179243 - Comm100 Chat Service Enhancement

Project Overview

The objective of this project is to enable the Comm100 chat service across FireLight Eapp and allow clients to configure their credentials within the Admin tool.

Features/Requirements

- Setup an account with Comm100 (https://www.comm100.com)
- Insert the Site Id, Main Code Plan Id, Primary Server URL, and Secondary Server URL into the Third Party Service Config dialog on the Organizations page. These Ids can be found in the Comm100 portal after setting up an account and logging in.
- Login to the FireLight Eapp and use the chat.

Use Cases / Workflow Changes

Comm100 provides a live chat service for customer support. Their online portal allows real time communication and email between the User and Agent. Users will be able to open the Comm100 dialog and ask questions when help is needed.

Admin Changes

This enhancement required no additional components in Admin. Comm100 configuration options will instead be added to the existing Third Party Service Config dialog.

App Changes

A script was added to FireLight that, when the app loads, communicates with the Comm100 API and adds a chat button to the page. The button and resulting window are customizable within the Comm100 portal.

UI Mock Ups

No changes required.

How to Enable and Use This Feature

To use this feature, navigate to the Organizations page within the admin tool and click the Edit button next to the Third Party Services Config on the Admin tab. Enter in the following information:

Service Type	Config Name	Config Value
Comm100	SiteId	Site ID from Comm100 (e.g. 1000001)
Comm100	PlanCode	Main Code Plan ID from Comm100
Comm100	PrimaryServer	Primary Comm100 server URL

Comm100	SecondaryServer	Secondary Comm100 server URL

This information can be found in the Installation tab of the Comm100 user dashboard. Each field is found can be found in the highlighted sections below:

Live Chat Code

To install Comm100 Live Chat, please paste the following code to your webpages **before the closing </body>** tag. Also, you can email the code to your webmaster.

```
<!--Begin Comm100 Live Chat Code-->
<div id="comm100-button-396"></div>
<script type="text/javascript">
  var Comm100API=Comm100API||{};(function(t){function e(e){var
a=document.createElement("script"),c=document.getElementsByTagName("script")
[0];a.typ          ipt        -t.si
t_butto            1s                 ({c
396"}),t.site_id=230898 t.main_code_plan=396, 'https://chatserver.comm100.com/livecha
t.ashx?siteId= ),setTimeout(function()
{t.loaded||e( https://hostedmax.comm100.com/chatserver/livechat.ashx?siteId= )},5e3)})
(Comm100A
</script>
<!--End Comm100 Live Chat Code-->
```

Site ID — site_id=230898
Plan Code — main_code_plan=396
Primary Server — https://chatserver.comm100.com/livechat.ashx?siteId=
Secondary Server — https://hostedmax.comm100.com/chatserver/livechat.ashx?siteId=

Areas Impacted

System Area	Yes	Comment
Admin Tool		
- Form Library		
- Design Forms		
- Profile Administration	X	Third Party Services Config on Organizations page
- Reports		
- Deployment		

FireLight App		
- New Application	X	Chat button visible
- Edit Application	X	Chat button visible
- Signature Process	X	Chat button visible
- Review Queue	X	Chat button visible
- Manual Review	X	Chat button visible
- User Preferences	X	Chat button visible
- Inbound Integration		
- Outbound Integration		
- PDF Generation		
- Email System		
FireLight Console		
- Windows		
- iOS		
Other Systems		
- DTCC Integration		
- Commission Netting		
- Activity Reporting		