**Amazon Connect CCP**

**Integration with Enghouse Interactive Vidyo.IO**

Version 1.0.0.0-Beta

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# About This Document

## Audience

This document is intended for CCP administrators to assist in the deployment and or to customize CCP with Enghouse Interactive Vidyo.IO (Vidyo)

## Document conventions

This document uses the following text formats and notation conventions.

### Text format

Bold text indicates a button, field, link, option name, or similar function requiring an action.

Italicized text indicates new terms, directory paths, or references to external documents.

Text in this font indicates code.

### Notes and cautions

Icons used throughout this document identify additional details or special conditions.

|  |  |
| --- | --- |
| Symbol Information.gif | Note  Provides additional information or describes special circumstances. |

|  |  |
| --- | --- |
| Symbol Error.gif | Caution  Warns of user actions that may cause system failure or irreversible conditions. |

|  |  |
| --- | --- |
| Symbol Stop.gif | Stop  Describes actions that you should only perform under the supervision of Enghouse Customer Support. |

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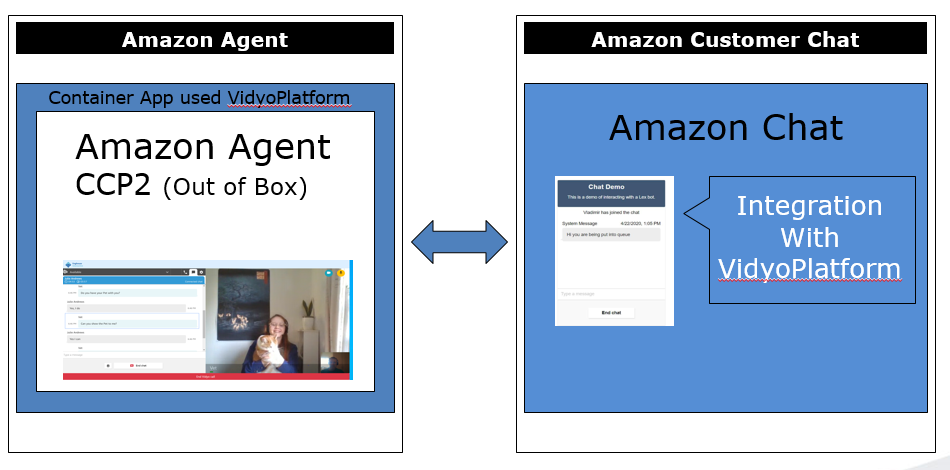
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# Overview

The solution is based on the native AWS Streams API to integrate the Amazon Connect CCP agent with Enghouse VidyoPlatform.

The solution supports one on one personal video ‘conversations’ between a caller and CCP agent. The solutions supports escalation of chat calls to video.

The diagram below describes component architecture with customization on the agent and client side:



# System Requirements

## System Requirements

1. An active AWS account .
2. An Amazon Connect instance that has been configured to accept inbound chat calls.

## Browser Requirements

Vidyo is compatible with modern browsers supporting Amazon CCP and VidyoPlatform

Note:

<https://support.vidyo.io/hc/en-us/articles/115003251788-Supported-Browsers>

# Provisioning flow

* 1. After subscribing to AmazonConnect VidyoConnector from AWS Marketplace customer will receive registration email and should reply back with fallowing details:

your AmazonConnect **Instance ID**. This can be found at https://aws.amazon.com/premiumsupport/knowledge-center/find-connect-

instance-id/

* 1. We will inform you when your Vidyo tenant will be provisioned with **vidyoPlatformTenant** name and **tokenAgentPassword**.
  2. Download Enghouse connector code from <https://github.com/Enghouse-CCSP-PS/AWSConnectWithVidyo>
  3. Proceed to paragraph [4:Agent Application](#_Agent_Application)

# Agent Application

## Overview

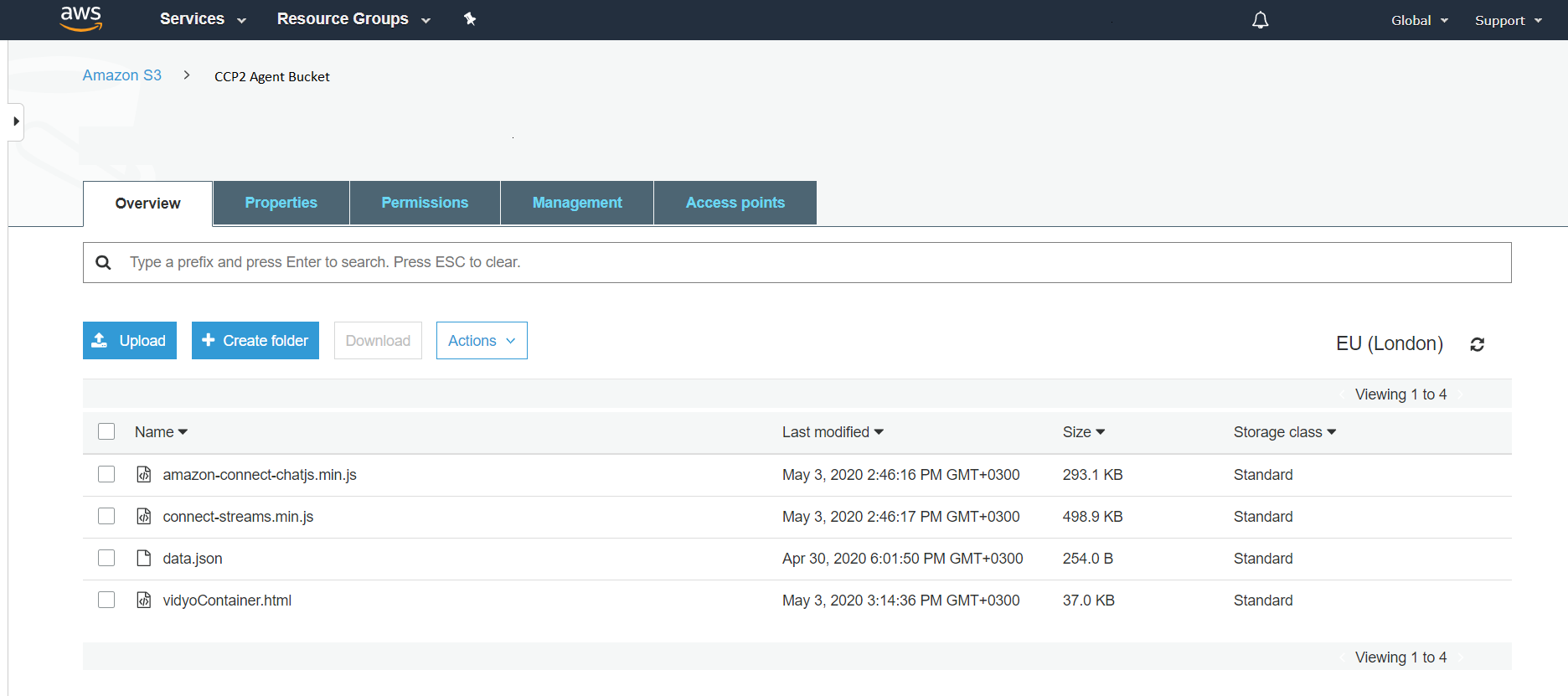
The Agent side application is built on top of the CCP wrapper sample app and integrated with VidyoPlatform Code. The solution uses a Vue.js instance and additional helper JS libraries.

## Agent Deployment

1. Please follow the instructions at <https://aws.amazon.com/blogs/contact-center/perform-an-external-screen-pop-with-amazon-connect/>

Perform all the steps until ‘Import the Contact Flow and Assign it to a Phone Number’ is reached

1. You will require the latest sources for Amazon Connect API libraries available from:
   1. <https://raw.githubusercontent.com/amazon-connect/amazon-connect-chatjs/master/dist/amazon-connect-chat.js>
   2. <https://raw.githubusercontent.com/amazon-connect/amazon-connect-streams/master/release/connect-streams-min.js>
      * Update the .js files inside folder accordingly to latest versions.
2. Upload the ‘ccp-v2\_agent/VidyoContainer.html’ file to an existing S3 bucket created in step #1 and make it publicly accessible.
3. Upload the ‘ccp-v2\_agent/VidyoContainerScript.js’ file to an existing S3 bucket created in step #1 and make it publicly accessible.



1. Update **data.json** parameters with your Vidyo instance details.

The parameters are:

* + " **vidyoApiUrlPrefix**": This is your service API required to obtain the Vidyo token. Use default
  + "**vidyoPlatformTenant**": You will receive it from Enghouse Interactive
  + "**instanceName**": Your Amazon Connect instance name
  + "**tokenAgentPassword**":  You will receive it from Enghouse Interactive
  + "**timeoutForDisconnectVidyoMS**": Timeout for connect vidyo. (Default: 60000MS = 1Minute).

If after this time the video call did not connect properly, the video call will disconnect.

# Client Chat Application

## Overview

Customer side chat is based on ‘Amazon Connect asyncCustomerChatUX’ sample demo

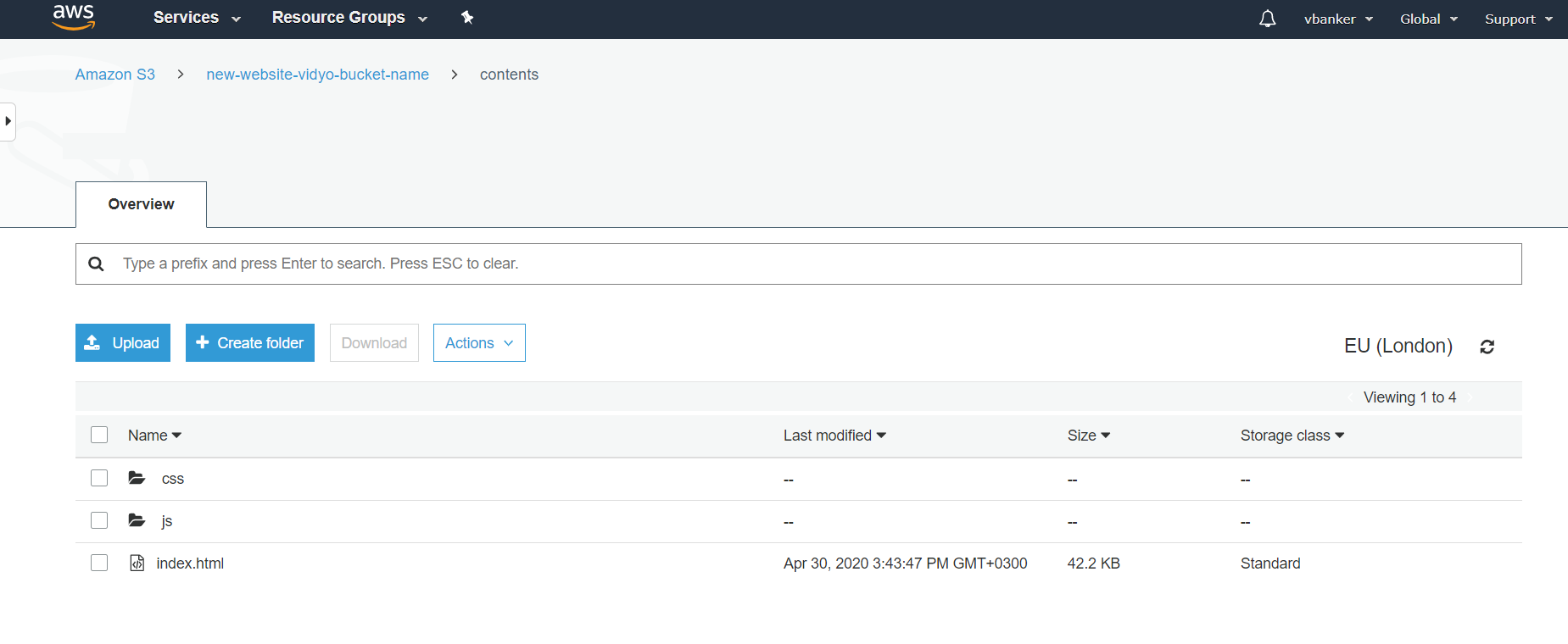
This has been integrated with Vidyo.io and some helper JS libraries.

## Client Chat Deployment

1. Follow the instructions from the link below and provision all steps by deploying CloudFormation stack:

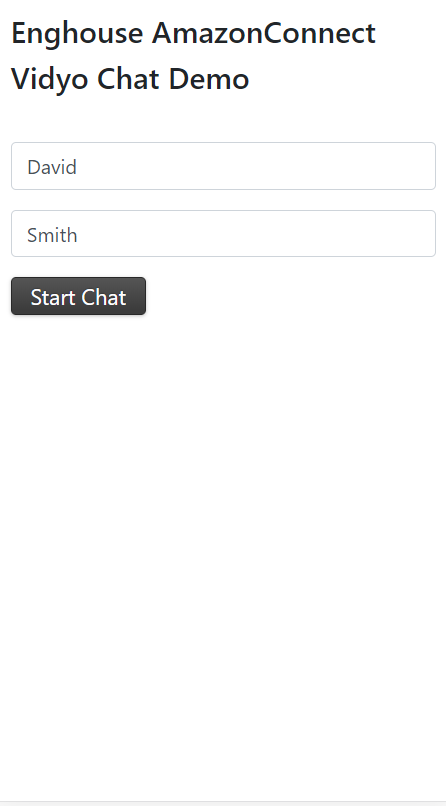
<https://github.com/amazon-connect/amazon-connect-chat-ui-examples/tree/master/cloudformationTemplates/asyncCustomerChatUX/website>

1. Replace "index.html" in created the AWS S3 bucket from step#1 with Enghouse "ccp-v2\_client/index.html" and make it publicly accessible:

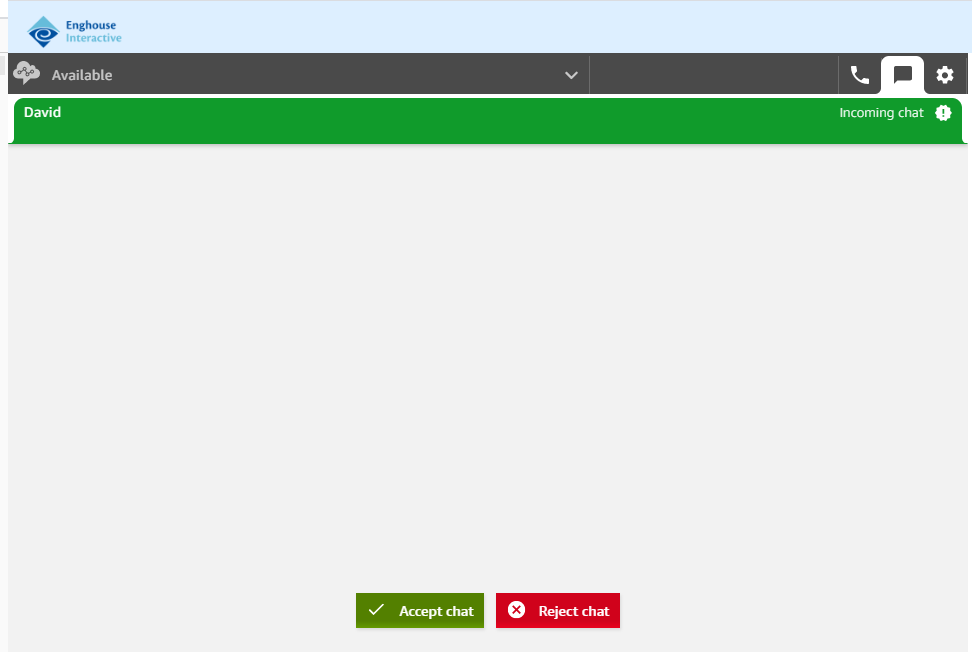


# Expected Functionality and Test Scenarios

1. **Basic Chat Flow Scenario**
   1. Navigate to the URL of the S3 bucket and fill in basic details which will start a client/customer chat session

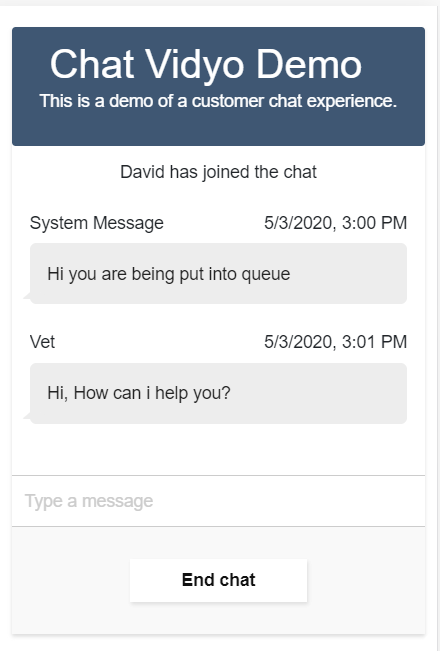


* 1. Accept the resultant incoming chat call in the CCP agent:



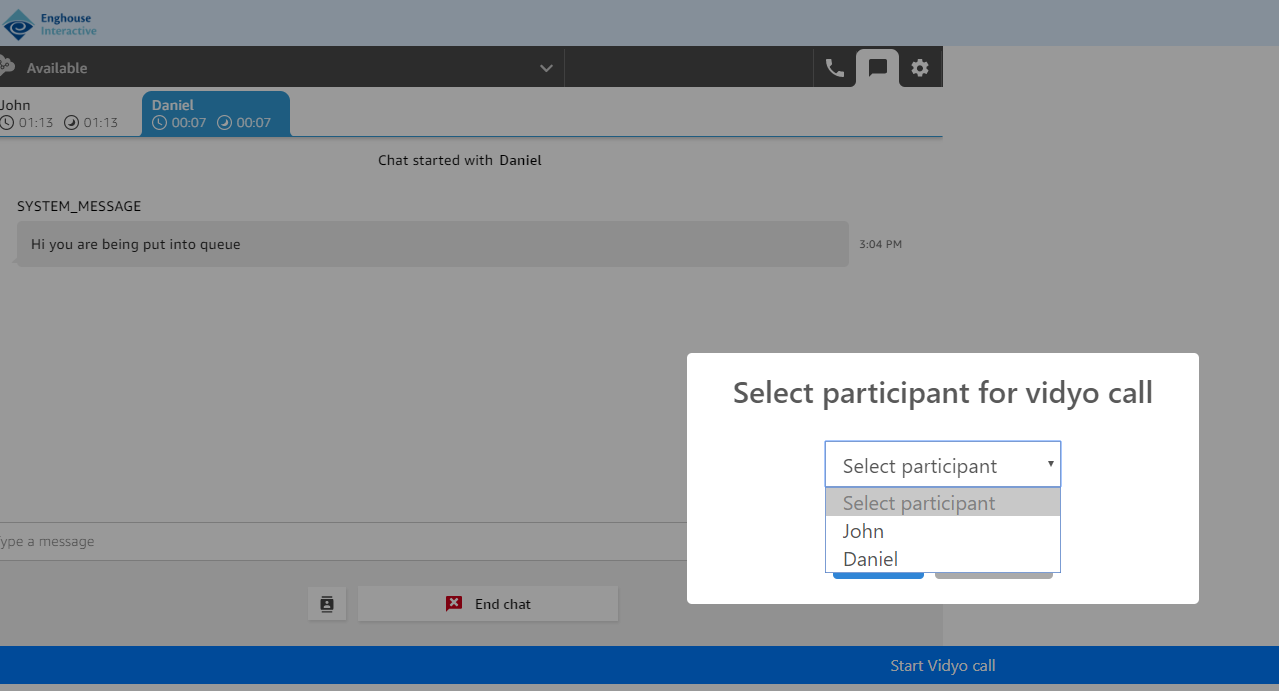
Expected result: A chat session is now active between both parties

Example Screen Shot

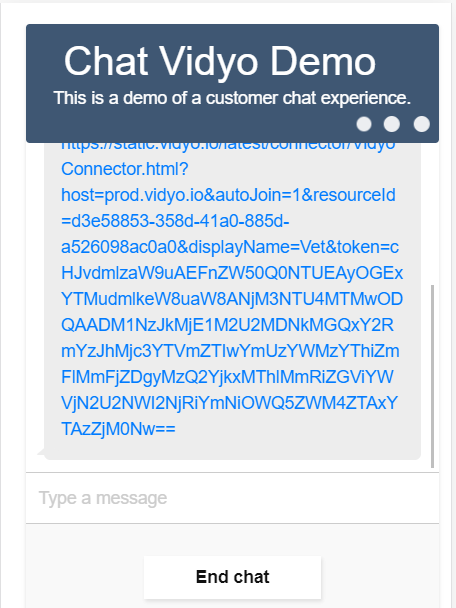


1. **Video Scenario:**
   1. Once a chat session has been established, Agent should click the ‘Start Vidyo Call’ button.
   2. If there is more than one customer, you will see a drop down list with active chat sessions.
   3. Select one of the participants and press ‘ok’.

Example Screen Shot



* 1. The caller chat will see this example (or TinyURL equivalent)

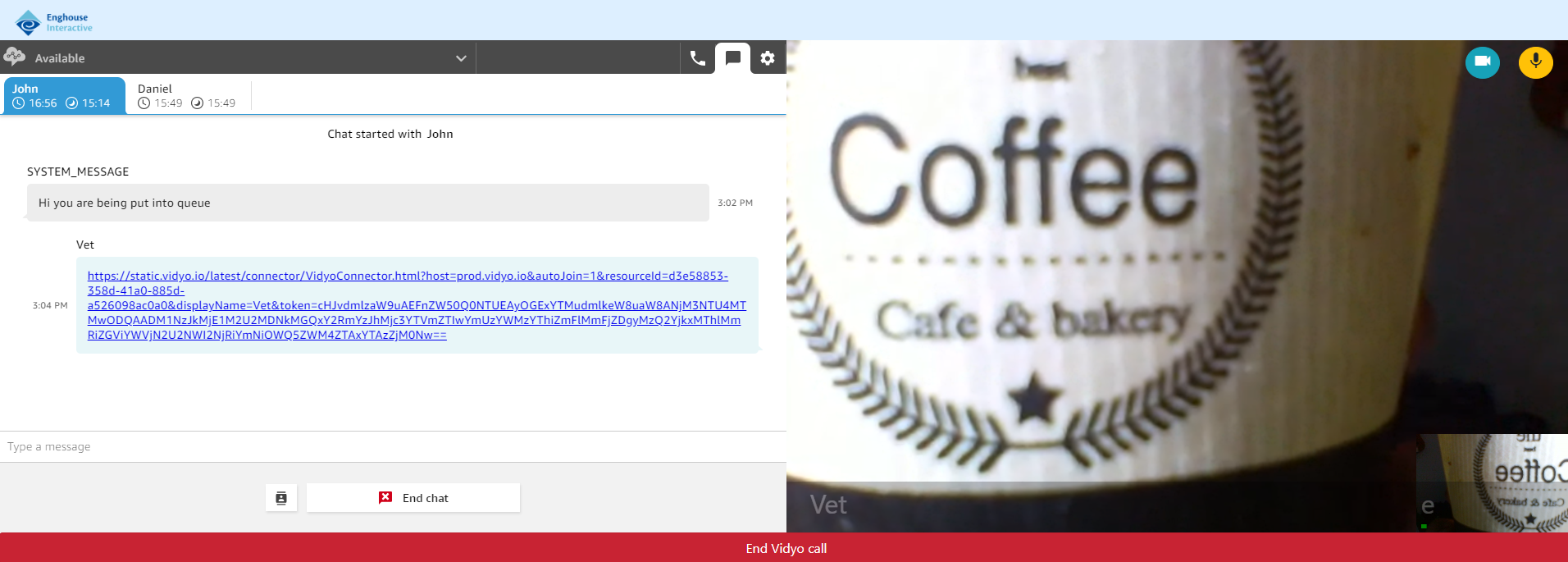


* 1. Both parties should now see active real-time video taking place

Example Screen Shot



Example Screen Shot



1. **Mute/Unmute Scenario:**

In this test, Mute and Unmute the Camera and Microphone by clicking on the buttons provided:

**Customer Side**

****

**Agent side**



1. **Call screen share scenario:**

Start the video call, then click on the Share Screen icon.

Expected result: Screen share will start.

1. **Disconnect Video session scenario:**

Disconnect the video call at the agent side or using the (X) button at the customer side. Or select ‘end chat on the customer side

Expected result - The video session is closed

**This concludes basic operational test scenarios**

# Troubleshooting & FAQ

**FAQ:**

* When I click on "start video" it's not start
  + First, press F12 and see what is the error. Possible reasons:
  + Incorrect parameters:

Check that the parameters on data.json are correct. (vidyoApiUrlPrefix, vidyoPlatformTenant, instanceName, tokenAgentPassword)

* + API problem:

See if you get related error. (e.g. "Service unavailable" or other API error).

Check the license and see if it is valid.

* When video started black screen appears on camera view.
  + Try to switch camera – if succeeded – check the camera settings.
  + Check the permission for devices.
* When I click on "start video" it's not start immediately (It take a long time)
  + Check your Internet connection speed.

**END OF DOCUMENT**