



CHIME 2.0

STAGING EXTERNAL WEB CLIENT WITH CHIME HUB

A 3D geometric graphic consisting of several overlapping, translucent blue and grey rectangular blocks arranged in a complex, angular shape. The blocks are positioned in the lower half of the page, creating a sense of depth and dimension.

March 2015

Copyright and Disclaimer

This document, as well as the software described in it, is furnished under license of the Instant Technologies Software Evaluation Agreement and may be used or copied only in accordance with the terms of such license. The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Instant Technologies. Instant Technologies assumes no responsibility or liability for any errors or inaccuracies that may appear in this document. All information in this document is confidential and proprietary.

Except as permitted by the Software Evaluation Agreement, no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Instant Technologies .

Copyright © 2005 - 2015 Instant Technologies, All rights reserved.

Trademarks

All other trademarks are the property of their respective owners.

Contact Information

See our Web site for Customer Support information.

<http://www.instant-tech.com/>



ISV/Software Solutions

Staging External Web Client With Chime Hub

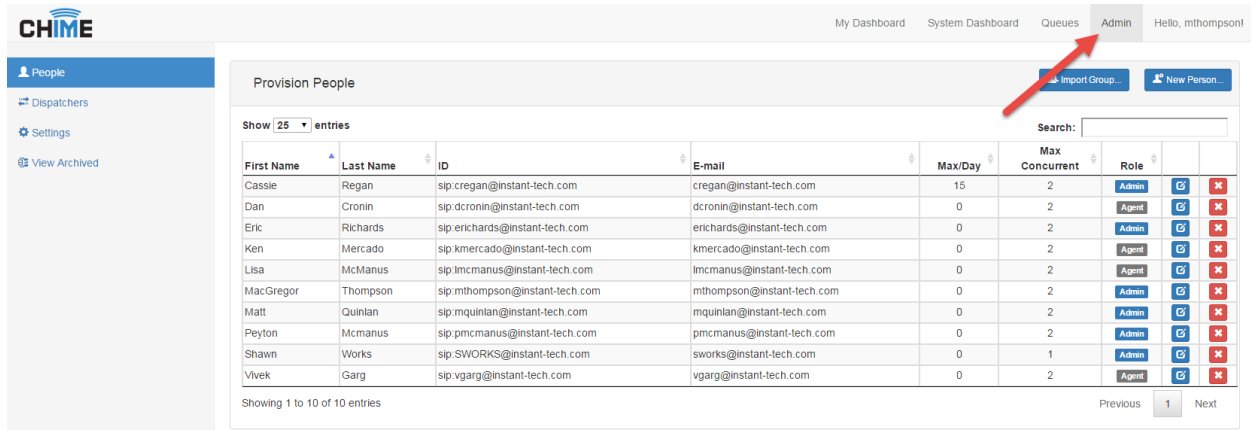
To stage out a click-to-chat link to route conversations through Chime Hub, you will need two pieces of information:

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.

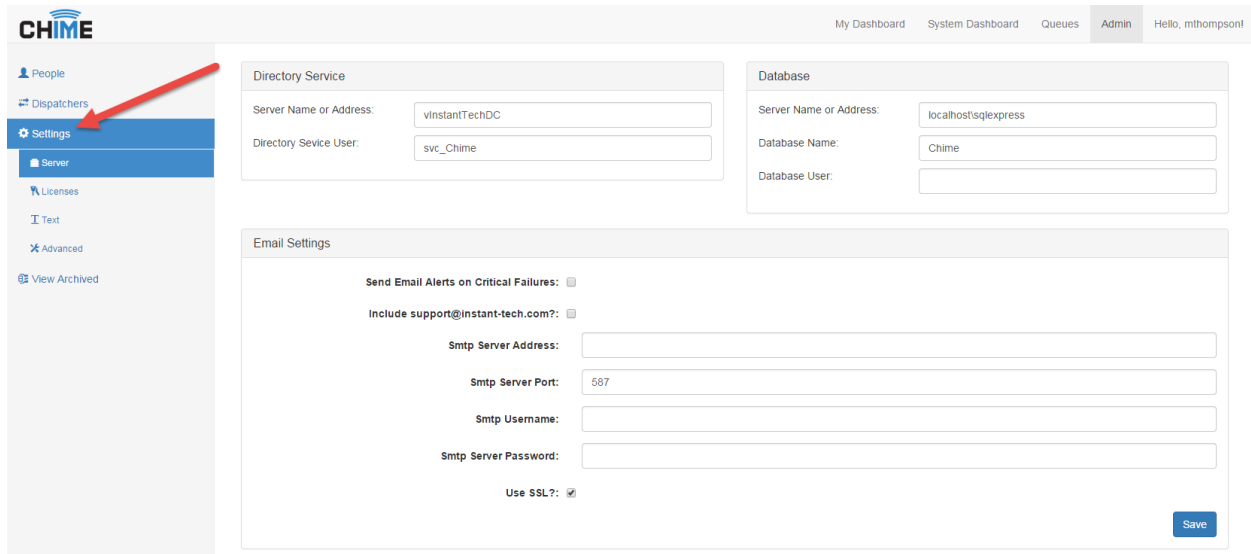
Note: User must have admin rights to follow instructions below.

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



The screenshot shows the Chime Admin interface. The top navigation bar includes 'My Dashboard', 'System Dashboard', 'Queues', 'Admin', and 'Hello, mthompson'. The 'Admin' tab is highlighted with a red arrow. The left sidebar shows 'People', 'Dispatchers', 'Settings', and 'View Archived'. The main content area is titled 'Provision People' and contains a table with columns: First Name, Last Name, ID, E-mail, Max/Day, Max Concurrent, Role, and a set of icons. The table lists 10 entries, including Cassie Regan, Dan Cronin, Eric Richards, Ken Mercado, Lisa McManus, MacGregor Thompson, Matt Quinlan, Peyton Mcmanus, Shawn Works, and Vivek Garg. A search bar is located at the top right of the table. The bottom of the table shows 'Showing 1 to 10 of 10 entries' and navigation links for 'Previous', '1', and 'Next'.

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



The screenshot shows the Chime Settings interface. The top navigation bar is the same as the previous screenshot. The left sidebar shows 'People', 'Dispatchers', 'Settings', and 'Server'. The 'Settings' tab is highlighted with a red arrow. The main content area is divided into three sections: 'Directory Service', 'Database', and 'Email Settings'. The 'Directory Service' section has fields for 'Server Name or Address' (vinstantTechDC) and 'Directory Service User' (svc_Chime). The 'Database' section has fields for 'Server Name or Address' (localhost:sqlxpress), 'Database Name' (Chime), and 'Database User'. The 'Email Settings' section has checkboxes for 'Send Email Alerts on Critical Failures' and 'Include support@instant-tech.com?', and fields for 'Smtp Server Address', 'Smtp Server Port' (587), 'Smtp Username', and 'Smtp Server Password'. There is also a checkbox for 'Use SSL?'. A 'Save' button is at the bottom right.

3) Click the **Advanced** tab.

CHIME

My Dashboard System Dashboard Queues Admin Hello, mthompson

People
Dispatchers
Settings
Server
Licenses
Text
Advanced
View Archived

Languages
English Spanish German
New Language + Add Language

ChimeHub Settings
ChimeHub connection status: **Connected**
ChimeHub Root Uri: https://chimehub.com/
Engine ID: ChimeDemo
Check Engine ID Request Activation... Save

Web Client
Restart Web Client

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

CHIME

My Dashboard System Dashboard Queues Admin Hello, mthompson

People
Dispatchers
Settings
Server
Licenses
Text
Advanced
View Archived

Languages
English Spanish German
New Language + Add Language

ChimeHub Settings
ChimeHub connection status: **Connected**
ChimeHub Root Uri: https://chimehub.com/
Engine ID: Custom-ID
Check Engine ID Request Activation... Save

Web Client
Restart Web Client

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

CHIME

My Dashboard System Dashboard Queues Admin Hello, mthompson

People
Dispatchers
Settings
Server
Licenses
Text
Advanced
View Archived

Languages
English Spanish German
New Language + Add Language

ChimeHub Settings
ChimeHub connection status: **Connected**
ChimeHub Root Uri: https://chimehub.com/ ✓
Engine ID: Custom-ID ✓
Check Engine ID Request Activation... Save
This Chime engine identifier (Custom-ID) is available

Web Client
Restart Web Client

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

The screenshot shows the CHIME Admin interface. On the left is a sidebar with navigation links: People, Dispatchers, Settings (selected), Server, Licenses, Text, Advanced, and View Archived. The main content area has a top bar with 'My Dashboard', 'System Dashboard', 'Queues', 'Admin', and 'Hello, mthompson'. Below this is a 'Languages' section with 'English', 'Spanish', and 'German' listed, and a 'New Language' input field with an '+ Add Language' button. The 'ChimeHub Settings' section shows 'ChimeHub connection status: Connected'. Below this are two fields: 'ChimeHub Root Url:' with the value 'https://chimehub.com/' and 'Engine ID:' with the value 'Custom-ID'. Both fields have green checkmarks. Below the fields are three buttons: 'Check Engine ID', 'Request Activation...' (highlighted with a red arrow), and 'Save'. At the bottom of the settings section, a green message states 'This Chime engine identifier (Custom-ID) is available'. To the right of the settings is a 'Web Client' section with a 'Restart Web Client' button.

- 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.

The screenshot shows the CHIME Admin interface with the 'Request ChimeHub Registration' modal open. The modal has two input fields: 'Organization' with the placeholder text 'Customer Company Name' and 'Email Address' with the placeholder text 'customer-contact-address@customer-address.com'. At the bottom of the modal are 'Cancel' and 'Request Activation' buttons. In the background, the 'ChimeHub Settings' section is visible, with a red arrow pointing to the 'Request Activation...' button. Another red arrow points to the 'Request Activation' button in the modal.

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

The screenshot shows the CHIME Admin interface with the 'Request ChimeHub Registration' modal open. A red arrow points to the 'Request Activation' button at the bottom right of the modal. The background shows the same 'ChimeHub Settings' section as in the previous screenshots.

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

CHIME

My Dashboard System Dashboard Queues Admin Hello, mthompson

People Dispatchers Settings Server Licenses Text Advanced View Archived

Languages

English Spanish German

New Language + Add Language

ChimeHub Settings

ChimeHub connection status: **Connected**

ChimeHub Root Uri:

Engine ID:

Check Engine ID Request Activation Save

This Chime engine identifier (Custom-ID) is available

Web Client

Restart Web Client

** 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.

CHIME

My Dashboard System Dashboard **Queues** Admin Hello, mthompson

Queues + New Queue

Show 10 entries

Search:

Enabled	Name	Description	Dispatcher	Mode	# Agents	Creator	
<input checked="" type="checkbox"/>	Chime Sales	Office 365 Queue	sip:demoDispatch01@instant-tech.com	Production	3	Matt Quinlan	
<input checked="" type="checkbox"/>	Instant Helpdesk	Lync On-premise queue	sip:DemoDispatcher01@instant-tech.com	Production	2	Matt Quinlan	

Showing 1 to 2 of 2 entries

Previous 1 Next

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

CHIME

My Dashboard System Dashboard **Queues** Admin Hello, mthompson

Queues + New Queue

Show 10 entries

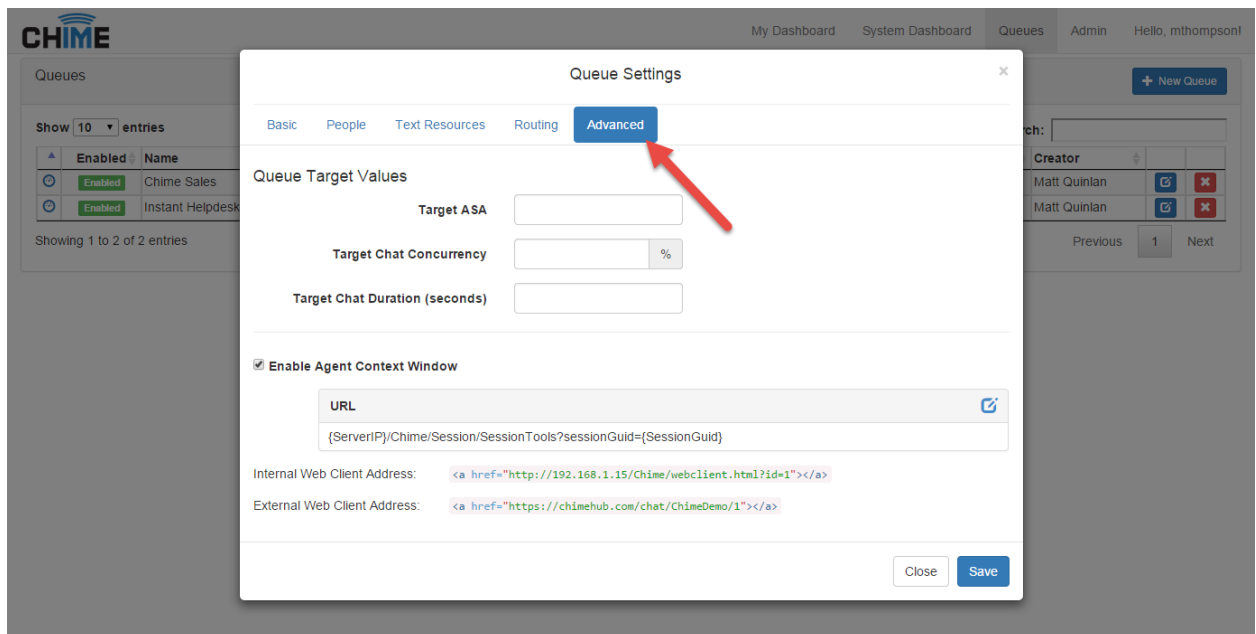
Search:

Enabled	Name	Description	Dispatcher	Mode	# Agents	Creator	
<input checked="" type="checkbox"/>	Chime Sales	Office 365 Queue	sip:demoDispatch01@instant-tech.com	Production	3	Matt Quinlan	
<input checked="" type="checkbox"/>	Instant Helpdesk	Lync On-premise queue	sip:DemoDispatcher01@instant-tech.com	Production	2	Matt Quinlan	

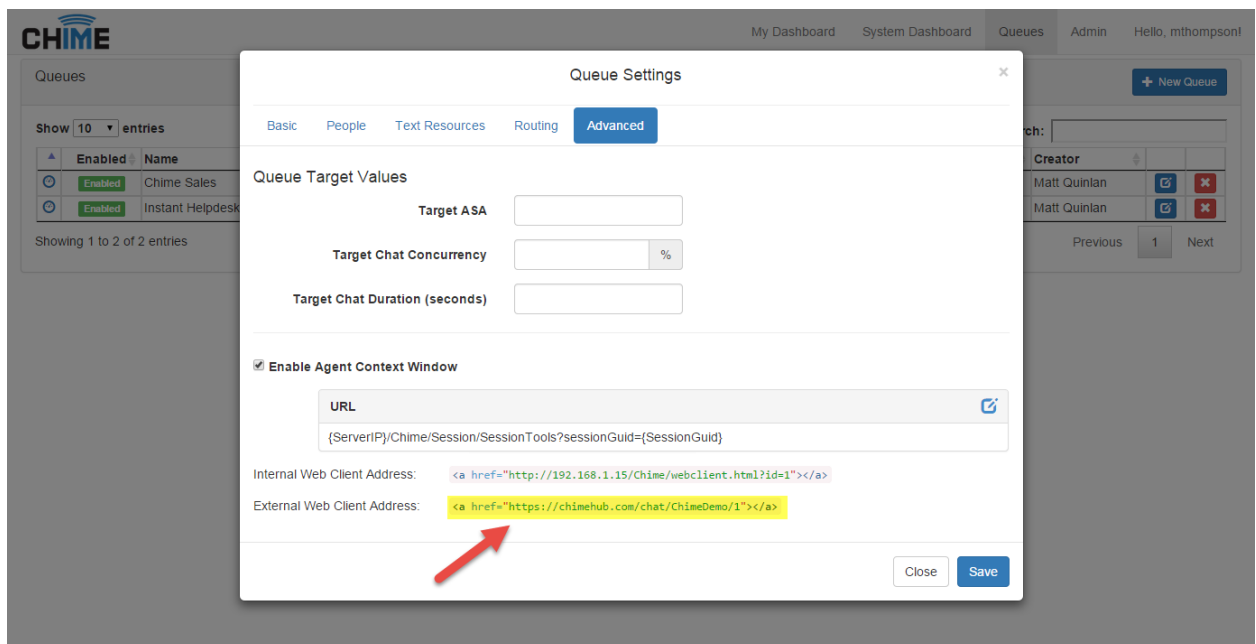
Showing 1 to 2 of 2 entries

Previous 1 Next

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.

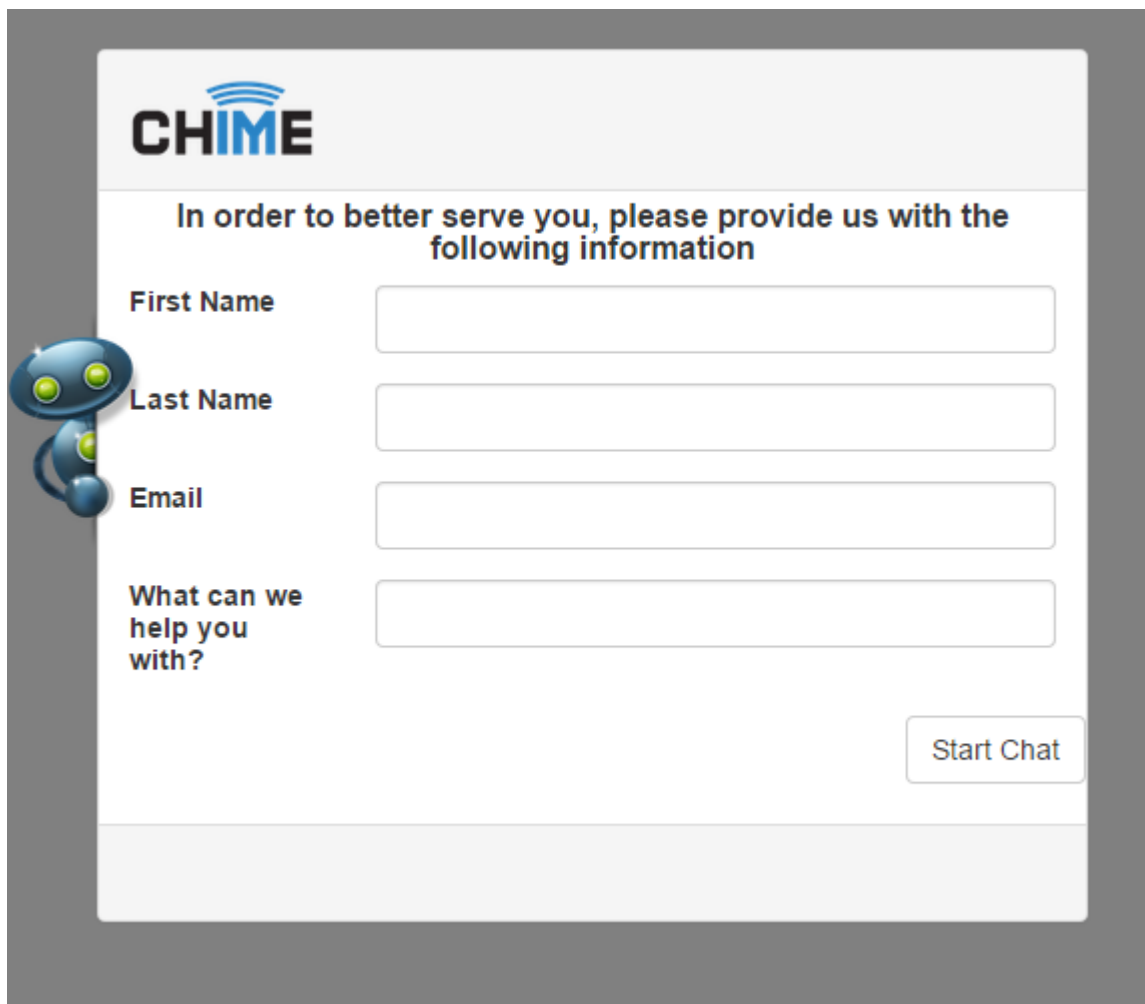
```
var checkForChat = function(){  
    var available = false;  
    $.post('https://chimehub.com/Webclient/isQueueAvailable', {  
        engineID: 'ChimeDemo',  
        queueID: 1  
    }, function(data){  
        available = data;  
    }).done(function(){  
        if(available){  
            $('.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 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, the text "In order to better serve you, please provide us with the following information" is centered. To the left of the form fields is a small blue robot icon with two green eyes. The form contains four input fields: "First Name", "Last Name", "Email", and "What can we help you with?". Each field is a simple white rectangle with a thin grey border. At the bottom right of the form is a "Start Chat" button with a rounded rectangle shape and a thin grey border. The entire form is set against a light grey background.