

User Guide

Web Chat for IIS

Release 5.0



Contact Center Express

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CHAPTER 1

Preface

The following few pages provides information that will help you use this document.

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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*.

Knowledge Base

For information on any errors and updates relating to this document, visit the *Avaya Support Web site*:
<http://support.avaya.com>.

CHAPTER 2

Introduction

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What is Web Chat Gateway

Web Chat Gateway interacts with the Simple Messaging Media Store to give internet-using customers the ability to interact with call center agents. Web chat functionality allows the customer, browsing the client's web site, to click a URL and have a session initiated with the call center agent. Using this session, the customer and agent can exchange text-based messages allowing a simple conversation to take place.

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 in the following section:

Desktop

For Contact Center Express Desktop, Contact Center Express Reporting, Contact Center Express Control Panel:

- **Hardware:**
 - 1.6 GHz Pentium
 - 512MB of RAM-50MB of free hard disk space
 - DVD drive
 - Graphics card capable of supporting 1024 x 768 resolution monitor
 - Mouse or other Windows-compatible pointing device
 - TCP/IP LAN connection
- **Software:**
 - Windows 7 - Home, Premium, Professional, Ultimate, and Enterprise
 - Windows Vista - Business and Enterprise
 - Windows XP Professional 32-bit - SP2, SP3
 - Citrix Presentation Server 4.5 or Windows Terminal Services 32-bit
 - Microsoft Internet Explorer 7.0
 - Microsoft .Net Framework 3.5 SP1

Servers

- **Hardware:**
 - A 2.4 GHz Pentium with 2GB RAM.
- **Software:**
 - Windows 2003 Server (Enterprise and Standard) 32-bit
 - Windows 2008 Server (Enterprise and Standard) 32-bit and 64-bit
 - Microsoft Internet Explorer 6.0 SP1
 - Microsoft .Net Framework 3.5 SP1
 - Application Enablement Services (AE Services) client software release 4.2.1, 5.2 and 6.1

Core Server

- **Dedicated server for:**
 - License Director
 - XML Server
 - Configuration Server
 - Application Management Director
 - Media Director-Media Stores and Gateways
 - Call Routing Server
 - Virtual Agent
 - Task Director
- **For Email only POP3/SMTP supported:**
 - Microsoft Exchange Server 6.5, 2003, 2007

Interaction Data Service Server

Dedicated Server for Interaction Data Service - excluding Microsoft Internet Explorer which is not required.

Database Server

- **Dedicated server for:**
 - Interaction Data Server (ActiveInteractionData)
 - Configuration Server (ACS)
 - ASMSControl Database
 - ASMSData and ASContact Databases may be installed either on Microsoft SQL Server 2005 or 2008 Standard, Enterprise, and Express with Advance Services

Developers

- **Developing applications on or with:**
 - Windows 7 - Home, Premium, Professional, Ultimate, and Enterprise
 - Windows XP Professional 32-bit SP2, SP3 with Microsoft Visual Studio 2005 and 2008
 - Windows 2003 Server 32-bit - Standard and Enterprise
 - Windows 2008 Server 32-bit and 64-bit - Standard and Enterprise
 - Microsoft Internet Explorer 6.0 SP1
 - Microsoft .Net Framework 3.5 SP1
 - Application Enablement Services (AE Services) client software release 4.2.1, 5.2, and 6.1

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* is on the Contact Center Express DVD (Overview and Miscellaneous folder) or can be downloaded from the **Avaya Support Web site**:
<http://support.avaya.com>.

CHAPTER 3

Administration

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Customize Web Chat ASP

Note: In general, you shouldn't need to change the default configuration data in the web.config file. If you entered the remote service names and IDs during the installation of the Web Chat ASP, you do not need to manually configure them via the web.config file.

➤ *To customize the Web Chat ASP application:*

- 1 Locate the WebChatASP folder on your IIS web server: C:\Program Files\Avaya\Contact Center Express\Server\Media Gateways\Web Chat for IIS.
- 2 Open the 'web.config' file in a text editor like Notepad.
- 3 Where necessary, customize the following remote services parameters.

Note: If you entered the remote service names and IDs during the installation of the Web Chat ASP, you do not need to manually configure them via the web.config file.

The web.config file can contain as many services as desired but must contain at least one service. Each **serviceName** and **serviceID** pair must match a **Remote Service Name** and **Remove Service ID** combination already configured in Web Chat Gateway.

serviceName	A user-friendly name for the service. This parameter must correspond with a Remote Service Name defined in Web Chat Gateway.
serviceID	Text that identifies the remote service. This parameter must correspond with a Remote Service ID in Web Chat Gateway.

```
<webChat>
  <services>
    <service serviceName="Sales Support" serviceID="Sales"/>
    <service serviceName="Service Support" serviceID="Services"/>
  </services>
</webChat>
```

Here is an example with two services configured:

- 4 Configure the following application parameters:

ServicePriority	The service priority. Valid values are 1-9, where 1 is the highest priority. The default is 5. Note: This value applies to every service.
PollInterval	How often, in seconds, messages from the service are checked. The default is 5.
CultureID	This setting is used to select the language (either standard or custom) for customer progress messages, eg. fr-FR will display French progress messages.
MaxMessageSize	The maximum number of characters the customer can insert in the Send panel of the Web Chat ASP application. The default is 1024.
MimeType	The type of the customer's outgoing messages. Valid values are: "text/plain" and "text/html". The default is text/plain.

DisplayDebugMessages	Setting this parameter to True will display debugging messages on your screen. This is not recommended in a production environment, but may be helpful if you encounter problems setting up web chat. Should be set to False.
WebChatService.Service	The address of the Web Chat Web Service. The default is <code>http://localhost/WebChatWebService/Service.asmx</code> . If you have installed Web Chat Web Service on a different computer, replace localhost with the IP address of that computer.
uiCulture	The resource file to load user interface text.

Example:

```
<add key="ServicePriority" value="5"/>
<add key="PollInterval" value="5"/>
<add key="CultureID" value=""/>
<add key="MaxMessageSize" value="1024"/>
<add key="MimeType" value="text/plain"/>
<add key="DisplayDebugMessages" value="false"/>
<add key="WebChatService.Service" value="http://localhost/WebChatWebService/Serv
</appSettings>
<system.web>
    <globalization uiCulture="en-US"/>
```

Note: Web Chat Gateway should be restarted before you try to connect to the web page.

Customize Web Chat Web Service

Note: In general, you shouldn't need to change the default configuration data in the web.config file. If you create a password-protected user account during the installation of the Web Chat Web Service, the user name is saved in the web.config file and both the user name and password are saved into the Windows user account.

➤ *To customize the Web Chat Web Service:*

- 1 Locate the WebChatWebService folder on your IIS web server: C:\Program Files\Avaya\Contact Center Express\Server\Media Gateways\Web Chat for IIS.
- 2 Open the 'web.config' file in a text editor like Notepad.
- 3 Where necessary, customize the following parameters:

ErrLogEnabled	<p>A setting that allows you to write application error information to error log files. True=enabled, False=disabled. The default is False.</p> <p>Note: In 4.0, it is recommended you disable logging in a production environment.</p> <p>Enabling error logging will require write access to the ErrLogFilePath. Please test the application after enabling error logging.</p>
ErrLogFilePath	<p>The directory path for saving error log files. If left blank, this parameter automatically sets the path to the application's current working folder (the same folder as the application executable).</p> <p>By default, the web.config file uses the subdirectory "logs/".</p>
ErrLogLevel	<p>The value that determines what level of error detail will be saved in the error log: 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.</p> <p>There is also another 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 "129", new error log files will be continuously created for this application that contain fatal, major, minor and trace information.</p>
ErrLogFileExt	<p>The extension of error log files for this application. Extension refers to part of the file name (usually the name of the application) and the file type extension (eg .log.) The application will automatically precede the default extension with the day of the week (eg, Mon, Tue) when it creates its error logs.</p> <p>By default, the web.config file uses the subdirectory "WC.log".</p>

ErrLogMaxFileSizeKB The maximum amount of information, in kilobytes, that will be stored in an error log file before it is archived and a new file is created. The default is 1000. The minimum you can set this to is 100. Note: The archive will only store one log file. If a second error log reaches the specified maximum size, it overrides the previously archived file. If, however, the diagnostic testing error log level is selected in **ErrLogLevel** (this is achieved by adding 128 to any one of the other error log values), a new file with a new name is created every time the maximum log file size limit is reached.

UserName The user name for a legitimate Windows user account. Note: If you created a password-protected user account during the installation of the Web Chat Web Service, you do not need to manually configure the **UserName** via the **web.config** file.

If you didn't create a password-protected user account during the installation of the Web Chat Web Service but now require Web Chat Gateway authentication for the Web Chat Web Service, you should set the 'UserName' to the name of a new (or existing) Windows user account on the local machine (where Web Chat Web Service is running). Make sure the password for this Windows account is specified as the **Remote Service Password** when you are configuring remote services in the Web Chat Gateway.

If authentication is required on a Win2000 machine, the following additional settings should be done:

- Open **Control Panel > Administrative Tools > Local Security Policy**.
- Expand **Local Policies** and select **User Rights Assignment**.
- Double-click **Act as part of the operating system**.
- Add **ASP.NET** user (IIS 5) or **Local Service** user (IIS 6).
- Restart Win2000.

If you don't require Web Chat Gateway authentication for the Web Chat Web Service, leave this parameter blank.

Example

```
<appSettings>
  <add key="ErrLogEnabled" value="false"/>
  <add key="ErrLogFilePath" value="logs/" />
  <add key="ErrLogLevel" value="1"/>
  <add key="ErrLogFileExt" value="WC.log"/>
  <add key="ErrLogMaxFileSizeKB" value="1000"/>
  <add key="UserName" value="{Windows User Account}"/>
</appSettings>
```

Glossary of Terms

C

Contact Center Express Desktop

A component used to build Media Director client-side applications. It allows the user to establish a remoting connection (using .Net built-in gtcp channel) between the host application and the Media Proxy to receive work items of the specified media store type.

M

Media Director

A service that receives work items from media store applications, stores those work items in its internal queues, and then uses Avaya Communication Manager algorithms to distribute the items to available agents. One Media Director can handle the work items from multiple media stores.

Media Proxy

A service, normally running on the same machine as the Media Director client application, that receives work items from the Media Director and dispatches them to client applications based on their specified work item type (ie. what media store they came from).

Media store

An application that receives job requirements (work items) from a particular channel (eg. email server, web server or SQL database), processes those requirements and then queues them to the Media Director for delivery to agents.

Q

Queue

A holding area for calls waiting to be answered in the order they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

W

Work item

A task created by a media store and sent to an agent via the Media Director for processing. The task could be an email, a web chat session or an outbound call request. The Media Director uses the queuing algorithms built into your Avaya Communication Manager to distribute work items (as phantom calls) and blend them with traditional voice calls.

The visual presentation of an interaction when it is arrives at an agent.

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