

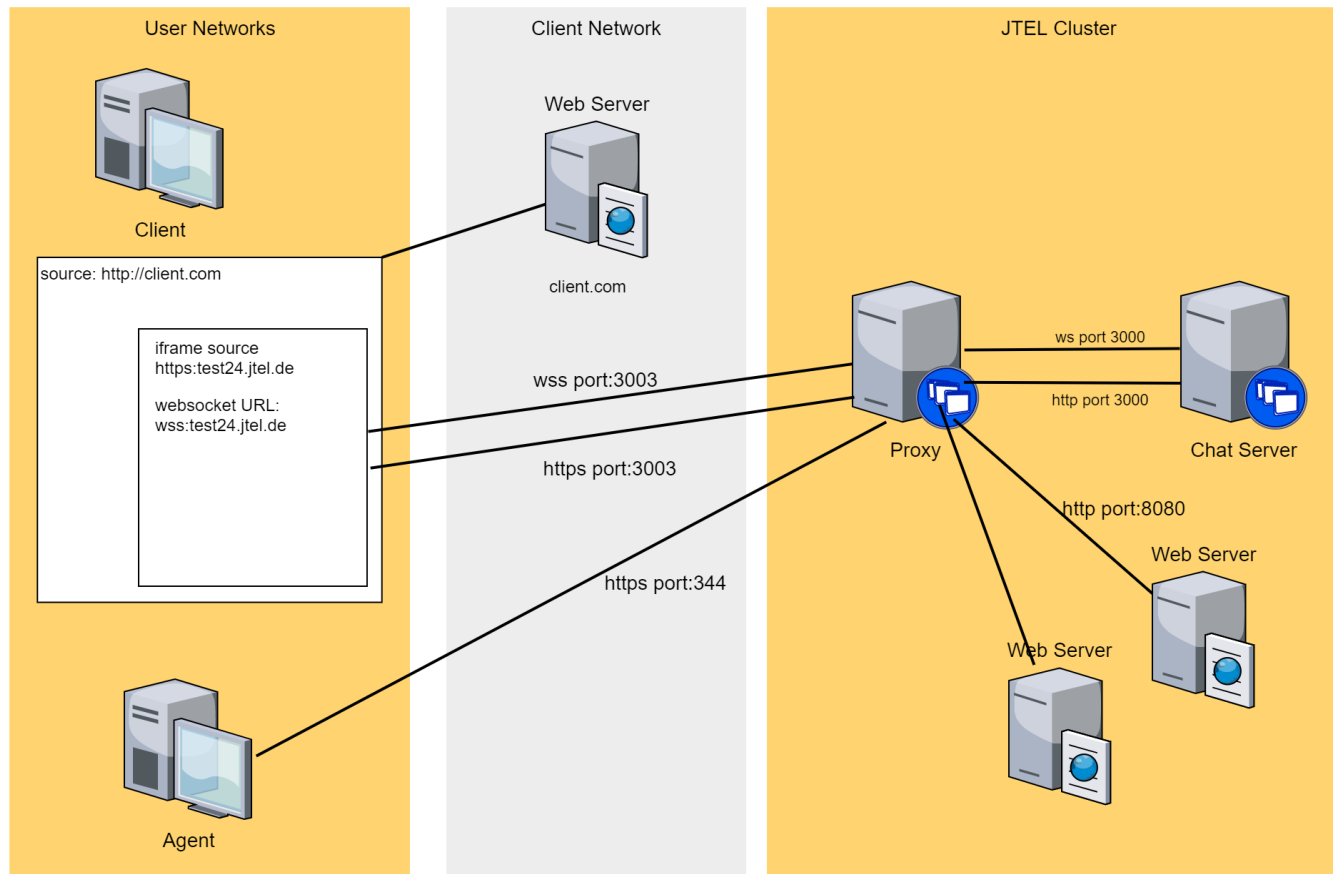
Chat Protocol

The JTEL chat server implementation is based on the websocket protocol. The JTEL chat server ClientMessenger is used to implement chat channel between ACD Agent and Client.

Same Origin Policy

There is a limitation by using wss protocol described in [Same-Origin-Policy \(https://de.wikipedia.org/wiki/Same-Origin-Policy\)](https://de.wikipedia.org/wiki/Same-Origin-Policy)

jtel Chat Architecture



Reference Implementation

See [JTEL chat integration](#) in Bitbucket

Haproxy configuration to bypass same origin policy

```
frontend ft_web
  bind 10.42.22.32:8080 name http
  maxconn 10000

  acl PATH_portal path_beg -i /CarrierPortal
  acl PATH_chat path_beg -i /gui /ws /rest /chatInit /upload /download

  use_backend bk_web if PATH_portal
  use_backend bk_cm if PATH_chat
  default_backend bk_web

backend bk_cm
  balance roundrobin
  server webserv1 10.42.22.31:3000 maxconn 10000 weight 10 cookie webserv1 check

backend bk_web
  balance roundrobin
  server webserv1 10.42.22.32:8081 maxconn 10000 weight 10 cookie webserv1 check
```