# **Chat / WhatsApp Connectors**

## Introduction

The CHAT role is used for conducting chat sessions with agents from external websites. In addition, the CHAT role can also be converted into a WhatsApp Connector with the provider TynTec. This allows clients to offer their customers the option to send requests through WhatsApp, instead of a Web-Based CHAT. Chat and WhatsApp Connectors can be used in parallel.

## Requirements

- The jtel Chat Module
- The installation can either be done in parallel with an already existing web server or load balancer with a corresponding RAM extension of about 4 GB per server or on a separate server

## Configuration

## Creating a new Chat Connector

A new Connector can be created via the web-interface. Logged in as a Client Administrator, navigate to "Menu Chat Chat Connectors" and press "new". In the resulting popup, the assigned Client ID is shown, as well as the fields to provide a name and title for the Connector.

After clicking "Save", you can enter the configuration page by clicking "Edit" on the Connector.

#### Settings

#### Master Data

Field	Explanation	
Client ID	ID of the client in which the Connector is created	
Name	Name of the Connector	
Title	Title of the Connector	
WhatsApp	When inactive, the Connector is a Chat Connector	
	When active, the Connector functions both as a Chat and a Whatsapp Connector	

#### Distribution

Field	Explanation
ACD Group	The ACD-Group inside which the events are distributed
Max Chats all Agents	The maximum amount of simultaneous chat events that can be handled by the Connector amongst all agents in the configured ACD-Group

Priority	The priority of incoming chat events. Used primarily when more than one Connector is attached to the same ACD-Group
Maximum connect wait time (s)	The amount of time that can pass before an agent must have opened the incoming chat event by pressing on the indicator. If the configured value is exceeded, the event will be redistributed to another agent
Maximum agent answer time (s)	The amount of time that can pass before the agent has sent the first reply to the customer. If the configured value is exceeded, the event will be redistributed to another agent
Maximum free agent search time (s)	The maximum amount of time the system will search for an available agent. If the configured value is exceeded the event will be closed and the customer will be informed
Skill 1	The first skill which can be attached to incoming events.
Minimum Skill 1	The minimum value of skill 1 required by an agent to have the event distributed to him
Ignore skill 1 after timeout (s)	The amount of time that will pass until skill 1 is ignored and not considered in event distribution
Skill 2	The second skill which can be attached to incoming events.
Minimum Skill 2	The minimum value of skill 2 required by an agent to have the event distributed to him
Ignore skill 2 after timeout (s)	The amount of time that will pass until skill 2 is ignored and not considered in event distribution
Skill 3	The third skill which can be attached to incoming events.
Minimum Skill 3	The minimum value of skill 3 required by an agent to have the event distributed to him
Ignore skill 3 after timeout (s)	The amount of time that will pass until skill 3 is ignored and not considered in event distribution
Ignore Skills after timeout (s)	The amount of time that will pass until all configured skills are ignored and not considered in event distribution
Ignore skills if no agents with skills available	If checked, skill distribution will be inactive when no agents with the required skills are available in the ACD-Group

## Code

Example Configuration
-----------------------

```
Configuration
```

```
"noAgents": "Sorry, currently there are no agents available. Please try again later.",
"noAgents#de": "Es tut uns leid, aber derzeit sind keine Agenten verfügbar. Bitte probieren Sie etwas später nochmal.",
"outOfService": "Sorry, but the service is not available at the moment.",
"outOfService#de": "Es tut uns leid, aber der Service steht derzeit nicht zu Verfügung",
"agentTyping": "Agent $agent is typing...",
"agentTyping#de": "Agent $agent schreibt ....",
"bye": "Thank you for using our service. Goodbye.",
"bye#de": "Danke, dass Sie unseren Service genutzt haben. Auf Wiedersehen.",
"byeNoAgent": "Sorry, currently there are no agents available. Please try again later.",
"byeNoAgent#de": "Es tut uns leid, aber derzeit sind keine Agenten verfügbar. Bitte probieren Sie etwas später nochmal.",
"welcomeMessage#de": "Herzlich willkommen!.",
"editorPlaceholder#de": "Geben Sie Ihre Nachricht hier ein."

}
```

#### Explanation:

noAgents	When no agent is available, the configured message is sent to the customer.	
outOfService	When the service is not available at the moment.	
agentTyping	When the agent enters a response to the customer, the customer is informed by a notification in the chat window.	
	In this resource the placeholder \$agent can be used. It will be replaced with agent nick name and if the field is empty with UsersUID.	
	WhatsApp	
	This message is not displayed to customers who use WhatsApp	
bye	When the chat event is closed, the configured message is sent to the customer.	
byeNoAgent	When no agent is available, the configured message is sent to the customer.	
welcomeMessage	After a customer has sent a message and opened a new event, the configured message is sent to the customer.	
editorPlaceholder	This message is displayed to the customer after the window for chat is opened at the external website.	
	WhatsApp	
	This message is not displayed to customers who use WhatsApp	

## 

#### REST

#### Token Post

Field	Example Configuration
Url	https://myrestservice.example.com/service/GetToken
Header	Cache-Control: no-cache Content-Type: application/x-www-form-urlencoded; charset=UTF-8 Authorization: Basic XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Body	grant_type=client_credentials&redirect_uri=https://myrestservice.example.com/service/api/v1/Customers/Contacts

### Report Export Post

Field	Example Configuration
Url	https://myrestservice.example.com/service/api/v1/Customers/Contacts

Header	Cache-Control: no-cache Content-Type: application/json Authorization: Bearer \$tokenResponse.body.JSON.access_token
Body	{"CustomerNumber":"\$chatConnector.id", "XMLCodedData":"\$xmlTemplate.encoded.base64"}
Xml Template	<pre><?xml version="1.0" encoding="utf-8"?> <chatreport> <size>\$report.bytes</size> <content>\$report.encoded.base64</content> </chatreport></pre>

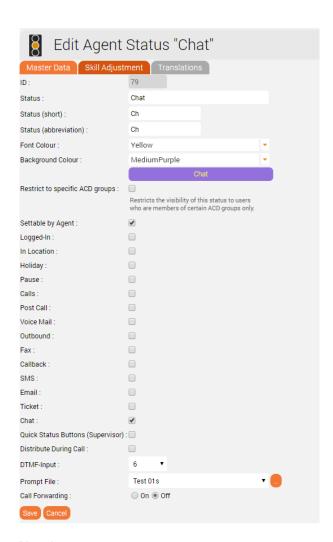
See also: Chat Report Export

# Portal Configuration

Additional configuration in the portal is necessary, regarding the distribution of Chat and WhatsApp events

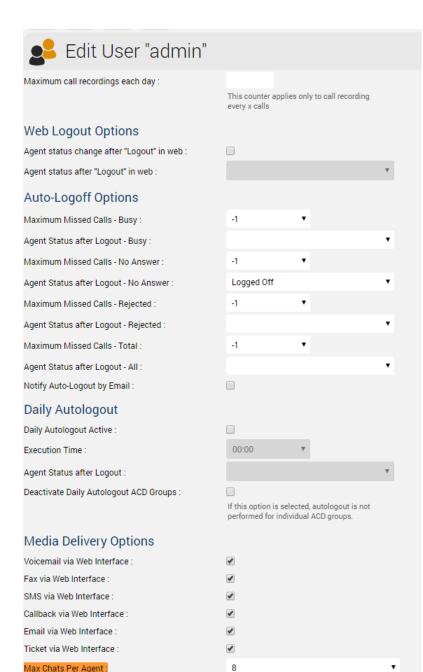
### Agent Status

Agent status for chat - or an existing status - must be configured to allow a chat event to be distributed to the agent:



## Max chats per agent

The maximum number of parallel chats per agent must be configured. This value is set to 0 by default for all agents. The checkmark at "Ticket via Web Interface" has to be checked.





# Additional configurations for WhatsApp

Additional parameters are required for WhatsApp connectors

#### Master Data

Field	Explanation
WhatsApp	When active, the Connector is changed to a WhatsApp Connector
Whatsapp ApiKey	The TynTec API Key is entered in this field
Whatsapp Number	The phone number is entered in E.164 format

The additional configuration required on the server side is described here: Role CHAT