

NETOP®

Live GUIDE™

Live Chat for Customer Engagement

Live Guide Call Button API



Netop develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet. For more information, see www.netop.com.

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1 Overview

The main purpose of the **Call Button API** is to retrieve additional information regarding the callers who initiate calls from within a website by clicking the Live Guide call button and display that information in the Operator Console.

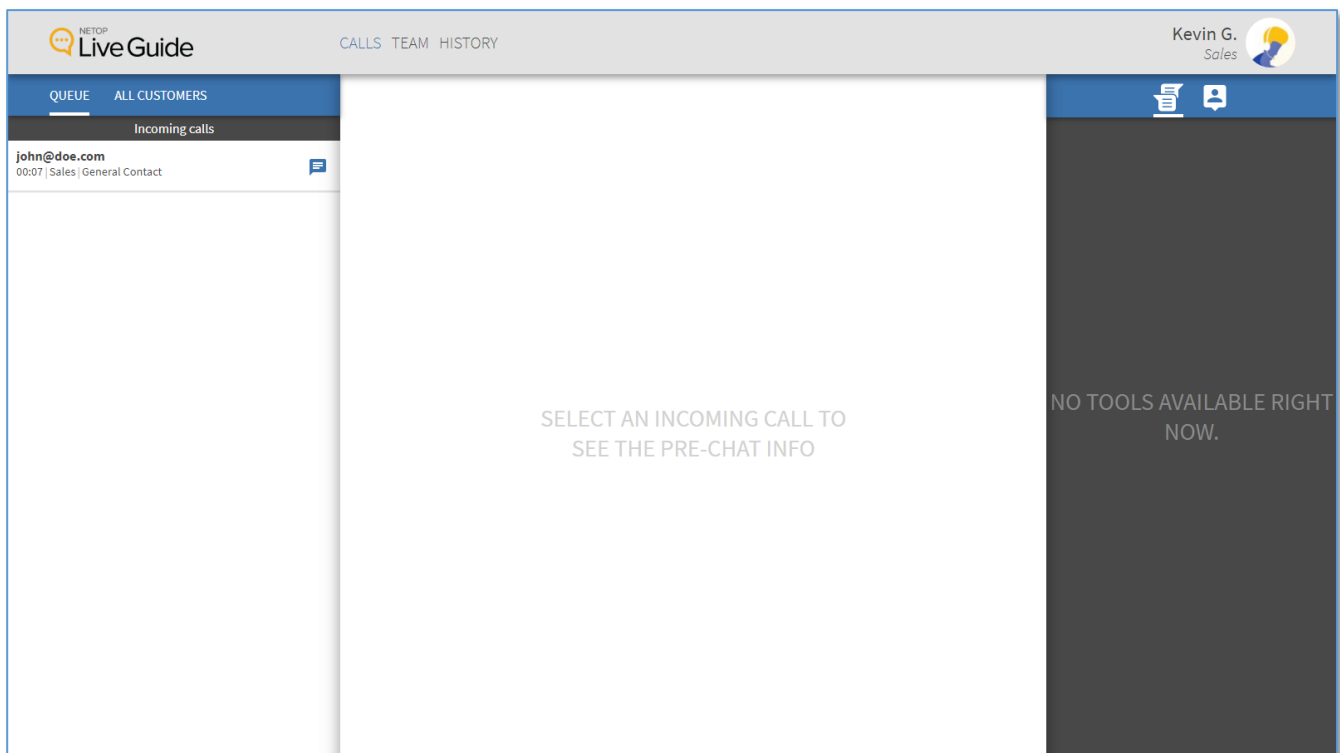
The purpose of this document is to explain how to integrate this Live Guide Call Button API within your website.

1.1 Use Case

If you enforce your users to register on your website and they initiate a call via the Live Guide chat button, the Call button API helps you get the caller name or alias used to log into your website, giving the operators more visibility on the customer real data.

Assuming that the customer is registered on your website and you have integrated the Call Button API within all the website pages where the Live Guide call button tag is placed, when the customer initiates a call via the Live Guide button the following happen:

The call appears in the Queue. Please note that the customer name appears in clear, no more generic caller ID.



Once the operator picks up the call, the caller name / alias displays in all the chat tabs:

Customer Information > Customer details

NETOP LiveGuide

CALLS TEAM HISTORY

Kevin G. Sales

QUEUE ALL CUSTOMERS

Incoming calls

john@doe.com
00:30 | Sales | General Contact

john@doe.com Sales | General Contact | 00:00:30

Today

To help us provide better service please type your email address and your name:
Your e-mail: john@doe.com
First name: John
Last name: Doe

14:32

Type a message here to start the chat

General Information

Customer name: john@doe.com
Time on site: 03:01:24
Waiting time: 00:00:30
Campaign: General Contact
Department: Sales

History

Call history: One previous call
Last call handled by: N/A

Session Information

Proactive chat: No
Call origin: Code builder - Live Guide powered by...
Landing page: Campaigns - Live Guide powered by N...
Browser: Chrome 63.0.3239 on Windows 10 0.0.0

Geo Data

IP: 195.178.107.253
City: Bucharest
Region: 10
Country: Romania
ISP: Netop Tech Srl
Domain: N/A
Organization: Netop Tech Srl

Customer Information > chat history

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CALLS TEAM HISTORY

Kevin G. Sales

History

My chats | Past week

john@doe.com's chat on Sales, from General Contact in Other
Kevin G.: Hello john@doe.com: Hi there

Today at 12:22 PM

C98's chat on Sales, from General Contact...
to me

Pre-Chat Form:

To help us provide better service please type your email address and your name
Your e-mail: john@doe.com
First name: John
Last name: Doe

Connecting to john@doe.com
You are now connected with john@doe.com
You are now talking to Kevin G.. How can I help you?

Hello

Hi there

john@doe.com closed the chat.

2 Technical implementation

This section describes how to set an alias to the Live Guide customer/caller ID. Once the Call Button API code is implemented within your website on the same page(s) as the Live Guide call button tag, the customer alias will be displayed in the Operator Console when a call is in the queue and in the chat tabs.

The logged in users on your website will no longer display as generic callers within the Operator Console, using the CXXX format, but using their alias.

2.1 Integrate the API

To set the alias you need to call the **liveguide** global object and use the **setCallerName** method:

```
liveguide.setCallerName(object, callback);
```

2.1.1 Parameters

Parameter	Type	Description
Object	object	An object containing the caller name key and value. Example: {callerName: 'name@domain.com'}.
Callback	function	A function called at the end of the execution that receives an error string as the first parameter in case errors occur. See the list of error messages here .

You can use the **addEventListener** method to attach an event handler to the document. The event name must be **liveguide:chatLoaded** which will be triggered when the Live Guide chat button is loaded.

2.1.2 Example

```
document.addEventListener('liveguide:chatLoaded', function (e) {
  liveguide.setCallerName({callerName: 'name@domain.com'}, function
response(err) {
  if (err) {
    console.log('Live Guide API error: ', err);
  }
});
}, false);
```

2.2 Limitations

- The caller name type must be an UTF-8 string. Using other types will result in an error.
- The caller name value cannot exceed 200 characters. If the value is bigger an error will be triggered.

2.3 Error Messages

This is the list of error messages that are displayed when error events occur:

Error message	Description
Parameter callerName is not a string.	Displays when the the caller name type is not a string.
Parameter callerName is empty.	Displays when the the caller name type is an empty string.
Parameter callerName exceeds 200 characters.	Displays when the the caller name exceeds 200 characters.
The liveguide property is already defined.	Displays if another global function named "liveguide" exists.