

HSBCNet VA Panel Integration

This will document the process and changes specifically for HSBCNet

Major Breaking Changes for v2.x

- The code itself has now been refactored into a self-contained module called **LivePersonVirtualAssistantModule**.
- All code relating to manipulation of styling / showing and hiding of the panel has been **REMOVED**
 - this should now be handled directly by the VA Panel code within CV that listens to specific events raised by this module to indicate when to show/hide the panel based on the interaction with the chat window.
- Events are now triggered by the module when actions should be taken or the button status has changed.

*"When do I start the **LivePersonVirtualAssistantModule** ?"*

- The module has a **.init** function that should be called **every time the VA Panel is loaded onto a page**
- This is crucial so that it can bind to key events taking place within the LivePerson chat window and **lpTag** and report these to the VA Panel

Use the following code to enable the **LivePersonVirtualAssistantModule** on each page inside the VA Panel

```
LivePersonVirtualAssistantModule.init();
```

"How do I know when to show/hide the Panel?"

The **LivePersonVirtualAssistantModule** broadcasts events when key actions/interactions are made with the LivePerson chat window.

This is done via the **lpTag.events** function using a specific namespace for all VA Panel events.

Binding to **LP_VA_PANEL_MODULE** events

- Bind to all the events fired by the **LivePersonVirtualAssistantModule** within the **LP_VA_PANEL_MODULE** namespace as follows:

```
lpTag.events.bind('LP_VA_PANEL_MODULE', '*', function
(eventData, info){
  if(info.eventName == 'SHOULD_SHOW_BUTTON_CONTENT')
  {
    // put code here to show/hide the relevant live
    chat button HTML within the VA panel as required
    based on the button status online/offline/busy etc...
    // check eventData object properties for details
    of the status...see Event List in README
  }
  if (info.eventName == 'SHOULD_SHOW_VA_PANEL') {
    // code goes here to show the panel again
  }
  if (info.eventName == 'SHOULD_HIDE_VA_PANEL') {
    // code goes here to HIDE the panel
  }
});
```

- Within the callback function the **info.eventName** property describes the event in question, allowing the VA Panel code to react and perform various actions such as : **SHOW PANEL** / **HIDE PANEL** etc...
- **info.eventName** object will tell you which event has fired and what you should do next.
- A list of all the events that fire and the data available for each via

`eventData` is detailed below...

Events List

The following events are of interest to the VA Panel and should be subscribed to as per the above code

- `SHOULD_SHOW_VA_PANEL` => recommended to show the panel again
- `SHOULD_HIDE_VA_PANEL` => recommended to hide the panel again
- `SHOULD_SHOW_BUTTON_CONTENT` => a button has been loaded on the page which is related to the VA Panel. Inspect the `eventData` object to check the button state (ONLINE/BUSY/OFFLINE) and then show the relevant HTML content within the panel accordingly.
 - `eventData.status` =
 - "ONLINE"
 - "OFFLINE"
 - "BUSY"
 - `eventData.state_enums` =
 - `UNKNOWN`: 0
 - `ONLINE`: 1
 - `OFFLINE`: 2
 - `BUSY`: 4
 - `eventData.state_descriptions` =
 - 0: "UNKNOWN"
 - 1: "ONLINE"
 - 2: "OFFLINE"
 - 4: "BUSY"
 - `eventData.state` = 0 | 1 | 2 | 4
 - `eventData.reason` = description why the event was shown

"How do I start a chat from my custom HTML content?"

- Once you have displayed some HTML content for the various button states, you must ensure the **ONLINE** state includes a click event which calls the following function:

LivePersonVirtualAssistantModule.startChat()

- At this point you have the option of passing in an array [] of strings to represent the conversation history so far between the consumer and the FAQ engine.
- e.g.

```
var messages = ['visitor: I am stuck with password  
issues!','FAQ: try this  
article...http://www.hsbc.co.uk/password'];  
// startChat  
LivePersonVirtualAssistantModule.startChat(messages);  
// passes the messages as preChatLines into the chat  
window.
```

- **NOTE:** sending messages to **.startChat** requires the **_config.SEND_FAQ_CONVERSATION_AS_PRECHAT_LINES** option to be set to **true** (default)

High Level Process Summary

Website page opens

- already tagged with LivePerson code for monitoring etc (via Tealium)

VA Panel is loaded onto page

- at this call the **LivePersonVirtualAssistantModule.init()** function to start the process of event bindings and listeners behind the scenes

Visitor Opens VA Panel

- Registering the Chat Button Div Container to load the hidden button
 - call `LivePersonVirtualAssistantModule.injectButtonContainer()`
 - **Only do this once you know you have shown the panel to the customer and it has been expanded --** otherwise a button could be loaded off screen which will impact reporting and availability in a negative way
- Embedded Chat Button Events fire and return a status of either ONLINE/BUSY/OFFLINE which is stored by the `LivePersonVirtualAssistantModule`
- Depending on the button state, CV VA Panel will show/hide custom HTML content which is responsive to the display of the device (desktop/mobile)
 - The ONLINE version should include a call to the `LivePersonVirtualAssistantModule.startChat(faqHistorySoFar)` function which will begin the chat process if agents are ONLINE
 - e.g.

```
<p id="button-container">
  <a id="lp-va-panel-button-online" href="#"
class="btn btn-success lp-va-panel-button hide-
lp-button"
onclick="LivePersonVirtualAssistantModule.startC
hat(faqHistorySoFar);">Click to chat</a>
  <a id="lp-va-panel-button-offline" href="#"
class="btn btn-warning lp-va-panel-button hide-
lp-button">All Agents are OFFLINE/BUSY</a>
</p>
```

Visitor has conversation with CV A.I. FAQ engine

- can see the chat button at the bottom of panel

If Visit Clicks Chat Button...

- call custom function to "fake" click the hidden button to start the chat -- see
`LivePersonVirtualAssistantModule.startChat(faqHistorySoFar)`
- (optional) feed in the `faqHistorySoFar` by passing in an array of strings representing the current conversation history you wish to recap to the agent and consumer inside the LE2 chat window
- CV VA Panel should Listen for `SHOULD_HIDE_VA_PANEL` Event to hide VA Panel
- CV VA Panel should Listen for `SHOULD_SHOW_VA_PANEL` Event to re-show VA Panel

Configuration through `_config`

- The only thing that could potentially require changes is within the `_config` object
- The idea is that the `LivePersonVirtualAssistantModule` is a blackbox that does not need any changes once added to the VA Panel.
- The config should be setup as required and then the exposed methods detailed above give you control/access to what is happening to react accordingly.
- This makes a clear separation of responsibilities from v1 and prevents mixing code for styling/control of the VA Panel within this module.
- It now just informs the listening VA Panel when it should be shown/hidden so that part of the page can react accordingly.

Which options can I change?

- `_config.USING_PROXY_BUTTON`
 - `true` : tells the code you will be displaying your own HTML

buttons for the online/offline state of the LivePerson Embedded button which will be loaded.

- **PLEASE NOTE** This option is recommended for responsive requirements as any images deployed by the LivePerson system will not be responsive. We can deploy HTML which you style via CSS if needed.
 - If using this option ensure that whatever HTML elements of your **ONLINE** button state have an onclick function call to **startChat** which will start the chat window by calling our API and fake clicking the actual button loaded on the page – which will probably be hidden/have no actual viewable HTML content.
 - If you do not wish to handle the custom elements then suggest setting this to **false**
- **false** : presumes the button content will be deployed into the named **<div>** container and handled by LE2...**NOTE this does NOT support responsive design**
- **_config.SEND_FAQ_CONVERSATION_AS_PRECHAT_LINES**
 - **true** (default) : allows array of strings to be accepted from the **.startChat** function to be passed into the chat window as system messages for visitor and agent
 - **NOTE:** if this is set to **false** then **.startChat(['message1','message2'])** would be ignored and no preChatLines would be passed!
- **_config.TRIGGER_CHAT_BUTTON_FROM_BUSY_STATE**
 - **false** (default) : prevents the module from fake clicking the chat button when the state is **BUSY**
 - **true** : would allow the module to fake click the hidden chat button even if **BUSY** **NOTE:** this could allow a large volume of visitors to join the queue

- `_config.TRIGGER_CHAT_BUTTON_FROM_OFFLINE_STATE`
 - `false` (default) : prevents the module from fake clicking the chat button when the state is `OFFLINE`
 - `true` : would allow the module to fake click the hidden chat button even if `OFFLINE` **NOTE:** this will display an `OFFLINE` survey if enabled on the account for this engagement