Contents

RTCLauncher Workshop

flaib

1. Github

- Go to https://github.com/join?source=header-home
- Create a new account
- Forward your name to Fabio
- Create a new html file with your name under the folder /docs
- Copy the boilerplate from example.html
- Have a look at the flaib.html file

2. LUCS

- Create a LUCS service with two agents behind
- Test it quickly with your own Skype for Business client
- copy the sip address

3. RTCLauncher

- Go to https://rtcl1-admin.ps.ch.luware.com
- Log in as sysadmin (admin/1qa2ws3ed)
- Create a new tenant

  - use your name

- Log in as newly created tenant

  - create a new domain

    * name it with your name

  - create a new site

    * name it

  - go to contacts

    * add your created LUCS service
    * make sure its marked as **UCMA enpoint**

  - go to sites

* add you contact to the site (not group)
* extract the divs by clicking on the green button
* add the divs to your html file
* save it

4. Testing

- Go to https://sirloaf.github.io/professionalServiceWorkshop/yourname.html
- Open the developer console (F12)
- Check the error message
- Your contact will not be displayed because of a security check

5. Fixing

- Log into the rtclauncher admin
- Go to domains
- Add **sirloaf.github.io** to the URLs List so that it will not be blocked anymore

6. Testing part 2

- Login with one agent of your service
- Go to the webpage again
- Check if the availability status is green
- Click on chat
- start chatting with the service
- Agent should receive the message and can respond

Be aware!!

- Audio and Video will only work if your test device has an audio and video device
- If you want to test A/V, make sure you test it with a colleague

Created with Madoko.net.

3