

Vergic Engage and Vergic Chat – Configuration guide Opportunities – Solutions - Banners

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1 VERSION MANAGEMENT

Version	Date	Author	Comments
1	2016-09- 01	Olav Grytli	Version 1 – Configuration guide Opportunities, Solution Banners
2	2016-10- 14	Olav Grytli	Version 2 – Adding "How to add Injectedbanner (Phone2web) to a website"

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2 Document purpose

This document is part of the Vergic Engage documentation.

This document intends to explain the steps to adjust and create configuration of opportunities, solutions and banners. The intended audience is administrators with good knowledge of Web development.

This document presume that the reader has competence of Vergic Engage Platform thru training in advanced configuration. The document also presume that the reader has an understanding of Vergic Engage concepts from product information and presentation material.

3 Account configuration

Account configuration is initiated by signing into an existing account that you have been granted access to, or by delegating yourself into a newly created account from a parent account. In both cases trust or local rights are needed.





4 Advanced configuration

Opportunities - Solutions - Banners

Before starting any configuration you need a detailed project definition (from the workshop). Which processes and visitors do the client want to prioritize, all or just specific segments? Type of banner (banner template)? How should the banner behave? Implementing the design of a banner is often the most time consuming part. Start by creating a design suggestion from workshop discussions and present it to the customer (design contact). Get a sign off from the client for design and copy.

Below you can see an illustration of the hierarchy of the different settings and relations in the configuration.





4.1 Create an opportunity

Opportunities/rules are often a URL (match/contains etc.) but can also be more a sophisticated rules to offer contact in specific processes or for specific visitor/behavior. The easiest rule is: contains "/" since all URL contains /. With this rule the solution will be activated on all pages and be displayed for every visitor on the site (if agents are available for dialogs)

Advanced: Account JS - Point Of Interest – Trigger on specific site HTML elements - returning visitors – or anything else that's available on the client (browser) you need JavaScript skills.

C	Opportuni	ties						
O	Opportunities can be set up to track or act on certain actions a visitor takes, i.e. navigating to contact page, loading contact form, having errors in checkout and so on.							
Ľ	ist of opportu	nities for working site	Prioritizing opportunities The most advanced and complexed opportunities should be on top of the list. This way the rules that is most specifik will trigger first and the solution and banner will be activated before are more common rule.					
	Priority 👻	Saved priority	Name	Solutions in use				
	1	1	Migra demo	Demo Phone2Web				
	2	2	Left loan application	Displayed phone to web Proposed loan application support				
	3	3	Left mutual funds	Displayed phone to web Proposed mutual funds support				
	4	4	Browsing business	Displayed phone to web Proposed business support				
	5	5	Browsing startpage	Offered support Displayed phone to web				
	6	б	Browsing loans	Displayed phone to web Offered loan support Proactive loan support				
	7	7	Browsing payments	Displayed phone to web Offered payment support				
	8	8	Entered online-meeting	Displayed phone to web Offered online meeting				
	9	9	Seeks contact	Displayed phone to web Offered contact Proposed contact				
	10	10	Browsing mutual funds	Displayed phone to web				

Create new opportunity



Configure the opportunity

	$\langle \rangle$							
ts of interest	Edit opportun	ity: Left loan appl	ication					
	Name							
	Left loan applicati	on		Creat	e a descript	tive name		
	Description							
				N/A				
	Score				Score when visitor hits this opport			
	Operator	Point of interest Navigation	Criteria History Page 1	¢ Co	ntains \$	Value bankdemo.verį		
	And \$	Navigation \$	Current Page	÷ Do	es Not Cont; 🜢	bankdemo.ver	X	
	· · · · · · · · · · · · · · · · · · ·							
		Create rule .	this examp	le the vi	sitor has let	ft an application of	n the site	
	+ Add condition	Create rule ·	- this examp	le the vi	sitor has lef	ft an application o	n the site	
	+ Add condition	Create rule	- this examp	opportu	sitor has let nity	ft an application o	n the site	
	+ Add condition	Create rule	- this examp	opportu	sitor has let nity	ft an application o	n the site	
	+ Add condition Select which s Available	Create rule	- this examp	ole the vi	sitor has led nity Selected	ft an application o	n the site	
	+ Add condition Select which s Available Demo Phone2Wel	Create rule	- this examp	opportu	sitor has let nity Selected Displayed	ft an application o	n the site	
	+ Add condition Select which s Available Demo Phone2Wel Displayed online r	Create rule	- this examp	opportu «	sitor has let nity Selected Displayed Proposed	ft an application of the phone to web	n the site	
	+ Add condition Select which s Available Demo Phone2Wel Displayed online r Offered account s	Create rule -	- this examp	opportu «	sitor has less nity Selected Displayed Proposed	ft an application o	n the site	
	+ Add condition Select which s Available Demo Phone2Wei Displayed online r Offered account s Offered contact	Create rule -	- this examp	opportu «	sitor has let nity Selected Displayed Proposed	ft an application o	n the site	

Set priority of solutions

Priority	Name	Evaluates the solutions in order of priority. OBS
1	Displayed phone to web	Only one tab banner can be rendered on the
2	Proposed loan application support	site at the same time.

Advanced	Not in use for the moment						
Exported filtrex string to send to server	xported filtrex string to send to server						
Additional function needed for expression							
	A						
Compile to JS							



4.2 Configure a banner + Phone2Web

- 1. Navigation path: Engage -> Solution -> Banner
- 2. Create new banner
- 3. Select banner template (required)
- If you have CSS skills we use a pre compiler called LESS. (CSS tab)
- Next step is to configure State (Settings tab) Behavior (Intro tab) Text, Text keys (HTML tab)

Create a new banner

				Select working	g site: English •
Banners					
Banners are used to display offers of support to visitors in	various ways. A banner is always tied to a solution (which con	tains info about how to help the visitor).			
List of banners for working site					
Q			-	\rightarrow	+ New banner
				isplay banner v	when
# Name	- Template	Description	Open	Busy	Closed
1 Dooreye multibanner	Dooreye		active	active	active
2 Dooreye my pages	Dooreye		active	active	active
3 Injected Demo P2W	Injected		active	inactive	inactive
4 Injected mutual funds	Injected		active	active	active
5 Injected online meeting random agent	Injected		active	active	active
6 Injected online meeting specific agent	Injected		active	active	active
7 Injected phone2web	Injected		active	active	active
8 Tabbanner contacts	Tabbanner		active	active	active
9 Tabbanner default	Tabbanner		active	active	active
10 Tabbanner loan application	Tabbanner		active	active	active
11 Tabbanner my accounts	Tabbanner		active	active	active
12 Tabbanner my loans	Tabbanner		active	active	active
13 Tabbanner payments	Tabbanner		active	active	active
14 Takeover with callback	Takeover		active	active	active
15 Takeover with link	Takeover		active	active	active

Add name and banner template (required)

Nama	
Name	
My new banner	Add a descriptive banner name
Description	
A short description of this ban	ner N/A
To contration	
lemplate	
Choose a template	
Choose a template Dooreye Injected	Choosing template
Choose a template Dooreye Injected Tabbanner	Choosing template
Choose a template Dooreye Injected Tabbanner Takeover	Choosing template banner is required



Edit General

Solutions							
Banners	Edit banner: Test banner						
	General Settings Intro HTML CSS	Previe	v Guide				
	ld						
	7BBB0691-FF93-4AFE-9B73-07912740C233						
	Name						
	Test banner						
	Template						
	Tabbanner						
	Description						
	A short description of this banner						
	Sove Delete						
		State		Preview mode	Banner display		
		Open	Busy Closed	Mobile Tablet Medium Desktop	Hide Show Expand	Scale	Preview address

Edit settings

ions (Edit banner: Test banner	
	General Settings Intro HTML CSS Display banner when Select when the banner shall be rendered. With this setting the banner will render always. Mouse expand Decide if the banner should expand on mouse hovring or click. In this case it will expand on click. Swe Delete	Preview Guide
		State Preview mode Banner display Open Bury Gread Mobile Tablet Medium Desktop Hole Show Epand ⊗ Sale Preview address

Edit Intro

Solutions Banners	ⓒ Edit banner: Test banner	
	General Settings Intro HTML CSS	Preview Guide
	Intro duration (seconds)	
	Intro delay (seconds)	•
	7 The banner will render in 7 seconds before collapsing ID to intro once Will only expand one time during the session	
	Once per template Do once timeout until next intro (minutes)	
	60	
	Save Delete	
		State Preview mode Banner display Cyen Model Mobile Tablet Medium Desktop Hole Show Epand. If Scale Preview address



Edit HTML

Solutions	Edit banner: Test banner
Banners	General Settings Intro HTML CSS Preview Guide
	Wrapper additional class names
	example-class extra-wide Adding a new custom class to the banner parent HTML element. Custom styling for
	individual banner. Tab HTML
	Chat with us now Edit the tab text
	HTML Beböver du bialo?
	1 <h1>Behöver du hjälp? </h1> 2 <h3>Chatta med oss</h3> 3 <button class="" data-vngage-<br="" sugage-btn"="">banner="join">Start chat </button>
	Text key name Text key value title Text value for this key name Add banner text, key Text value for this key name
	HIML
	Save Delete
	Testing devices and different states
	State Preview mode Open Busy Closed Mobile Tablet Medium Desktop
	Hide Show Expand Scale Preview address



How to add Injectedbanner (Phone2web) to a website

Start by finding a HTML element you want to inject the Injectedbanner (Phone2web) in:

- 1. Open up your website in Chrome and press F12 (this will fire up the developer tools).
- 2. Go to *Elements* and choose an HTML id or class (see picture 1.1).
- 3. In the picture 1.1 we've selected and HTML element with the class "footer-widget-wrap".

When we have an element, we need to apply it to a banner configuration:

- 1. Create a new injected banner, in Engage->Banners->New banner->Template->Injected.
- 2. Go to HTML tab->Injection selector and add ".footer-widget-wrap" (see picture 1.2).

Notice the dot before ".footer-widget-wrap", if it's a HTML class you need to use a dot, for ID's you should use a hash "#footer-widget-wrap". Other than this, it's the same procedure as a normal banner (tabbanner, takeover etc).

Picture 1.1



Picture 1.2

Edit banı	ner: Phon	e2web			
General	Settings	Intro	HTML	CSS	
Wrapper add	litional class r	ames			
example-cl	ass extra-wid	e			
Wrapper HTM	VIL tag				
div					
Injection sele	ector				
.footer-wid	get-wrap				
Injection met	thod				
Append in	side target				



4.3 Configure a solution

- Group relation
- Case relations

- Banner for different group states (open. busy or closed) A solution can have more than one banner, either one default banner, or different banners in different states.

\odot	
Edit solution: Proposed lo	oan application support
Name	
Proposed loan application suppor	t Add a descriptive name
Presentation:	
Default banner	
Takeover with callback – Takeover	Select the relevant banner
Banner to show when busy	Select hanner to show when
None	Select banner to show when
	state is busy if applicable
Banner to show when closed	Select hanner to show when
None	state is alosed if applicable
Banner to show when open	state is closed if applicable
None	\$
Relation	
Case type relation	
Loans	Select default start case
Group relation	
Customer Service	Select the group that
	shall connect to the
Message displayed in queue	solution and banner
[Left Loan Application]	Queue message so the
Droactive Colution	agent know which
Proactive Solution	agent know which
Save Cancel Delete	banner the visitor
	comes from
	comes from



Connect solution to opportunities

Score				
2				
Operator	Point of interact	Critoria	Operator	Value
Operator	Navigation \$	History Page 1 \$	Contains \$	bankdemo.ver
And \$	Navigation 🗘	Current Page 🛊	Does Not Conta 🕏	bankdemo.verį X
+ Add condition	1			
	_			
Select which	n solutions to activa	ate with this opp	ortunity	
Available		0,	Selected	Q
Demo Phone2	Web	×	Displayed	phone to web
Displayed only	e meeting codestarter	>>>	Proposed	
Displayed Offin	te meeting codestanten			loan application support
Offered account	nt support			loan application support
Offered accourt	nt support		Select	loan application support
Offered account	t support		Select	the solution for the unity.
Offered account Offered contact Offered loan a	t support		Select to opportu You car	the solution for the inity. In use several
Offered accourt Offered contact Offered loan a Offered loan st	t support t		Select to opportu You can solutior	the solution for the inity. In use several Ins if the banner
Offered account Offered contact Offered loan a Offered loan su Offered multib	t upport upport anner support		Select to opportu You can solutior type is	the solution for the inity. In use several ins if the banner not the same e.g.
Offered account Offered contact Offered loan a Offered loan st Offered multib Offered mutua	t support t pplication support anner support l funds support		Select to opportu You can solution type is You can	the solution for the inity. In use several his if the banner not the same e.g. h't use two Tab
Offered account Offered contact Offered loan a Offered loan su Offered multib Offered multip	t support t pplication support anner support l funds support		Select to opportu You can solution type is You can bannen	Ioan application support the solution for the inity. In use several his if the banner not the same e.g. In t use two Tab is but its ok to use
Offered account Offered contact Offered loan a Offered loan st Offered multib Offered mutua	t upport anner support i funds support		Select to opportu You can solution type is You can banner one tab	the solution for the inity. In use several his if the banner not the same e.g. h't use two Tab is but its ok to use b-banner and one
Offered accourt Offered contact Offered loan a Offered loan st Offered multib Offered multip	t support t pplication support anner support I funds support		Select to opportu You can solution type is You can bannen one tab take-ov	the solution for the unity. In use several his if the banner not the same e.g. h't use two Tab is but its ok to use b-banner and one rer or injected



4.4 Go live

Great job so far!

Now you are ready to save the configuration set and test it on the client's site.

Save configuration set

Crea	ate new o	configuration	set					Ø ₆ ⁰ /
NO	TE: Creating	a new version of the	configuration set will NOT automation	cally publish the new version li	ive			
Newes	st version:	v.11	1 "xgh"				🛓 Test2	
Publis	hed version:	v.11	l "xgh"				🛔 Test2	
Chai	nges not	t saved in set						
Statu	JS	Туре	Name	Saved in v.111	To Save	Last Modified By	Last Modified	
	ted	Solution	Test solution	N/A	1	Olav Grytli	09/02/2016 10:50:44 AM	
Creat								
Creat	ted	Banner	test banner	N/A	1	Olav Grytli	09/02/2016 10:50:01 AM	
Creat Creat Upda	ted ated	Banner Opportunity	test banner Grupp3 Opportunity	N/A 7	1 8	Olav Grytli Olav Grytli	09/02/2016 10:50:01 AM 09/02/2016 10:49:23 AM	

Add a descriptive commit message

Configuration					
Publish	Create new	configurat	Save new configuration set		0° Advanced
	NOTE: Creatin	g a new version	Note! This will only save a new version of the configuration set. You the new version for the changes to appear on the live site.	need to publish	× ₆ Auvanceu
	Newest version:		Comments		🛓 Olav Grytli
	Published version	n:	Descriptive Commit message		🛓 Test2
	Changes no	ot saved in		_	
	Status	Туре	Create	odified By	Last Modified
	Updated	Banner	Gruppitest i Z	Ulav Grytli	09/02/2016 10:53:01 AM
	Create				

If needed select items to save for the configuration set. Click Advanced to get this option.

Create new	configura	tion set						o \$ Advanced
NOTE: Creatin	ig a new versio	n of the configuration	on set will NOT automatically p	ublish the new version li	ve			
Newest version:		v.111	"xgh"				La Test2	
Published version	in:	v.111	"xgh"				🛔 Test2	
Changes no	ot saved in	set						Only show updates
Include	Status	Туре	Name	Saved in v.111	To Save	Last Modified By	Last Modified	History
×	Created	Solution	Test solution	N/A	1	Olav Grytli	09/02/2016 10:50:44 AM	History
×	Created	Banner	test banner	N/A	1	Olav Grytli	09/02/2016 10:50:01 AM	History
	Updated	Opportunity	Grupp3 Opportunity	7	8	Olav Grytli	09/02/2016 10:49:23 AM	History
				-			00/00/0015 10/51 01 111	



Publish the changes or to go live

If an agent now logs in and the status is online the solution will be activated and the banner will render on clients site.

Configuration					
Publish	Compare change	Publish configuratio	n set		
	compare enange	NOTE: You are about to p	publish version 113 of the configuration live.		S Advanced
	NOTE: Version 111 is c	turrenti			
	Newest version: Published version:	Descriptive Commit mes	ents: isage		▲ Olav Grytii ▲ Test2
	Changes	Publish Cancel			
	Status	Тур.	Name	ved in v.111	Saved in v.113
	Created	Solution	Test solution	N/A	1
	Created	Banner	test banner	N/A	1
	Updated	Opportunity	Grupp3 Opportunity	7	8
	Updated	Opportunity	Testregel	7	8
	Updated	Banner	Grupp1test	1	2
	Publish				

You should now get a system message that verifies that everything went well and what version of VEP that is live.



4.5 Test configuration and changes with vngageRevision

Everything that has an impact on the client's website can be tested with by adding a parameter in the URL.

Here are step by step instructions.

1. Open a new browser or restart the existing one.

- 2. Login to and navigate to desktop.
- 3. On a new tab within the browser, go to this url: [[URL for visitor side where the banner should

be]?vngageRevision=[nr]] e.g. https://bankdemo.vergic.com/mypages/my-

payments/?vngageRevision=[number, see image below]



Where is the revision number?

Configuration								
Publish	Create ne	w confi	guration	set Revision	number to use	for test		Ø₀ Advanced
	NOTE: Crea	ting a new	version of the	configuration set will NO	T automatically publish	the new version live		
	Newest versio Published ver	in: sion:	v.242	"test config" "Video streaming"			Olav Grytli Anders Hellströ	m
	Changes	not save	ed in set	naco sa caning				
	Status	Туре	Name	Saved in v.242	To Save	Last Modified By	Last Modified	
	-	-	-	-	-	-	•	-

4. Start the chat from both sides.

* If the banner won't show, try reloading the page.

* If the banner still won't be displayed then try deleting the sessions and cookies by pressing F12 (on PC, for MAC right click and select inspect) in your browser. Select Application, and then remove all the sessions and cookies within storage (See example)

← → C ☆ ① https://b	ankdemo.vergic.com/m	ypages/my-payments	/				☆ 🔍 🔿 💷 🕻		
Appar Seg Vergic AB-Af logi	n 🔐 Vergic AB-42live 🧃	Vergic AB - Project	appear.in – one clic	🧕 YouTrack Dashboard	Logga in på ditt konto	h Träfönster - Källarfö	. 👹 NHL Live Games Vid		>>
NY bai	nk strong. Stable. Safe.	НОМЕ	BUSINESS	LOANS	CONTACTS	MY PAGES			SUPPORT
MY PA	AYMENT	S							CUSTOMER
Home / My page	s / My payments								
INTERNA Praesent vestibulu	TIONAL PAYM	IENT erit mauris. Cum sociis n	atoque penatibus.		CAT	EGORIES			
INTERNA Praesent vestibulu	TIONAL PAYM m aenean noummy hendre Sources Network Timel	IENT erit mauris. Cum sociis n ine Profiles Application	atoque penatibus. n_ Security Audits Adi	Block	CAT	EGORIES		<mark>▲</mark> 3	: ×
Praesent vestibulu	TIONAL PAYM m aenean noummy hendre Sources Network Timeli Key vngage.presentation vngage.wid_11EAE997-D496-	IENT erit mauris. Cum sociis n ine Profiles Application 4867-9836-3FFF9F19748D	atoque penatibus. n	Slock X	CATI /alue "tabbanner":("displayed":("BE15Di /7455b8d-8379-4745-8886-187a	EGORIES	8020259"],"displayMax":1),"doo	A 3	: ×
INTERNA Praesent vestibulu (TIONAL PAYM m aenean noummy hendre Sources Network Timeli Key vngage_tresentation vngage_t1EAE997-D496-488	IENT erit mauris. Cum sociis n ine Profiles Application 4867-9836-3FFF9F19748D 17-9836-3FFF9F19748D	atoque penatibus. n Security Audits Adi	Slock V	Kalue "tabbanner": ("displayed": ("BE15Di "45558d-8379-4745-8a88-187a "user": ("state": "Ready", "token": 71	EGORIES 59C-9F80-4140-A01B-8654AI 48746a11 609107-3547-401a-8570-0#k	8020259"],"displayMax""1),"doo d6c118cb2+2QfVPkr14BVecx18v	A 3 reye":{"disp wz3AyGh3t	i × blayed":
INTERNA Praesent vestibulu (R 1) Elements Console Application Manifest Service Workers Clear storage	TIONAL PAYM m aenean noummy hendre Sources Network Timell Key yngage.uet.EAE997-0496-480 yngage.11EAE997-0496-480	IENT srit mauris. Cum sociis n ine Profiles Application 4867-9836-3FFF9F19748D 7-9836-3FFF9F19748D	atoque penatibus. n Security Audits Adi	Slock (CATI Yalue Tabbanee":{Gisplayed':{'BE15D1 7455b2d-6379-4745-8386-1878 Tusseff;Gistlef="Ready";Token;*71	EGORIES 590-9F60-4140-A018-8654A4 48746a11 809107-3547-401a-8570-0mk	8020258"],"displayMax"*1),"doo d5c118cb2+2QfVPkrH4BVecx88	A 3 reye":{"disp wz3AyGh3t	i X blayed": t3vxtHi6
INTERNA Praesent vestibulu Fre D Elements Console Application Manifest Storane Storane	TIONAL PAYM m aenean noummy hendre Sources Network Timeli Key vngage.vresentation vnga	IENT erit mauris. Cum sociis n ine Profiles Application 4867-9836-3FFF9F19748D 7-9836-3FFF9F19748D	atoque penatibus. n Security Audits Adi	Slock	CATI Yalue Tabbaner"("Giepleyed";("BE1507 7455569-6379-4745-8a86-187a usent"("statie"; "Faedy", Tuken"; "7i	EGORIES 1950-9600-4140-A018-8654A4 48746a11 0009107-5547-4018-8570-044	8020259"],"displayMax"*1),"doo	A 3 reye": ("disp wz3AyGh3t	i X blayed":
INTERNA Praesent vestibulu Praesent vestibulu Elements Console Application Manifest Storage Storage Storage	TIONAL PAYM m aenean noummy hendre Sources Network Timeli Key ungapa prosentation ungapa med. 11EAE097-0498- ungapa. 11EAE097-0498-483	IENT arit mauris. Cum sociis n ine Profiles Application A867-8838-3FFF8F19748D	atoque penatibus. n Security Audits Adb	Slock V (c	CATI Alue "tabbaner": ("displayed": ("BE1501 745550d-6379-4745-8a86-187a user: ("dista": Ready", toker, "77)	EGORIES SC-0F60-4140-A018-0654A4 48746st1 S009107-3847-4016-8570-0et	8020259"],"displayMax"-1),"doo di5c11Bcb2+2Q(VPkrH4BVecxI8)	A 3 reye": ("disp wz3Ay@h3t	: × olayed": I3vxHi6
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