

Installation of Vergic Engage

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1 Introduction

Vergic Engage is an interactive customer service tools to help organizations and companies to effectively communicate with customers and offer personalized service online. Vergic Engage is a world leader in process support, dialogue efficiency and integration opportunities.

The service is exposed to the web site visitors that appears to be in most need of help. Vergic Engage can be used for lead generation, sales conversion or to offer personalized customer service. The actual selection and the degree of interaction is based on an advanced filtering of visitors in real time.

For the organization, it is easy to support the client throughout the case. It is possible to provide the same excellent and personal service in a physical meeting by example, communicate via video calls, present information visually or even tailor personalized content.

Vergic Engage integrates with surrounding systems and thus function as a multi-channel platform. With the help of this organization can create a cohesive communication/service to the visitor regardless of the input and channel. Data can be collected in real time and left for dialogues that take place through Vergic Engage, which among other things creates a deeper dimension to the concept of personalized service.

2 Installation

2.1 The JavaScript

Installation of Vergic Engage is done by adding a JavaScript on the web sites. Each script contains a customer-unique key. This key is used to connect Vergic Engage to one or more sites to support the solution. In order for Vergic Engage to work and to be fully utilized the script tag must exist on all pages where the visitor shall be offered interaction. In addition, no installation in the customer's IT environment is needed.

The script is added to the end of html page, just before `</ body>` tag.

Example script:

```
<body>
...
...
<!-- START VERGIC ENGAGE SCRIPT -->

  <script type="text/javascript">
    (function(server,psID){
      var s=document.createElement('script');
      s.type='text/javascript';
      s.src=server+'/'+psID+'/ps.js';
      document.getElementsByTagName('head')[0].appendChild(s);
    }('https://account.psplugin.com','3BF9D480-A32D-4D58-84D8-8Bxxx'));
  </script>

<!-- END VERGIC ENGAGE SCRIPT -->

</body>
```

If the script tag is removed, partly or completely, on the web site Vergic Engage will not function equally.

2.2 'X-Frame-Options' HTTP response header

The 'X-Frame-Options' HTTP response header can be used to indicate whether or not a browser should be allowed to render a web page in a iframe. When this header is used and in order for co-browsing to work the web site need to make an exception for Vergic Engage.

The issue can be detected in the browser console when the 'X-Frame-Options' to 'sameorigin' error message is displayed and the webpage isn't loaded for the agent.

There are some incompatibility issues between the major browsers so if the agents aim to use both Chrome, Firefox and IE/Edge then both exceptions below are needed.

Add the following headers to allow communication towards our domain:

```
Content-Security-Policy: frame-ancestors 'self' *.vergic.com /* NOTE: Won't  
work in IE */  
X-Frame-Options: ALLOW-FROM *.vergic.com /*Note: For IE */
```

3 Impact

When choosing to Include any type of JavaScript like Vergic's it will always have an impact on total load time. Vergic has done a lot of work to optimize this, so the added load time is as minimal as possible, and we have carefully tested the load impact using all major browsers on the market, to make sure users get the best possible experience.

The Vergic Engage script is, much like the Google Analytics script, a bootstrapper script for something larger. The script is placed near the bottom of the html document before the </body> tag. The bootstrapper script is in itself very small and has an extremely low impact even though it is loaded synchronously in the browser. When the script executes it will start a non-blocking background download of the larger script, the actual Vergic Engage application. When the download of the larger script (ps.js) finishes, then Vergic Engage will execute. The asynchronous load of Vergic Engage, will therefore have a very little impact on page rendering time and the experience by the user of the web site will be almost the same as without Vergic Engage.

Key elements of Vergic Engage is cached in the visitor's browser and subsequent calls are therefore smaller.

4 Browser support

In order to use the application the user (agent) needs a browser. Vergic Engage is compatible with Chrome, Firefox and MS Internet Explorer 11 or newer. Vergic recommends to use the latest release of Chrome or Firefox. In general Vergic Engage supports the latest and the last two releases of these browsers. No installation is needed to be carried out by the administrator to get started with Vergic Engage.

For a web site visitor Vergic Engage works on all major browsers e.g. MS Internet Explorer, Firefox, Chrome, Opera and Safari. Vergic Engage also works on mobile devices when these mobile devices supports HTML5 and JavaScript.