



# LiveChat Integration with Webex Connect User Guide

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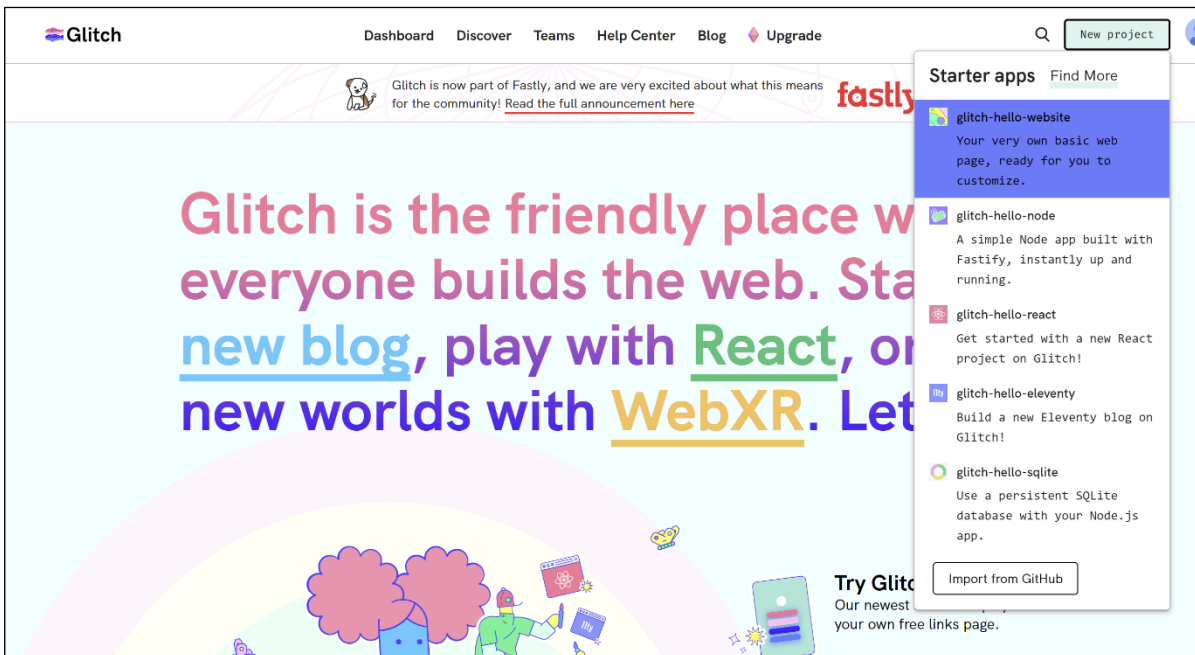
## Overview

This guide aims to provide a quick start on setting up a Live Chat widget on a website and registering it as an asset in Webex Connect and Webex Engage. It also covers trying out the CCE Representative Flows on the channel. The **glitch.me** website is used to set up the customer interface for starting Live Chat interactions. Below are detailed step-by-step instructions on adding and installing a Live Chat asset on an external website.

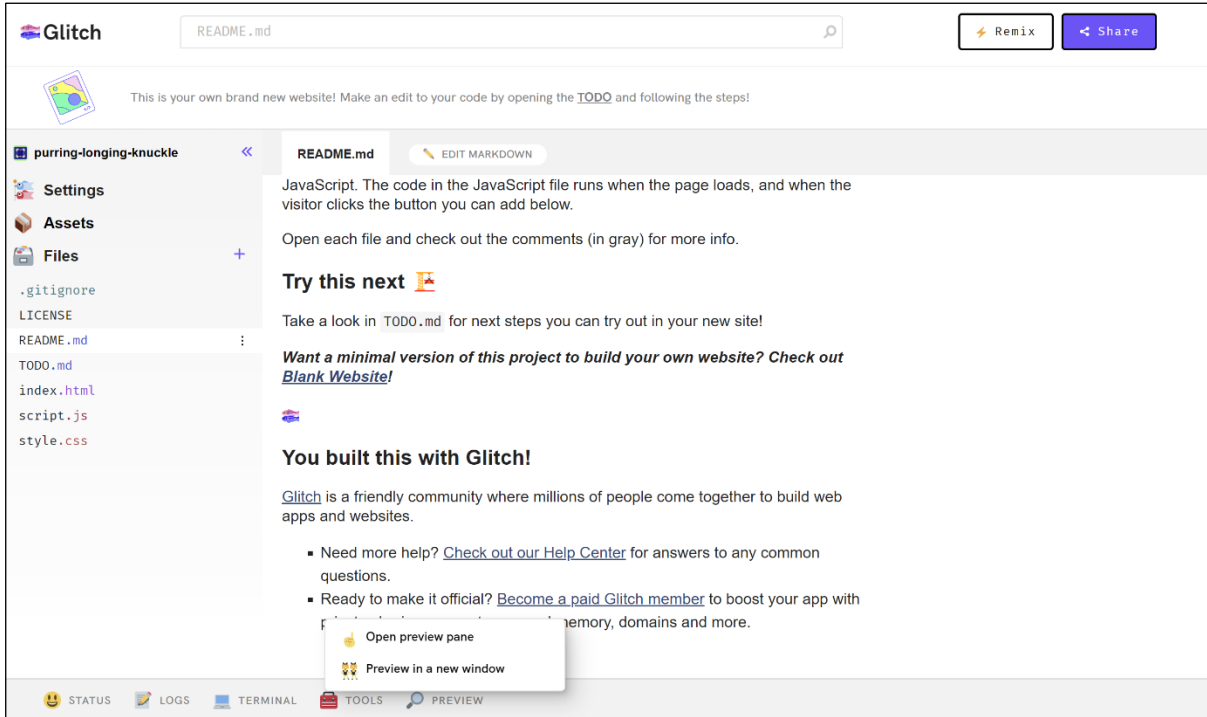
## Creating Glitch.me Webpage to Host Chat Widget

To create a project using *glitch.com* that will enable you to host the customer-facing Bubble Chat widget, follow the steps below.

1. Log into <https://glitch.com/> using your Google account.
2. Click **New Project** in the upper right corner.
3. Select **glitch-hello-website**. A unique website to host the chat widget is created.



4. Scroll to the bottom of the page and choose **Preview > Preview in a new window**.

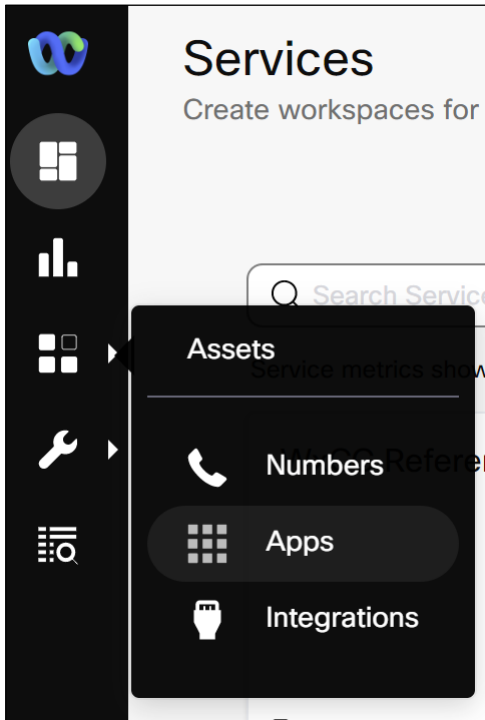


**Note:** Copy the URL allocated for your project, which will be used later in the Webex Engage Admin portal when setting up the asset.

## Creating Live Chat Asset in Webex Connect and Registering in Webex Engage

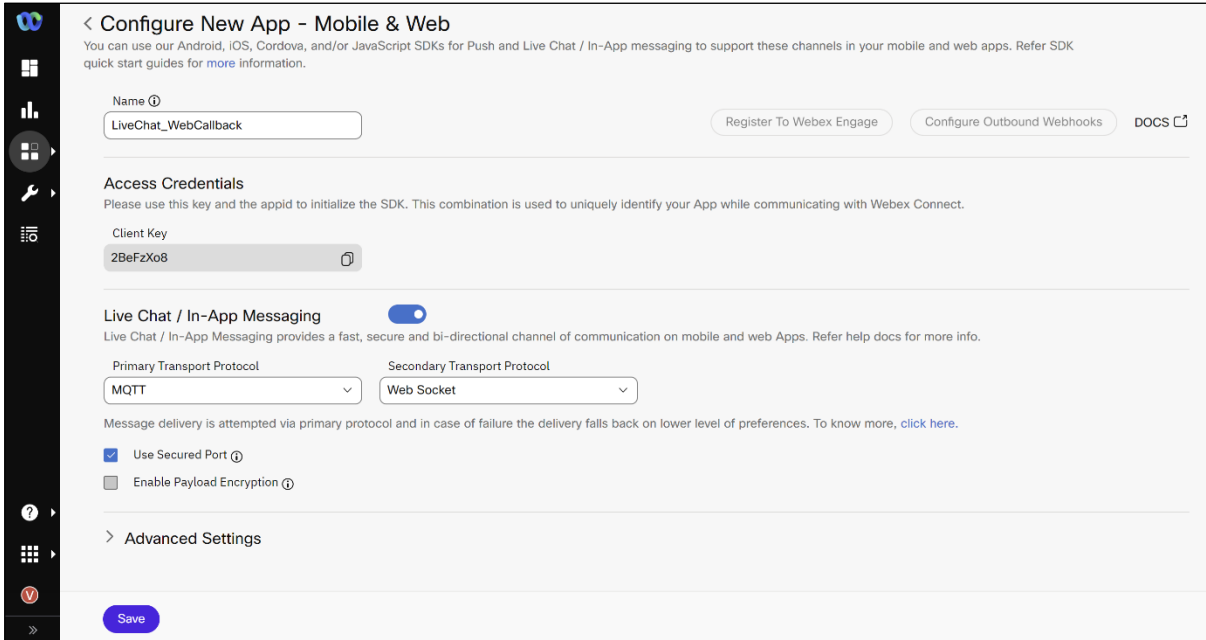
To create a Live Chat Asset in Webex Connect and register in Webex Engage, follow the steps below.

1. Log into the **Webex Connect** tenant.
2. Navigate to **Assets > Apps**.



3. Click **Configure New App**.
  - a. Select **Mobile/Web** as the type.
  - b. Enter the **Name** of the asset.
  - c. **Toggle** to enable the **Live Chat/In-App Messaging**.
  - d. Select **MQTT** as the **Primary Transport Protocol**.
  - e. Select **Web Socket** as the **Secondary Transport Protocol**.
  - f. Select the **Use Secured Port** option.

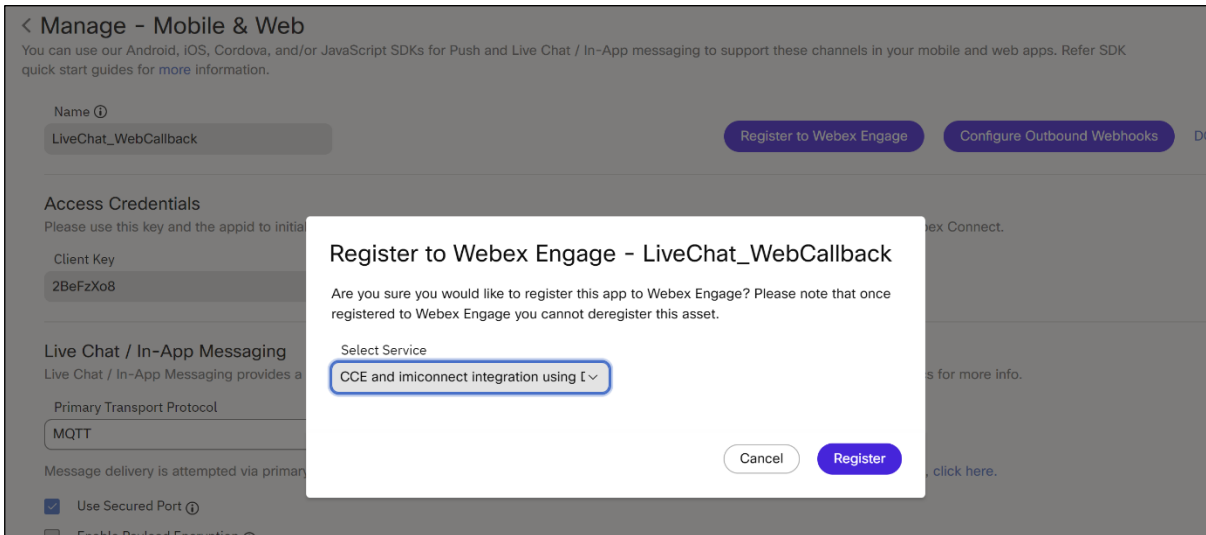
**Note:** Retain all the default settings under **Advanced Settings**.
  - g. Click **Save**. The **Register To Webex Engage** is enabled.



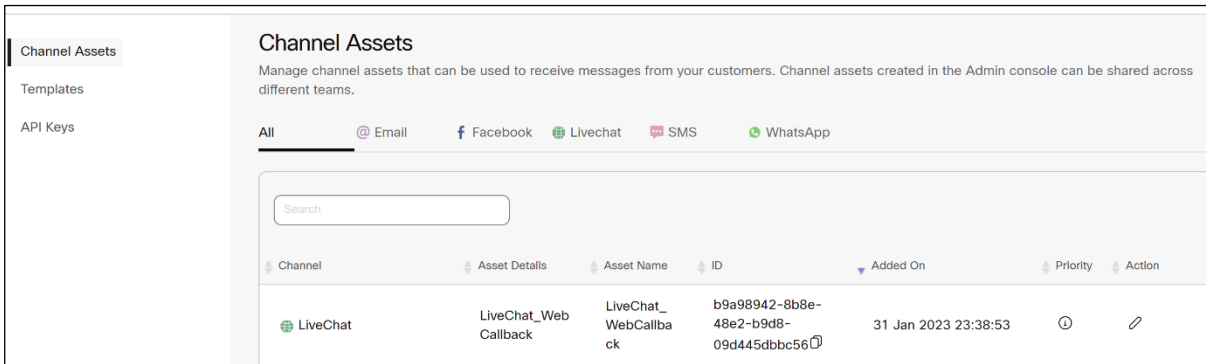
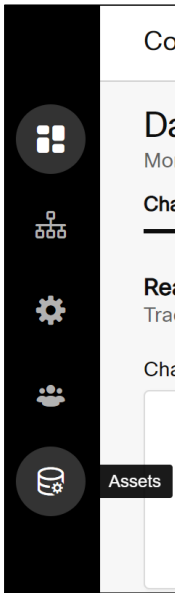
4. Click **Register To Webex Engage** to link the external website to the Webex Connect/Webex Engage platform and invoke the Webex Connect Flows.

5. Select **Service** from the drop-down list.

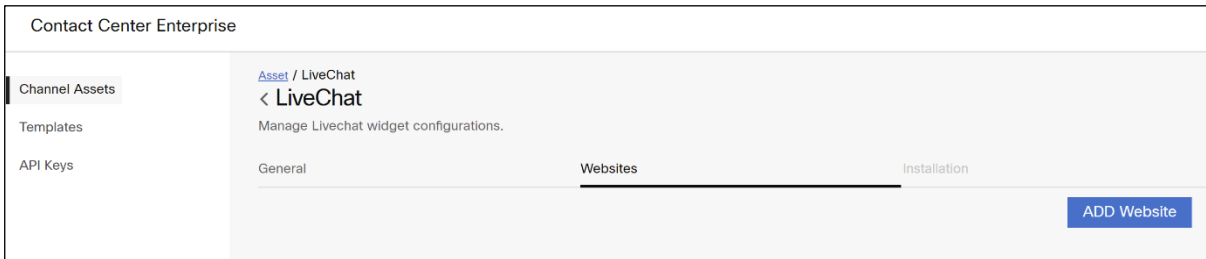
**Note:** Select the correct service containing the intended Webex Connect flows when registering the asset. The Service Key of the Webex Connect service is mapped and stored in Webex Engage, and this cannot be changed later. The binding is crucial for sending outbound messages from the Webex Connect flow, whether through the flow logic, a Chat Bot, or when an agent responds to the end customer. Ensure the service is not deleted, to prevent the asset from being orphaned in Webex Engage.



6. Once registered, you can verify if the asset has been successfully registered in Webex Engage by launching the Webex Engage administration console through Control Hub. If successful, you'll see the asset appear in the tab as given below.



7. Under the **Action** column, click the **Edit** icon to modify the details of a Live Chat asset.
8. In the **Websites** tab, click **ADD Website**.



9. Enter the **Display Name** in the customer chat widget to start a new conversation.

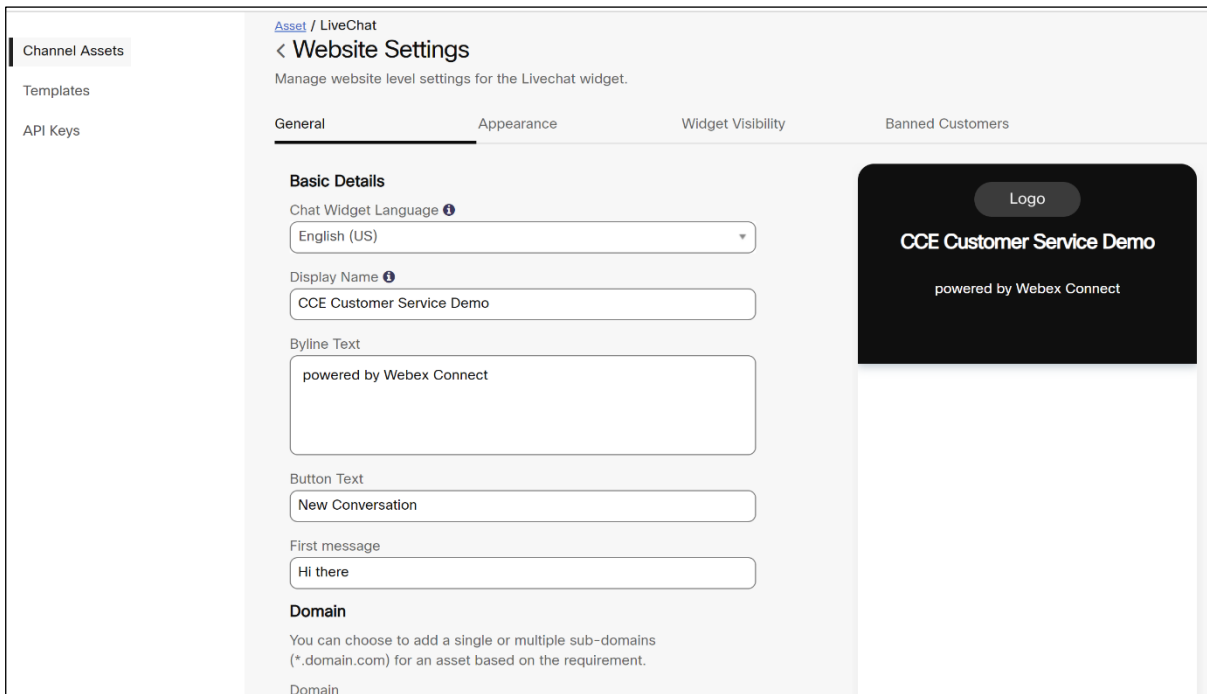
**Note:** If a chat is initiated, the first message will be sent to Webex Connect. The default message is **Hi there**. This will add the mentioned website to the **Allowed List** in Webex Engage, enabling the installation of the chat widget script.

10. Under **Domain**, enter the website URL from *glitch.me* website that was created earlier.

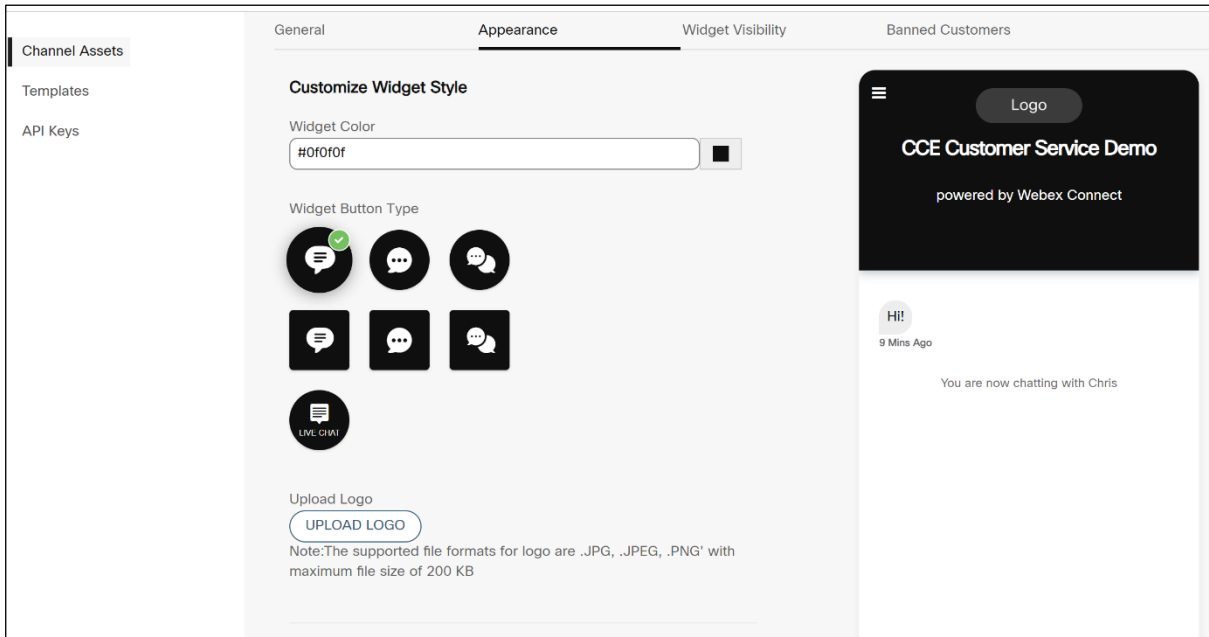
**Note:** While entering the URL, remove the **https** keyword from the text box.

11. Select the **Default Values**.

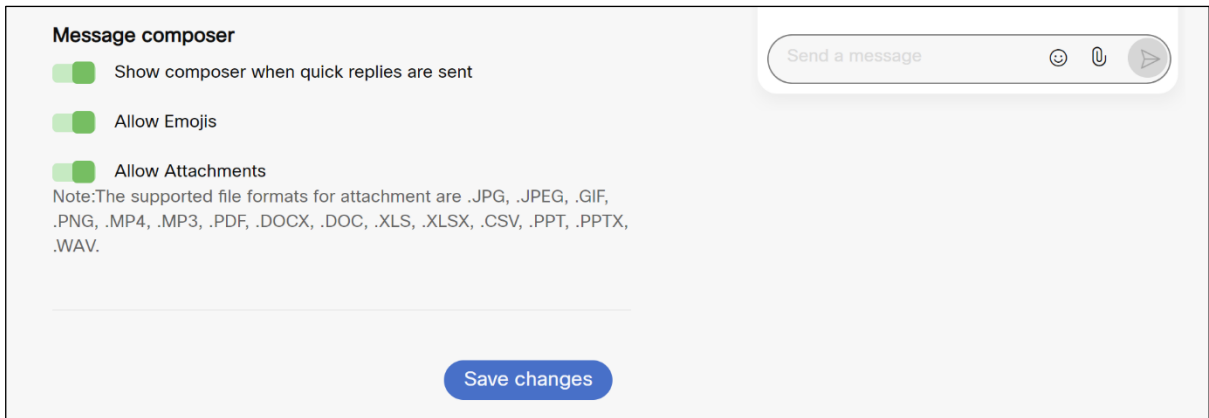
12. Click **Save Changes**.



13. In the **Appearance** tab, you can upload the company logo or icon that you want to display in the chat widget.



14. Toggle all the options under **Message Composer**.  
**Note:** You may want to test the attachments being sent from an end customer.
15. Click **Save Changes**.



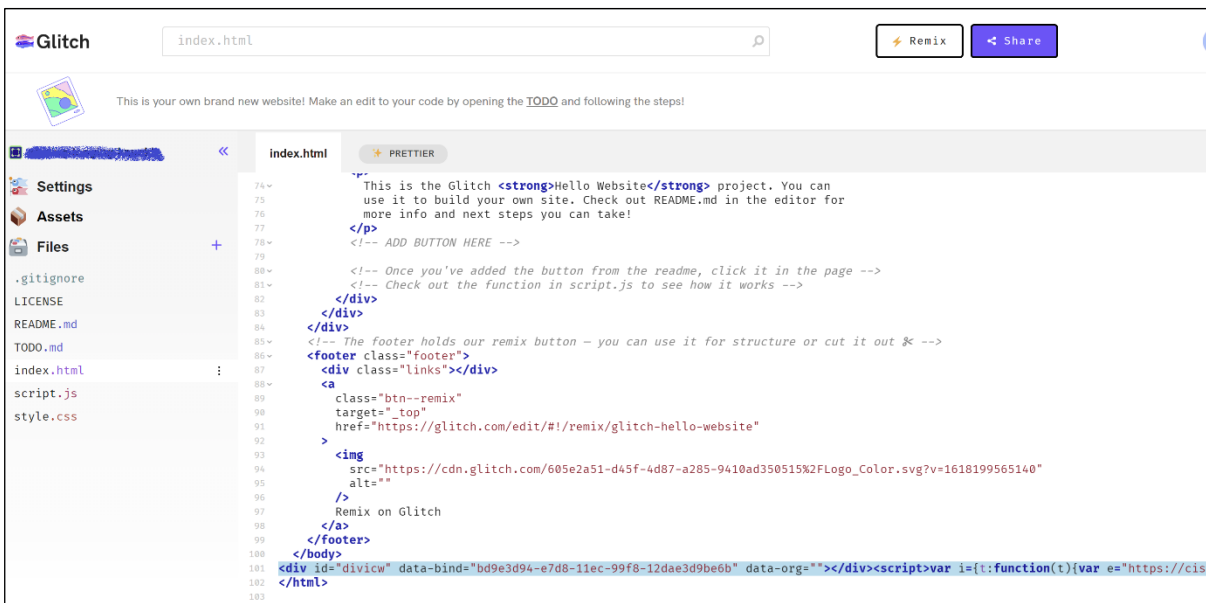
16. Navigate back to the asset and click the **Installation** tab.
17. Copy the script block.



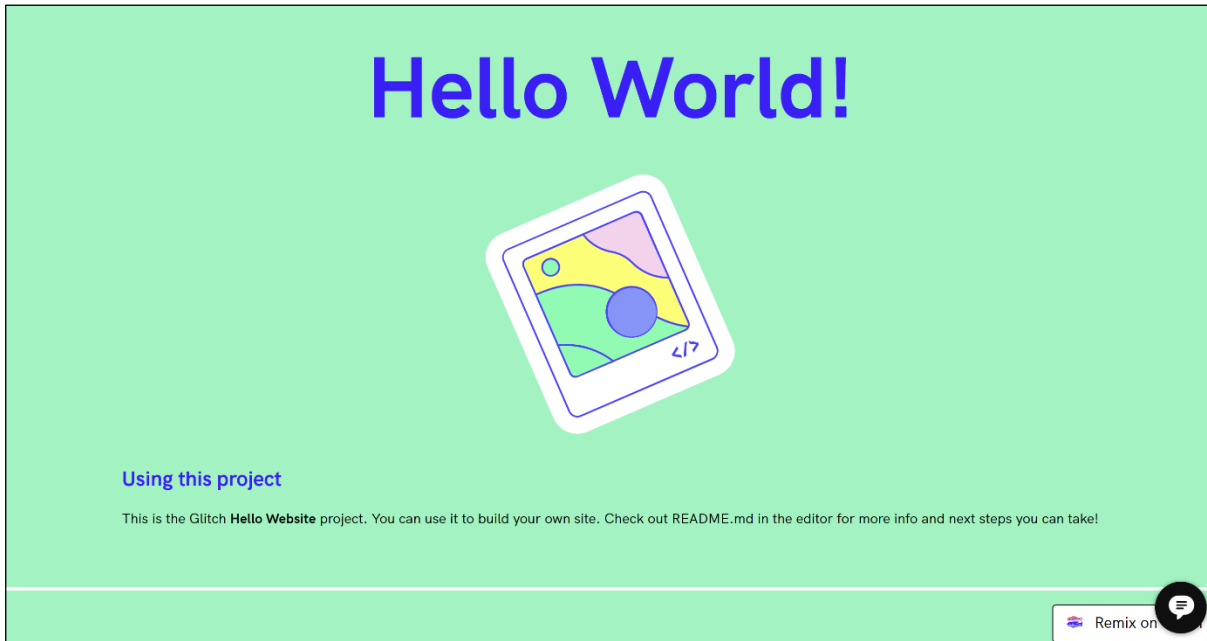
18. Navigate to the project settings on the **glitch.com** website.

19. Paste the script block in the **index.html** tab.

**Note:** Ensure to paste the script block after the **</body>** HTML tag to make the chat button appear in the lower-right corner of the web page.



20. Reload the **glitch.me** website. The **Start chat** widget appears.

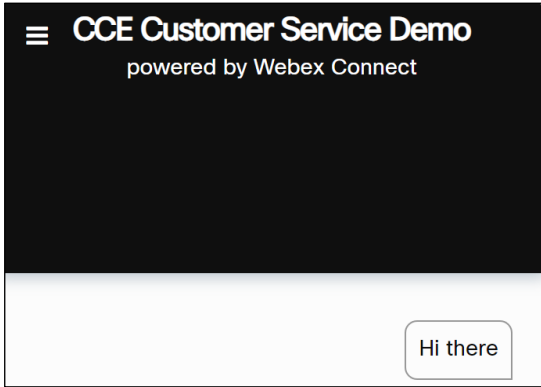


21. Click **Start Chat**.

22. Click **New Conversation** to initiate a chat session.

The **Hi there** text that was configured in the Webex Engage asset automatically appears.





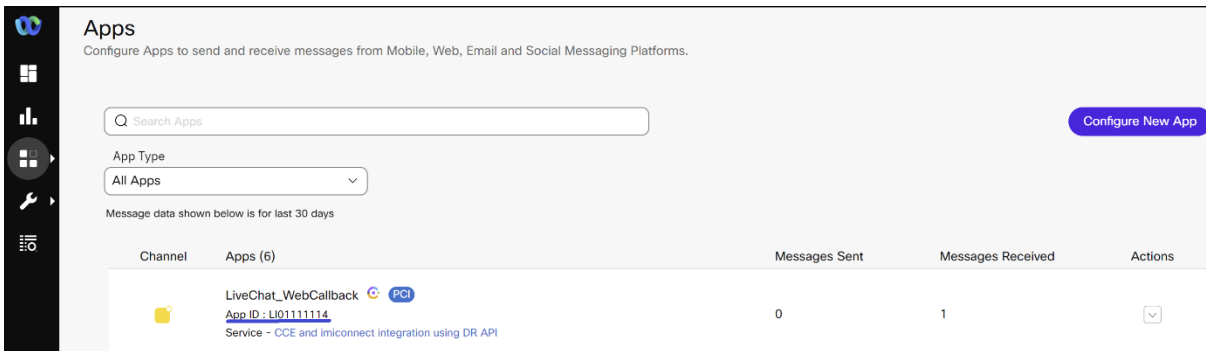
**Note:** There won't be a response until the Live Chat inbound flow is set up in Webex Connect and has been associated with the newly created Live Chat asset.

## Creating Form Template and Linking Live Chat Asset with Live Chat Inbound Flow

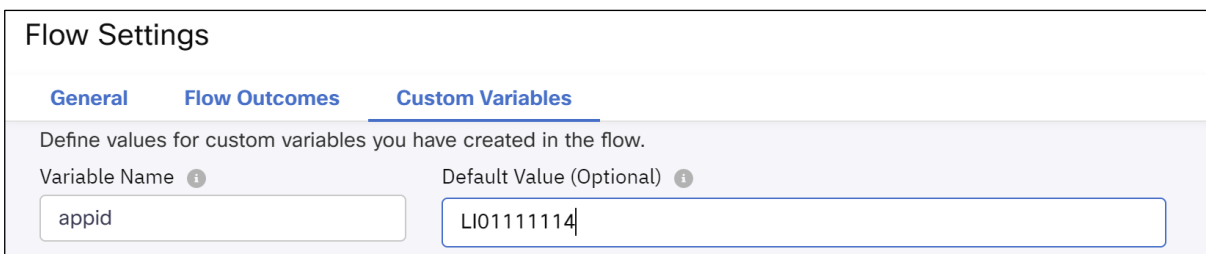
The CCE Representative Flows bundle contains two Live Chat-specific channel Flows namely, *Live\_Chat\_Inbound\_Flow.workflow* and *Live\_Chat\_Close\_Flow.workflow*.

When importing into the Webex Connect, the Asset ID, and the external website address must be entered as **Custom Variables** in the Flow settings page for the two flows.

1. In the **Webex Connect > Apps** tab, copy the **Asset ID** of the Live Chat asset.



2. Select **Flow Settings > Custom Variables** for the Live Chat Inbound Flow.
3. Enter the **Asset ID** to the **Variable Name (appid)**.

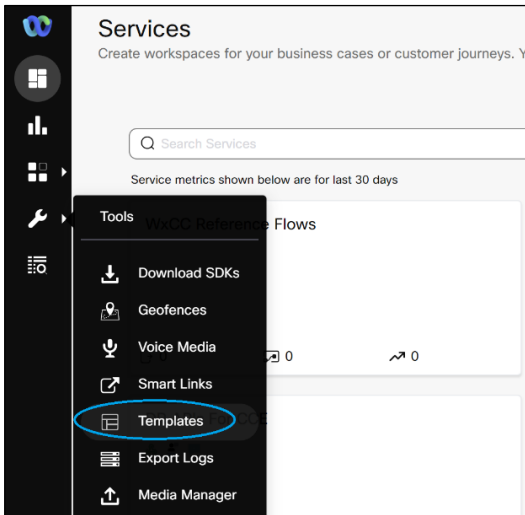


4. Set the value of the external website URL to the **liveChatDomain** variable.

**Note:** Remove the **https** keyword and any forward or backward slashes.

The flow contains a form template that will be presented to the customer to retrieve a few details, such as Customer Name, Email Address, and so on. Additionally, the flow contains a few fields that determine the type of service being requested to pass the correct Script Selector into the CCE system for queuing and routing.

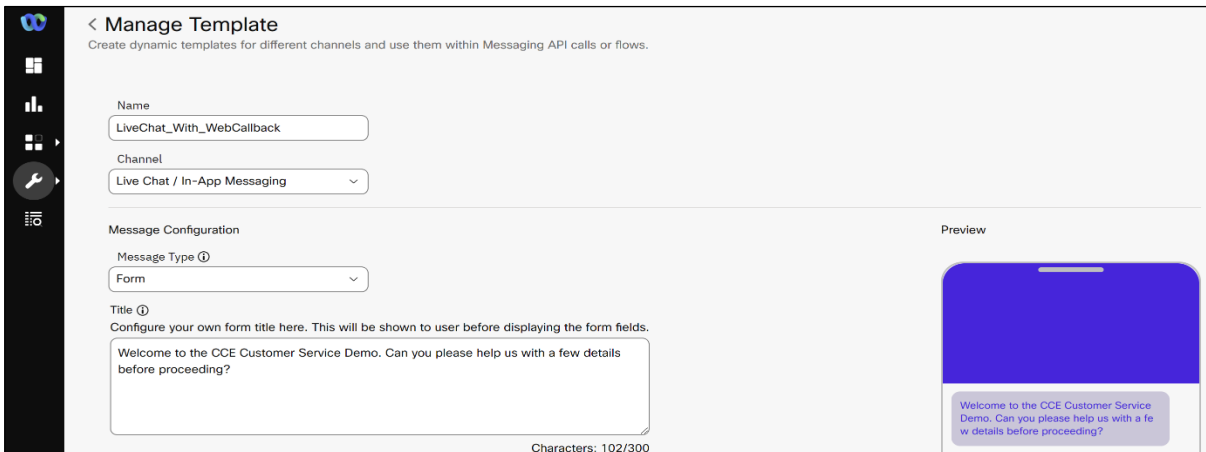
5. Navigate to **Tools > Templates** to create a template.



6. Enter the **Name** of the template.
7. Select **Channel** as **Live Chat/In-App Messaging**.
8. Select **Message Type** as **Form**.
9. Enter **Title**.

**Note:** You can mark the form fields as mandatory or optional.

The **Name** field is returned as a response and is used in the Create Task node to pass the data into the CCE. A sample screenshot is given below.



**Title** ⓘ

Configure your own form title here. This will be shown to user before displaying the form fields.

Welcome to the CCE Customer Service Demo. Can you please help us with a few details before proceeding?

Characters: 102/300

**Form Fields**

Qualify your contact's query by capturing details and use these attributes to route. + Add Field

Parameter	Name	Mandatory Field	Action
Name	Name	true	<span style="font-size: 1em;">✎</span> <span style="font-size: 1em;">✖</span>
Text	PhoneNumber	true	<span style="font-size: 1em;">✎</span> <span style="font-size: 1em;">✖</span>
Email	Email	false	<span style="font-size: 1em;">✎</span> <span style="font-size: 1em;">✖</span>
Dropdown	Query	true	<span style="font-size: 1em;">✎</span> <span style="font-size: 1em;">✖</span>

Welcome to the CCE Customer Service Demo. Can you please help us with a few details before proceeding?

Name

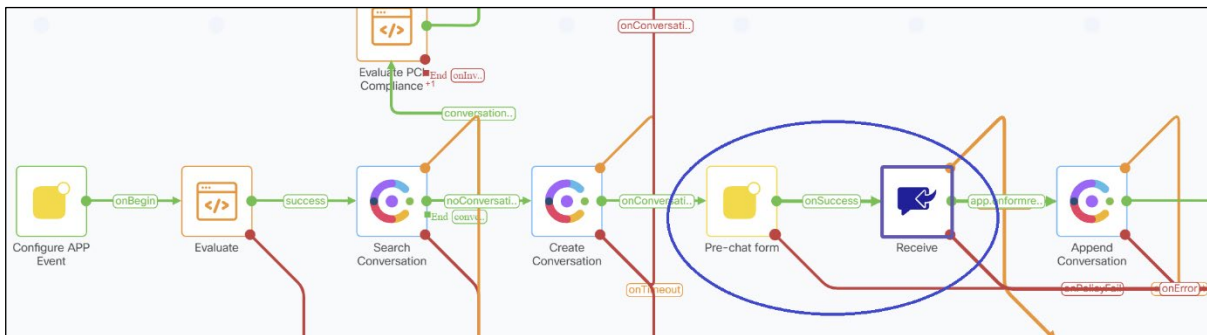
Phone Number

Email Address

Query About

10. Click **Save** to save the template.

11. Select the template for the **Pre-Chat form node** and **Receive node**.



12. Save the flow and make it live.

**Note:** Select the Live Chat asset created in earlier steps while making the flow live because of the reference to the Live Chat/In-App Messaging node in the flow. Also, select the same Asset ID while making the Live\_Chat\_Close\_Flow live to enable the customers to close the chat session.