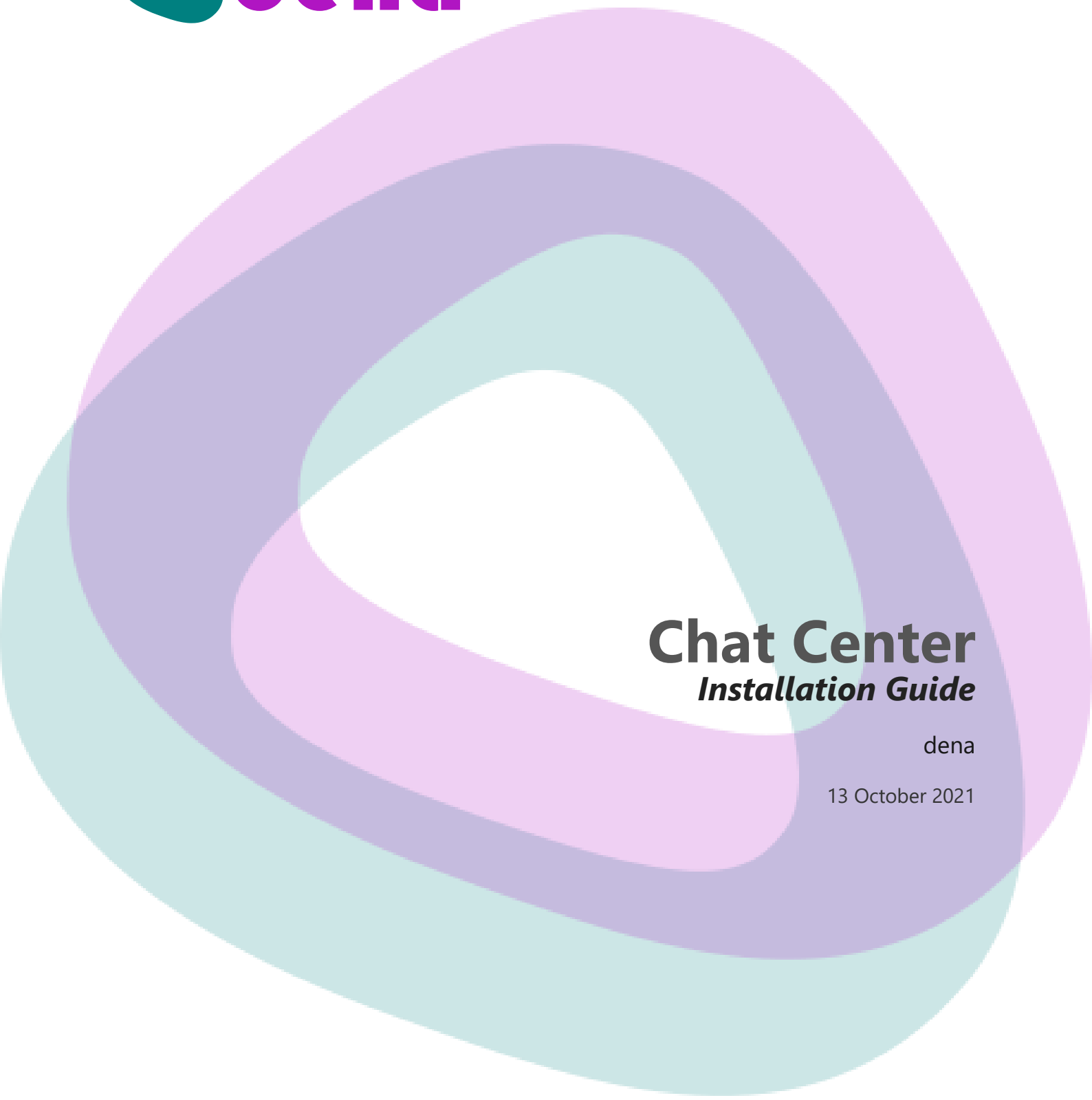

Chat Center

Installation Guide

dena

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Table of Contents

1. Preface

This document explains how to install the Chat Center module.

IMPORTANT	This is not an actual installation guide. It is intended only to demonstrate some features of AsciiDoc, Asciidoctor, and Antora. dena is a fictitious company.

Check out our website

The latest versions of documents are available on the dena demosite.

1.1. Audience

This guide is primarily intended for implementation personnel responsible for performing the initial installation of the Chat Center module, or tasked with performing an update.

Secondary audiences include system administrators, security administrators, and database administrators.

1.2. Related documents

The following related documents are available:

Document title	Audience
Chat Center: Administration Guide	Personnel responsible for administering the system and managing users and roles.
Chat Center: User Guide	Operators and customer service representatives who regularly use the product's user interface.

1.3. Text conventions

Convention	Description
OK	Graphical user interface elements such as buttons.
Select **View › Zoom › Reset**	Menu cascades.
`Bold monospaced`	Commands, functions, processes, and parameter names.
`Monospaced`	File names, paths, option values.
Italics	Placeholder variables to be replaced by a suitable value.

Convention	Description
`class HelloWorld { public static void main(String[] args) { System.out.println("Hello, World!"); } }`	Code examples.
Highlighted text	Used to draw attention to text.
`Ctrl` + `T`	Keyboard entry.

2. Architecture

The high-level architecture of the dena system is depicted in the diagram below:

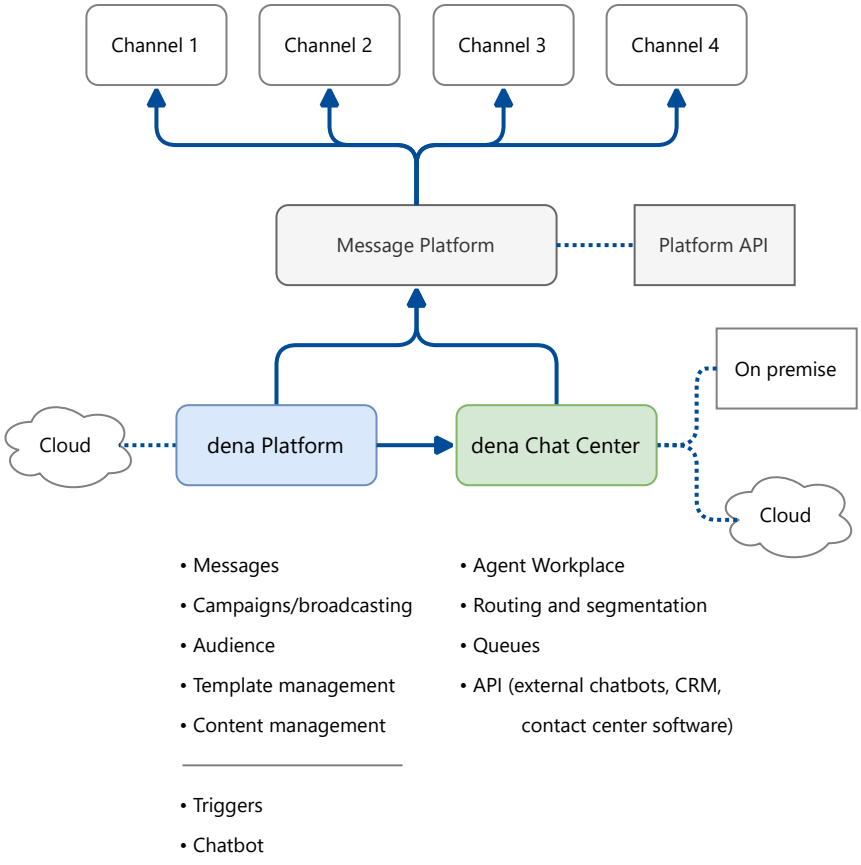

Figure 1. System architecture

NOTE The IM Platform and API are out of scope.

Entities	Description
Channels 1–4	Common messaging channels, such as SMS and instant messaging services.
Message Platform	Provides abstracted message functionality for Chat Center and Platform via available channels.
Platform	Online interface for composing and sending messages. Cloud-only.
Chat Center	Interface for call center personnel. On-premise and cloud options are available.

3. Prerequisites

The following software must be installed before performing the installation of the Chat Center module:

- Java Runtime Environment (JRE) 1.8
- Oracle RDBMS 11 or greater

4. Installation procedure

The installation of the Chat Center module is performed in multiple steps:

1. Creating the database
2. Configuring the database connections
3. Creating the base objects
4. Starting the user console

IMPORTANT Before starting ensure that you read Prerequisites.

4.1. Creating the database

The parameters used in the application are stored in the module database.

1. Access the `config.xmlDena\db` folder.
2. Execute `create_db.sql`

The database is created after the SQL script has completed.

4.2. Configuring the database connections

The connection details to the database need to be specified so that the operator can access the database from the console.

1. Access the folder.
2. In the root of the folder, edit the `config.xml` file.

   An example of a `config.xml` file is presented below (note that it is possible to highlight specific lines of code):

```
<configuration>
 <environments default="development">
   <environment id="development">
     <tranManager type="JDBC"/>
       <dataSource type="POOLED">
         <property name="driver" value="oracle.jdbc.driver.OracleDriver"/>
         <property name="url" value="jdbc:oracle:thin:@<host>:<port>/<sid>"/>
         <property name="username" value="<username>"/> ①
         <property name="password" value="<password>"/>
       </dataSource>
     </environment>
 </environments>
       <mappers>
           <mapper class="com.dena.mappers.denaDBM"/>
       </mappers>
    </configuration>
```

   ① Specify your user name.

3. Specify the relevant parameters for the URL property:

Parameter	Description
host	Host name (or IP address) of the scoring database.
port	Port of the database.
sid	Unique name that identifies the instance of the connection.

See Creating the base objects.

4.3. Creating the base objects

Base objects such as maps, rules, requests, and variables can be added to the database so that they are accessible from the console.

1. Access the `dena\db` folder.
2. Execute `fill_db.sql`

The relevant objects are created after the SQL script has completed.

4.4. Starting the user console

After the relevant database details have been configured, the user console can be started.

1. Access the UI folder.
2. To start the console, perform the action for the relevant operating system being used:
   - **Windows** — double-click the `ui-con.bat` file
   - **Unix** — execute the following command: **`java -jar uicon.jar`**
3. Open the console.

NOTE Appending `-pws <host:port>` (or `-pws <IP address:port>`) to the Unix command enables it to be run as a web service.