HSBCNet -- VA PANEL POC

High Level Process Summary

- Visitor Opens VA Panel
- Registering the Chat Button Div Container to load the hidden button
  - Embedded Chat Button is loaded with online/offline status
  - VA Panel can show/hide custom HTML content responsive buttons
- Visitor has conversation with AI and 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
  - inside that custom function, feed in the preChatLines to the chat window
- Listen for Chat Session Started Event to hide VA Panel
- Listen for Chat Session Ended Event/Exit Survey Submitted Event to re-show VA Panel

Define constants...

```
var lpButtonEngagementId;
var lpButtonState;
var
LP_VA_PANEL_HIDDEN_EMBEDDED_BUTTON_DIV_CONTAINER_ID =
"lpButtonDiv-va-panel"; // This will be the unique
div id for the embedded panel button within the DOM
var LP_VISIBLE_ONLINE_BUTTON_CLASS_NAME_LIST = "btn
btn-success lp-va-panel-button";
var LP_VISIBLE_OFFLINE_BUTTON_CLASS_NAME_LIST = "btn
btn-warning lp-va-panel-button";
```

```javascript
var LP_HIDDEN_BUTTON_CLASS_NAME_LIST = "btn btn-
success lp-va-panel-button hide-lp-button";
var LP_VA_PANEL_EMBEDDED_BUTTON_IDS =
[922185332,111]; // NOTE 111 will be replaced by the
final ID in PROD account once known.
// show how to listen to the various events raised by
the chat window/ lpTag and button refreshes
```

Registering the Chat Button Div Container

```javascript
if(!document.getElementById(LP_VA_PANEL_HIDDEN_EMBEDD
ED_BUTTON_DIV_CONTAINER_ID)) {
  // if the div id has NOT already been created, then
make one and add to the panel in the required
position with the required id
  var buttonContainer =
document.getElementById('button-container');
  var buttonDiv = document.createElement('div');
  buttonDiv.id =
LP_VA_PANEL_HIDDEN_EMBEDDED_BUTTON_DIV_CONTAINER_ID;
  buttonContainer.appendChild(buttonDiv);

  /***************
      REQUIRED
  ***************/

  // register button div zone with LivePerson now div
exists within the DOM
  // THIS IS CRUCIAL -it tells our system that the
container div for the button now exists and can be
attempted to be injected onto the page - in either
online/offline state.
  var sdes = [{
    "type": "pagediv",
    "divId":
LP_VA_PANEL_HIDDEN_EMBEDDED_BUTTON_DIV_CONTAINER_ID
```

```
    }];
    if(lpTag && lpTag.sdes && lpTag.sdes.send) {
      lpTag.sdes.send(sdes);
    } else if (lpTag && lpTag.sdes.push) {
      lpTag.sdes.push(sdes);
    }
    // ^ The above will tell LP that the div now exists
    and is ready to receive the content —
    online/offline/busy etc...
}
```