

**Webex Contact Center Enterprise digital
channels implementation and
troubleshooting powered by Webex
Connect
LTRCCT-2003**

Speakers: Joshua Raja / Robert W. Rogier

Learning Objectives

Upon completion of this lab, you will be able to:

- Know where to find the chat assets in Engage
- Know how to customize the chat entrypoint for your specific needs
- Know the steps to install the chat into a website

Scenario

This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide the instructions to verify if Webex Connect has been provisioned successfully.

Webex Connect Architecture

Task 1: Access Webex Engage

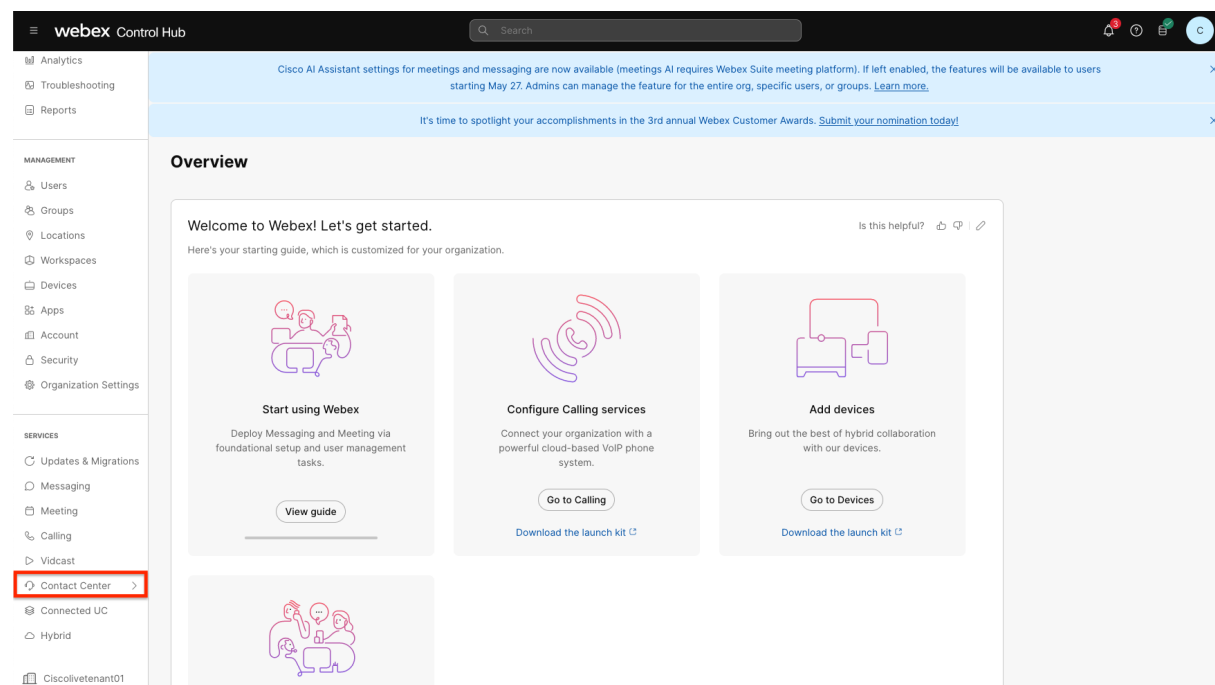
Webex Engage is where the customer/agent facing gadgets are hosted. All the customization for the chat takes place in Engage. You will always access Engage directly from Control Hub.

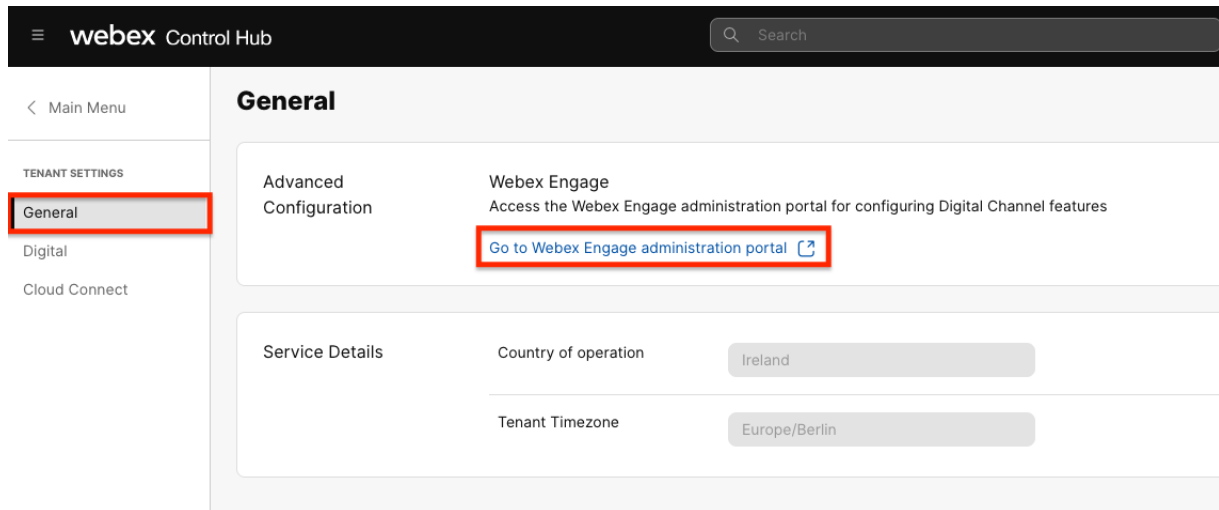
Step 1: Login to Control Hub

Use a browser and login to Webex Control Hub at, <https://admin.webex.com>. Use the *Credentials Document* to find the credentials for your lab.

Step 2: Login to Webex Engage

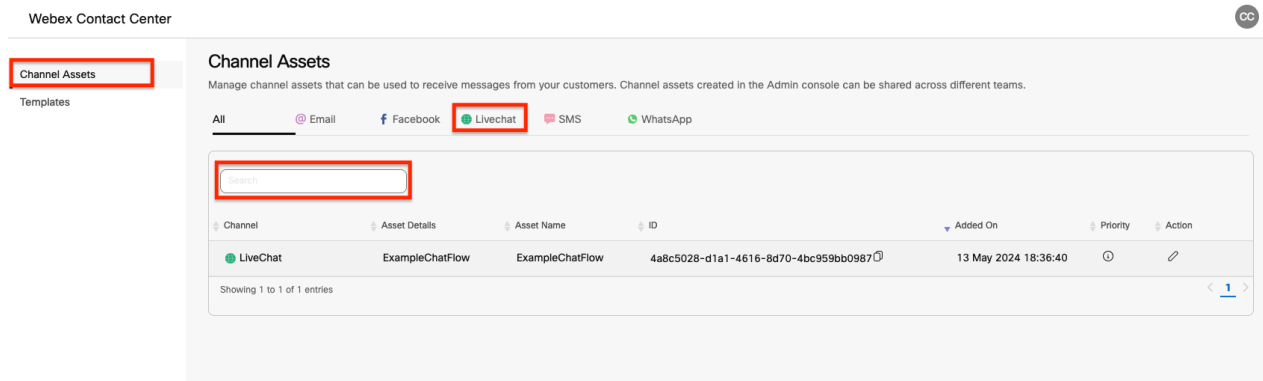
In Control Hub, select the Contact Center menu. Once you are in the Contact Center menu, ensure that you are in the General Menu. From here, select the link, *Go to Webex Engage administration portal*.





Step 3: Navigate to the Chat assets

Select the Assets menu on the left. This will open the Channel Assets page. As we are only dealing with Livechat in this class, this is the only type of asset on the page. If you were on a tenant that had many types of assets, you could use the filter links at the top of the list to see only a specific type. Notice that there is a search box which can be used to find assets by name.



Step 4: Locate and open your chat entry point

In the list of chat assets, locate the chat asset you created previously. Recall that you named this as Seat#ChatEntryPoint. The example lab used a different format so that we could not have any issues. Click on the pencil icon to open the chat entry point.

Channel Assets

Manage channel assets that can be used to receive messages from your customers. Channel assets created in the Admin console can be shared across different teams.

All Email Facebook Livechat SMS WhatsApp

<input type="text" value="Search"/>						
Channel	Asset Details	Asset Name	ID	Added On	Priority	Action
<div><div></div>LiveChat</div>	ExampleChatFlow	ExampleChatFlow	4a8c5028-d1a1-4616-8d70-4bc959bb0987	13 May 2024 18:36:40		<div></div>
Showing 1 to 1 of 1 entries						

Task 2: Create a Glitch site

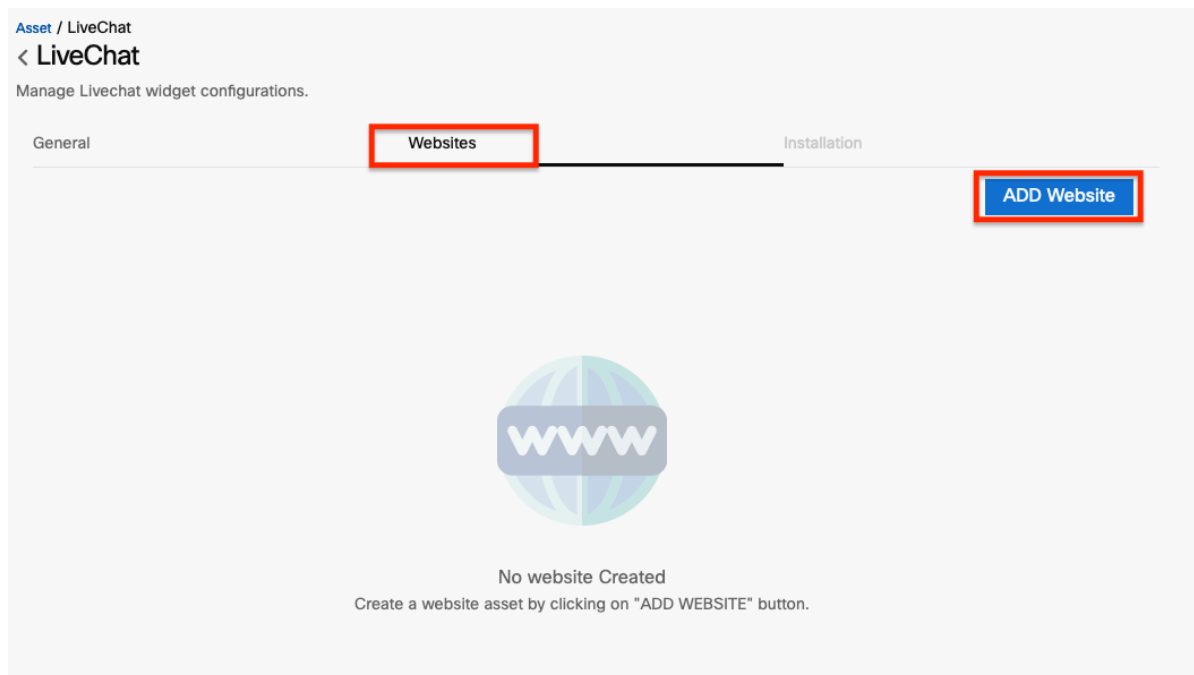
Normally, you would use a real, customer website to host the chat. Since we do not have dedicated web sites for use here, we will use Glitch to create a test website. For the steps follow the Vidcast link below. If you do not have a personal Gmail account, let one of the proctors know and we can help you out.

<https://app.vidcast.io/share/273dd14d-8759-4351-ba6a-bf3cdb811263>

Task 3: Add the website in Engage

You will need to create a website configuration for your chat endpoint. It is possible to have a single app on multiple sub-domains, but not on multiple different domains. Remember, when we configured the inbound flow, we had to give the domain of the website where the site will be hosted. We can use a *. format for the domain to be on multiple subdomains, but you cannot specify multiple domains.

Select the *Websites* menu in your chat asset, then select the ADD Website button.



Task 4: Configure the mandatory settings

There are a few mandatory settings that you should verify. These must be set before you can continue.

First, you must configure a Display Name. This is shown in the top section of the chat and tells the customer what company or entity they are chatting with. Notice, as you update this, that a preview of what the chat will look like is shown to the left. Chose how you want to greet your customers (you will be your only actual customer) in this lab.

The other mandatory item is the Domain. This must be configured for the CORS to allow it to load. For this lab, set this to be *.glitch.com.

Webex Contact Center

Channel Assets

Templates

Asset / LiveChat

< Website Settings

Manage website level settings for the Livechat widget.

General Appearance Widget Visibility Banned Customers

Basic Details

Chat Widget Language ⓘ
English (US) ▼

Display Name ⓘ
Cisco Live Chat

Byline Text

Button Text
New Conversation

First message
Hi there

PCI Compliance Banner Message

Message

Domain

You can choose to add a single or multiple sub-domains (*.domain.com) for an asset based on the requirement.

Domain
*.glitch.com

Note: If in case there are multiple websites configured for an asset like one for multiple sub-domains (*.domain.com) and other with direct sub-domain URL (abc.domain.com) then, the one with sub-domain URL will take the precedence.

Logo
Cisco Live Chat
configure this text in the console.

We are out-of-office for now, and will reply asap.

New Conversation

Once you have set both, then scroll down and select the Save changes button.

Email Transcript
Configure chat transcript fields that are sent to the customer as an Email

Subject*

Your chat transcript on \$(transdate) with \$(brandname)

Note: You can configure variables \$(transdate) and \$(brandname) for the transcript subject. No other variables are supported.

Footer*

This message is confidential and is intended solely for the addressee, and may also be privileged. If you are not the intended recipient please delete this email and inform the sender as soon as possible. Any unauthorized disclosure; copying,

(539/1000)

Save changes

Task 5: Customize the chat interface

This is the fun part of the lab and there are no right or wrong things. Review the other configuration options on the General tab such as the Byline Text, Button text, and First message. Change these as you wish. Select the Appearance menu and make it look how you want. Change the color, change the widget button, even upload a logo. You can find a Cisco logo as well as some AI created logos up on the GitHub site at, <https://github.com/rorogier/LTRCCT-2003/tree/main/ChatResources>. Feel free to find your own logo from the web if you want. Once you are happy with how your chat looks, select the *Save changes* button at the bottom of the screen.

Select the Arrow at the top of the screen to return to the website landing page.

Asset / LiveChat

< Website Settings

Manage website level settings for the Livechat widget.

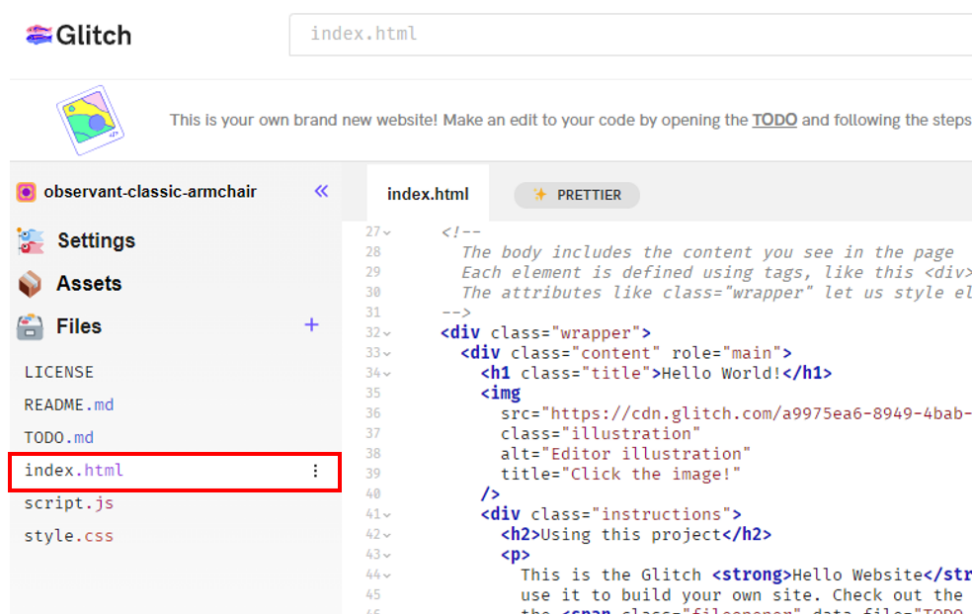
General Appearance

Task 6: Install the chat entry point to your glitch site

You now have a chat entry point customized with the look and feel you are ready to install this in the Glitch site you created earlier. The installation is very easy.

Step 1: Open the Glitch site

If you do not have open the Glitch site you created before, open a browser and login. Check that you are on the index.html



Step 2: Copy the html code

Next to the Websites tab is an Installation tab. Select this tab and you will see the HTML code for the chat button.



Select the Copy button to copy the entire html to your clipboard.



The screenshot shows the 'LiveChat' configuration page with tabs for 'General', 'Websites', and 'Installation'. The 'Installation' tab is active. A note instructs the user to place the script above the closing body tag. A text area contains the following HTML and JavaScript code:

```
<div id="divicw" data-bind="781DCB8A-FE73-4146-A98E-7B9CB696265E" data-org=""></div><script>var i={t:function(t){var e="https://attachuk.imi.chat/widget/js/imichatinit.js";try{var o=new XMLHttpRequest;o.onreadystatechange=function(){if(this.readyState==4){var t=document.getElementById("divicw");if(this.status==0){i.o(t);return}var e=document.createElement("script");e.innerHTML=this.responseText;t.parentNode.insertBefore(e,t.nextSibling)}};o.open("GET",e,true);o.send()}catch(s){console.error(s)}};o:function(t){t.insertAdjacentHTML("afterend", '<iframe
```

A 'Copy' button is located to the right of the code block, highlighted with a red rectangle.

Step 3. Insert the HTML

Paste the HTML above the footer section as shown in the images.

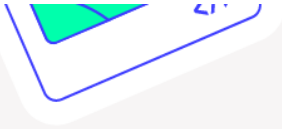
```
index.html  PRETTIER
27~  <!--
28      The body includes the content you see in the page
29      Each element is defined using tags, like this <div></div>
30      The attributes like class="wrapper" let us style elements in the CSS
31  -->
32~  <div class="wrapper">
33~    <div class="content" role="main">
34~      <h1 class="title">Hello World!</h1>
35~      
41~    <div class="instructions">
42~      <h2>Using this project</h2>
43~      <p>
44~        This is the Glitch <strong>Hello Website</strong> project. You can
45~        use it to build your own site. Check out the code in the editor and open
46~        the <span class="fileopener" data-file="TODO.md" data-line="0"
47~        >TODO</span> for next steps!
48~      </p>
49~      <!-- 📝 TODO: ADD BUTTON HERE -->
50~
51~      <!-- Once you've added the button from TODO.md, click it in the page -->
52~      <!-- Check out the function in script.js to see how it works -->
53~    </div>
54~  </div>
55~  </div>
56~  <!-- The footer holds our remix button - you can keep or delete it ✂ -->
57~  <footer class="footer">
58~    <div class="links"></div>
59~    <a
60~      class="btn--remix"
61~      target="_top"
62~      href="https://glitch.com/edit/#!/remix/glitch-hello-website"
63~    >
64~      
68~      Remix on Glitch
69~    </a>
70~  </div>
71~</body>
72~</html>
73~
```



```
1      target=_top
2      href="https://glitch.com/edit/#!/remix/glitch-hello-website"
3    >
4    
8    Remix on Glitch
9  </a>
10  <div id="divicw" data-bind="db5521e2-af40-11ee-aec0-06d32164fa93" data-org=""></div><script>var i={t:function(t){
11  </div>
12  </body>
13  </html>
```

Step 4. Check if code is working

Open a separate browser tab to you FQDN for glitch, example, <https://northern-nosy-silica.glitch.me/>. Do you see the button? (Don't worry that you don't, we'll see why in the next section).



build your own site. Check out the code in the editor and open the TODO for next steps!



You have now completed this portion of the lab.