



State of New York

DoL CCAI

Virtual Agent Deployment Plan

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This document is intended to be a deployment document to help with the deployment of the Virtual Agent on the client's website and is provided for informational purposes only. The activities and goals serve as guidelines and additional detail and do not supersede any legal terms or conditions as defined in the customer's written contract with Google.



1. UI Deployment Plan

1. To deploy Perkins Bot on any website, the following HTML snippet needs to be added to the website's HTML code:

```
<script src="https://cdnjs.cloudflare.com/ajax/libs/uuid/8.1.0/uuidv4.min.js"></script>

<shadow-demo id="shadow" chat-title-color='#033372'
user-message-bg-color='#bdbdbd' bot-message-bg-color='#033372'
chat-user-font-color='#001B3B' chat-bot-font-color='#FFFFFF' chat-title='Perkins: The
EWF Bot' url="https://dol-is-dev.endpoints.dol-ewa-ccai-dev.cloud.goog">

</shadow-demo>

<script
src="https://storage.googleapis.com/nys-dol-dev-chat-widget-bucket/shadow.js?v=1"
type="text/javascript"></script>
```

Note: In the above code snippet, the URL attribute value will be modified as the production endpoint. Additionally, we might have to change the query param "?v=1" in future deployments to remove browser cache.

For the current planned UAT: Change the query param from v=1 to v=2 in the script src variable

2. The chatbot title color can be changed via the HTML property: **chat-title-color**
3. The message color for the resident and bot messages can be changed via the properties **chat-user-font-color** and **chat-bot-font-color** respectively
4. The background color message background color and bot-message background color can be changed via properties **user-message-bg-color** and **bot-message-bg-color** respectively
5. In case the images are to be moved to the NYS DoL's environment for hosting (the images are currently being hosted on Google Cloud Storage), the image URLs in the **shadow.js** file should be changed appropriately for each image/icon that the Perkins Bot is using



2. Rollback Steps

1. In order to rollback the bot deployment, remove the code snippet mentioned in step 1 of the [UI Deployment Plan](#) mentioned above from the website's HTML code
2. The bot functionality will be removed from the NYS DOL website