

# hybris 5.X Integration

This document provides information on adding **Vivocha Extension** to **hybris Commerce Suite Version 5.X**.

Learn how to install, initialize and use the Vivocha Extension together with your hybris Commerce Suite 5.X.

- What is hybris?
- How the integration works?
- Basic Structure of the Vivocha Extension
- Vivocha CMS Components
- Adding the Vivocha Extension
  - Download and unpack the extension
  - Add the extension
    - localextensions.xml
  - Rebuild the hybris Commerce Suite
  - Start the hybris Server
  - Update hybris
- Using Vivocha CMS Components
  - hybris Management Console
  - hybris CMS Cockpit
- Vivocha Configuration
  - Configure the hybris Application
  - Configure hybris CS Cockpit
- Vivocha Services
- Using the hybris Console Integrations
  - hybris Application
  - hybris Customer Service Cockpit
- Summary

## What is hybris?

hybris delivers enterprise software and on-demand solutions for multi-channel commerce, master data management and order management that helps retailers, manufacturers, distributors, telcos and publishers of software, games and digital media to innovate, sell more and create perpetual digital relationships with their customers.

## How the integration works?

The hybris Commerce Suite is based on a flexible modular concept that allows putting new functionality into so-called **extensions**.

Vivocha, as a certified [ISV hybris partner](#), developed a module to extend the hybris Commerce Suite with chat, voice and video communication tools to enable businesses to seamlessly communicate with prospects and customers right on the store.

## Basic Structure of the Vivocha Extension

The Vivocha extension contains the following directories and files:

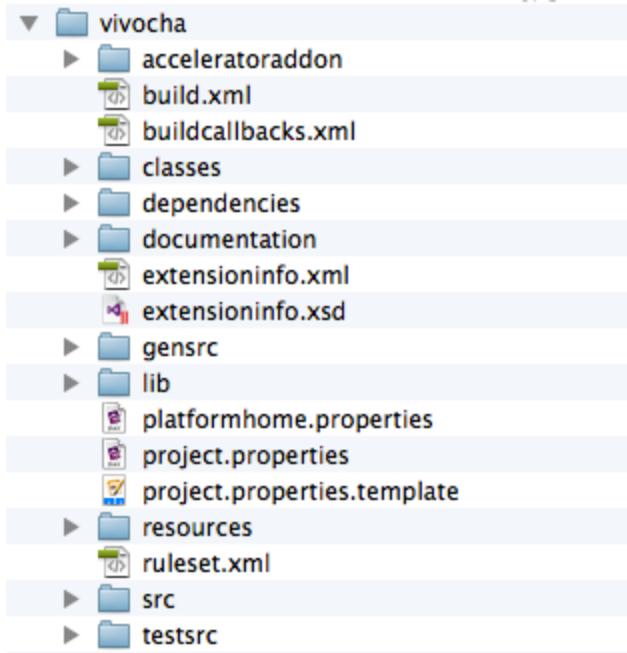


Figure: Basic structure of Vivocha Extension directories.

It consists of two **Vivocha CMS Components** added to the **hybris Multichannel Accelerator** as described in the [How To Add a New CMS Component Tutorial](#) on hybris wiki.

1. The first one contains the basic **Vivocha Activation Code** with some additional information got from the java context like user id, cart id etc. This component must be placed in all the pages where you wish to give support to your customers or track the navigation path (e.g. in the footer); you will define later where to engage them.
2. The second component allows you to use **Customer Segments** defined through your hybris **WMCS Cockpit with Advanced Personalisation** to activate a Vivocha service.

## Vivocha CMS Components

The Vivocha CMS components are defined as hybris items extending the **SimpleCMSCOMPONENT** inside the **vivocha-items.xml** file. For the hybris Commerce Suite, the components are added to the **acceleratorcore** extension.

**vivocha-items.xml**[Expand](#)

```
<itemtype code="VivochaComponent"
    jaloClass="com.hybris.vivocha.jalo.VivochaComponent"
    extends="SimpleCMSCOMPONENT"
    autoCreate="true"
    generate="true"
    abstract="false">
<description>The Vivocha Activation Code with some additional data from the session.</description>
<attributes>
    <attribute type="java.lang.String" qualifier="accountName">
        <persistence type="property" />
        <modifiers initial="true" optional="false" />
        <description>Your Vivocha account name</description>
    </attribute>
    <attribute type="java.lang.String" qualifier="accountLink">
        <persistence type="property" />
        <description>Your Vivocha World (default www.vivocha.com)</description>
    </attribute>
</attributes>
</itemtype>

<itemtype code="CustomerSegmentVivochaComponent" generate="true"
    jaloClass="com.hybris.vivocha.jalo.CustomerSegmentVivochaComponent"
    extends="SimpleCMSCOMPONENT" autoCreate="true">
<description>The script tag containing the customer segment fulfilled by a customer.</description>
<attributes>
    <attribute qualifier="segmentname" generate="true" autoCreate="true"
    type="localized:java.lang.String">
        <persistence type="property" />
        <description>Segment name</description>
    </attribute>
</attributes>
</itemtype>
```

[source](#)

The two JSP pages are used by the frontend application (yacceleratorstorefront) to render the components on a page.

**vivochacomponent.jsp**[Expand](#)

```
<%@ page trimDirectiveWhitespaces="true" %>
<%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ taglib prefix="spring" uri="http://www.springframework.org/tags" %>

<c:if test="${cmsPageRequestContextData.liveEdit}">
    <div id="vivochaComponentLiveEditMarker">
        <spring:theme code="vivocha.liveEditMarkerLabel"/>
    </div>
</c:if>

<c:choose>
    <c:when test="${accountLink != null}">
        <script
src="//${accountLink}/a/${accountName}/api/vivocha.js"></script>
```

[source](#)

```

        </c:when>
        <c:otherwise>
            <script
src="//www.vivocha.com/a/${accountName}/api/vivocha.js"></script>
        </c:otherwise>
    </c:choose>

<script type="text/javascript">
    vivocha.ready(function() {
        var hybrisData = [
            {
                name: "userid",
                desc: "User ID",
                value: "${userid}",
                visible: true,
                type: "email"
            },
            {
                name: "userName",
                desc: "User Name",
                value: "${userName}",
                visible: true,
                type: "nickname"
            },
            {
                name: "firstName",
                desc: "First Name",
                value: "${customerFirstName}",
                visible: false,
                type: "firstname"
            },
            {
                name: "lastName",
                desc: "Last Name",
                value: "${customerLastName}",
                visible: false,
                type: "lastname"
            },
            {
                name: "cartid",
                desc: "Cart ID",
                value: "${cartid}",
                visible: true,
                type: "text"
            }
        ];
        vivocha.api.setNickname("${userName}");
        vivocha.api.setData({
            name: "hybrisData",
            desc: "Customer Info",
            data: hybrisData
        });
    });

```

```
    } );
</script>
```

This JSP dynamically injects the above JavaScript code using the Java context variables available when the component is included into a page.

The first lines render the basic Vivocha Activation Code using the parameters  **\${accountName}**  and  **\${accountLink}**  that must be configured when you add the Vivocha Component to a page using the WCMS Cockpit or the hybris Management Console (hMC). The second script tag gets some user data from the java context (like  **\${jaloSession.cart}**  ) and put them into the Vivocha data collection object using the [Vivocha FrontEnd API](#). Collected data will be sent to the agent when the contact starts.

The second component, used for the hybris Advanced Personalization rules, contains an easier code:

**customersegmentvivochacomponent.jsp** Expand

[source](#)

```
<script type="text/javascript">
if (!window.vvcCustomerSegments) { window.vvcCustomerSegments = {}; }
window.vvcCustomerSegments[ "${segmentname}" ] = true;
</script>
```

Each instance of this component must have the  **\${segmentname}**  properly configured in order to be able to use the same segment as a proactive rule to activate a service (widget) in a specific page/context also in Vivocha.

## Adding the Vivocha Extension

To add the Vivocha Extension to the hybris Multichannel Suite, you have to:

1. Download and unpack the extension.
2. Add the Vivocha CMS Components to hybris
3. Add the extension to the configuration file
4. Rebuild the hybris Multichannel Suite.
5. Start the hybris Server.
6. Update the hybris Multichannel Suite.

### Download and unpack the extension

Note that it is essential to build the hybris Platform first, before adding the extension. The hybris Platform is part of the hybris Commerce Suite, so if you already have installed this package, it is not necessary to download the hybris Platform again.

1. Download the Vivocha extension zip file.
2. Make sure you stop the server from running, if it is currently running, before you unpack the files.
3. Navigate to the directory where you installed the hybris Multichannel Suite or hybris Platform.
4. Unpack the files you downloaded to the same directory (e.g. in  **\${HYBRIS\_BIN\_DIR}/custom** )
5. If running hybris v5.0 or v5.1, unzip  **\${HYBRIS\_BIN\_DIR}/custom/vivocha/dependencies/addoncommon\_v5.1.zip**  to  **\${HYBRIS\_BIN\_DIR}/custom** . If running hybris v5.2 or higher, unzip  **\${HYBRIS\_BIN\_DIR}/custom/vivocha/dependencies/addoncommon\_v5.2.zip**  to  **\${HYBRIS\_BIN\_DIR}/custom** .

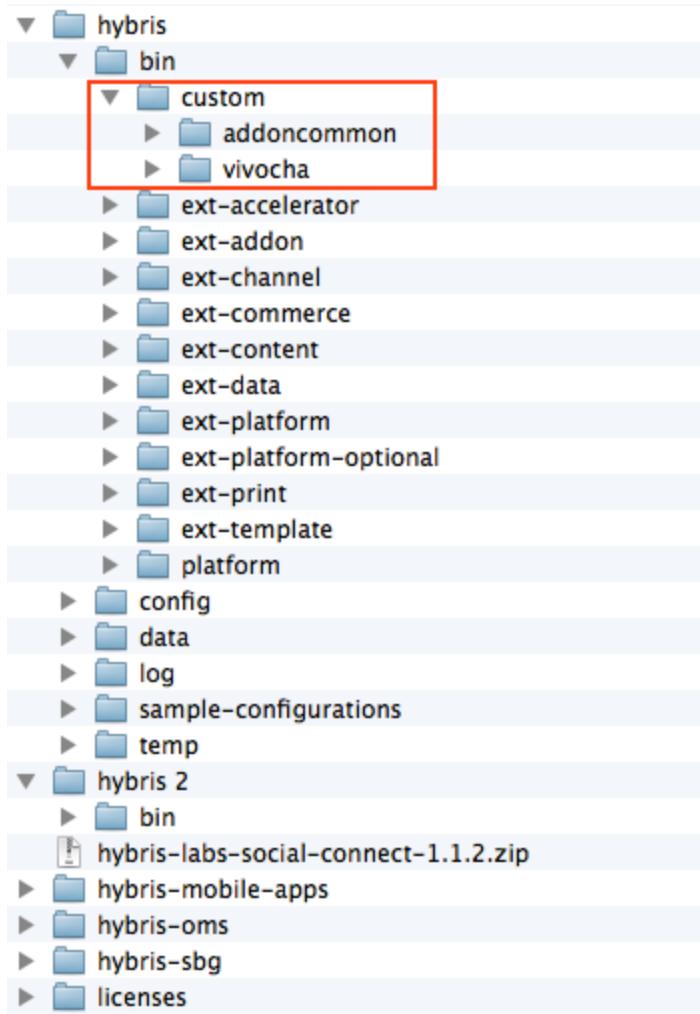


Figure: Basic structure of hybris Multichannel Suite directories.

## Add the extension

hybris extensions can rely on types and functionality implemented in any number of other extensions. The Vivocha Extension does require all the following extensions to be installed: **acceleratorcms**, **addoncommon** (hybris Platform core extensions are always included and used automatically).

Each extension is referenced in the [localeextensions.xml](#) file. Only if the extension is referenced (explicitly or implicitly) in [localeextensions.xml](#) file, will it be built in the hybris Commerce Suite.

Therefore, please add the Vivocha Extension to your [localeextensions.xml](#) file:

### localeextensions.xml

```
<extension name="vivocha" />
```



#### Note

It is important that you place this line below the line:

```
<path dir="${HYBRIS_BIN_DIR}" />
```

Otherwise, the build may fail because the build program will not be able to find the Vivocha extension.

For details on adding extensions, see the section [Customizing the List of Extensions](#) as well as [Configuring Available Extensions](#) for the

full list of configuration options.

## localextensions.xml

After you have successfully built the hybris Commerce Suite, you will find the `/config` directory. The factory default location is  `${platformhome}/.. ./config`. It contains `localextensions.xml` file. Add the Vivocha Extension to the beginning of this file. The file should look like this:

**localextensions.xml** Expand

`<extensions>` source

`<!--`

All extensions located in  `${HYBRIS_BIN_DIR}/platform/ext` are automatically loaded.

More information about how to configure available extensions can be found here :

<https://wiki.hybris.com/x/nZVzC>

`-->`

`<path dir=" ${HYBRIS_BIN_DIR}" />`

`<extension name="vivocha" />`

`<!-- ext-platform -->`

`<extension name="admincockpit" />`

`<extension name="backoffice" />`

`<extension name="cockpit" />`

`<extension name="hmc" />`

`<extension name="mcc" />`

`<extension name="platformhmc" />`

.....

.....

`<!-- ext-accelerator -->`

`<extension name="acceleratorservices" />`

`<extension name="acceleratorfacades" />`

`<extension name="acceleratorcms" />`

`<extension name="acceleratorstorefrontcommons" />`

`<extension name="b2bacceleratorfacades" />`

`<extension name="b2baccelatorservices" />`

`</extensions>`

## Rebuild the hybris Commerce Suite

If you make any changes in the `localextensions.xml`, you need to rebuild the hybris Commerce Suite.

1. Open a command prompt.
2. Navigate to the  `${HYBRIS_BIN_DIR}/platform` directory.
3. Make sure that a compliant **Apache ant** version is used:
  - On the Windows operating system, open a command interpreter window and call the  `${HYBRIS_BIN_DIR}/platform/setantenv.bat` file. Do not close the command prompt after this call as the settings are transient and would get lost if the command prompt is closed.
  - On the Unix operating system, open a shell in terminal and call the  `${HYBRIS_BIN_DIR}/platform/setantenv.sh` file, such as: `sh setantenv.sh <ENTER>`.
4. Call `ant clean all <ENTER>` to rebuild the entire hybris Commerce Suite.

## Start the hybris Server



### Tip

#### Automatic Restart as a Part of the Build

If the hybris Server was running when the build of the hybris Commerce Suite completed, the hybris Server restarts automatically.

- Navigate to the \${HYBRIS\_BIN\_DIR}/platform directory.
- To start the hybris Server:
  - On Windows systems—call the **hybrisserver.bat** file.
  - On Unix systems—call the **hybrisserver.sh** file, such as: **./hybrisserver.sh<ENTER>**

The start-up is complete when the log displays a line such as:

```
INFO: Server startup in 26438 ms
```

## Update hybris

To finish the installation of the Vivocha extension, you have to initialize the hybris Multichannel Suite. During the update, all new types and attributes data of the Vivocha extension are created in the database.

1. Open the **hybris Administration Console**. For details see [hybris Administration Console - End User Guide](#). The default URL for the hAC is <http://localhost:9001>

You are prompted to enter a user account and a password.

By factory default, you can use the **admin** user account and the **nimda** password:

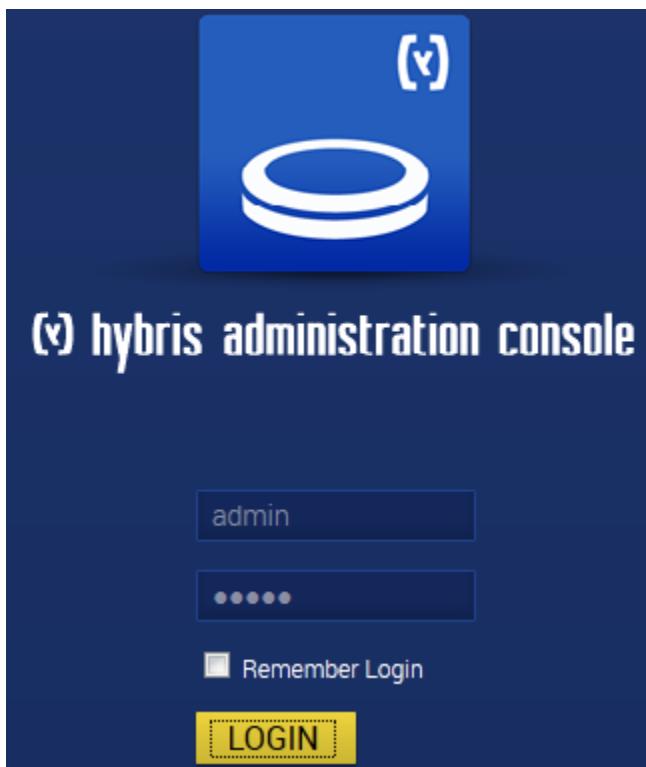


Figure: Authentication dialog box.

2. Go to the **Platform** tab and select **Update** option. For more information about this topic, see [Initialization and Update of the hybris Commerce Suite](#).

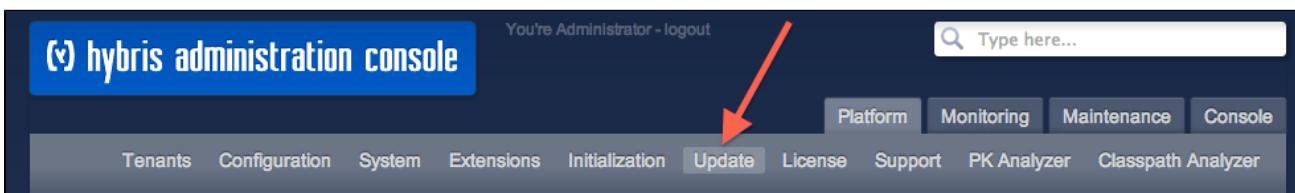


Figure: The **Platform** tab of the hybris Administration Console

3. Check **Update running system** and **Localize types** options...

The screenshot shows the hybris Administration Console interface. At the top, there's a blue header bar with the title '(x) hybris administration console'. Below it, a dark blue navigation bar has 'Platform' selected. A search bar says 'Type here...'. On the left, a sidebar titled 'Update' contains several configuration sections:

- Lock** (button)
- Update** (button)
- Database pool**: hybris
- Database URL**: jdbc:hsqldb:file:/opt/hybris-commerce-suite-5.1.0.0/hybris/data/hsqldb/mydb; shutdown=true; hsqldb.cache\_rows=100000; hsqldb.cache\_size=20000; hsqldb.write\_delay\_millis=1000; hsqldb.inc\_backup=true; hsqldb.defrag\_limit=2; hsqldb.nio\_data\_file=false
- Database table prefix**: false
- Database name**: HSQL Database Engine
- Database user account**: SA
- General settings**
- TenantID**
- Master**: true
- Project data settings**

A red box highlights the 'Project data settings' section, which includes checkboxes for:

- Update running system
- Clear the hMC configuration from the database
- Create essential data
- Localize types

Below this section is a 'Toggle all' checkbox.

To the right of the main content area is a 'Page description' panel with the following notes:

- Note**: This page enables you to update the hybris Multichannel Suite, but without removing available data.
- Note**: If you want to preview update scripts please use [SQL Scripts](#) page.
- Note**: Lock button. Clicking Lock button disables functionality of Initialization and Update pages.
- Note**: Before updating and creating essential data, make sure that there are no users logged in that could buy or edit items. You also need to disable user registration.
- If you only want to clear hMC configuration from database and localize types, then above precautions are not needed.

At the bottom of the 'Page description' panel, there's a 'See also in the hybris Wiki' section with a link to [Initialization and Update](#).

Figure: The **Update** page of the hybris Administration Console

4. ...and **Project data settings** for the the vivocha Extension

This screenshot shows the 'Project data settings' section for the 'vivocha' extension. It lists various cockpits as checkboxes:

- yacceleratorcockpits
- Import Custom Reports (with a dropdown menu set to 'yes')
- mcc
- backoffice
- commercebackoffice
- admincockpit
- b2badmincockpit
- vivocha

A red arrow points to the 'vivocha' checkbox. At the bottom of the list is a blue 'Update' button.

At the very bottom of the page, there's a small footer note: © hybris AG, 2013

5. Click the **Update** button and wait until completed.

## Using Vivocha CMS Components

Once you've update the hybris Multichannel Suite you can start using Vivocha CMS Components in your hMC and CMS Cockpit applications.

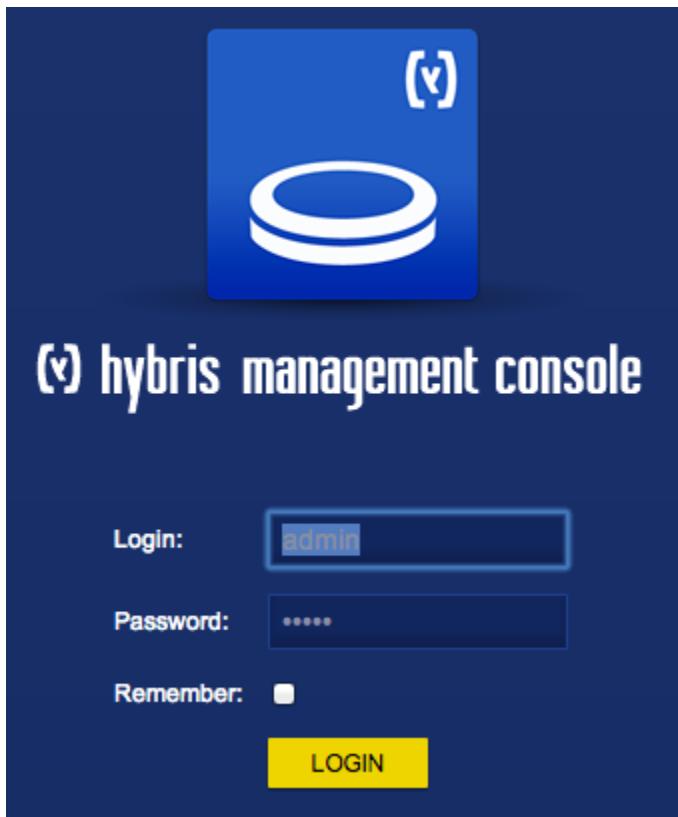
### hybris Management Console

You can add Vivocha CMS Components to your e-commerce website through your hMC console.

1. Open the **hybris Management Console**.

You are prompted to enter a Login and a password.

By factory default, you can use the **admin** user account and the **nimda** password:



2. To create a new instance of a Vivocha CMS Component select WCMS/Components from the Administrator tree and click the **New** button in the top toolbar:

Explorer: Administrator@electronics.local/master: Component

(x) hybris management console

Quick Search:  Language: English

**Component**

- Inbox
- System
- Catalog
- Multimedia
- User
- Commerce
- Print
- Marketing
- Base Commerce
- Deeplink Urls
- SMS Services
- WCMS
- Websites
- Page Types
- Page Templates
- Content Slots for Page Template
- Pages
- Content Slots
- Content Slots for Pages
- Components
- Component Containers
- Restrictions
- Navigation Nodes
- B2B Commerce
- B2B Approval Process

Attribute: Search additional attributes...

Locale Comparator Value

contains	<input type="text"/>
contains	<input type="text"/>
is equal	<input type="text"/>
Yes	<input type="checkbox"/>

Saved Queries

Node Subtypes

Name	Catalog Version	Visible
667 Link	apparel-ukContentCatalog - Staged	Yes
667 Link	apparel-ukContentCatalog - Online	Yes
667 Link	apparel-deContentCatalog - Staged	Yes
667 Link	apparel-deContentCatalog - Online	Yes
686 Link	apparel-ukContentCatalog - Staged	Yes
686 Link	apparel-ukContentCatalog - Online	Yes
686 Link	apparel-deContentCatalog - Staged	Yes
686 Link	apparel-deContentCatalog - Online	Yes
69 Slam Link	apparel-deContentCatalog - Staged	Yes

50 View

1 2 3 4 5 6 7 8 9 10 11 ► ▶

3. Select the **Vivocha Chat** component to create an instance of the Vivocha script tag.

To configure the component with your Vivocha Activation Code, go to **Administration** tab and fill out the **Account Name** field with your Vivocha account name.

Explorer: Administrator@electronics.local/master:9001: Component

(x) hybris management console

Quick Search:  Language: English

**Create - Vivocha Chat Component**

Create  Edit

Properties Content Slots Restrictions Administration

ID:

Name:

Catalog Version:

Metadata

PK:

Type:

Time created:

Time modified:

Owner: n/a

Changes

Last changes: 

	Time stamp	Changed by	Modification type	Changed attributes
The list is empty.				

Unbound

Account Link:

Account Name:

Assigned Cockpit Item Templates: 

Code	Name	Type	Classification Classes
The list is empty.			



Request your Vivocha Account

To request a Vivocha account please go to [www.vivocha.com/partners/hybrisExtend](http://www.vivocha.com/partners/hybrisExtend) and submit the request form.

- Select the **Vivocha Customer Segment** component to create an instance of the Vivocha component for sharing hybris segmentation rules with Vivocha.

Go to **Administration** tab and type the name of your segment in the **Segment Name** field.

The screenshot shows the 'Create - Vivocha Customer Segment Component' dialog in the hybris CMS Cockpit. The left sidebar shows a tree structure of system components. The main dialog has tabs: Properties, Content Slots, Restrictions, and Administration. The 'Administration' tab is selected. It contains fields for ID, Name, Catalog Version, and Metadata (PK, Type, Time created, Time modified, Owner). Below these are sections for Changes (empty), Unbound (empty), and Component Container (empty). At the bottom, there is a 'Segment Name' field containing 'vipCustomers'. A red arrow points to this 'Segment Name' field.

## hybris CMS Cockpit

If you use WCMS Cockpit as your favorite web content publishing system, including Advanced Personalisation functionality for customer segmentation, you can add Vivocha to your eCommerce web site using directly the CMS Manager.

This section provides information on how to use CMS Cockpit to enable Vivocha services on the website.

- Open the **hybris WMCS Cockpit**.

You are prompted to enter a user ID and a password.

By factory default, you can use the **cmsmanager** user ID and the **1234** password:



2. Open the staged version of your e-commerce website.

The screenshot displays two side-by-side views of a Content Management System (CMS) interface.

**Left View (WCMS Page View):**

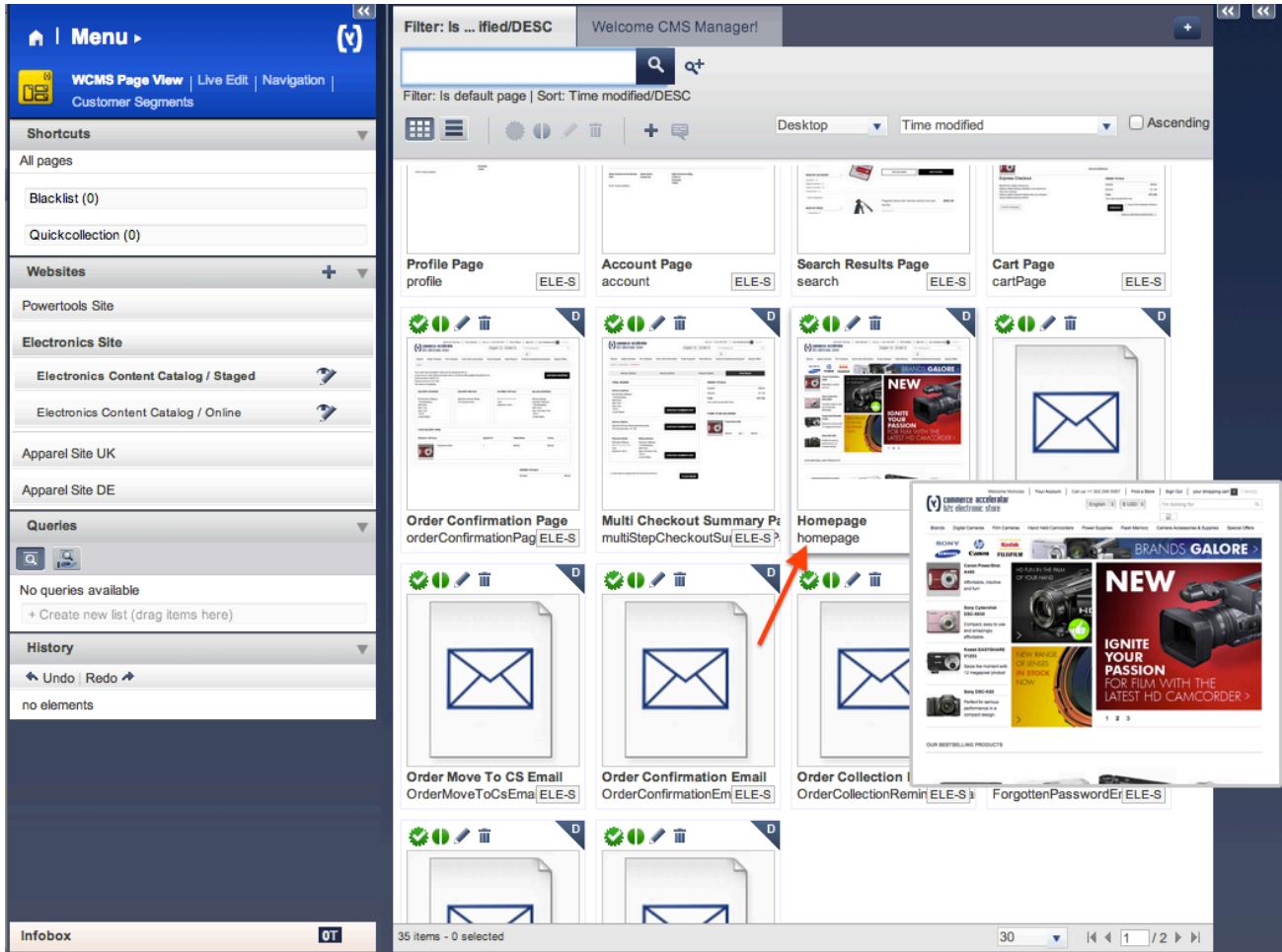
- Header:** WCMS Page View | Live Edit | Navigation | Customer Segments
- Shortcuts:** All pages, Blacklist (0), Quickcollection (0)
- Websites:** Powertools Site, Electronics Site (highlighted with a red border), Apparel Site UK, Apparel Site DE
- Queries:** No queries available, + Create new list (drag items here)
- History:** Undo, Redo, no elements

**Right View (Welcome CMS Manager!):**

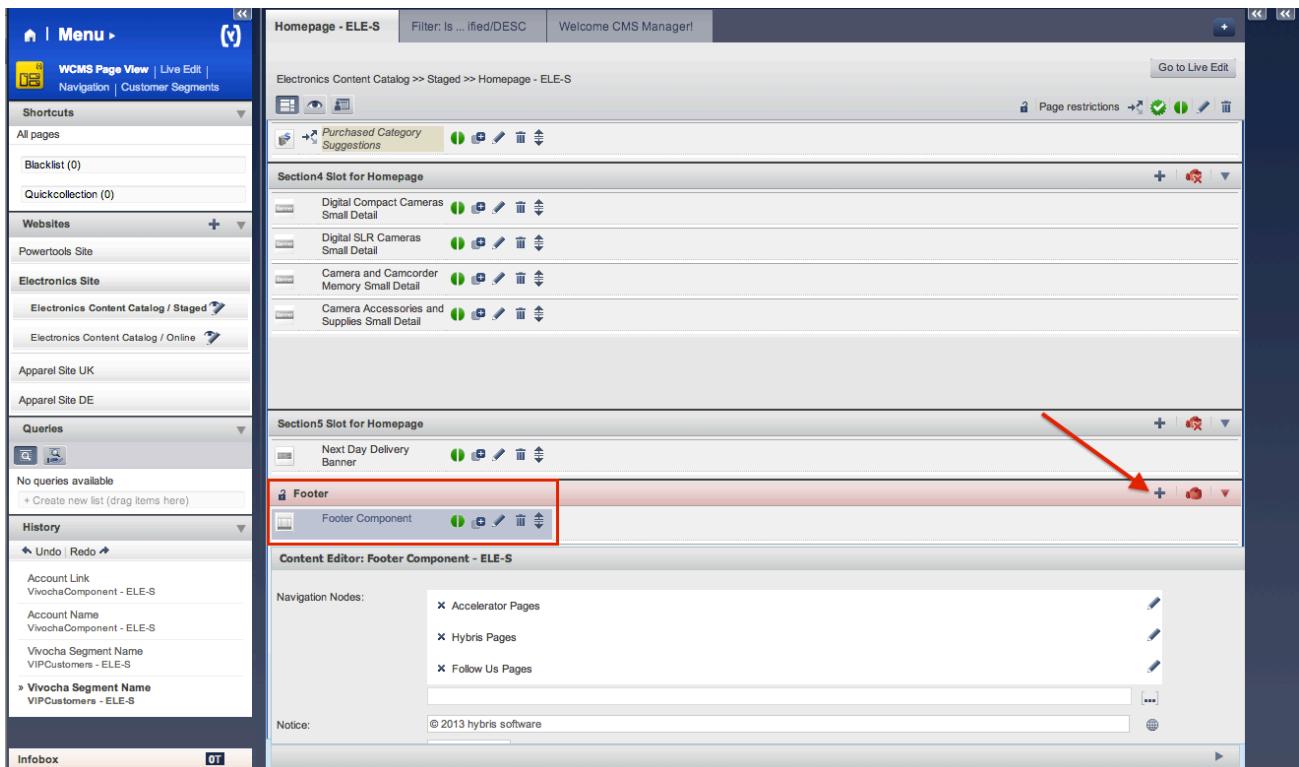
- Welcome CMS Manager!**
- Message:** You are currently working as cmsmanagergroup. [Open menu to change user role](#). Your data language is English. [Open menu to change language settings](#).
- Tasks:** You have currently 0 tasks. [Show tasks](#)
- Your websites:** In this CMS instance there are 4 Website(s) defined.
  - Powertools Site:** Powertools Content Catalog / Staged
  - Electronics Site:** Electronics Content Catalog / Online
  - Apparel Site UK:** Apparel UK Content Catalog / Staged
  - Apparel Site DE:** Apparel DE Content Catalog / Online
- Last edited pages:** A row of five small thumbnail previews of recently edited pages.

A red arrow points from the "Electronics Site" entry in the "Your websites" section of the right view back to the "Electronics Site" entry in the "Websites" section of the left view.

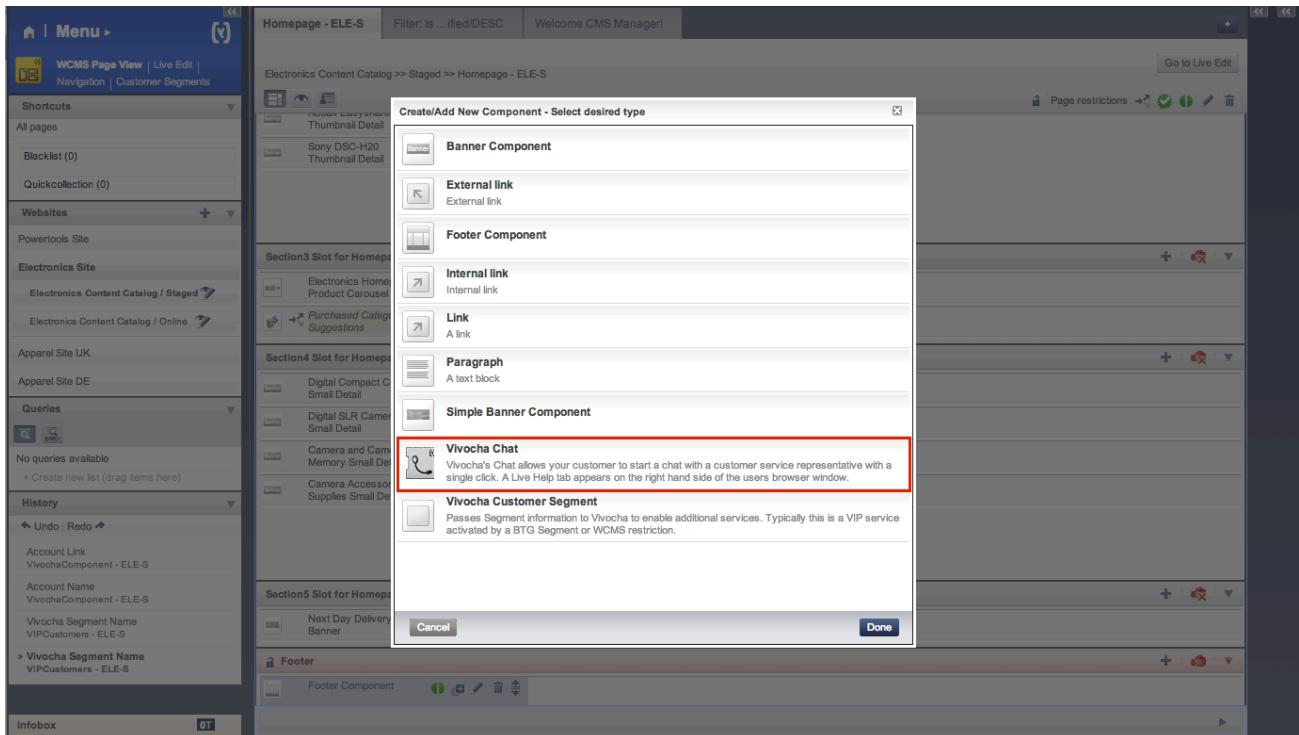
3. Go to the Home page.



#### 4. Check out the Footer and add a new component:



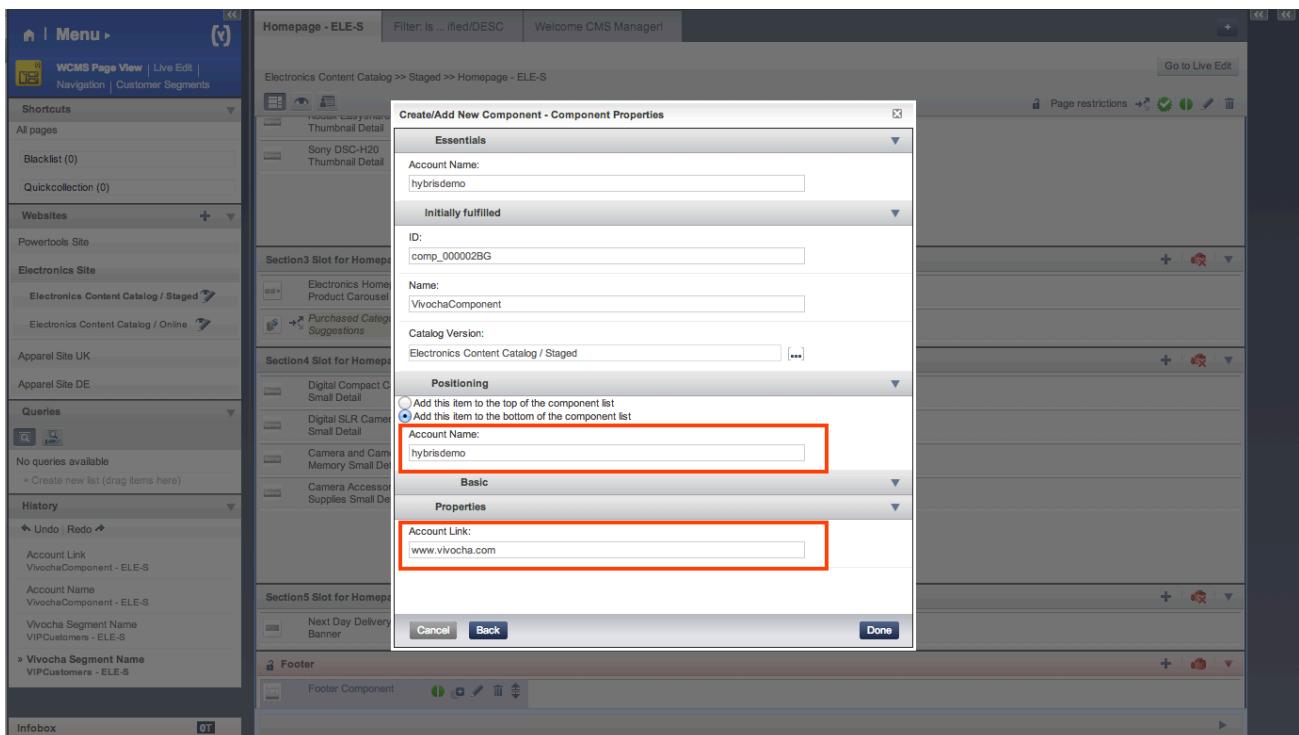
## 5. Select the Vivocha Chat Component



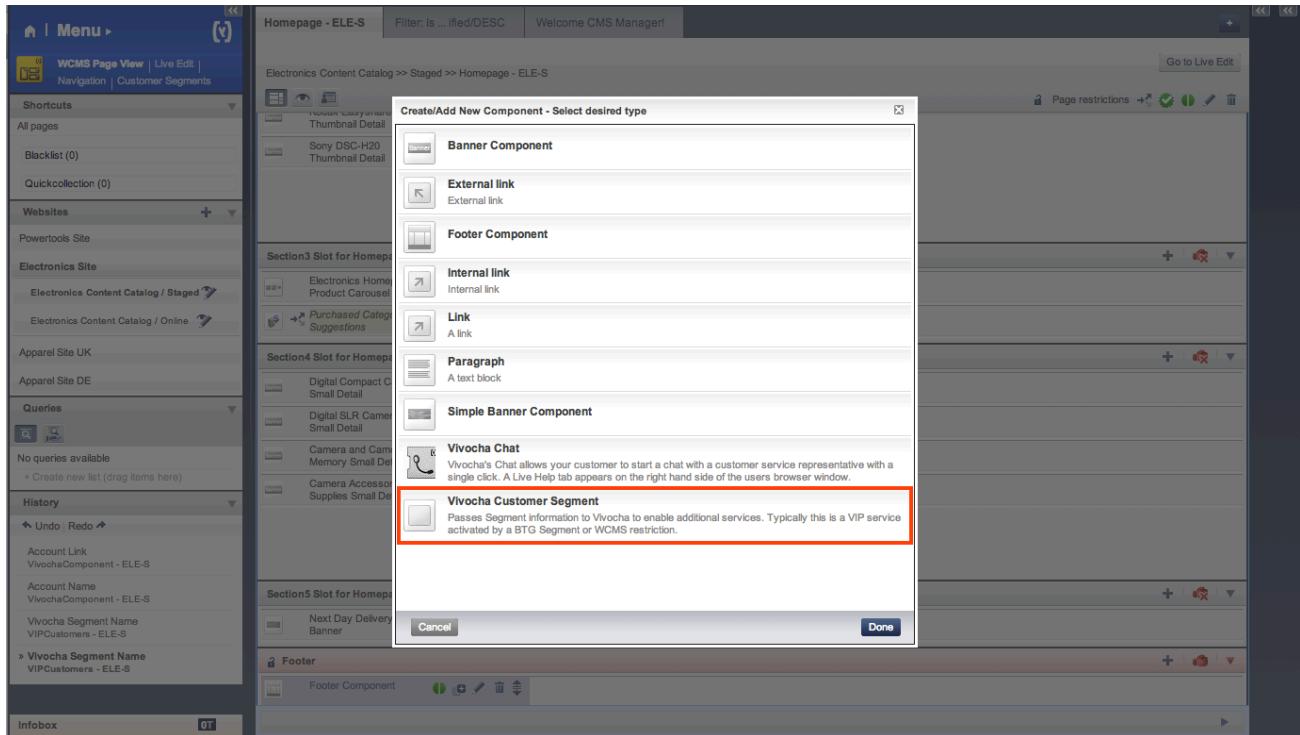
### Vivocha Chat Component

Do NOT insert more than one Vivocha Chat Component in the same page.

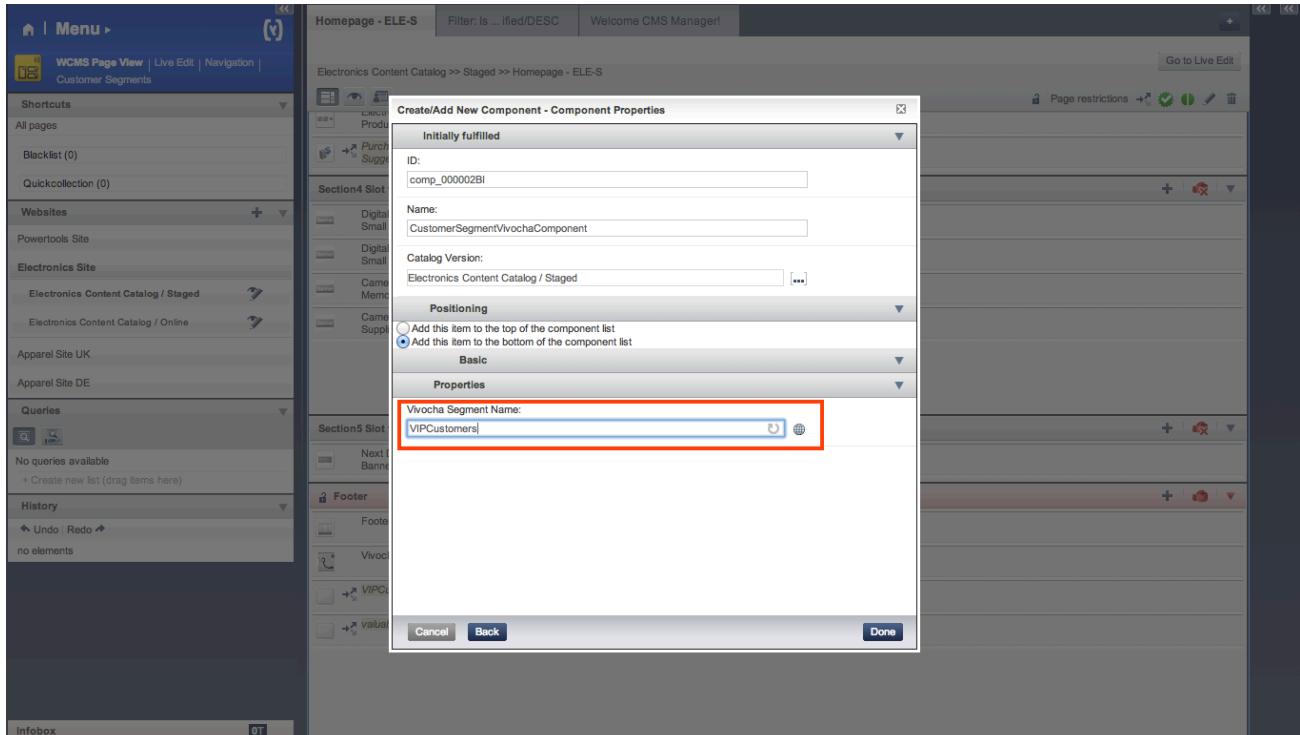
## 6. Configure the component using your Vivocha Account name



7. To add also a **Vivocha Customer Segment Component** in the page, simply click again on the "Create an item" button in the header of a section.



Set the segment name (e.g. **VIPCustomers**):



8. and the Customer Segment Rule that will cause this component to be rendered inside the page

The screenshot shows the SAP Fiori CMS interface for creating a new component. On the left, the navigation bar includes 'WCMS Page View', 'Live Edit', and 'Navigation'. The main area displays a list of components under 'Section4 Slot for Homepage' and 'Section5 Slot for Homepage'. A tooltip indicates that the Vivocha Vip Customers Segment Component is shown only if the Advanced Personalization rules are satisfied. In the 'Footer' section, a 'VivochaComponent' is listed. On the right, the 'VIPCustomers - ELE-S (ELE-S)' component details are shown in the Content Editor. The 'Editorial' tab is selected, displaying the 'Vivocha Segment' field set to 'VIPCustomers'. The 'Context Visibility' tab shows a 'Customer Segment Restriction' rule applied. The 'Administration' tab provides basic information like ID, Content Slots, and component status.

### Vivocha Customer Segment Component

Add all the Vivocha Customer Segment Components you need in each page

9. The component will be inserted in the page on the basis of a Customer Segment rule defined in the **Customer Segments** section.

The screenshot shows the 'Customer Segments' page in the WCMS. On the left, there's a sidebar with 'Shortcuts' (All segments, Quickcollection (0), Blacklist (0)), 'Websites' (Store Template, B2B Store Template, Powertools Site, **Electronics Site**), and 'History' (Undo, Redo). The main area lists customer segments with icons, names, and edit/delete buttons. A red arrow points to the 'Electronics Site' entry in the sidebar. Another red arrow points to the 'VIP Customers Group segm' entry in the list.

Name	Description
Camera Cross Selling Segm	[<CMSSite> C Electronics Site]
Customers added 'hot prod'	[<CMSSite> C Electronics Site]
Customers that spend over	[<CMSSite> C Electronics Site]
Number of products in cart	[<CMSSite> C Electronics Site]
Regular Customer Segment	[<CMSSite> C Electronics Site]
Total sum of cart > 1000\$	[<CMSSite> C Electronics Site]
<b>VIP Customers Group segm</b>	[<CMSSite> C Electronics Site]

10. The condition for showing the Vivocha Vip Customers Segment WCMS component inside the page is that the customer should be a member of the VIP Customers Group (customer segment).

VIP Custom ... / Staged ) Customer Segments +

VIP Customers Group segment ( Electronics Content Catalog / Staged )







Customer Segment Rules +

 customerInVipCustomersGroupRule 



Output Actions +

 Show or hide a WCMS Component for Vivocha Vip Customers Segment ( regular ) 



User which have fulfilled this segment will see:  
**Vivocha Vip Customers Segment**

If you want to change this action, please delete it and create a new output action of this type.

Note: All changes will be saved automatically.



#### Synchronize

Don't forget to synchronize your online version with the staged version after having added/modified a component.

## Vivocha Configuration

To enable hybris-Vivocha integration, simply go to the **Applications** Section from the **Settings** menu of your **Vivocha Console**.

The screenshot shows the hybris application management interface. At the top, there is a navigation bar with icons for SETTINGS, REPORTS, VISITORS (0), WIDGETS (0), AGENTS (1), and CONTACTS (0). On the far right, there are links for HELP, MEDIA, LOGOUT, and a user profile for MARIE WEBER. A red arrow points from the text "Click on 'Add new application'" to the "Add new application" button in the top center. Another red arrow points from the text "Select the application you want to edit" to the "Customer History" application entry in the list.

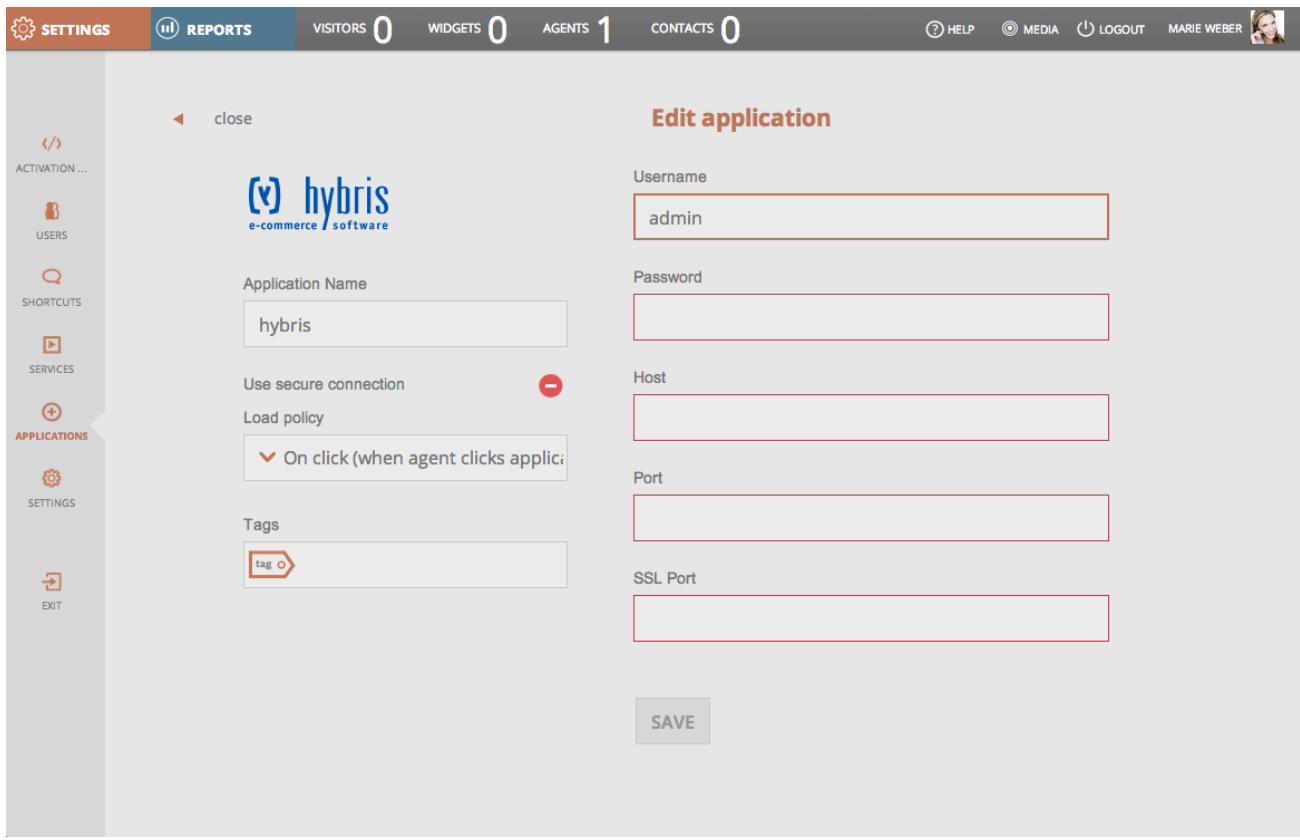
STATUS	NAME	TAGS	ACTIONS
✓	Customer Info		
✓	Customer History		
✓	Timeline		
✓	Shortcuts		
✓	Cobrowsing		
✓	Form Sharing		
✓	Transfer		
✓	Video		

## Configure the hybris Application

1. Click on "Add new application" and then the "hybris" button.

The screenshot shows the "Add new application" dialog box. At the top, it says "Add new application" and has a "close" button. The main area is titled "CUSTOM APPLICATION". It features several application logos: Facebook, hybris e-commerce software, hybris cockpit, and Magento. A red box highlights the "hybris e-commerce software" logo, which is the target for the configuration step described in the text below.

2. Set the name your **hybris Application** will have inside the Vivocha Console and the **Username** the app will use for authenticating on your hybris Platform.



3. Type in the **Password**:

**Edit application**

Username: admin

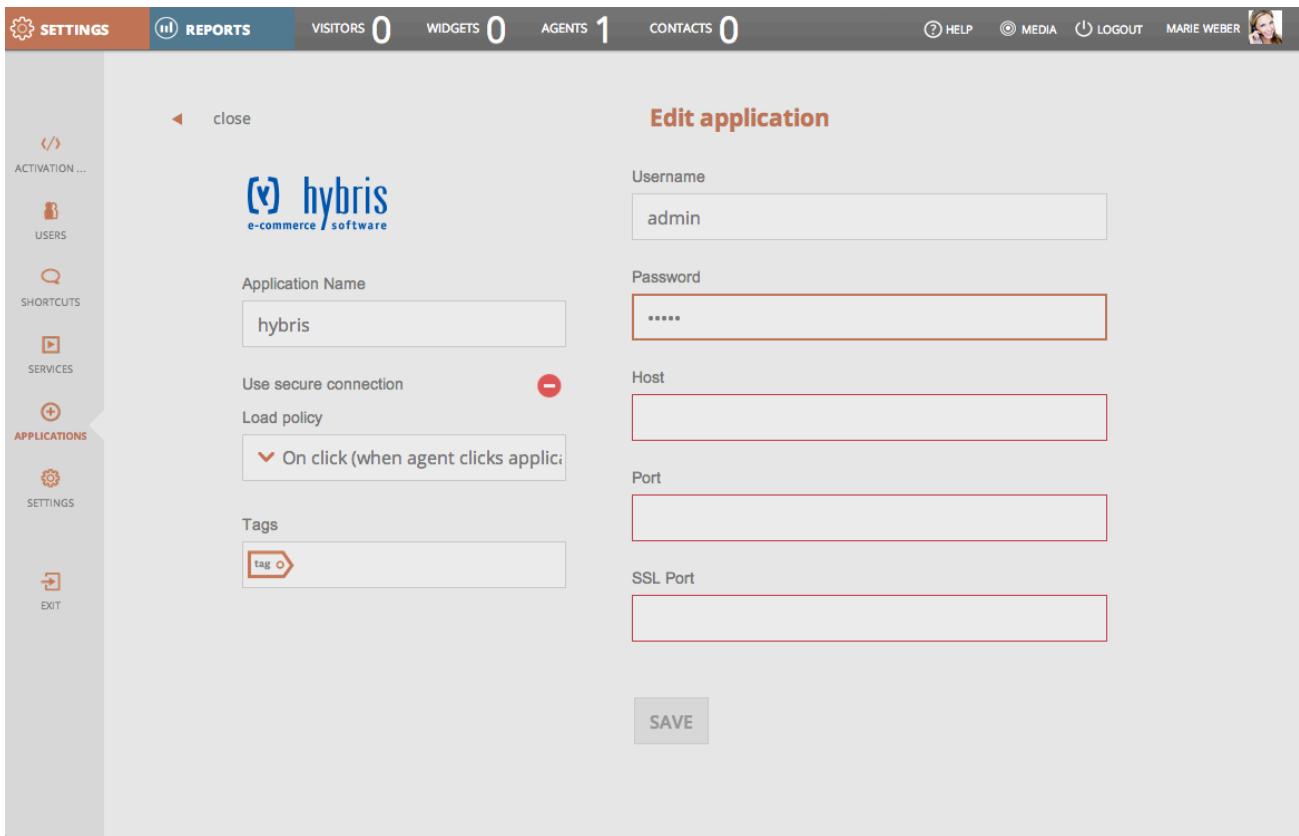
Password:

Host:

Port:

SSL Port:

**SAVE**



4. Set the **Host** of your **hybris REST API** (must be public):

**Edit application**

Username: admin

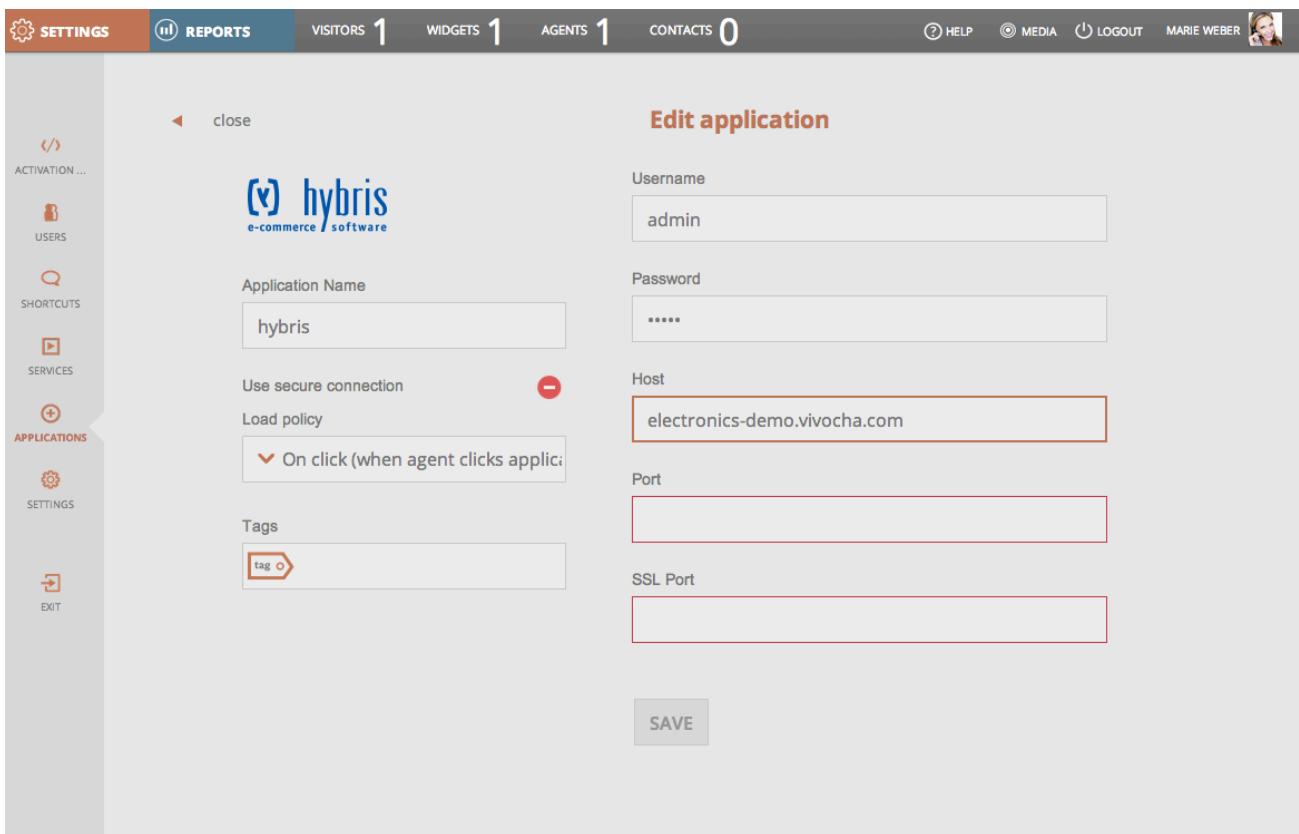
Password:

Host: **electronics-demo.vivocha.com**

Port:

SSL Port:

**SAVE**



5. Optionally type the **Port** number for **HTTP** (default 80):

The screenshot shows the 'Edit application' screen in the hybris application settings. The left sidebar has icons for Activation, Users, Shortcuts, Services, Applications (selected), Settings, and Exit. The main area displays the 'hybris e-commerce software' logo. Form fields include:

- Application Name: hybris
- Use secure connection: (checkbox)
- Load policy: On click (when agent clicks application)
- Tags: tag
- Username: admin
- Password: \*\*\*\*
- Host: electronics-demo.vivocha.com
- Port: 80
- SSL Port: (empty)

A red box highlights the 'Port' field containing '80'. A large red button labeled 'SAVE' is at the bottom.

6. and for **HTTPS** (default 443):

The screenshot shows the 'Edit application' screen in the hybris application settings, identical to the previous one but with the 'SSL Port' field filled. The form fields are the same as in step 5, except for the 'SSL Port' field which now contains '443'. A red box highlights the 'SSL Port' field containing '443'. A large red button labeled 'SAVE' is at the bottom.

7. Optionally you can tag your app (click [here](#) to see how to use tags)

The screenshot shows the 'Edit application' interface in the Vivocha Console. On the left is a sidebar with icons for Activation, Users, Shortcuts, Services, Applications (with 'hybris' selected), Settings, and Exit. The main area has tabs for SETTINGS, REPORTS, VISITORS 1, WIDGETS 1, AGENTS 1, and CONTACTS 0. The 'APPLICATIONS' tab is active. The 'Edit application' form includes fields for Username (admin), Password (\*\*\*\*\*), Host (electronics-demo.vivocha.com), Port (80), and SSL Port (443). Under 'Tags', there is a single tag labeled 'hybris'. A 'SAVE' button is at the bottom right.



#### Save your settings

Don't forget to Save the configuration!



#### hybris Requirements

Host and port you decide to use for the application configuration MUST BE accessible from the internet (by Vivocha servers on Amazon Cloud).

The resources the integration will try to access (read-only) are:

- /ws410/rest/customers/
- /ws410/rest/orders/
- /ws410/rest/carts/
- /ws410/rest/customersegmentvivochacomponents/

Please, refer to

<https://wiki.hybris.com/display/release5/WebService+API+-+Reference>

<https://wiki.hybris.com/display/release5/platformwebservices+Extension+-+Technical+Guide>

## Configure hybris CS Cockpit

1. To allow your reps to use hybris **Customer Service Cockpit** within the Vivocha Console, click on "Add new application" and then the "hybris cockpit" button.

**Add new application**

◀ close

ACTIVATION ...

USERS

SHORTCUTS

SERVICES

APPLICATIONS

SETTINGS

EXIT

**CUSTOM APPLICATION**

**facebook.**

**hybris**  
e-commerce software

**hybris cockpit**

**Magento™**  
Open Source eCommerce

- Set the name your **hybris Customer Service Cockpit** will have inside the Vivocha Console:

**Edit application**

◀ close

ACTIVATION ...

USERS

SHORTCUTS

SERVICES

APPLICATIONS

SETTINGS

EXIT

**hybris cockpit**

**Application Name**  
hybris CS Cockpit

Use secure connection

Load policy  On click (when agent clicks applica...)

Tags  tag

**Username**

**Password**

**Host**

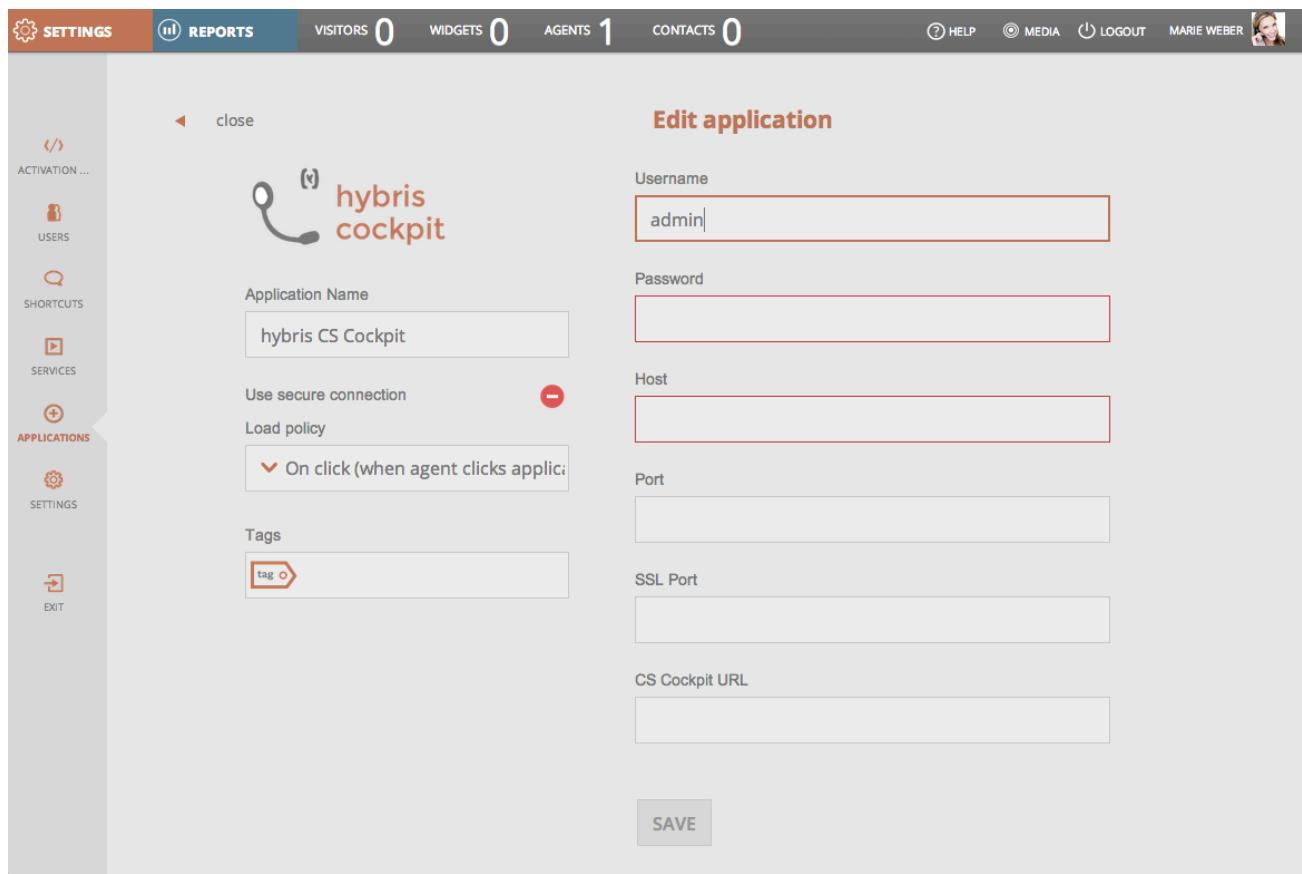
**Port**

**SSL Port**

**CS Cockpit URL**

**SAVE**

3. Set the **Username** the app will use for authorization and authentication to access the hybris Web Service REST API on your hybris Platform.



4. Type in the **Password**:

**SETTINGS** **REPORTS** VISITORS 0 WIDGETS 0 AGENTS 1 CONTACTS 0 HELP MEDIA LOGOUT MARIE WEBER

ACTIVATION ...  
USERS  
SHORTCUTS  
SERVICES  
APPLICATIONS  
SETTINGS  
EXIT

close

**hybris cockpit**

Application Name: hybris CS Cockpit

Use secure connection:

Load policy:  On click (when agent clicks application)

Tags: tag

Edit application

Username: admin

Password:

Host:

Port:

SSL Port:

CS Cockpit URL:

**SAVE**

5. Set the **Host** of your **hybris REST API (MUST BE PUBLIC)**:

**SETTINGS** **REPORTS** VISITORS 0 WIDGETS 0 AGENTS 1 CONTACTS 0 HELP MEDIA LOGOUT MARIE WEBER

ACTIVATION ...  
USERS  
SHORTCUTS  
SERVICES  
APPLICATIONS  
SETTINGS  
EXIT

close

**hybris cockpit**

Application Name: hybris CS Cockpit

Use secure connection:

Load policy:  On click (when agent clicks application)

Tags: tag

Edit application

Username: admin

Password:

Host: electronics-demo.vivocha.com

Port:

SSL Port:

CS Cockpit URL:

**SAVE**

6. Optionally type the **Port** number for **HTTP REST API** (default 80):

The screenshot shows the 'Edit application' screen in the hybris cockpit. The left sidebar has a vertical navigation menu with icons and labels: ACTIVATION ..., USERS, SHORTCUTS, SERVICES, APPLICATIONS (selected), SETTINGS, and EXIT. The main area displays the 'hybris cockpit' logo and the application name 'hybris CS Cockpit'. Configuration fields include 'Use secure connection' (unchecked), 'Load policy' (set to 'On click (when agent clicks application)'), and 'Tags' (containing 'tag'). On the right, there are fields for 'Username' ('admin'), 'Password' ('\*\*\*\*\*'), 'Host' ('electronics-demo.vivocha.com'), 'Port' ('80'), 'SSL Port' (empty), and 'CS Cockpit URL' (empty). A large red 'SAVE' button is at the bottom.

7. and for **HTTPS** (default 443):

**SETTINGS** **REPORTS** VISITORS 0 WIDGETS 0 AGENTS 1 CONTACTS 0 HELP MEDIA LOGOUT MARIE WEBER

ACTIVATION ...  
USERS  
SHORTCUTS  
SERVICES  
APPLICATIONS  
SETTINGS  
EXIT

close

**hybris cockpit**

Application Name: hybris CS Cockpit

Use secure connection:

Load policy:  On click (when agent clicks application)

Tags: tag

Edit application

Username: admin

Password:

Host: electronics-demo.vivocha.com

Port: 80

SSL Port: 443

CS Cockpit URL:

**SAVE**

8. Set the URL of your **CS Cockpit (CAN BE INTERNAL )**

**SETTINGS** **REPORTS** VISITORS 0 WIDGETS 0 AGENTS 1 CONTACTS 0 HELP MEDIA LOGOUT MARIE WEBER

ACTIVATION ...  
USERS  
SHORTCUTS  
SERVICES  
APPLICATIONS  
SETTINGS  
EXIT

close

**hybris cockpit**

Application Name: hybris CS Cockpit

Use secure connection:

Load policy:  On click (when agent clicks application)

Tags: tag

Edit application

Username: admin

Password:

Host: electronics-demo.vivocha.com

Port: 80

SSL Port: 443

CS Cockpit URL:  http://10.26.34.82/cscockpit/

**SAVE**

9. Optionally you can tag your app (click [here](#) to see how to use tags)

The screenshot shows the 'Edit application' configuration page. On the left sidebar, under the 'APPLICATIONS' section, there is a 'Tags' item which is currently selected, indicated by a red border around its input field. The main form contains the following fields:

- Application Name:** hybris CS Cockpit
- Use secure connection:** A checkbox labeled 'On click (when agent clicks application)' is checked.
- Tags:** A single tag named 'hybris' is listed.
- Username:** admin
- Password:** (Redacted)
- Host:** electronics-demo.vivocha.com
- Port:** 80
- SSL Port:** 443
- CS Cockpit URL:** http://10.26.34.82/cscockpit/

A large orange 'SAVE' button is located at the bottom right of the form.



#### Save your settings

Don't forget to Save the configuration!

The hybris applications are now enabled on your account and they will be loaded into the Vivocha Console of your customer service representatives. Use the appropriate flag to disable the applications.

The screenshot shows the Vivocha application interface. On the left, there's a sidebar with various icons and sections: ACTIVATION ..., USERS, SHORTCUTS, SERVICES, APPLICATIONS, SETTINGS, and EXIT. The APPLICATIONS section is currently selected. The main area displays a list of applications with columns for STATUS, NAME, TAGS, and ACTIONS. The applications listed are: Customer Info, Customer History, Timeline, Shortcuts, Cobrowsing, Form Sharing, Transfer, Video, hybris App, and hybris Cockpit. The hybris Cockpit entry has a red minus sign icon to its left, indicating it can be removed.

## Vivocha Services

1. To add an engagement widget to your web site, you need to go to the Services page on your Vivocha account and **create a new Service**.

The screenshot shows the Vivocha commerce accelerator b2c electronic store website. At the top, there's a navigation bar with links for Welcome Richard, Your Account, Call us: +1 302 295 5067, Find a Store, Sign Out, and a shopping cart icon showing \$0.00. Below the navigation, there are language and currency dropdowns set to English and \$ USD, and a search bar. The main menu includes Brands, Digital Cameras, Film Cameras, Hand Held Camcorders, Power Supplies, Flash Memory, Camera Accessories & Supplies, and Special Offers. The page features a banner for 'BRANDS GALORE' with logos for SONY, SAMSUNG, hp, Canon, and Kodak Fujifilm. Below the banner, there are four camera product cards: Canon PowerShot A480, Sony Cyber-shot DSC-S930, Kodak EASYSHARE V1253, and Sony DSC-H20. To the right, there are two large promotional banners: one for 'HD FUN IN THE PALM OF YOUR HAND' featuring a Sony Cyber-shot camera, and another for 'WHAT COLOUR ARE YOU?' featuring a collection of colorful Sony Cyber-shot cameras. A blue 'LIVE HELP' button is located on the right side of the page.

- To make your service rely on customer segmentation, you can add an hybris Customer Segments proactive rule at the **third step** of the service configuration process. To add a new customer segment rule, click on "Add a new segment" and simply select it from the drop-down list.

The screenshot shows the Vivocha Service Electronic Site - VIP Customers interface. At the top, there are navigation links for SETTINGS, REPORTS, VISITORS (0), WIDGETS (0), AGENTS (1), and CONTACTS (0). On the right, there are links for HELP, MEDIA, LOGOUT, and a user profile for MARIE WEBER. The main content area has a title bar 'vivocha Service Electronic Site - VIP Customers' and a progress indicator 'Step 3/4: Activation Rules'. A modal dialog titled 'hybris Customer Segments' is open. It contains a brief description: 'This rule allows you to use Customer Segments defined by your hybris WMCS Cockpit with Advanced Personalisation to activate the service.' Below this, instructions say: 'To configure the rule, add one or more segments from your Vivocha component by writing them or selecting them from the dropdown list. The service will be activated when the visitor has fulfilled **any** of the defined segments.' There are two input fields: 'Application's Name:' with 'hybris App' selected, and 'Hybris Segment:' with a dropdown menu showing 'VIPCustomers' and 'valuableCustomers', where 'VIPCustomers' is checked. A button 'Add a new segment' is visible below the dropdown. The left sidebar lists other rule types: Activation Rules (selected), USERS, SHORTCUTS, SERVICES, APPLICATIONS, SETTINGS, and EXIT. The 'Engagement Rules' section is expanded, showing 'hybris Customer Segments' (selected), 'Time on Page', 'Engagement attempts Limit', and a 'Add a new Rule' button. The 'Media Rules' section is collapsed, showing 'Chat', 'CallBack Now', and 'Voice call from browser'.

#### **i** Multiple Applications

In case of multiple hybris applications defined, you need to select which integration will go and fetch the configured segments from the hybris Platform.



#### **hybris First**

To be available as an option for the hybris Customer Segment rule configuration, the corresponding Customer Segment Vivocha Component **MUST** be defined in your hybris Commerce first (via hMC or CMS Cockpit).



#### **Multiple Customer Segments**

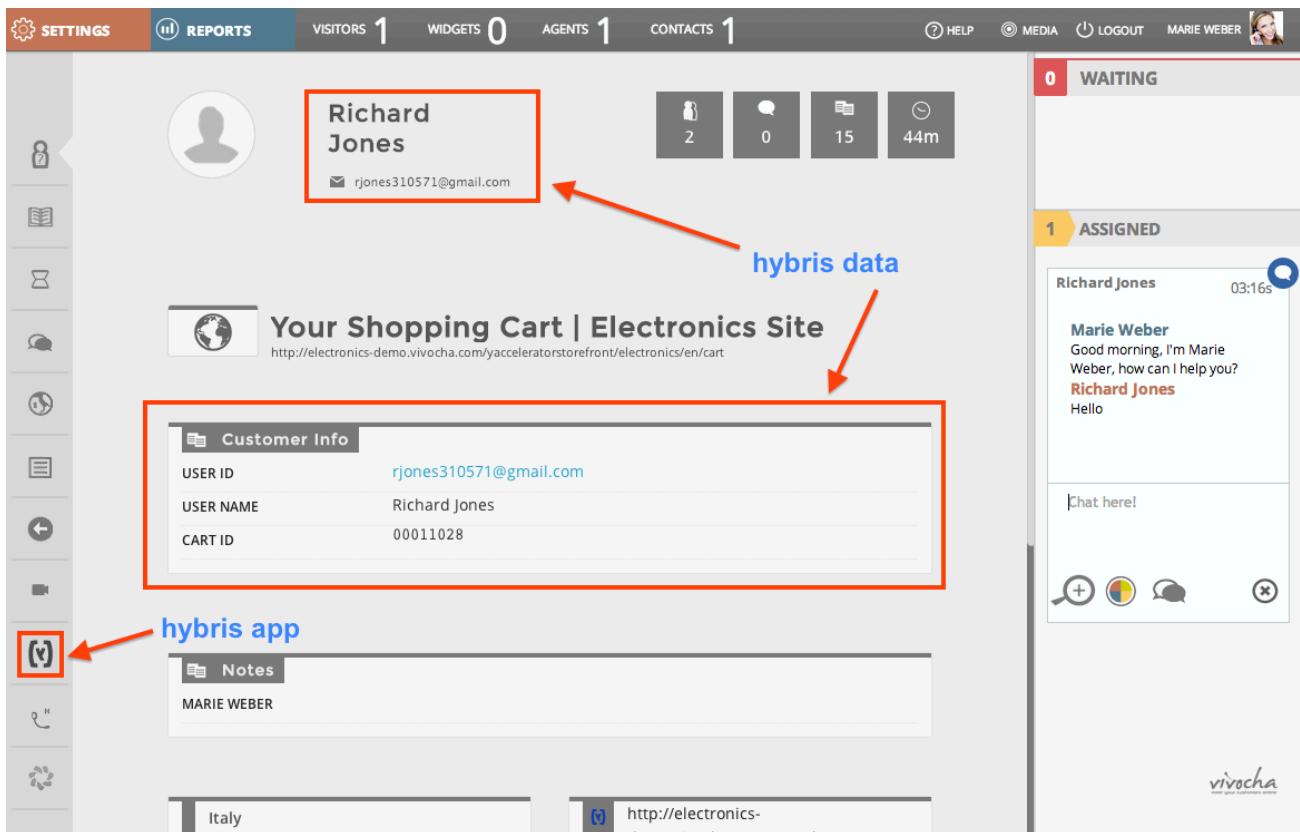
In case of multiple customer segments defined, the service will be activated when the visitor has fulfilled **ANY** of the configured segments.

# Using the hybris Console Integrations

Once your hybris Console Application is added, your CSAs will be able to use the integrations.

## hybris Application

- After having answered to an incoming contact (chat or voice call), the hybris data and the hybris app icon appear on the Vivocha Console.



- Clicking on the hybris icon in the toolbox, the agent can access a quick view of customer information, fetched from hybris via REST API.

The screenshot shows the hybris e-commerce software interface. At the top, there are navigation links: SETTINGS, REPORTS, VISITORS 0, WIDGETS 0, AGENTS 2, CONTACTS 1, HELP, MEDIA, LOGOUT, and MARIE WEBER. On the right, there are sections for WAITING (0) and ASSIGNED (1). The main area displays customer information for Richard Jones, a shopping cart with two items, and an order history showing one completed order.

**Customer info:**

- Richard Jones
- rjones310571@gmail.com
- Madison Ave  
10037 New York

**Cart info:**

Product	Qty	Price	Total
product "266685" with name "Battery Video Light"	1	154.5	154.5
product "898503" with name "1V"	1	2117.0	2117.0
Total: 2271.5			

**Order info:**

Status	Updated at	Ship	Total
COMPLETED	Jan 21 2014	11.99	408.87
Total: 408.87			

**Assigned Chat:**

**Richard Jones** 18:29s  
Marie Weber: Good morning, I'm Marie Weber, how can I help you?  
**Richard Jones**: Hello

Chat here!

Icons for search, filters, and other chat functions are visible at the bottom right.

- Thanks to the integration, CSAs (e.g. personal shoppers) can access the information needed to understand customers' needs and deliver highly personalised customer service, increasing satisfaction and boosting sales.

Information available to agents are detailed in the picture below.

Hybris e-commerce software interface showing customer information, cart items, and order history.

**Total cart value:** 2271.50

**Previous orders total value:** 408.87

**Instant filters:** Filter search bar.

**Customer info:**

- Richard Jones
- rjones310571@gmail.com
- Madison Ave
- 10037 New York

**Cart info:**

Product	Qty	Price	Total
product "266685" with name "Battery Video Light"	1	154.5	154.5
product "898503" with name "1V"	1	2117.0	2117.0
Total: 2271.5			

**Order info:**

Status	Updated at	Ship	Total
COMPLETED	Jan 21 2014	11.99	408.87
Name	Qty	Price	Total
product "1432722" with name "Gigashot K80H"	1	396.88	396.88
Total: 408.87			

**Assigned Chat:**

- Richard Jones (47:15s): Good morning, I'm Marie Weber, how can I help you?
- Marie Weber (Hello): Hello

**Chat here!**

- Agents can expand/collapse products and orders description by clicking on an item's name.

Hybris e-commerce software interface showing expanded product details.

**Detailed product description:**

product "898503" with name "1V"

- Wide-area 45-point AF
- Maximum continuous shooting speed of 10fps
- Ultra tough & durable magnesium alloy casting
- E-TTL/A-TTL/TTL autofocus metering with Speedlites
- Optional EOS Link software allows downloading of shooting data

**Customer info:**

- Richard Jones
- rjones310571@gmail.com
- Madison Ave
- 10037 New York

**Cart info:**

Product	Qty	Price	Total
product "266685" with name "Battery Video Light"	1	154.5	154.5
product "898503" with name "1V"	1	2117.0	2117.0
Total: 2271.5			

**Order info:**

Status	Updated at	Ship	Total
COMPLETED	Jan 21 2014	11.99	408.87
Name	Qty	Price	Total
product "1432722" with name "Gigashot K80H"	1	396.88	396.88
Total: 408.87			

**Assigned Chat:**

- Richard Jones (34:29s): Good morning, I'm Marie Weber, how can I help you?
- Marie Weber (Hello): Hello

**Chat here!**

## Privacy

The hybris Console Application does **NOT** save any data into Vivocha databases, with the exception of the following info (if available):

- cart id
- customer id
- customer name
- customer first name
- customer last name

Shopping information are provided to CSAs in real time to make them easier and faster to understand and quickly resolve customers' problems.

## hybris Customer Service Cockpit

1. With hybris Customer Service Cockpit fully integrated inside the Vivocha Console, your reps will be able to deliver live help, customer service and sales support within one integrated UI.

The screenshot shows the hybris Customer Service Cockpit integrated into the Vivocha console. The top navigation bar includes links for SETTINGS, REPORTS, VISITORS (0), WIDGETS (0), AGENTS (2), CONTACTS (1), HELP, MEDIA, LOGOUT, and MARIE WEBER. The main interface is divided into several sections:

- Call Context:** Displays details like Site (Electronics Site), Customer (Richard Jones), Order (No Order Selected), Ticket (No Ticket Selected), and Currency (US Dollar [\$]). A red arrow points to the microphone icon in the bottom left of this section.
- Ticket Pool:** Shows a search bar and a list of results.
- Cart:** Displays items in the shopping cart for Richard Jones (00011028).

Unit Price	Total Price	Qty	Actions
\$2,117.00	\$2,117.00	1	Update Cart

**Product Details:** - Wide-area 45-point AF  
- Maximum continuous shooting speed of 10 fps  
- Ultra tough & durable magnesium alloy casting  
- E-TTL/A-TTL/TTL autoflash metering with Speedlites  
- Optional EOS Link software allows downloading of shooting data

**Features:** View Product Page

Unit Price	Total Price	Qty	Actions
\$154.50	\$154.50	1	Update Cart

Prices and totals are GROSS, they include the sales taxes.

**CHECKOUT**

**Help:** In the cart widget you can inspect your shopping cart.

**Search Result:** No Results

**Assigned:** Richard Jones (1:21:32) - Marie Weber: Good morning, I'm Marie Weber, how can I help you? Richard Jones: Hello

**Waiting:** 0

At the bottom right is the Vivocha logo.

## Summary

In this trail you have learned how to extend your hybris Commerce Suite ver. 5.x with Vivocha.

- Adding Vivocha Extension to hybris Platform
- Using new Vivocha CMS Components through your hMC or WCMS Cockpit
- Configuring Vivocha account and services for customer engagement

- Wielding Vivocha Console to make customers happy and satisfied.