

Click 2 Video demo and setup instructions

Demo is started from the following link:

<https://www.videoengager.com/click-to-video/>

To use a demo in your organization, a few organization specific parameters must be filled in Advanced settings of the demo.

Advanced >>

FREE TRIAL

Advanced settings contains PureCloud and SmartVideo integration credentials

Queue Name

Video Call

PureCloud agent will receive interaction when is "On Queue" with queue from Queue Name

Organization Id

f6668859-042a-4b04-b998-3e3261fb3dd4

To get your Organization Id open PureCloud as admin and navigate to Admin > Account Settings > Organization Settings > Organization Details (tab) > Advanced > Organization ID

Deployment Id

cdf4e927-cca7-4536-b787-9473a4c8a8b8

To get your Deployment Id open PureCloud as admin and navigate to Admin > Contact Center > Widgets > Deployment Key (column)

Environment

Americas (US East)

Select PureCloud Region

Tenant ID

OxCaUSaolla

To get your Tenant ID select Apps > SmartVideo_Settings > Tenant ID

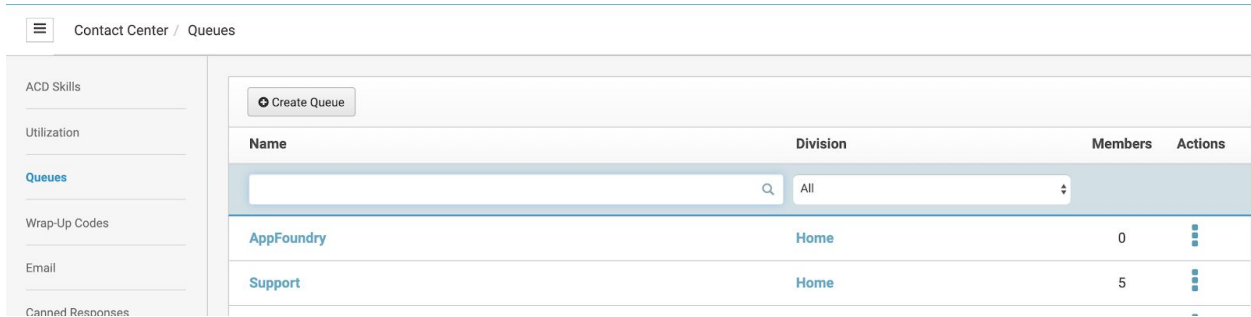
Save

Clean

You can save current Advanced Settings to Local Storage. They can be reused from the same browser from the same computer many times. To

1. Inbound Chat queue.

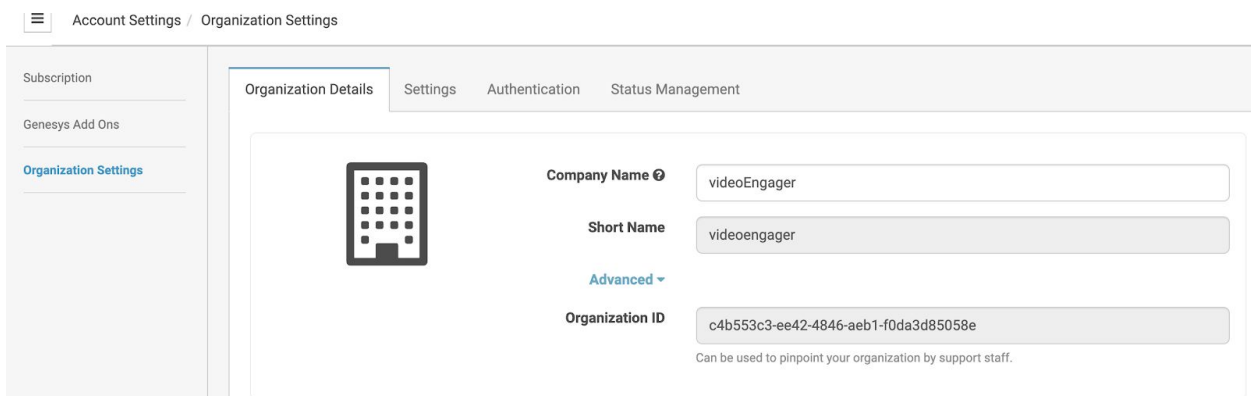
Chat queue for the agents that will receive video calls.



Name	Division	Members	Actions
AppFoundry	Home	0	
Support	Home	5	

2. Genesys Organization ID

It is found in Admin, Account Settings/Organization Settings, expand Advanced as shown in the screen below.



Organization Details Settings Authentication Status Management

Company Name videoEngager

Short Name videoengager

Advanced

Organization ID c4b553c3-ee42-4846-aeb1-f0da3d85058e

Can be used to pinpoint your organization by support staff.

3. Deployment ID from PureCloud platform

You must create a web deployment widget in Admin Contact Center/Widgets. Please use Version 1.0.

Link to the admin panel is provided here for convenience:

<https://apps.mypurecloud.com/directory/#/admin/integrations/widgets>

Contact Center / Widgets

ACD Skills

Utilization

Queues

Wrap-Up Codes

Email

Canned Responses

Co-browse

Widgets

Analytics

Widget Name

This field is required

Description

Description

Widget Type

☐ Version 2

Supports Altocloud.

☐ Version 1.1

Supports authenticated chat and HTTP chat APIs. This does not support Altocloud.

☒ Version 1.0

Supports authenticated chat, screen sharing, and co-browse. This does not support Altocloud.

☐ Third Party

After creation you have to get Deployment Key or alternatively use existing one from the list.

Activity

Directory

Documents

Performance

Reports

Apps

Admin

Contact Center / Widgets

ACD Skills

Utilization

Queues

Create Widget

Widget deployments are not currently [required for this org](#)

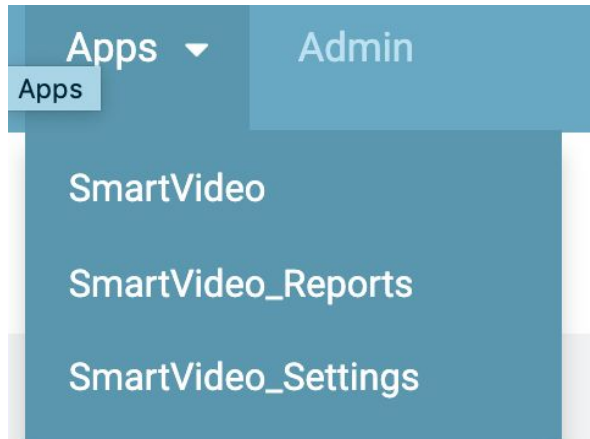
Name	Deployment Key	Flow Routing	Widget	Authentication	Active
newchat v2	973f8326-c601-40c6-82ce-b87e6dafef1c		Version 1.0	<input type="radio"/>	<input checked="" type="radio"/>

4. Environment

Please select the region where PureCloud organization is hosted from the dropdown menu.

5. SmartVideo Tenant ID, Provided by VideoEngager

Will get one, when SmartVideo is installed in a customer organization. Provided by VideoEngager, you can get it from SmartVideo Settings application. Open it from Apps->SmartVideo_Settings.



Tenant ID is the last setting on the page, it is read-only.

Customer's camera	<input checked="" type="checkbox"/> Customer starts the call with camera ON
Agent's camera	<input checked="" type="checkbox"/> Agent starts the call with camera ON
Redirect URL after video link expires or meeting is ended	<input type="text" value="https://www.videoengager.com"/>
Redirect customer to this URL when agent ends the call	<input type="text" value="https://www.videoengager.com"/>
Tenant ID	<input type="text" value="0FphTk091nt7G1W7"/>

Save changes

7. Optionally to avoid entering setting every time, click Save and reload the page, the page will be shown in collapsed view.

SMARTVIDEO CLICK2VIDEO DEMO

Display Name

Customer 1

Display Name appear in PureCloud "Interactions" section

More >>

Click2Video

Placing a call from a customer

After information about the PureCloud organization is filled in, you can start Click2Video from the page, by pressing Click2video button:

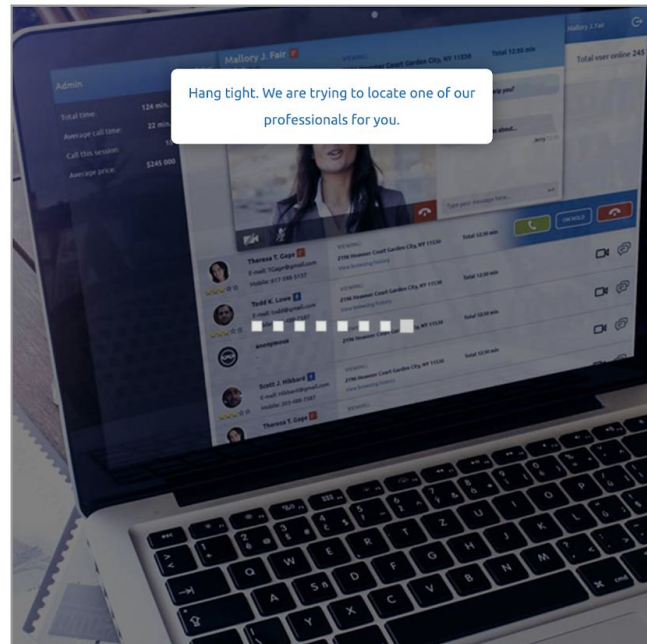
SMARTVIDEO CLICK2VIDEO DEMO

Display Name

Display Name appear in PureCloud "Interactions" section

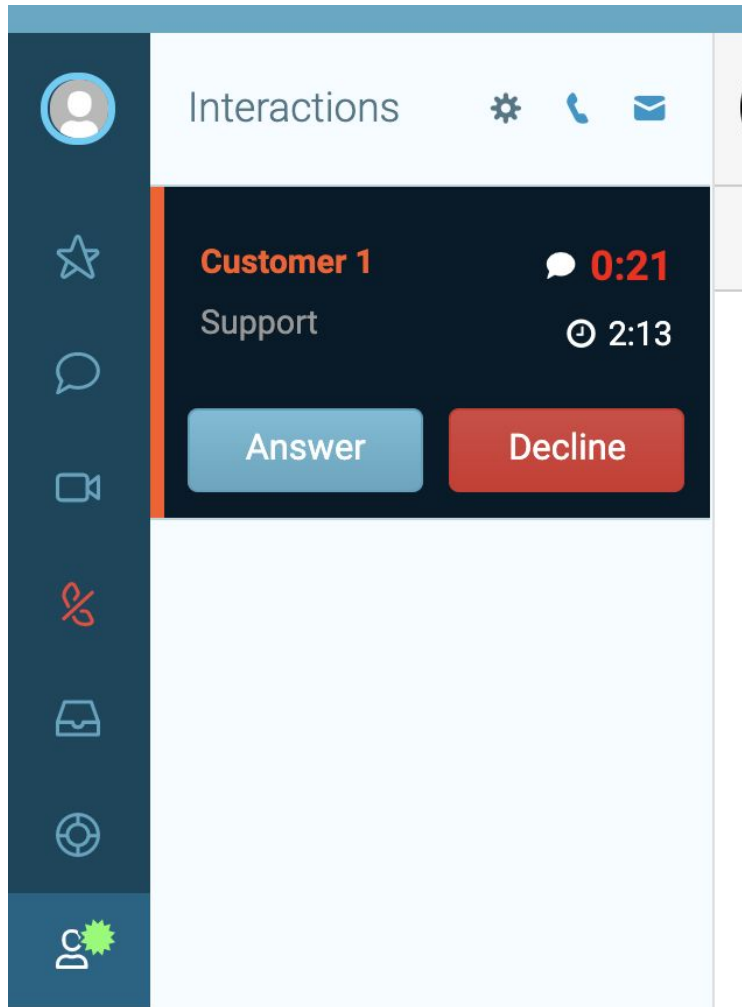
More >>

Stop it

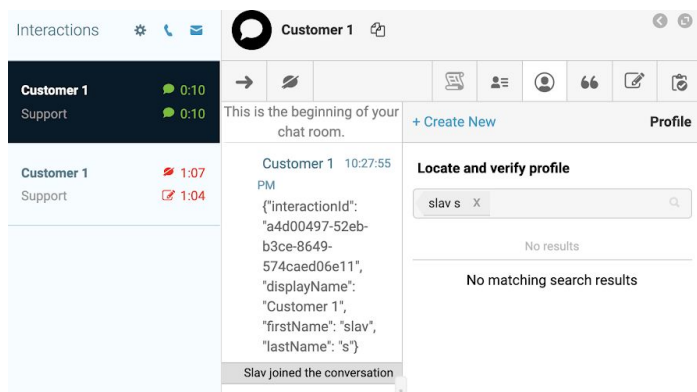


Receiving a call from the Agent

It will place incoming chat interaction in available Agent in the Queue specified.



After agent accepts call, agent can start Video by clicking on Pick-Up Video Chat in SmartVideo application:



SmartVideo for Genesys



You have Incoming Video Call
From the customer

Click PickUp to accept it or click HangUp to
decline

PickUp Video Chat

Reject Video Chat

This will start Video Session between agent and the customer in a new pop-up window.