

User Guide

Web Chat Gateway

Release 4.0



Contact Center Express

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For the most current versions of documentation, go to the Avaya support Web site: <http://www.avaya.com/support>.

Preface

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Related Documents

For more information on how the Web Chat Gateway interacts with the Simple Messaging Media Store, refer to the *Simple Messaging Media Store User Guide*.

For more information on how Contact Center Express media stores interact with the Media Director, refer to the *Media Director User Guide*.

For more information on how Contact Center Express media stores interact with the Media Client, refer to the *Media Client User Guide*.

Knowledge Base

For information on any errors and updates relating to this document, visit the ***Avaya Contact Center Express Knowledge Base*** (<http://support.avayacce.com>).

CHAPTER 1

Introduction

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What is Web Chat Gateway?

Web chat is a popular mechanism for communication in both the business-to-business and customer-to-business environments.

Contact Center Express now broadens the customer service capability of your contact center but allowing you to blend web chat simple messages with inbound telephone calls. Customers or business associates who enjoy using the internet can browse your company website, click a link to initiate a web-based conversation with a call center agent and receive the same treatment as telephone callers.

By using your existing computer telephony environment, they can enjoy the benefits of priority queuing and distribution to agents with relevant skills and knowledge.

What's more, your customers do not need to install additional client software on their PC. All they need is an internet browser (Microsoft Internet Explorer 6.0 SP1 or higher, Netscape 7.1 or Mozilla 1.7.)

Web Chat Gateway is the service you need to integrate web chat messaging into your contact center. It works alongside the Simple Messaging Media Store, Media Director and Contact Center Express Desktop as part of a multimedia suite.

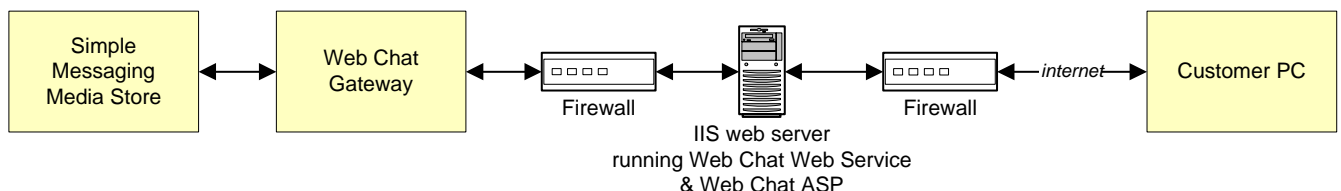
Simple Messaging Media Store is one of three media stores that deliver a range of non-voice work items to contact center agents. (For an overview, refer to the *The Multimedia Environment* on page 8.) Providing base messaging functionality for the Web Chat Gateway, it:

- gives queuing priority to messages received from special customers
- rejects messages from certain customers and automatically email them that this has happened
- only allows messages from certain customers to queue to certain Media Director queues.

Web Chat Components

Web Chat is a collection of three components:

- Web Chat Gateway on a server within the internal network.
- Web Chat Web Service (ISAPI extension) on the IIS web server.
- Web Chat ASP (client application) on the IIS web server.



The web server must be running Windows 2000 Server software and either Microsoft IIS 5.0 or 6.0.

The Multimedia Environment

When a media store receives a new work item from a media source (eg, email server for the Email Media Store, web server for the Simple Messaging Media Store or SQL database for the Preview Contact Media Store), it creates a work item object and passes a reference for that object to Media Director.

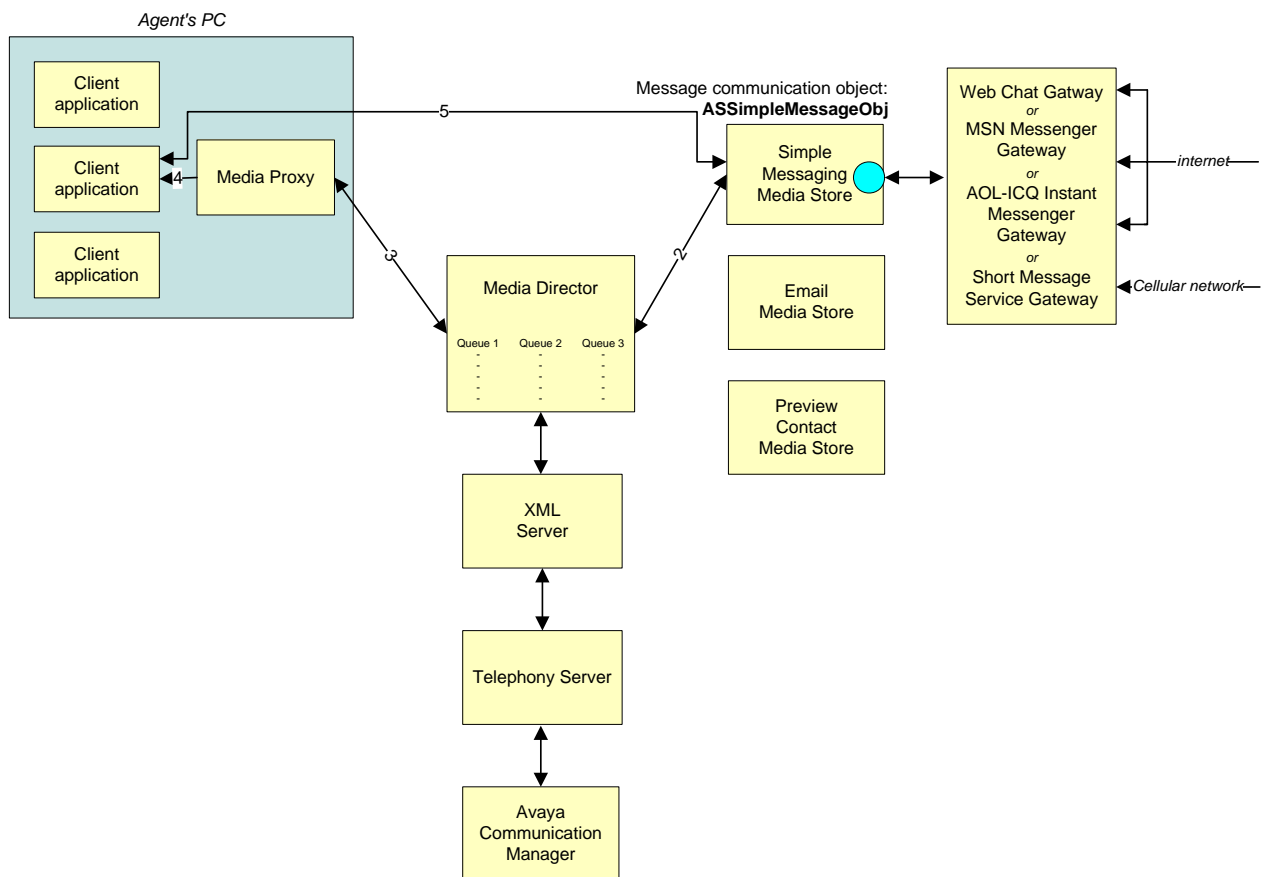
The reference tells Media Director what queue (queue ID) the work item is to be associated with and what priority it must have in the queue. Using the information in its configuration that relates specifically to that queue, the Media Director asks the Avaya Communication Manager (via the Avaya Telephony Server) to generate a phantom call for the object and route it to the appropriate skill.

(Because the Media Director has been written entirely in the .Net environment, the connection to the Telephony Server uses the XML Server and the .Net assemblies.)

When an agent logged into the split/skill becomes available, the Avaya Communication Manager delivers the most appropriate phantom call to that agent. Media Director (via the Telephony Server) is monitoring the VDN and sees the phantom call delivered to the agent. Media Director transfers the work item reference with the oldest, highest-priority object to Media Proxy at the agent desktop. Objects are ranked according to a priority scale with 1 being the highest. There is no lower limit and 5 is the default. For example, if Media Director has an object with priority 1 that has been queued for 1 minute and an object with priority 2 that has been queued for 10 minutes, the priority 1 object gets the agent. Objects that have the same priority are ranked as first-in, first-out.

If the Media Director queue has its preferred agent functionality enabled, work item objects that have a preferred agent ID assigned to them can be delivered to that agent under certain circumstances. If a work item object that specifies an agent of preference is in the queue's group of highest priority work items, and that agent happens to become available, Media Director will transfer the work item to that agent ahead of the other work items that may have been waiting longer. If the preferred agent is not available, the object is delivered in the order it was received to the next available agent.

Media Proxy delivers the reference to the correct Contact Center Express Desktop application based on the specified work item type. Contact Center Express Desktop uses the reference to retrieve the data directly from the actual work item at the media store.



Error Logging

Web Chat Gateway logs error information relating to its own operation to a series of log files.

A new log file is created for each day of the week. The name of the error log file clearly identifies the application and the day of the week, for example, MonWCGateway.log.

Once a log file reaches the size limit specified in its configuration, it is archived and a new file is created. (Note: The archive only stores one log file. If the second error log reaches the specified maximum size, it overrides the previously archived log file.)

The types of errors logged by the error log are determined by the logging level retrieved from the application's configuration data. Levels of error logging are:

- **0.** No error logging takes place.
- **1.** Logs fatal, major, minor and trace information.
- **2** Logs fatal, major and minor errors.
- **4.** Logs fatal and major errors.
- **8.** Logs fatal errors only.

Each file records the selected logging level as well as the date, time, location and description of every error that occurs.

Error log files are automatically saved into the application's current working folder (the same folder as the application executable).

Diagnostic Testing Error Logging

There is one other error log level, which enables you to create log files that don't override each other every time the maximum log file size limit is reached. This logging level is designed for diagnostic purposes only and can be achieved by adding 128 to one of the logging level values mentioned above. For example, if you specify **Error Log Level=129**, new error log files will be continuously created for this application that contain fatal, major, minor and trace information.

Each new file has a unique name based on the date (year, month and day) and time (in hours, minutes and seconds) it was created. For example: 20061116155404ASMediaDirector.log.

Warning: To prevent a multitude of log files affecting your available disk space, this error logging level should only be used for short periods of time while carrying out diagnostic testing.

Web Chat Conversations

The Web Chat client application (including error and status messages) can be configured to display in any one of the 11 supported languages (see **Language** parameter in the ASWebChatGatewayService.ini file).

Web-based conversations, however, between internet-using customers and contact center agents can be in any known language (ie. it is not limited to the 11 supported by Contact Center Express). Both customer and agent machines must be installed with the font character set for the language in use.

CHAPTER 2

System Requirements

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Installation Requirements

The specifications listed here are the **minimum** recommended. As far as is known and unless otherwise stated, Contact Center Express and its components should be compatible with all higher specification hardware configurations and software versions than those listed here.

Note: The following are not yet supported

- Microsoft .Net Framework 3.0
- Microsoft .Net Framework 3.5
- SQL Server 2008

Desktop

For Contact Center Express Desktop, Contact Center Express Reporting, Contact Center Express Control Panel and Supervisor.

Hardware: 1.6 GHz Pentium, 512MB of RAM, 50MB of free hard disk space, DVD drive, graphics card capable of supporting 1024x768 resolution monitor, mouse or other Windows-compatible pointing device, and TCP/IP LAN connection.

Software: Either Windows Vista (Enterprise), Windows XP Professional 32-bit SP2/SP3, Citrix Presentation Server 3.0.2 or Windows Terminal Services 32-bit with Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1.

Server

For License Director, XML Server, Configuration Server, Application Management Director, Media Director, all Media Stores and Gateways, Call Routing Server and Virtual Agent.

Hardware: A 2.4 GHz Pentium with 2GB of RAM.

Software: Either Windows 2003 Server (Enterprise & Standard) 32-bit, Windows 2008 Server (Enterprise & Standard) 32-bit with Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1. VMWare and Virtual Server are also supported.

Interaction Data Service

The Interaction Data Service requires its own dedicated server with the same minimum requirements as the server specifications listed above - excluding Microsoft Internet Explorer which is not required.

Database

Interaction Data Server (ActiveInteractionData) and Configuration Server (ACS) databases may be installed on either Microsoft SQL Server 2008 or Microsoft SQL Server 2005. ASMSControl, ASMSData and ASContact Databases must be installed on either Microsoft SQL Server 2005 or Microsoft SQL Server 2005 Express. For best performance host Microsoft SQL Server on a dedicated machine and ensure that both the Interaction Data Server and ASContact database are run on identical operating systems.

Email Server

Only POP3/SMTP supported: Microsoft Exchange Server 2003, Version 6.5 or Microsoft Exchange Server 2007.

Developers

Developing applications: Windows XP Professional 32-bit SP2/SP3 with Microsoft Visual Studio 2005, Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1.

Installation

The configuration and monitoring of this Contact Center Express service is accomplished by the Application Management Service installation of which is a necessary pre-requisite for the configuration and setup of Virtual Agent. For detailed information on how to install Application Management Service refer to the about the *Contact Center Express Installation Guide.pdf*.

One component of this service is the Contact Center Express Control Panel, a user interface that allows you to add and change configuration and operation information about currently monitored servers. For detailed information on how to configure this service, refer to the about the *Contact Center Express Control Panel User Guide.pdf*.

Install Web Chat Gateway

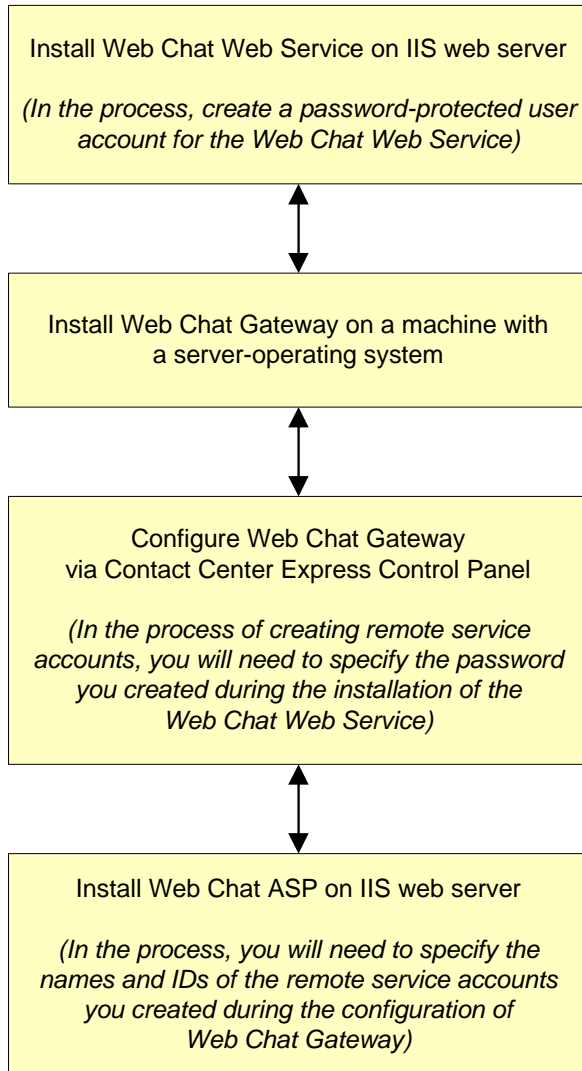
Web Chat Gateway is installed as a separate server component. For full instructions on how to install this application, refer to the *Contact Center Express Installation Guide*.

The *Contact Center Express Installation Guide* also provides full instructions on how to install the Web Chat Web Service and Web Chat ASP on the IIS web server.

The *Contact Center Express Installation Guide* is on the Contact Center Express DVD (Overview and Miscellaneous folder) or can be downloaded from the **Avaya Contact Center Express website** (<http://www.avayacontactcenterexpress.com>).

Web Chat Gateway Installation Overview

To install, configure and operate Web Chat Gateway, you should follow the following sequence of steps:



Note: The Web Chat Web Service and Web Chat ASP application must be installed on the same IIS web server.

CHAPTER 3

Administration

In This Chapter

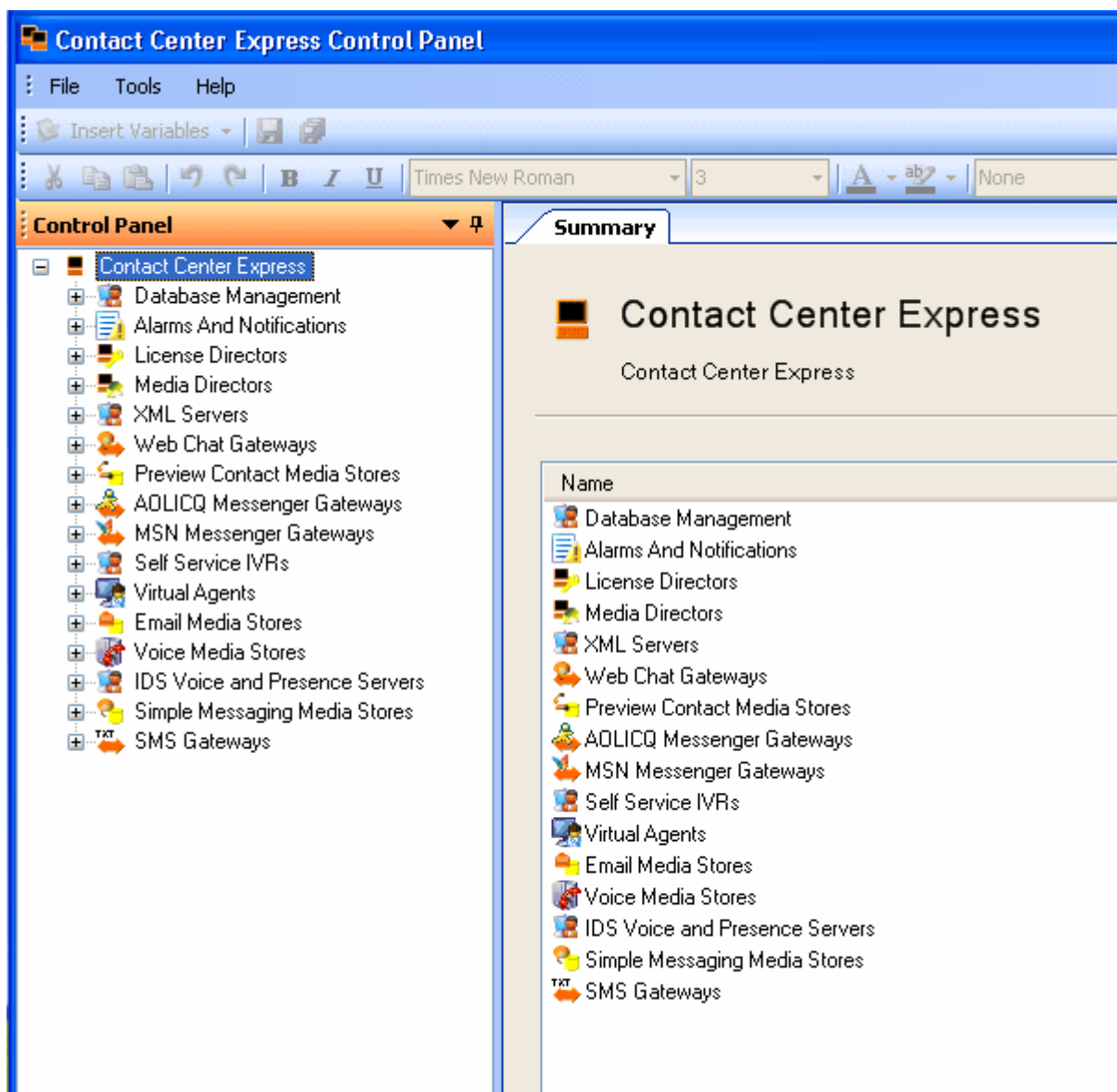
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Start / Configure / Monitor Service

The configuration and monitoring of this Contact Center Express service is accomplished by the Application Management Service.

One component of this service is the Contact Center Express Control Panel, a user interface that allows you to add and change configuration and operation information about currently monitored servers.

For detailed information on how to configure this service, refer to the about the *Contact Center Express Control Panel User Guide.pdf*.



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