Alcatel-Lucent Enterprise – Click to Connect

Release – 2.20.5

Administration and Installation Guide

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Alcatel·Lucent Enterprise

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2. Legal notice

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3. Document History

Edition	Date	Changes / Comments / Details

4. Terminology

Acronym	Signification

5. Overview

This document describes the administration needs for the integration of Rainbow as a chat service in the ALE web site.

6. Architecture

The application is divided in two parts:

- A web application hosted in a web server and running in browser. It communicates with the server and with Rainbow.
- A server that creates the chat bubble, search an agent according to the skills requested and his availability. Then it adds the agent to the bubble if found.

7. Prerequisites

7.1 Admin Rainbow account

The system needs a Rainbow account to do the role of bot:

- create the “on the fly” guests
- create the bubbles
- invite the agents and the guests into the bubbles

This account needs to have the **company admin right** to create guests. This admin account can’t be used as agent.

7.2 Agents

Agents are Rainbow accounts. They must be created and **need to be in the admin contact list.**
Agents can be invited through the admin portal: see Agents.
The admin must be able to add the agents, the agents must be visible by the admin.

Notes:
Bot and agents could be in different companies if they are visible.
Information on company administration can be retrieved here: https://support.openrainbow.com/hc/en-us/sections/201347304-Company-Administration

8. Compatibilities

Todo…

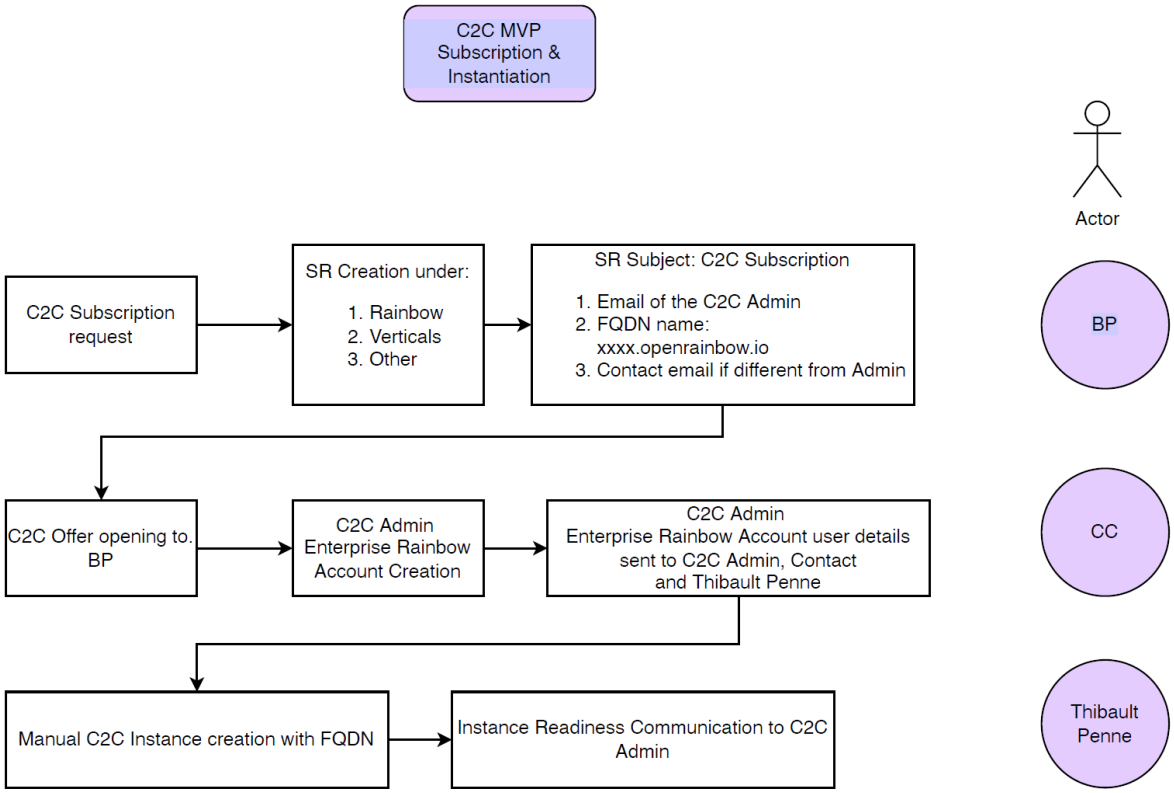
9. Installation

9.1 Data

In order to be deployed, the following data must be collected:

Data	Description	Example
FQDN	End of the Domain name is provided by ALE. Ends with .openrainbow.io	https://yourchoice.openrainbow.io
Admin Rainbow	The Rainbow account is an admin Rainbow for the customer company with an enterprise license. The Customer Rainbow company must be created. The agent that process the chat interaction belongs to that company.	admin.dfsr@mydomain.com
Password Rainbow	Password of the admin account	

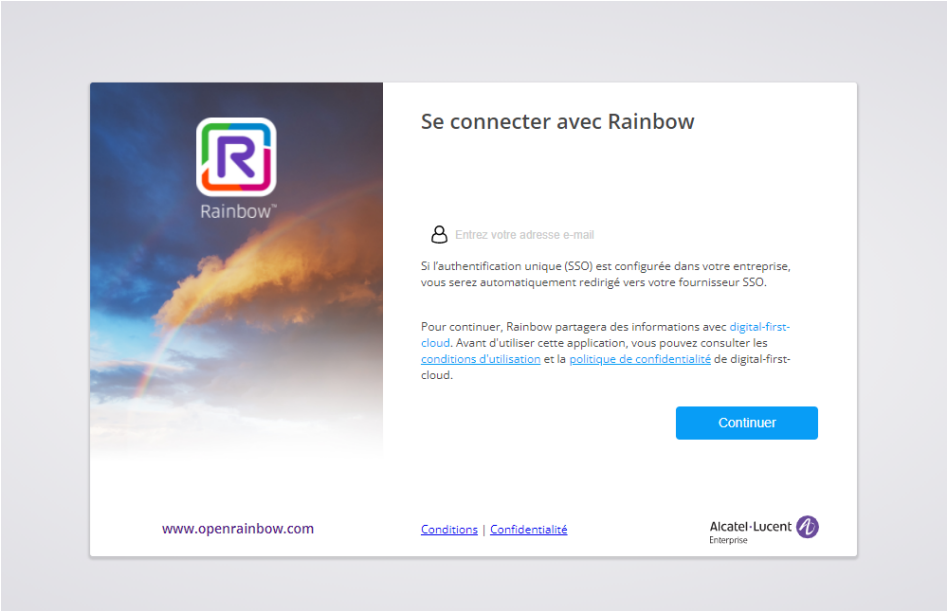
9.2 Process



10. Configuration

10.1 Admin site

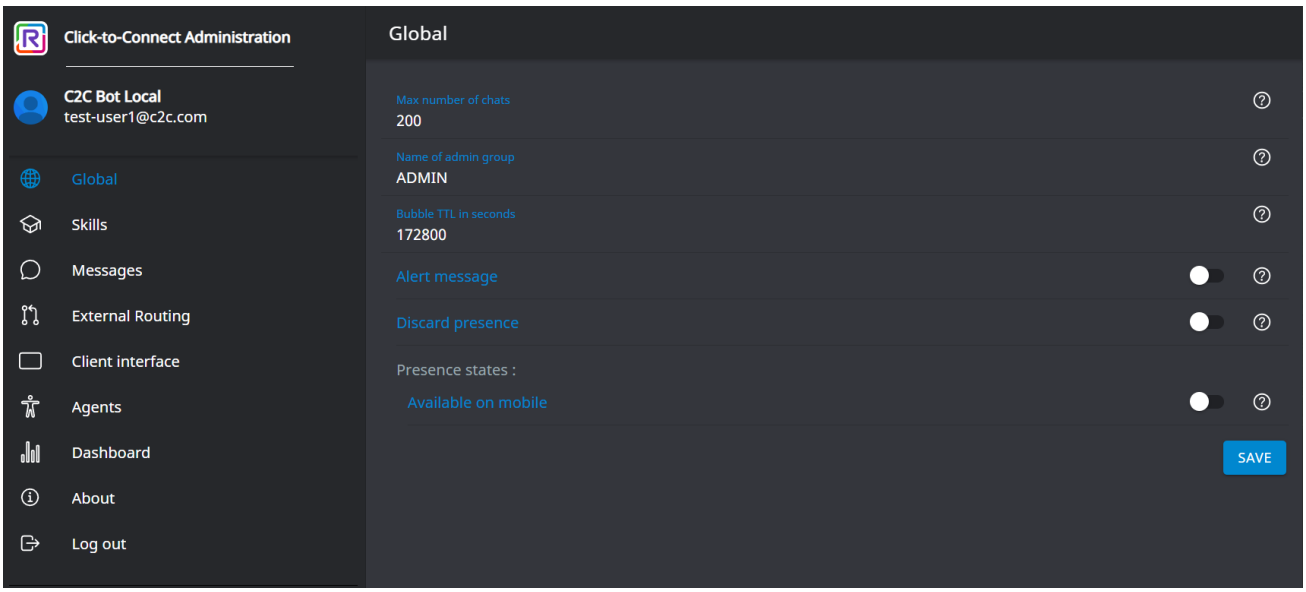
Configuration of the solution is possible through the admin portal: https://click-to-connect-admin.openrainbow.io



- Use the Rainbow bot credentials to log in. You must authorize the application Click-To-Connect to access to your rainbow information.

The parameters are splitted in several categories:

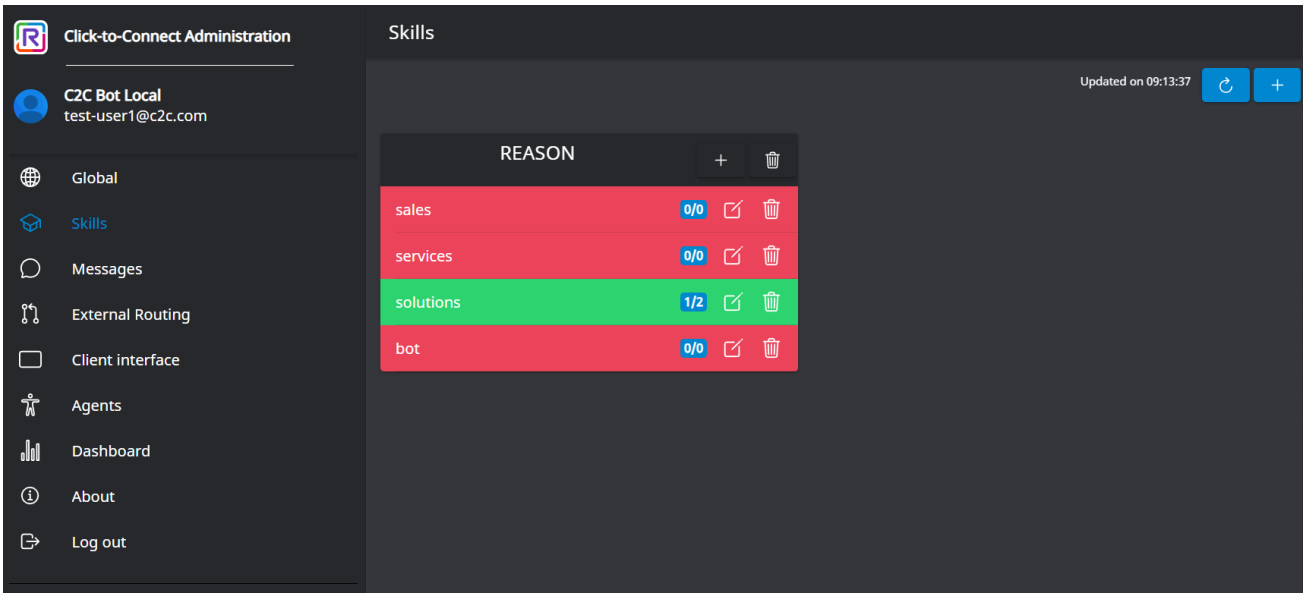
10.1.1 Global



Parameter	Description	Default value
Max number of chats	This is the number of chat interaction open with the solution. An interaction is a Rainbow bubble. When the max number is reached, the agent is considered busy and no more interaction is routed to him.	2
Name of admin group	Group of the people that can manage the solution and receive the daily interaction tickets. The management of the assignation of the user to that group is done by the admin Rainbow account of the solution.	ADMIN
Bubble TTL in seconds	Duration of an active interaction. Every night, all the bubbles older than this age are deleted automatically.	86400
Alert message	Permits to present the new interaction with an alert message that makes sound and display a popup.	Disabled
Discard presence	Do not take into account presence in agent selection. Agent is selected even if he is on phone, awai, in a meeting, with max number of chats… but no offline.	Disabled
Presence states / Availaible on mobile	Consider agent's mobile presence as avaible	Disabled

10.1.2 Skills

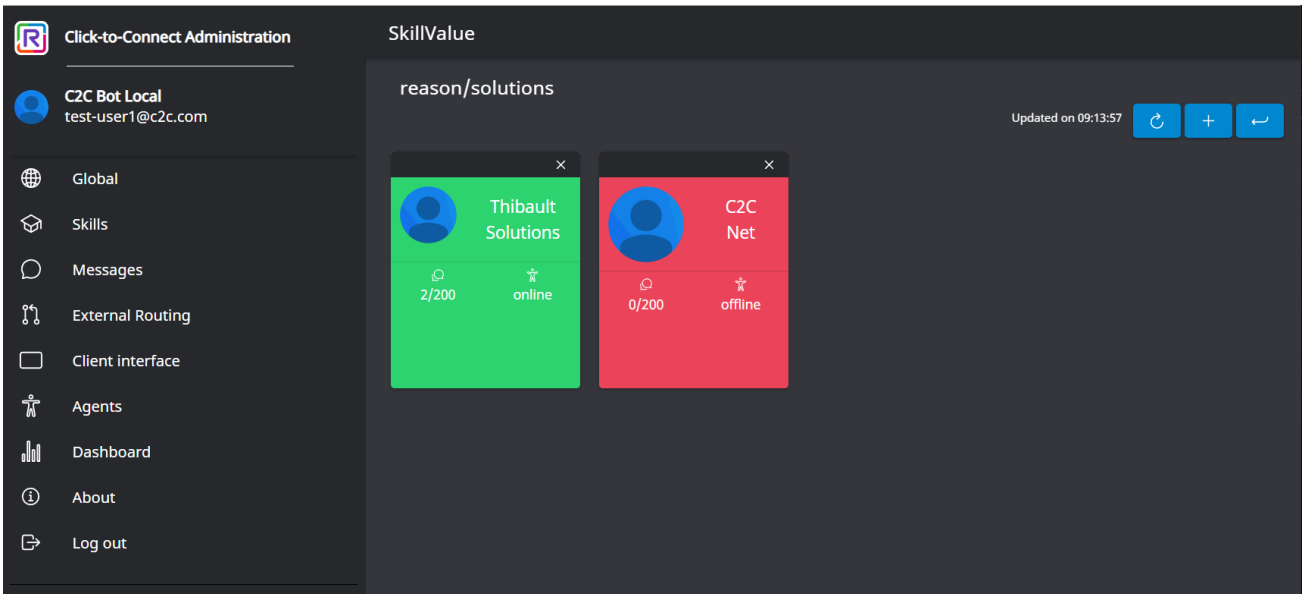
This permits to define the list of skills used to route the interactions.



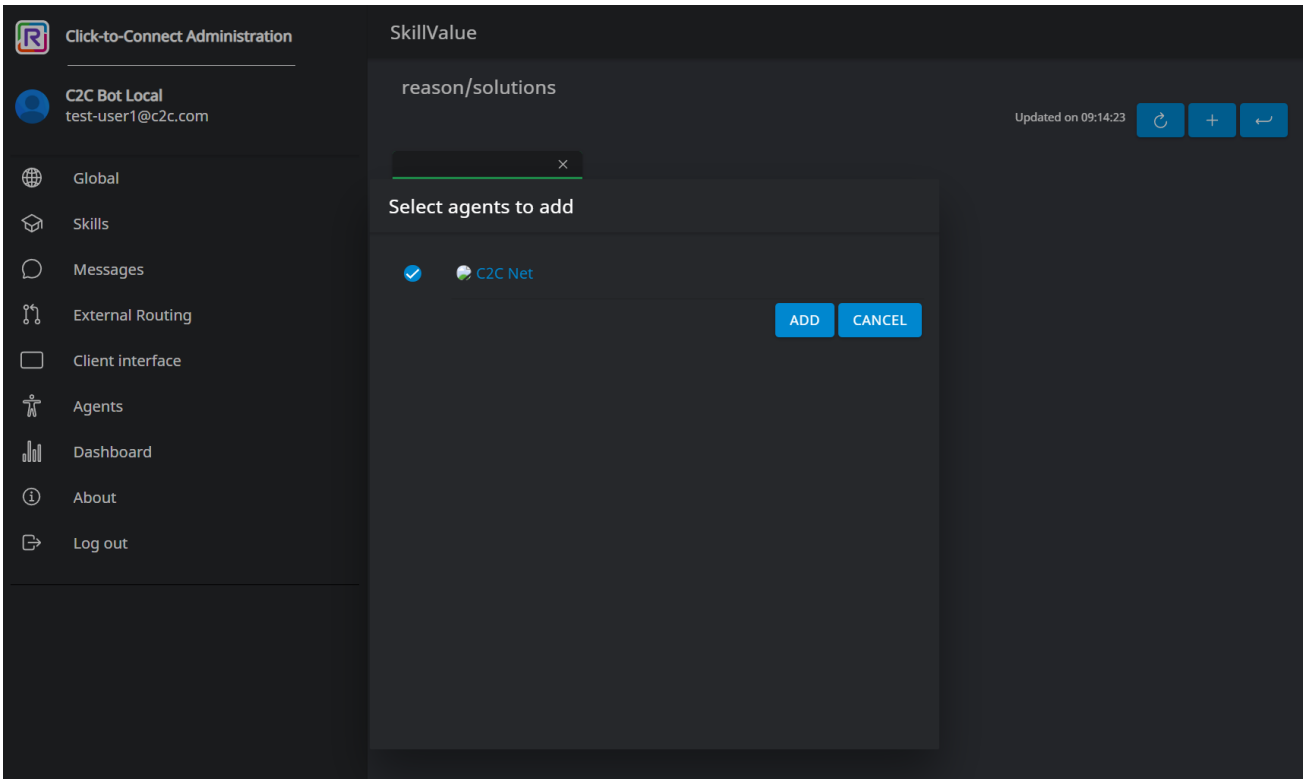
Each skill is identified with a key (ex:reason, language). For each skill, you can define a list of skill values. A skill value is identified with a key (ex: sales, services, solutions or bot for the skill reason). A skill value includes 2 properties:

- Group name: the name of the Rainbow group. The management of the assignation of the agent to the group is done by clicking on the skill value item.
- Bot group: if you select this option, the parameter "Max number of chats" is not considered. It is used to manage bots groups.

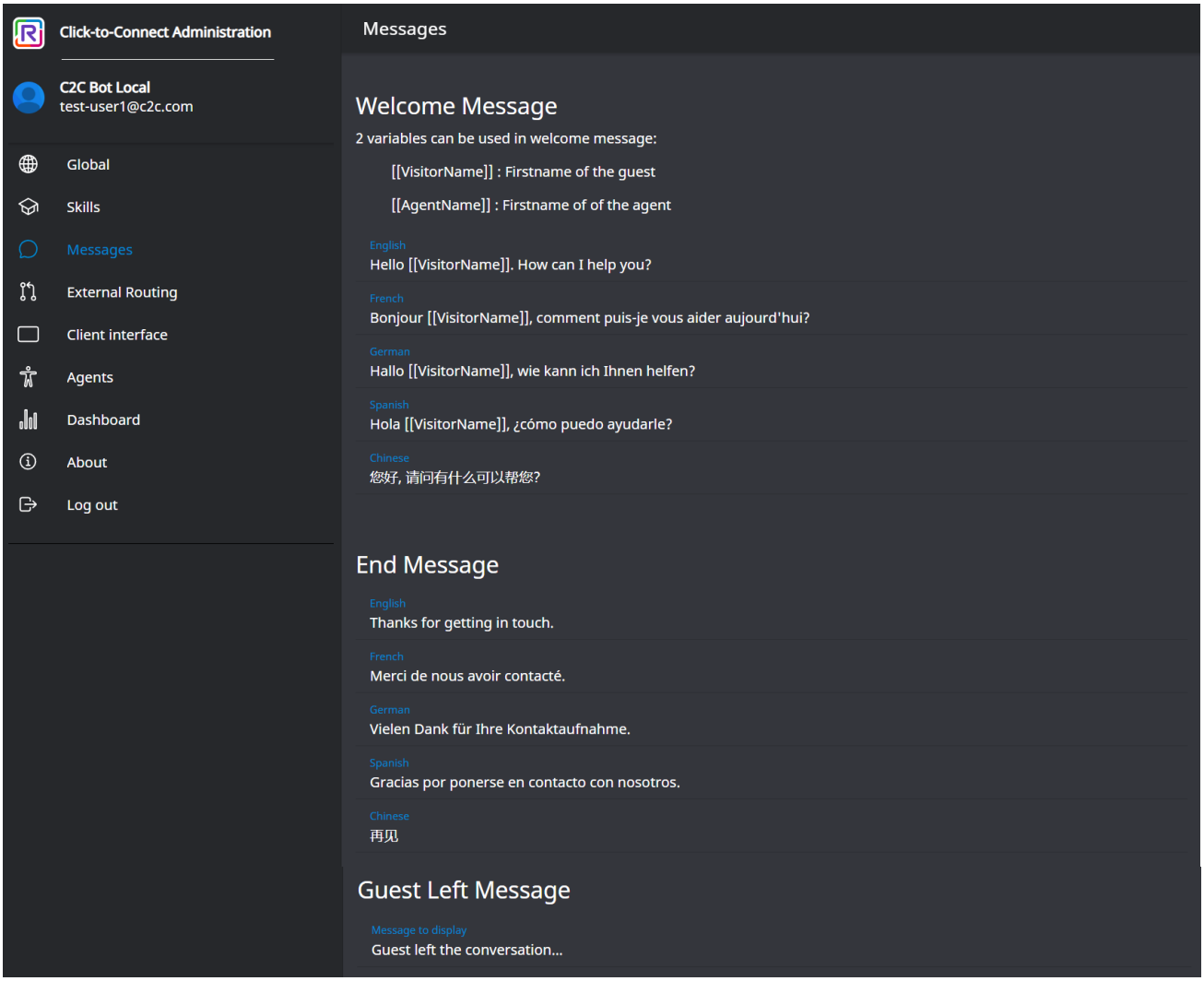
If you click on a skill value, you see the list of agents in this group and their status.



You can remove an agent from the group by clicking on the cross in the top of the agent card.
You can add an agent in the group by clicking on the + button.

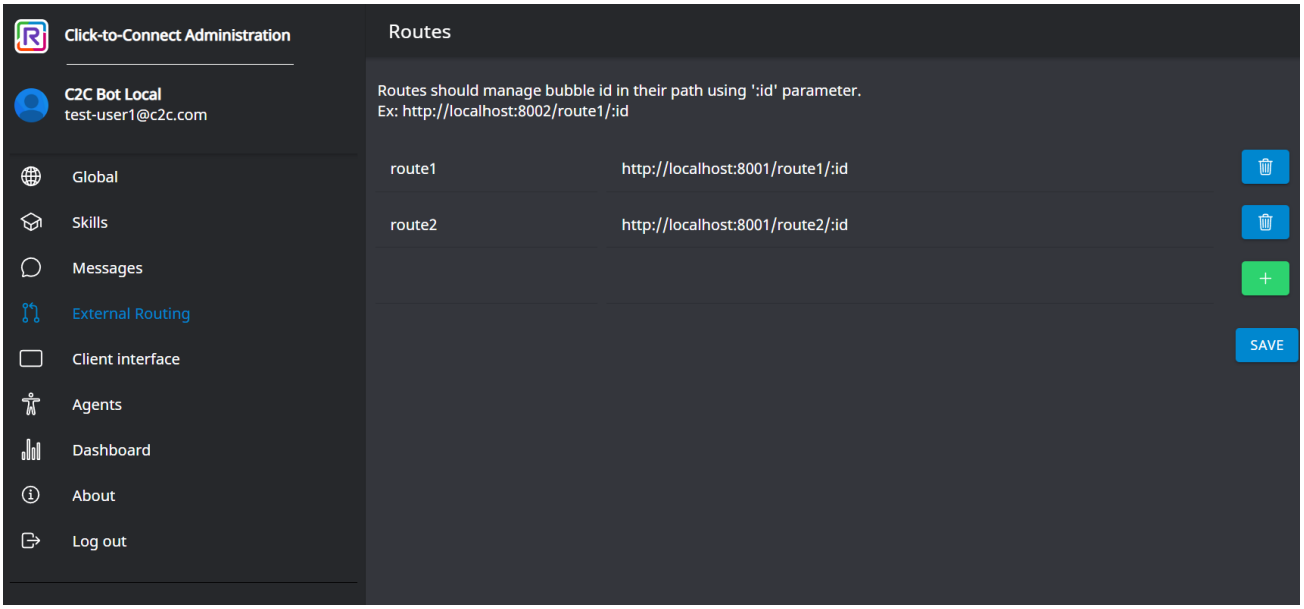


10.1.3 Messages



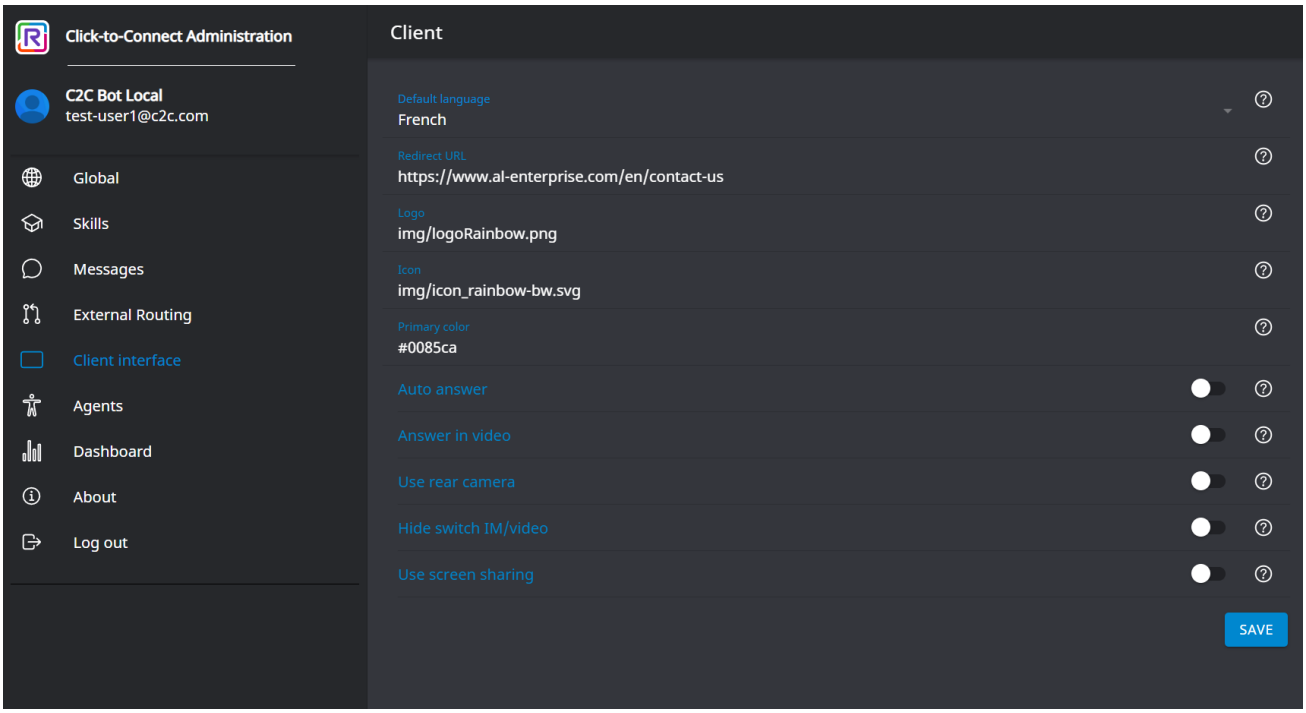
Welcome message and End message are the messages automatically provided when the surfer is connected and ended to/by an agent.
Guest left message is provided when the guest is disconnected.

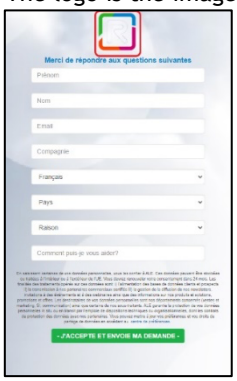
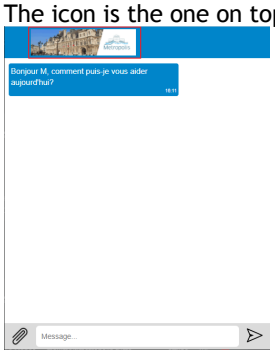
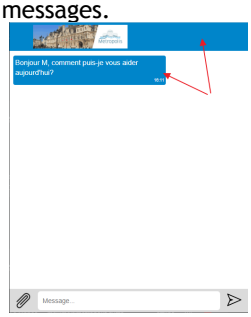
10.1.4 External routing



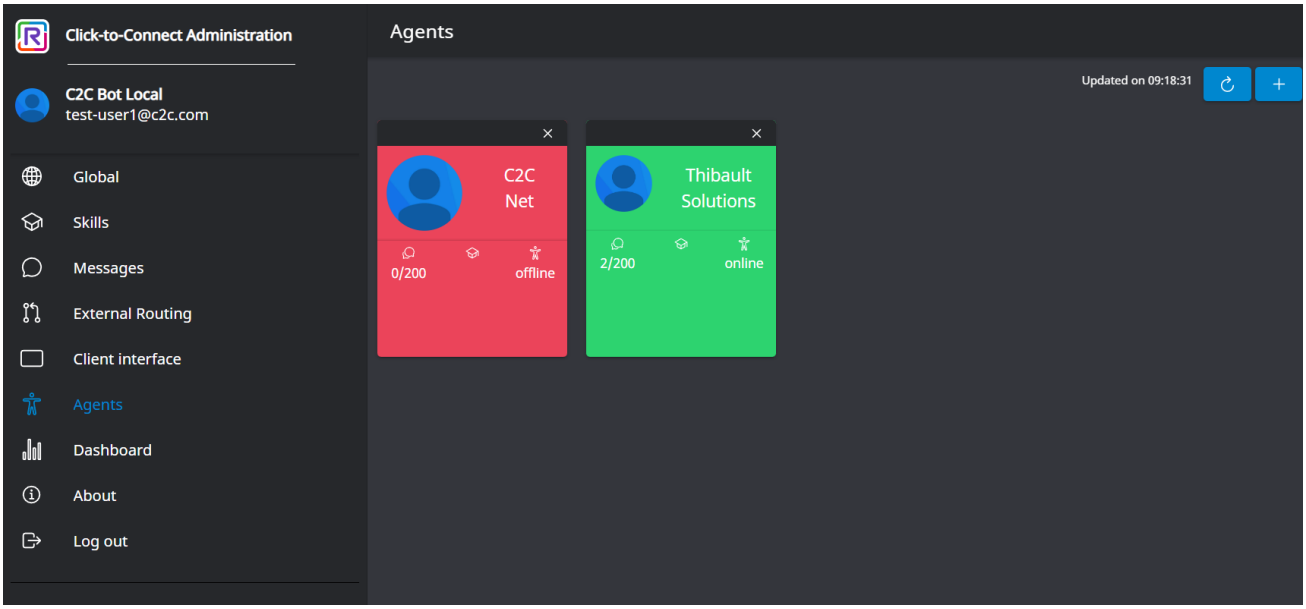
That is an option that permits to request to an external router to provide the email address of the selected agent.

10.1.5 Client interface

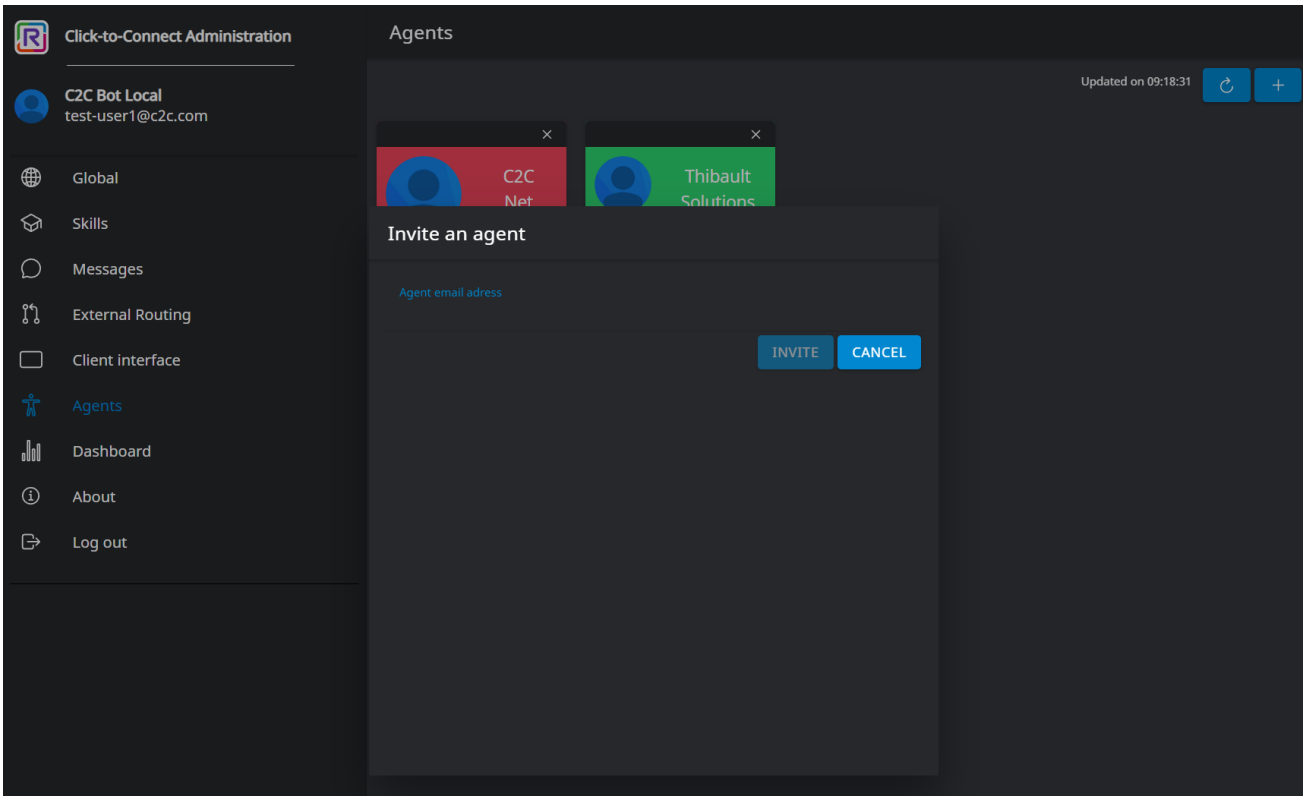


Parameter	Description	Default value
Default language	The default language of the interface when the surfer browser language is not recognized by the solution for the welcome message and end message.	English
Redirect URL	When no agent are available to process the interaction (all busy or unavailable) the surfer is redirected to a page with a Contact button. The Contact button redirects the surfer to that URL.	
Logo	The logo is the image on the top on the collection for 	img/logoRainbow.png
Icon	The icon is the one on top of the chat window 	img/icon_rainbow-bw.svg
Primary color	The primary color is the one used as background color on the top of the chat window and for the background of agent messages. 	#0085CA
Auto answer	Permits to enable automatic answer of the surfer	Diasbled
Answer in video	Permits to answer automatically with the camera of the surfer activated	Disabled
Use rear camera	Permits to use the rear camera of the surfer during video call	Disabled
Hide switch IM/video	Permits to hide the button that permits to switch between call and IM modes	Disabled
Use screen sharing	Permits to share your screen on desktop (Add a dedicated button on conference call interface)	Disabled

10.1.6 Agents



The agents can be removed from the solution by clicking on the cross at the top of the agent card. Note that agents that are in this list but not configured in a group don't receive any interactions.
To invite a new agent, click on the + button and fill the email of the agent to send the invitation:



11. Administration

11.1 Supervision

Administrator can connect with the rainbow account in Rainbow standard client. He has a full view of all the sessions created. All the sessions can be supervised in the list of bubbles.

11.2 Skills

Selection of available agent can be based on one or more skill. If several skills are used, agent must be affected to as many skills as skills configured.
These skills are represented by contacts lists in Rainbow administrator account. To be selected, an agent must be in all the lists corresponding to the skills needed. Rainbow administrator should have as many contacts list as there are skills:

Ex with skills configured with language only: a guest chooses Spanish language in form, he will get in touch with one of available agents declared in Spanish contact list.

Ex with skills configured with reason only: a guest chooses Sales reason in form, he will get in touch with one of available agents declared in Sales contact list.

Ex with skills configured with languages and reason: a guest chooses Spanish language and Sales reason in form, he will get in touch with one of available agents declared in Sales contact list **AND** Spanish contact list.
Contacts lists can be managed in menu Contacts, then in My lists.
Each change in contacts lists is automatically considered.

11.3 Admin group

In the same way of skills, a special group is dedicated to select admin accounts. The name of the group is ADMIN by default but can be changed by the admin interface.
Each member of the group receives daily tickets reports each night.

11.3.1 Commands

Each member of the group is authorized to send admin commands to the bot in direct conversation(P2P).
Commands and their description are displayed thanks to #help command.

12. Agents commands

The following commands can be executed by an agent when he is in conversation with a guest:

12.1 Transfer to another agent

The transfer to another agent is possible with the following command:

#transfer|agentEmail

Where *agentEmail* is the email of the agent to transfer to. Agent must be also in the list of contacts of the administrator and must be available.
If the agent is unknown from the admin, the message "Transfer is not possible – Error inviting *agentEmail*" is sent back and no transfer is performed
If the agent is known but unavailable, the message "Transfer is not possible – Agent *agentEmail* is not available" is sent back

12.2 Transfer to a skill

The transfer to skill is possible with the following command:

#transfer|skillValue

Where *skillValue* is one of the skills values.
If no agents with this skill is available, the message "Transfer is not possible – No agent available found with this skill" is sent back

12.3 Request a link

Agent can request a meeting link with him. He needs to ask directly to type this command in the conversation with the bot:

#link *#link|firstname|lastname|bubbleName|bubbleDesc*

A new bubble is created and the agent is directly invited to this bubble. A link is sent in response that permits to another person to join.
Firstname, lastname, bubbleName and bubbleDesc is used to create guest and bubble. These parameters are optional.

12.1 Add info to the bubble

Agent can add info in bubble that is not visible by the guest. That permits to give info before a transfer for example. The information must start with #info:

#info myInfo

13. API

API is available to:

- Create a meeting link based on skills or agent and/or on an existing bubble (1 to 1)
- Create a meeting link without agent (multiple clients)
- Add an agent in a bubble
- Get availability of agents by skills names and skill values
- Delete all bubbles

The credentials to authenticate is provided by ALE.

API documentation is available at {BASE_URL}/server/api-docs/#/

14. Optional features

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END OF DOCUMENT