grey rectangular planes, creating a complex, crystalline structure.

March 2015

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ISV/Software Solutions

# Staging External Web Client With Chime Hub

To stage out a click-to-chat link to route conversations through Chime Hub, you will need two pieces of information:

1. Your Chime Engine name
2. The Queue ID of the queue you want to expose

The engine name is the name registered with the Chime Hub service, in the Admin > Advanced settings area within the Chime application. The Queue ID is an integer representing the internal ID of the Queue in your Chime system. This can be seen retrieved from the Advanced tab in the Queue Settings for the queue, where Chime displays the URL needed to open a chat window through Chime Hub.

**Note:** User must have admin rights to follow instructions below.

- 1) Click the **Admin** section in the upper right hand corner.

First Name	Last Name	ID	E-mail	Max/Day	Max Concurrent	Role			
Cassie	Regan	slp.cregan@instant-tech.com	cregan@instant-tech.com	15	2	Admin			
Dan	Cronin	slp.dcronin@instant-tech.com	dcronin@instant-tech.com	0	2	Agent			
Eric	Richards	slp.erichards@instant-tech.com	erichards@instant-tech.com	0	2	Admin			
Ken	Mercado	slp.kmercado@instant-tech.com	kmercado@instant-tech.com	0	2	Agent			
Lisa	McManus	slp.lmcmanus@instant-tech.com	lmcmanus@instant-tech.com	0	2	Agent			
MacGregor	Thompson	slp.mthompson@instant-tech.com	mthompson@instant-tech.com	0	2	Admin			
Matt	Quinlan	slp.mquinlan@instant-tech.com	mquinlan@instant-tech.com	0	2	Admin			
Peyton	Mcmanus	slp.pmcmanus@instant-tech.com	pmcmanus@instant-tech.com	0	2	Admin			
Shawn	Works	slp.SWORKS@instant-tech.com	sworks@instant-tech.com	0	1	Admin			
Vivek	Garg	slp.vgarg@instant-tech.com	vgarg@instant-tech.com	0	2	Agent			

- 2) Click the **Settings** tab on the left side.

Directory Service

Server Name or Address:

Directory Service User:

Database

Server Name or Address:

Database Name:

Database User:

Email Settings

Send Email Alerts on Critical Failures:

Include support@instant-tech.com?:

Smtp Server Address:

Smtp Server Port:

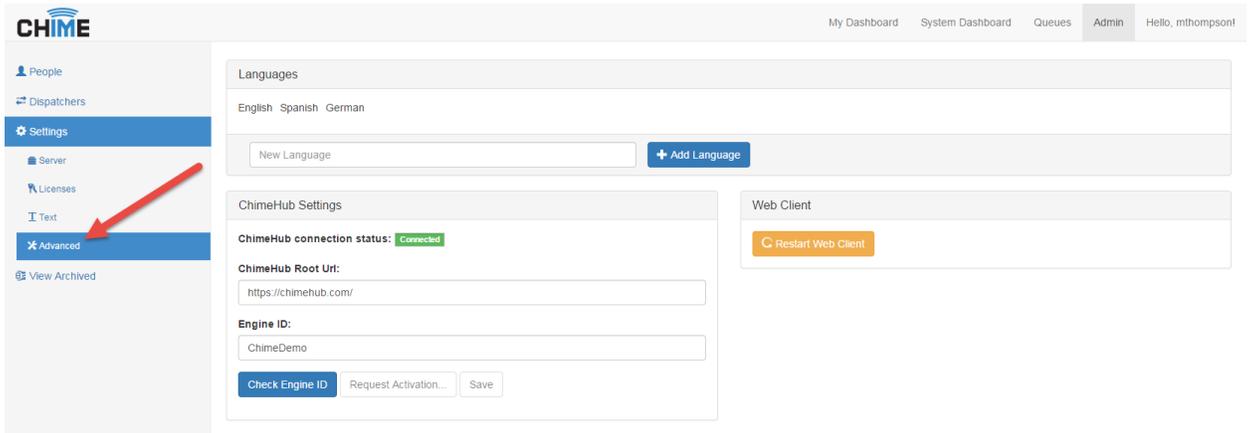
Smtp Username:

Smtp Server Password:

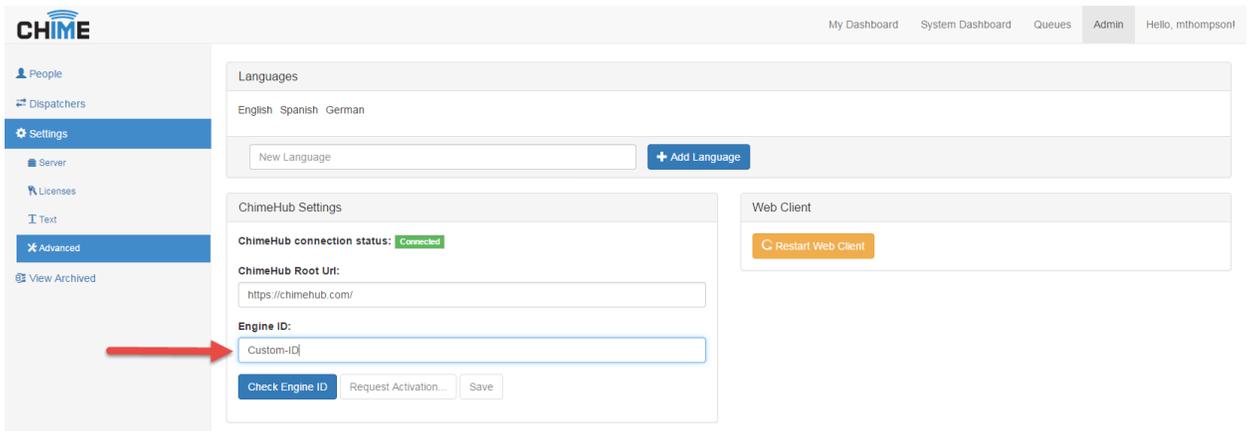
Use SSL?:

Save

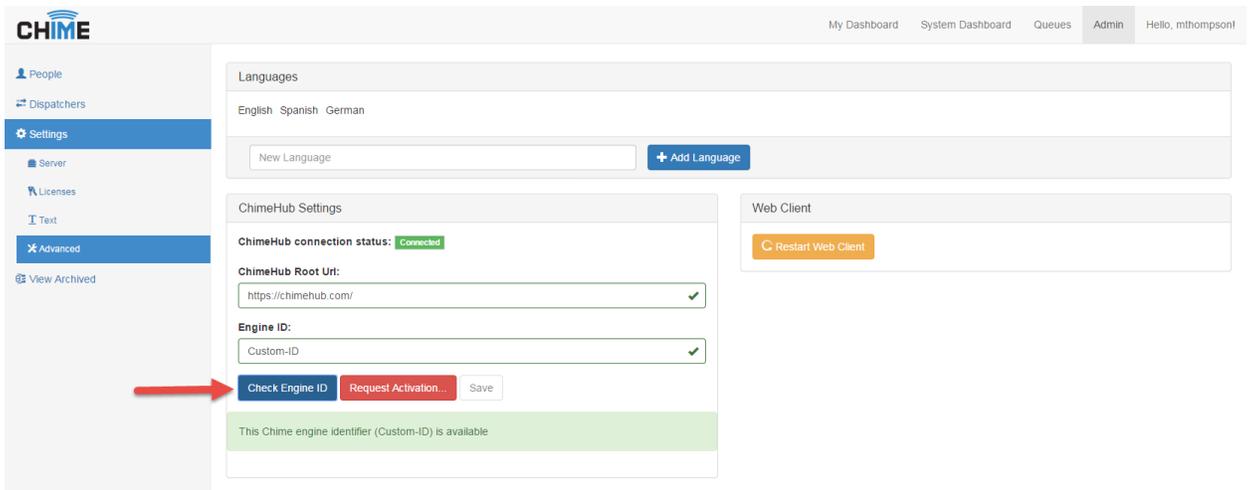
3) Click the **Advanced** tab.



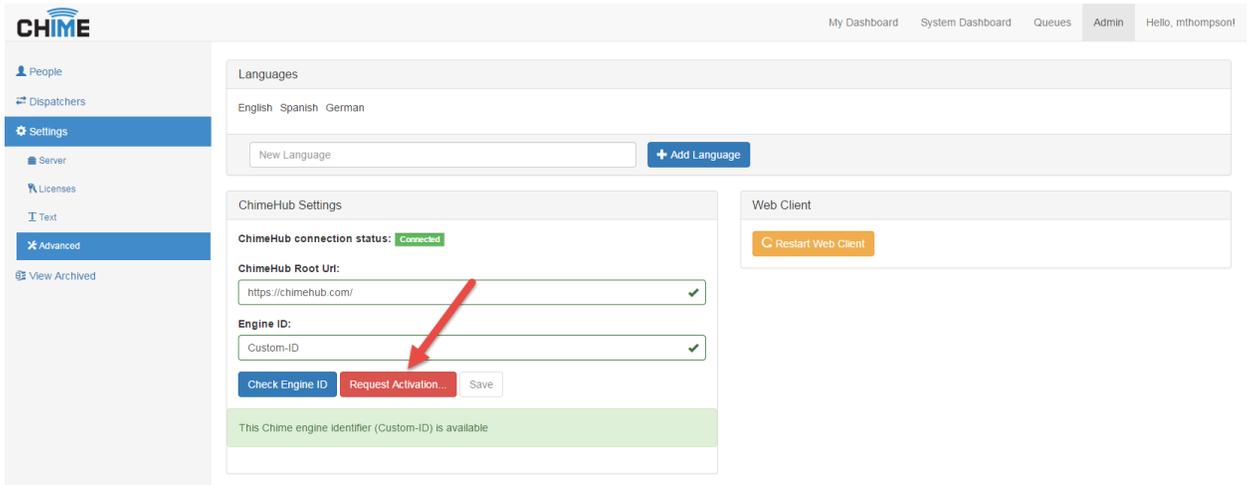
4) In the form labeled **Engine ID:** please create your own custom ID.



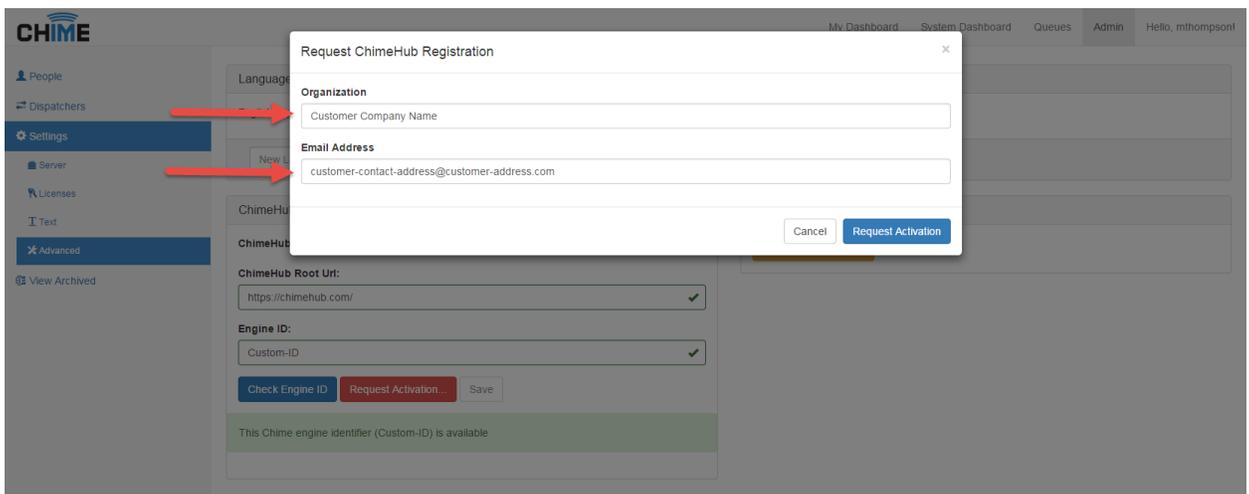
5) Click the **Check Engine ID** to make sure the ID you created is available.



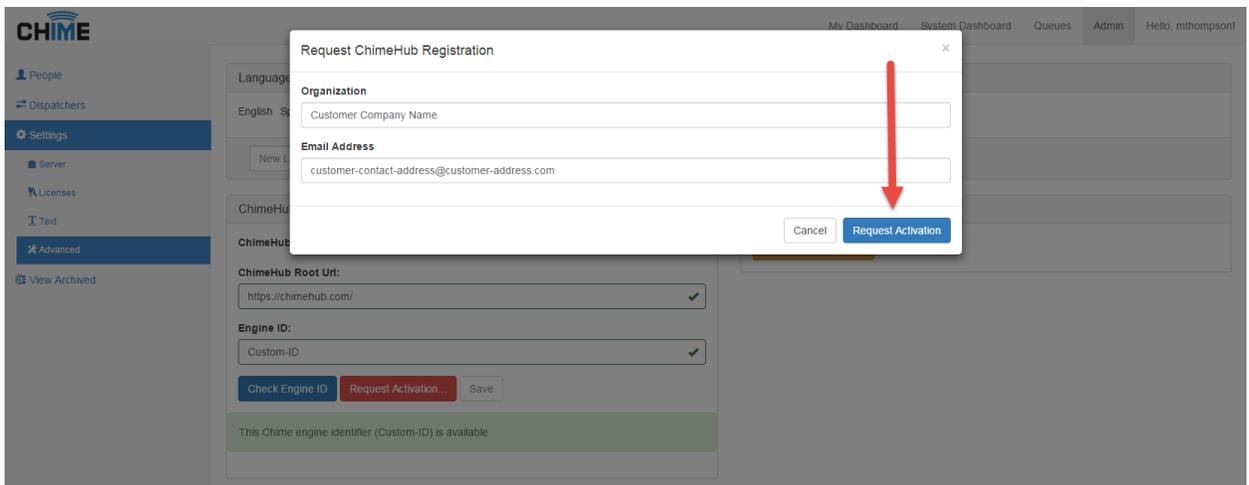
- 6) If the ID is available, click the **Request Activation** to bring up an information modal.



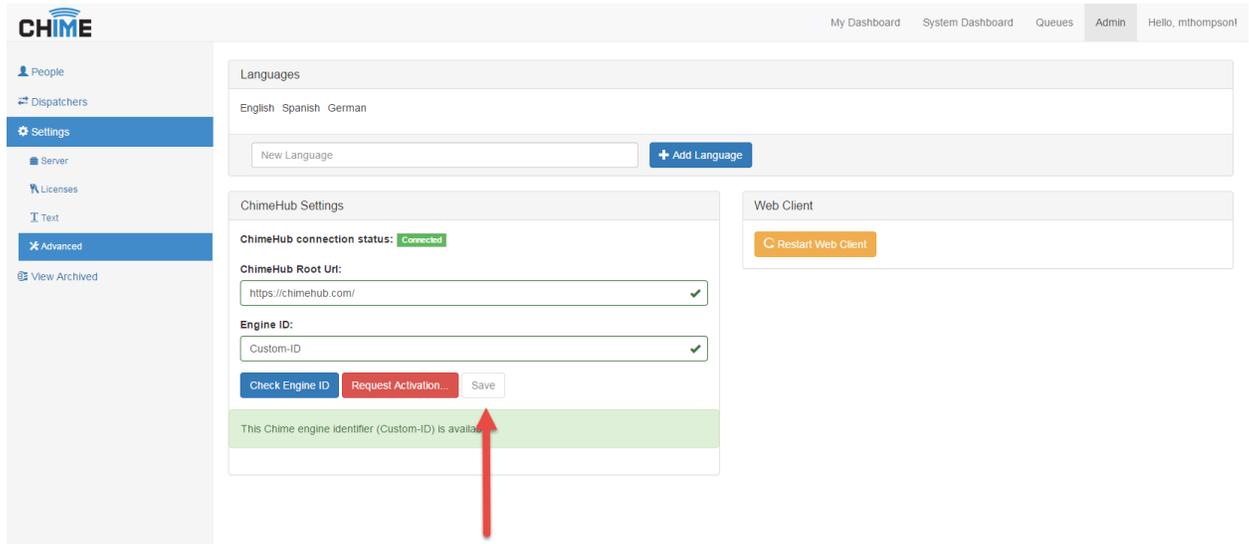
- 7) Fill out your company name and please use a good contact email address for us to use to notify you when you Chime Hub URL is ready to be used.



- 8) Click **Request Activation** to notify us about your request.



9) Click **Save** to finish the initial setup.

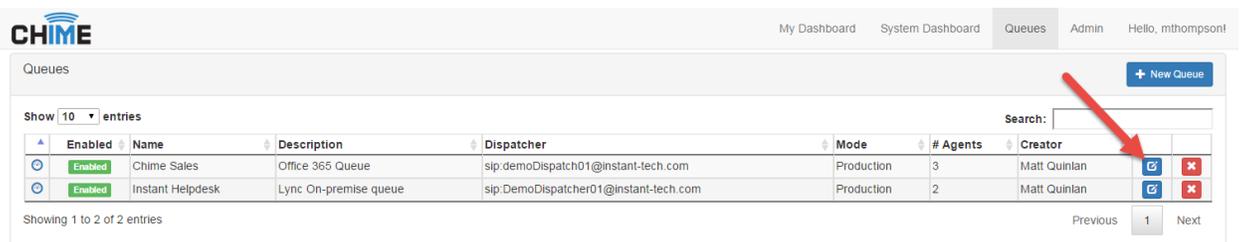


\*\* Before going forward, you **MUST** wait for a confirmation email from us notifying you that the Chime Hub URL is up and ready to be staged.

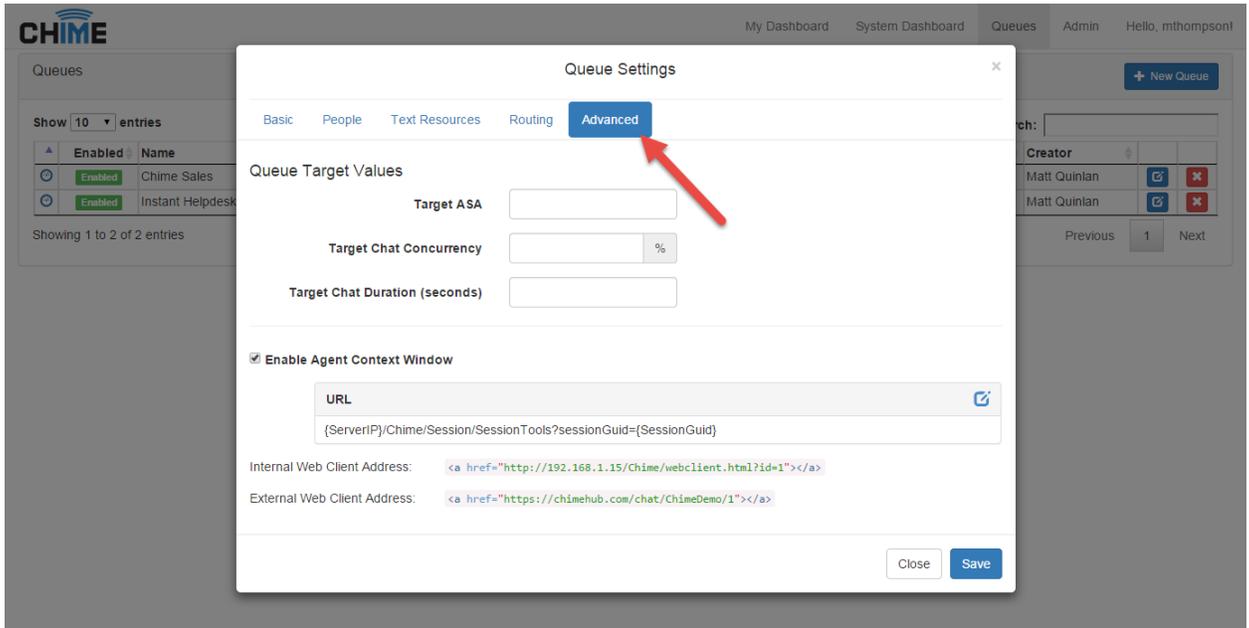
10) After confirmation, click **Queues** at the top right corner.



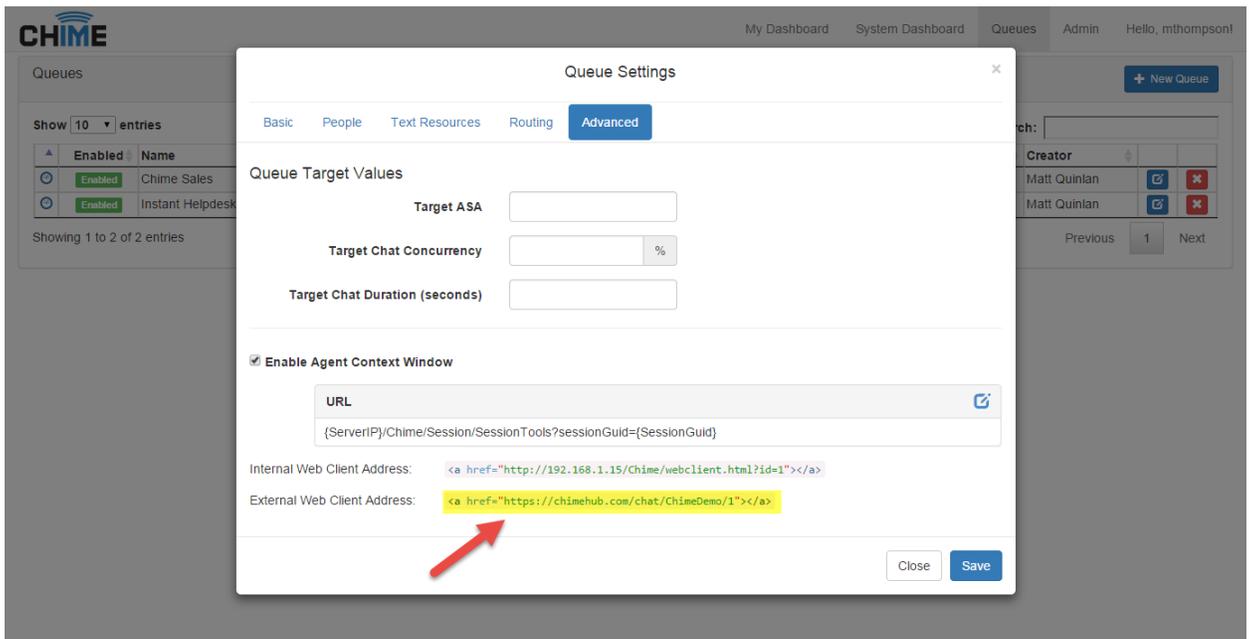
11) Click the **Queue Settings** icon.



12) Click the **Advanced** tab at the top.



13) At the bottom is the necessary URL for the Chime Hub web client. Copy it for its appropriate use.



## After completing the steps above, here is a way you could state the Chime Hub URL:

A click to chat button might look like this:



The markup might look like this:

```
<button class="btn btn-primary startChimeChat" data-queueid="1">
  Chat Now!
</button>
```

Using jQuery, you might stage out links like this:

```
$(function(){
  var chatWindow = null;

  var chatURL = 'https://chimehub.com/chat/ChimeDemo/';

  var windowFeatures = 'height=500,width=575,locationbar=no,toolbar=no,
menubar=no,resizable=yes';

  $('body').on('click', '.startChimeChat', function(){
    startChimeChat($(this).data('queueid'));
  });

  function startChimeChat(queueID){
    if(chatWindow === null || chatWindow.closed){
      chatWindow = window.open(chatURL + queueID, '_blank', windowFeatures)
    ;
    } else {
      chatWindow.focus();
    }
  }
}
```

```
    }  
  }  
  })();
```

Chime Hub also allows you to query the service to see if the desired Queue is currently available, which allows you to conditionally show or hide your click-to-chat buttons.

Make an AJAX POST to <https://chimehub.com/Webclient/isQueueAvailable> with the parameters `engineID` and `queueID`.

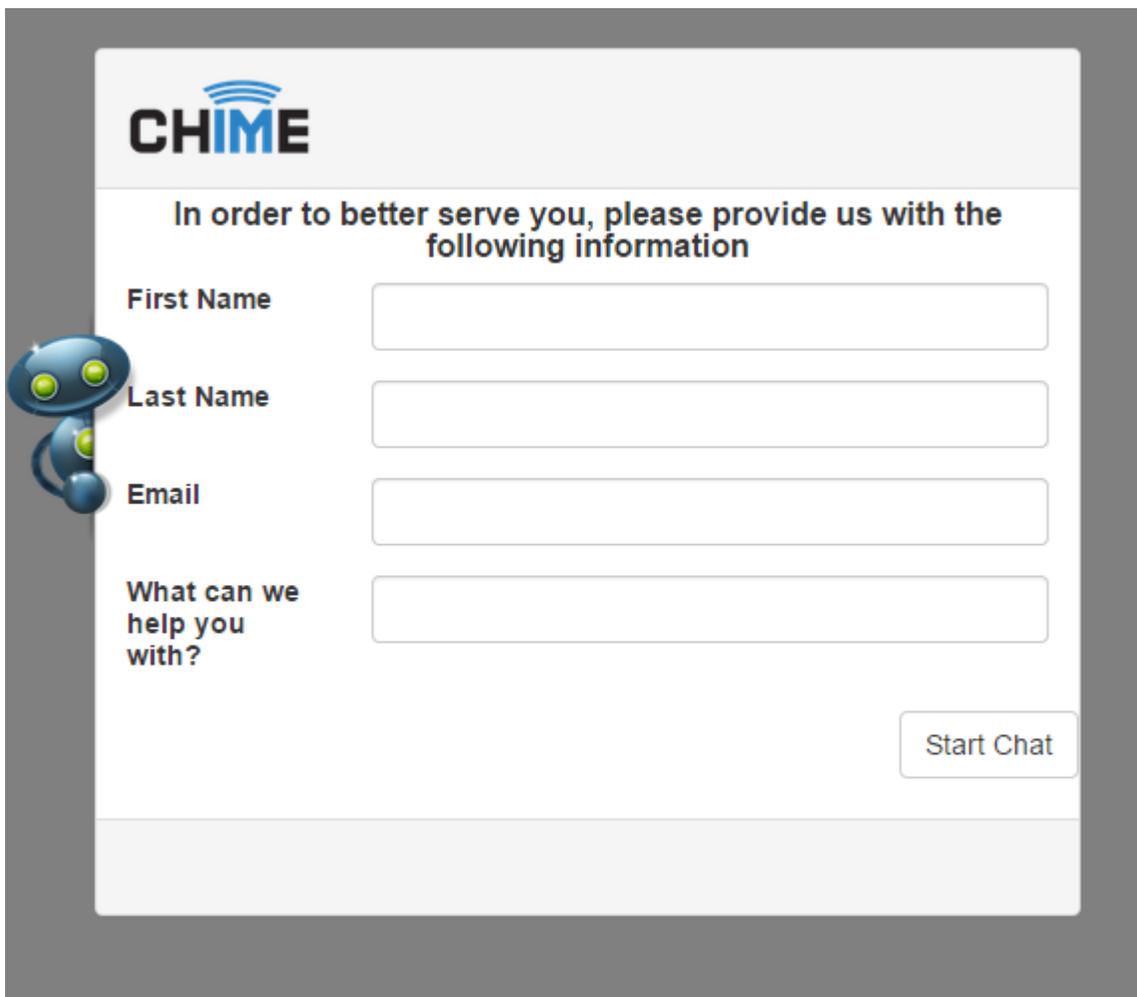
The service should response with a boolean, and you can then conditionally show or hide your click-to-chat links.

```
var checkForChat = function(){  
  var available = false;  
  $.post('https://chimehub.com/Webclient/isQueueAvailable', {  
    engineID: 'ChimeDemo',  
    queueID: 1  
  }, function(data){  
    available = data;  
  }).done(function(){  
    if(available){  
      $('.startChimeChat').show();  
    } else{  
      $('.startChimeChat').hide();  
    }  
  });  
};
```

# Want to modify the appearance of your web client?

If you would like to modify the appearance of your web client such as customizing the form data, the use of your company's logo, or change the colors we will be happy to change it for you. Please contact us via email to [development@instant-tech.com](mailto:development@instant-tech.com) with any questions or concerns about how we might change the look of the web client to better suit your company's preference. For example if you would like to use your company's logo or change the colors, please send us a **URL** to your company's logo and any **hex color codes** you wish for us to use to and we can modify those settings for you.

Current Web Client appearance:



The screenshot displays the CHIME web client interface. At the top left is the CHIME logo, which consists of the word "CHIME" in blue capital letters with a blue signal icon above the "I". Below the logo is a heading: "In order to better serve you, please provide us with the following information". The form contains four input fields: "First Name", "Last Name", "Email", and "What can we help you with?". To the left of the form is a blue robot icon with two green eyes. At the bottom right of the form is a "Start Chat" button.