



Instant Technologies  
Instant Agent Framework  
Queue Manager  
Instant STLinks Package

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## Welcome to IAF QueueManager STLinks package!

Instant Agent Framework (IAF) Queue is designed to create instant messaging queues that combine the power of Lotus Sametime (IBM Instant Messaging) with existing teams in your organization. IAF Queue enables the development and deployment of customized IM Queues to help with sales and support, customer service applications, and internal IM Queues.

If you have ideas or suggestions on improvements to the Instant Agent Framework Queue Manager, then please send your ideas and suggestions to: [info@instant-tech.com](mailto:info@instant-tech.com)

### **What is the STLinks package?**

Administrators can add links from their web portals which start Sametime IM conversations with other Sametime users. These links are called STLinks. When a user visiting a webpage clicks an STLink for a Sametime user, a chat is started in a new window. In essence, the STLink enabled webpage is like a Sametime client.

The IAF QueueManager STLinks package enhances this experience with features and customizes the chat window for conversations with a QueueBot.

Here are the features:

- Brand the chat window with a logo, text and a background.
- Before chat, open a form for the visiting web user to fill out information.
- After chat, the web visitor has the option to receive the chat transcript via e-mail.
- During the chat, the support agent has the ability to open a web url in a separate frame on the web visitors chat window.
- A Support Agent photo can be displayed when the web visitor is connected with the agent.

### **How Do I Learn More?**

Visit the [Instant Technologies web site](#) to learn more about Instant Agent Framework Queue Manager.

## **Before installing the Instant STLinks package**

There are a few considerations before implementing the Instant STLinks package. Each of these questions is addressed below.

-Have you made other modifications to the default STLinks package that you would like included in your Instant STLinks package?

-Do you want an information submission form to be opened before the chat is opened with the QueueBot so that the customer can enter information? Or would you like to pass all this information directly from the website.

-Do you want to give the web visitor the option to receive a transcript of the chat via e-mail?

-Do you want a photo displayed of the support agent when the web visitor connects with him/her?

These questions will be answered in the following sections. This document is meant to be read in a top down fashion. At points, you will be asked questions and referred to specific sections depending on your answer. First question is: Are you installing this for the first time, or upgrading from a previous STLinks package (either Instant STLink package or your own customer STLink package)?

If upgrading, see the next section 'Upgrading the STLinks package'

If not see the following section 'Installing the STLinks package'

## Upgrading the STLinks package

This section is for changing from one version of the Instant STLinks package to another. If you have never installed the Instant STLinks package, please see the next section on installing it. When upgrading the STLinks package, there are four steps:

-Place the new STLinks package in the `..domino/data/domino/html/Sametime/` folder. Do not overwrite the original Instant STLinks package. You will want to save this for both reference and backup.

-In the new STLinks package, you will have to set the variables at the top of the `stlinks.js` file.

-Any custom changes that you have made to your Instant STLinks package need to be made in the new one. This can be done using a file comparison program like WinDiff. Or if you know the changes, you can manually make them in the new Instant STLinks package. For example, if you have made any graphic changes to the chat window, you will have to remake these in the new Instant STLinks package.

-You will now have to point your webpage to access the new `stlinks` package. This can be done two different ways. You can change the location defined on your webpage to point to the new `stlinks` folder. Or you can rename the new `stlinks` package to the same name as the old one (you should keep the old one though for backup and reference).

## Installing the Instant STLinks package

First, you need to unzip the file called 'Instant STLinks package.zip'. Use the extract method, rather than dragging and dropping the files out of the zip file. If done correctly, the extracted files should all be in one folder called 'InstantStlinks'

Sametime comes equipped by default with an STLinks package. It can be found on your Sametime Server located by default at: ..domino/data/domino/html/Sametime/stlinks

It is best to leave this package alone and place the Instant STLinks package as a separate folder in the directory ..domino/data/domino/html/Sametime/

So in the Sametime folder, you will have two STLinks packages. One in the folder 'stlinks', and the other in the folder 'InstantSTLinks'

At this point, the STLinks package is installed. Now you can...

...setup the information submission form. See the section "Installing the submission form"

...setup the webpage to pass information to the QueueBot without the requirement for the information submission form. See the section "Passing information from Website to QueueBot"

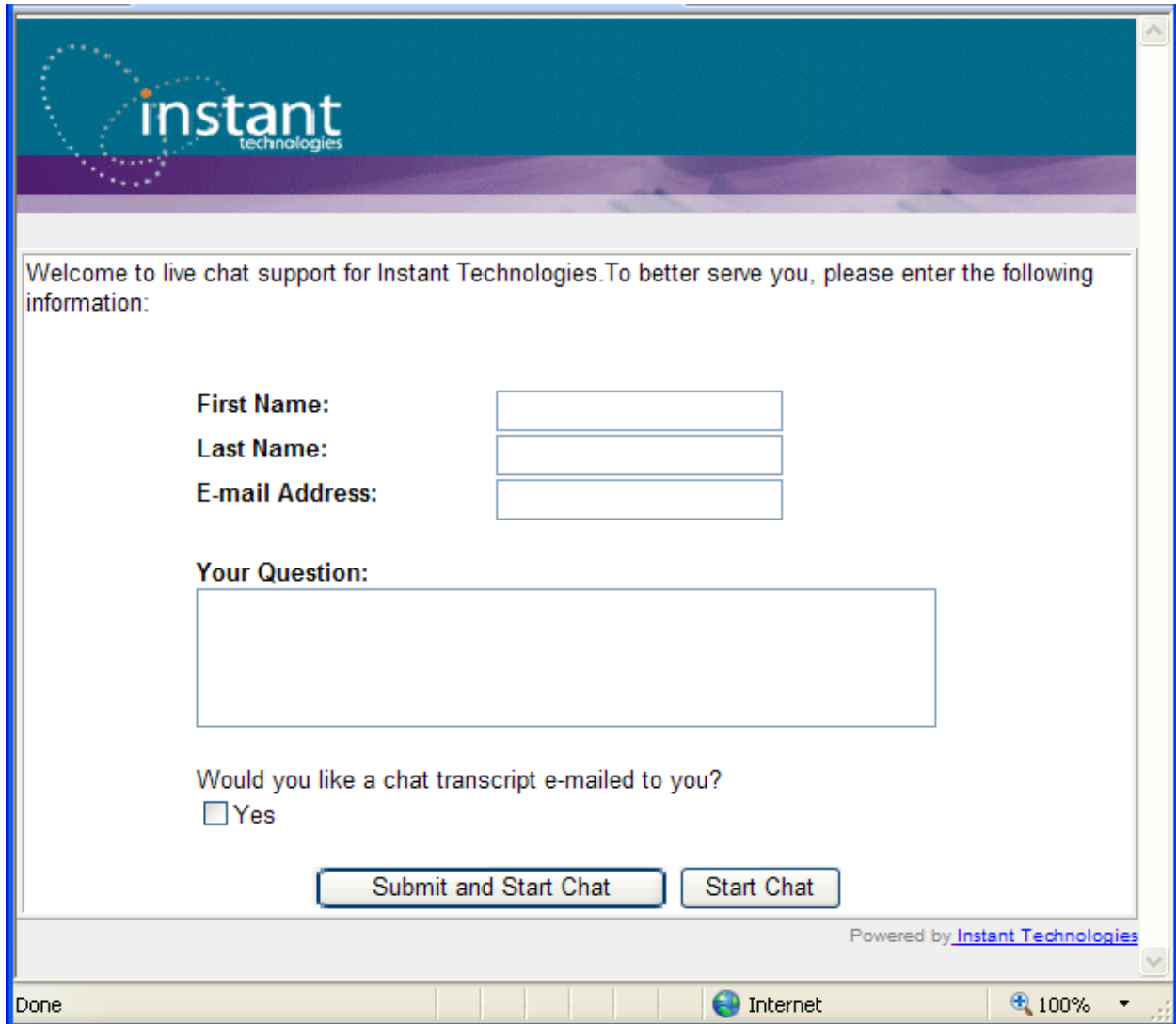
...change the look of the STLink's chat window. See the section "Customize the chat window graphics"

...or just go ahead and enable a webpage with STLinks to Sametime users. See the section "Enabling your web portal"

...read about the commands agents can use while in a chat. See the section "In-chat options for support agents"

## Installing the submission form

The standard information form provided by Instant looks like this:



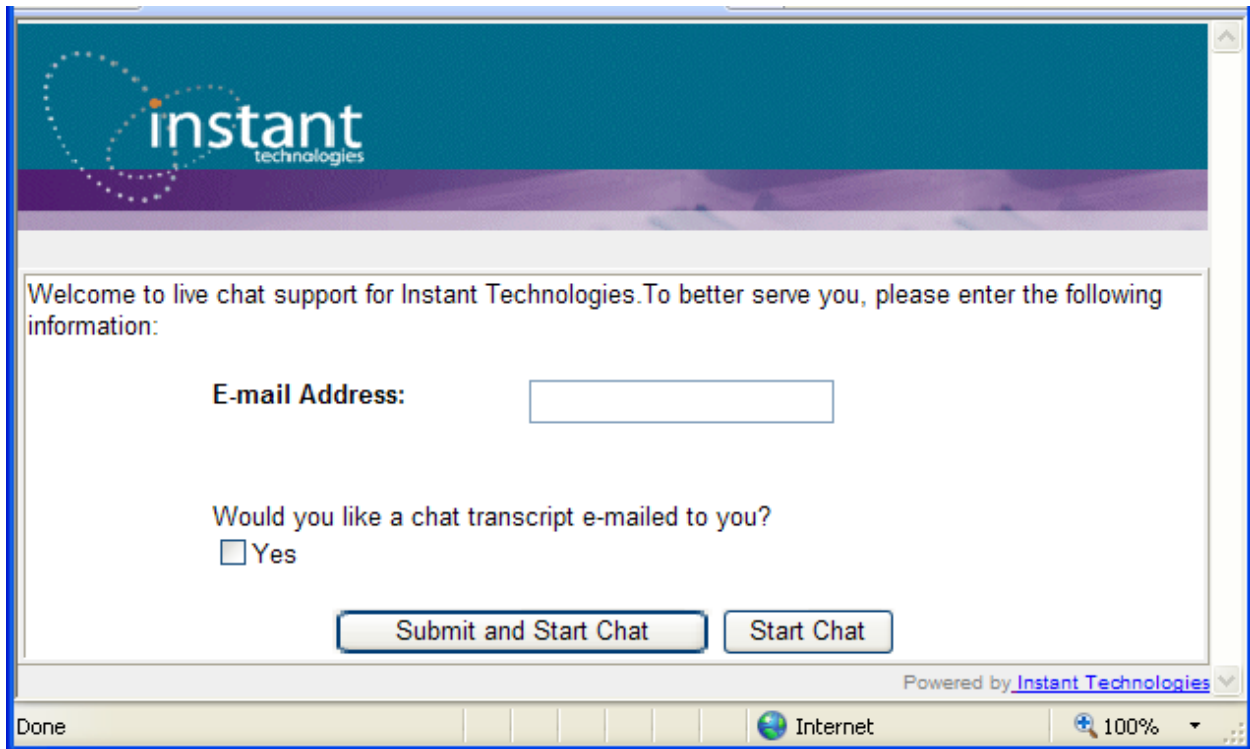
The screenshot shows a web browser window displaying the Instant Technologies live chat support form. The form has a teal header with the Instant Technologies logo. Below the header, a message reads: "Welcome to live chat support for Instant Technologies. To better serve you, please enter the following information:". The form contains three input fields for "First Name:", "Last Name:", and "E-mail Address:". Below these is a larger text area for "Your Question:". At the bottom, there is a checkbox for "Would you like a chat transcript e-mailed to you?" with "Yes" selected. Two buttons are present: "Submit and Start Chat" and "Start Chat". The footer of the form says "Powered by Instant Technologies". The browser's address bar shows "Internet" and the zoom level is set to 100%.

It requires some customization by you. Using Lotus Domino Designer, you can do this.

After the web visitor clicks 'Submit and Stat Chat', the information is submitted to the QueueBot and the chat starts. When the IM chat is over, if you have setup your QueueBot to log to a Notes database, this field information is passed to a Notes database and will be located in the individual log for that chat conversation.

The above form is one which is provided by Instant. It is already setup to gather the First Name, Last Name, E-mail, and Question from the customer and pass that information to the QueueBot, and ultimately to the QueueLogs database (if you have the QueueLogs database setup).

There is also a second form which only has the Send Transcript functionality. This allows a web visitor to enter their e-mail address so that at the end of the chat conversation, a transcript of the e-mail will be sent to that address. Note, you must have the Notes logging database setup for this functionality to work. The Send Transcript form looks like this:



The screenshot shows a web browser window displaying the Instant Technologies chat interface. At the top left is the Instant Technologies logo. Below it, a message reads: "Welcome to live chat support for Instant Technologies. To better serve you, please enter the following information:". The form contains an "E-mail Address:" label followed by a text input field. Below that is a question: "Would you like a chat transcript e-mailed to you?" with a checkbox labeled "Yes". At the bottom of the form are two buttons: "Submit and Start Chat" and "Start Chat". The browser's status bar at the bottom shows "Done", "Internet", and "100%".

You can choose to use one of these forms provided by Instant. Or if you wish you can modify one of them to have different fields and a different look (i.e. you probably want to put your company logo on rather than Instant's). The next section "Setup of the Information Submission Form" describes the basic setup needed in order to make these forms appear before STLinks chats. The section after that "Customizing the Form" describes how to edit the forms to your requirements.

## Setup of the Information Submission Form

There are two things that you must do to set this up.

*-First*, you need to open the file stlinks.js which is in the main directory folder of the Instant STLinks package. Open it by right clicking and choosing Open With.. then select Notepad. At the top of this file are a couple lines of code which look like this:

```
//EnableInformationSubmissionForm, set this = 1 to enable the information form, set
this
//= 2 to enable Just the Send E-mail Transcript form, or set it = 0 to not have a form
//displayed before the chat.
var EnableInformationSubmissionForm = 2;

//ServeName, do not include http://
var ServerName = "st751.instant-tech.com";

//DatabaseName, be sure to include .nsf at the end
var DatabaseName = "QueueLogs.nsf";
```

There are three properties here which need to be set. The first lets us know if we want to enable the Information Submission form to come up before a chat, or if we want just the Send Transcript form come up before a chat, or if we don't want any form to show up. Note: you can now set if you want a form to come up when you define the STLink on the webpage (see the section on 'Enabling your web portal' for more information).

*-Second*, you need to create the QueueLogs database. The template is included with the IAF QueueManager install.

During the QueueManager installation process, the template is copied to the default installation directory for the QueueManager. Usually, this is \Program Files\Instant Agent Queue Manager. The template name is QueueManagerTemplate.ntf

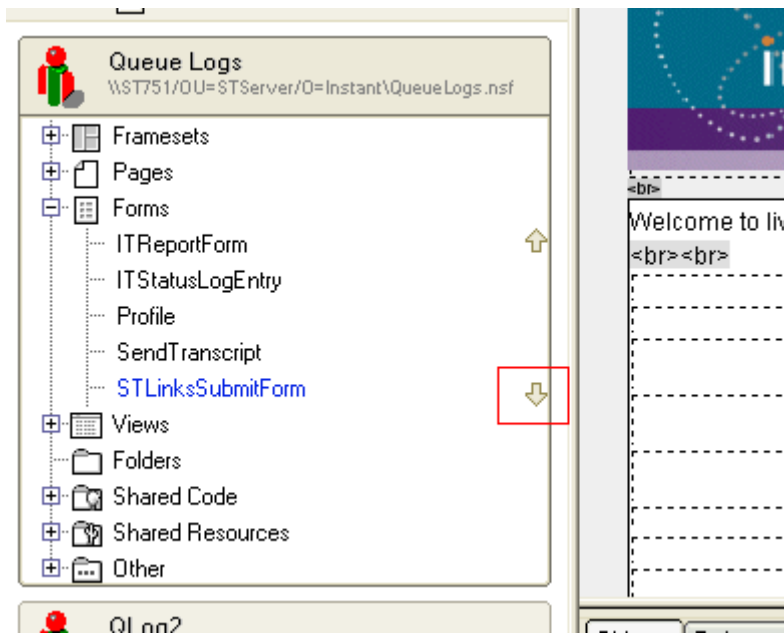
In order to create a Lotus Notes database from the template, the template file should be copied to the appropriate directory on the target Lotus Domino server. Usually, this location will be \Lotus\Domino\Data.

For help on creating a Lotus Notes database from a template, please see Lotus Domino documentation. Also see the documentation included with you QueueManager install titled 'IAF Queue – QueueLogs database.pdf'

## Customizing the form

In order to make changes to the Submission form, you must first open the QueueLogs database using Lotus Domino Designer. Then browse, as shown below, to Forms->STLinksSubmitForm. The arrow outlined in red is used to scroll through the list of forms. Scroll through until you find STLinksSubmitForm. Clicking it will open the STLinksSubmitForm for editing. Likewise, you can make modifications to the SendTranscript form the same way.

**Caution:** Changes you make to any forms in this database can be lost. This can happen if your database is scheduled to be refreshed by the master template periodically. Contact your system administrator about this. Two ways to avoid this are: 1. Make your changes to the master template rather than the actual database, then refresh the database design when you are done. 2. Change the settings of the database so that it is not refreshed by the master template.



## Customize the look

- Change the logo. Using Domino Designer, open the form called STLinksSubmitForm. You can simply select and delete the Instant logo and paste in your own logo(s) where you want on the form.
- Change the background. Using Domino Designer, open the form called STLinksSubmitForm again. By right clicking on the form, you open the right click menu, select the option Form Properties. This window shown below will open, the background options are on the fourth tab. There are other options for your form on the other tabs

Instant Technologies. To better serve you, please enter the following information:

The screenshot shows a Domino Designer form with several input fields: "ITForm\_FirstName", "ITForm\_LastName", "ITForm\_Email", "Question", "chat transcript e-mailed to you?", and "ITr". A dialog box titled "Form Background" is open over the form. The dialog box has a toolbar with icons for Color, Graphic, and Resource. The "Color" section has a dropdown menu. The "Graphic or Resource" section has "Paste", "Import", and "Remove" buttons, and a text field with a folder icon and an "@" symbol. The "Options" section has three checkboxes: "Hide graphic in design mode" (unchecked), "Hide graphic on 16 color displays" (unchecked), and "Allow users to change these properties" (checked). There is also a "Repeat" dropdown menu.

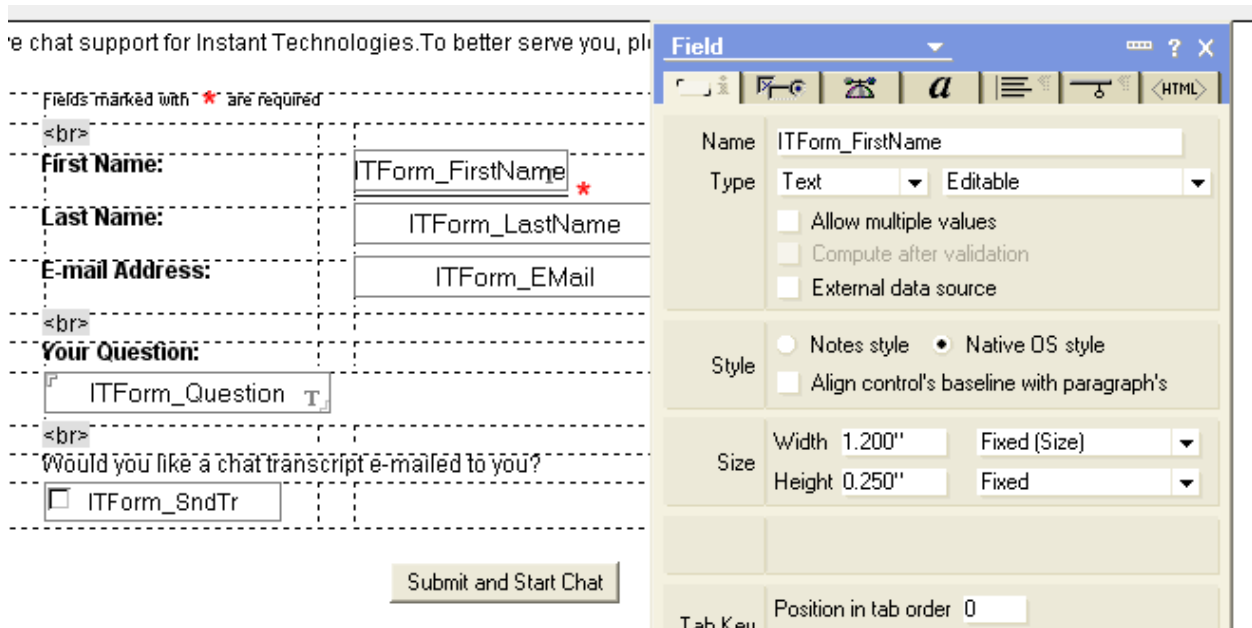
## Customize the fields

There are two major steps to understand in order to customize the fields. First, how to add new fields to the form, and second how to pass the field information to the QueueBot and ultimately to the QueueLogs database.

The flow of information works like this. The web visitor enters information into the fields on the form which opens before the chat. They then click 'Submit and Start Chat.' The field information is then passed to the QueueBot and a chat window opens with the QueueBot. When the chat ends, the QueueBot logs the chat information to the QueueLogs database; included in that chat information is the web visitors info that they entered at the start.

## Adding the new fields

Fields can be added using the Domino Designer. Open the QueueLogs database and browse to the STLinksSubmitForm. Fields can be added by right clicking where you want it and selecting Create Field from the right-click menu. After creating the field, right-click on the field and select Field Properties. You will be given this window. Enter a name for the field.



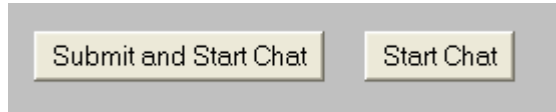
It is useful to create tables to house your fields. The field names and the fields can be in separate columns of a table. Tables can be created by going to the main Domino Designer menu bar and selecting 'Create' then 'Table...'.

**Example:** For this example, we will pretend that we created a new field called ITForm\_Address. This example will be used as we progress through this section.

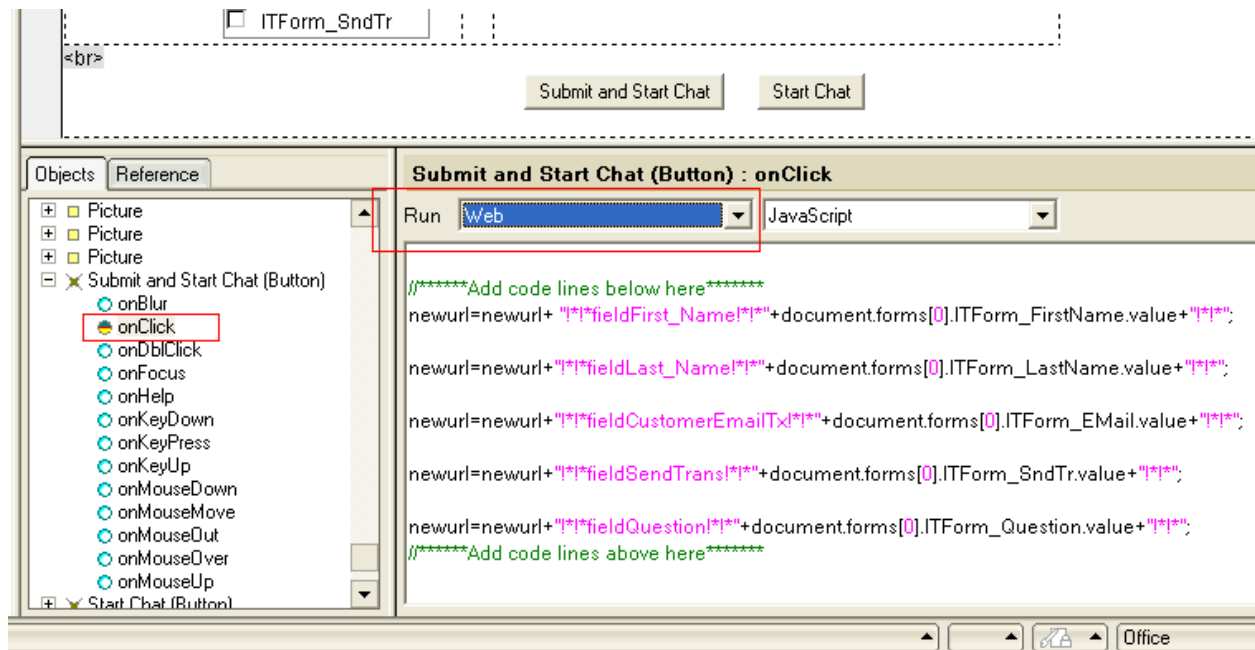
## Passing the information to the QueueBot

So now you have added the new field to the STLinksSubmitForm. Now we need to add code which will transfer that information to the QueueBot. When the customer clicks the 'Submit and Start Chat' button, code is run which achieves this.

With the default form provided by Instant, there are two buttons 'Submit and Start Chat' and 'Start Chat'. Both of these buttons can be moved around the form simply by Copy and Pasting them. 'Submit and Start Chat' will submit the information and begin the chat, 'Start Chat' will NOT submit the information and just start the chat.



When you are viewing the form STLinksSubmitForm from Domino Designer, single-click select the 'Submit and Start Chat' button, you may be shown the code that is run when that button is clicked by a web visitor (If you don't see this code, refer to the below figure). This is the code which must be changed in order to pass the values in your new fields to the QueueBot. Below is a screenshot of what you see when you select that button:



In the figure above, you will notice two red boxes. **One is around onClick.** Select onClick to be brought to the code that is executed when the button is clicked. **The second box is around a drop down menu with two options Web and Client.** Selecting either Web or Client will show you the code which is run when the form is either viewed from the web or from a Notes client. **Be sure to select Web** since that is from where this form will be accessed.

Once you have done that, you will see the code. If you scroll to the bottom of the code, you will see the code which is displayed above. By default, the Instant STLinks package sends the information for 4 fields, First Name, Last Name, E-mail, Question, and SendTranscriptEmail. This is accomplished by adding the following line of code for each field you wish to pass:

```
name.newurl=newurl+"!*field<FieldDescription>!*" + document.forms[0].<FieldNa
me>.value+"!*!";
```

Where <FieldDescription> is a description of the field and <FieldName> is the Domino field name which you defined when you created the field. The field description is arbitrary but cannot contain spaces. (Note, the FieldDescription will be the name of the field when this information is finally logged in the QueueLogs.nsf database after the IM conversation ends) So when you add a field to the form, you must also add the above line of code with your modifications. You can add it anywhere in the vicinity of the other similar code lines. If you are proficient in JavaScript, you can customize the code. For example, you can make some fields required to have information in them before the web visitor submits the form.

**Example:** Following the address example from the previous section, we would add this line of code:

```
name.newurl=newurl+"!*fieldCustomerAddress!*" + document.forms[0].ITForm_Address
.value+"!*!";
```

## Receiving the information in the QueueLogs database

The field information from the information submission form is passed to the QueueBot. After the chat conversation, if QueueBot logging is setup, then the QueueBot will pass this information to the QueueLogs database.

You must open up your QueueLogs database with Domino Designer again. This time however, you will be modifying the form ITAgentLogEntry. All you need to do, is add new fields with the correct names. The fields will then be filled with the value when the QueueBot logs a chat.

The field name should follow this convention:

```
ITLog_<FieldDescription>
```

In this case, <FieldDescription> should be the same as the <FieldDescription> value you filled out in the STLinksSubmitForm when you were modifying the 'Submit and Start Chat' button code.

**Example:** Following the address example from above, the name of this new field which will receive the value is:

```
ITLog_CustomerAddress
```

## Special Fields

There are special fields, and a dynamic custom field which can be passed from a form or webpage before the chat to the QueueBot, then finally to the QueueLogs database. The special fields, when received by the QueueBot, will do something special. Here is a short description of each:

*First Name, Last Name, Full Name* – These fields, when received by the QueueBot, will be used as the name for the customer (rather than Web Visitor/Guest or Anonymous/Guest). First Name, Last Name are already setup with Instant’s default ‘STLinksSubmitForm.’

*Question* – This field, when received by the QueueBot, will be used as the customers Question. If you have the QueueBot setup to first get the customers question before the chat starts, passing this field to the QueueBot will take care of that. You can then setup the QueueBot’s text resources to display that question to the agent. This is already setup with Instant’s default ‘STLinksSubmitForm.’

*Send Chat Transcript* – This field (actually two fields) will pass the customers e-mail to the QueueBot. It will also pass a command which (when this info is logged to the QueueLogs database) will send an e-mail to the customer with a chat transcript. This is already setup with Instant’s default ‘STLinksSubmitForm.’

*Custom Welcome Message* – This field, when received by the QueueBot, will display a welcome message, in addition to the welcome message the QueueBot already displays, to the customer. This may be useful if you have customers coming in from different webpages.

*Custom Fields* – These can actually be any fields, including the above mentioned. This section describes the framework of how to have any information displayed to the agent or customer either before or after the agent accepts the customers chat request.

See the section “Customize the fields” for more information on the whole process of passing information to the QueueBot.

**-First Name, Last Name, Full Name** – When you pass information from the STLinksSubmitForm to the QueueBot, it is possible to send the first name, last name, or full name so that the QueueBot can use this as the customers name (so for example if you use the option 'Send Customer Name to Agent' the agent will see the customers name rather than 'Web Visitor/Guest'). Also, any %FullName% or %FirstName% code in your text resources will also use this. This can be accomplished two ways. The first way is to get the first name/last name seperatly. The second is to get the full name at once.

The first way is to setup the fields First Name and Last Name on the STLinksSubmitForm, you would then pass them (either from the STLinksSubmitForm or using the LoadDataForIAF function) following the below example:

These are the field names in the STLinksSubmitForm form:

ITForm\_FirstName

ITForm\_LastName

This is the code which passes the field to the QueueBot from the STLinksSubmitForm

```
newurl=newurl+
"!*"fieldFirst_NameTx!*"+document.forms[0].ITForm_FirstName.value+"!*!";
newurl=newurl+"!*"fieldLast_NameTx!*"+document.forms[0].ITForm_LastName.value+
"!*"!";
```

OR from the LoadDataForIAF function:

```
LoadDataForIAF("First_NameTx", str_FirstName);
```

```
LoadDataForIAF("Last_NameTx", str_LastName);
```

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept the customers first and last name.

ITLog\_First\_NameTx

ITLog\_Last\_NameTx

The first and last name can be used in the text resources by including %FirstName% Or %FullName% in the message sent to the agent. For example:

The screenshot shows a dialog box with the title "Ask Queue Agent". Below the title is a text area containing the message: "Enter the message the agent will be sent when a customer requests assistance". The message text is: "There is a customer request in the Instant Queue Manager agent from: First Name is %FirstName%. Full Name is %FullName%. Press u to accept the request". There are up and down arrow buttons on the right side of the text area.

The above way is already setup by default with the Instant STLinks Package, the second way (Full Name) is not.

The second way just gives the customer an easier way to enter their name using one field rather than two. This is accomplished by first adding a field and some code to the STLinksSubmitForm to get the customers full name.

This is the field name in the STLinksSubmitForm form:

ITForm\_FullName

This is the code which passes the field to the QueueBot from the STLinksSubmitForm:

```
newurl=newurl+
"!*"fieldFull_NameTx!*"+document.forms[0].ITForm_FullName.value+"!*!";
```

OR from the LoadDataForIAF function:

`LoadDataForIAF("Full_NameTx", str_FullName);`

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept the customers full name:

`ITLog_Full_NameTx`

The full name can be used in the text resources by including %FullNaem% in the message sent to the agent. For example:

Welcome Message  
Enter the welcome message the Instant Agent gives the customer  
Hello %FullName%, welcome to the Queue Manager agent - powered by Instant Technologies. Please wait, I'm attempting to locate an agent to assist you.

Ask Queue Agent  
Enter the message the agent will be sent when a customer requests assistance  
There is a customer request in the Instant Queue Manager agent from:  
Full Name is %FullName%.  
Press u to accept the request

**-Customer Questions** – This field is designed to take a description of the customers issue and pass it to the QueueBot. You can then setup the QueueBot to display this question to an agent before the agent accepts the request. This works the same way as the 'Get Request' option built into the QueueBot. It does not matter whether the 'Get Request' option is on or off for the QueueBot, this will work either way.

This is the name of the field on the STLinksSubmitForm form:

**ITForm\_Question**

This is the code which passes the field to the QueueBot from the STLinksSubmitForm

```
newurl=newurl+"!*!*fieldQuestion!*!*"+document.forms[0].ITForm_Question.value+"!*!*"  
;
```

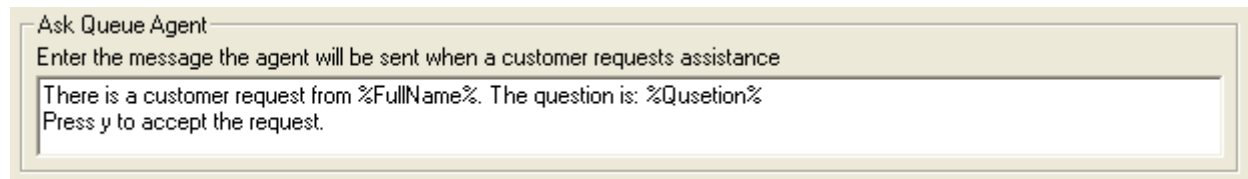
OR from the LoadDataForIAF function:

```
LoadDataForIAF("Question", str_CustomerQuestion);
```

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept the customers question (the question is also tacked onto the top of the conversation transcript):

**ITLog\_Question**

This question can be used in the text resources by including %Question% in the message sent to the agent. For example:



The image shows a screenshot of a text resource box. The title bar reads "Ask Queue Agent". Below the title bar, there is a label "Enter the message the agent will be sent when a customer requests assistance". The main text area contains the following text: "There is a customer request from %FullName%. The question is: %Qusetion%  
Press y to accept the request."

**-Send Chat Transcript** - This functionality allows the web visitor to input an e-mail address which, after the chat conversation is over, will receive a copy of the transcript. In order to have this functionality, the QueueBot must be logging the chat conversation to the QueueLogs Notes database (This option is specified when setting up the QueueBot).

There are two pieces to this special field. The first is the E-mail field. The second is the SndTr checkbox. This is the command which, when received in the QueueLogs database, will mark this conversation to have the transcript mailed out. By default the Instant STLinks package has these two fields on the STLinksSubmitForm form and the SendTranscript form.

These are the field names in the STLinksSubmitForm form:

ITForm\_SndTr

ITForm\_Email

This is the code which passes the field to the QueueBot from the STLinksSubmitForm

```
newurl=newurl+"!*!*fieldCustomerEmailTx!*!*"+document.forms[0].ITForm_Email.value+"!*!*";
```

```
newurl=newurl+"!*!*fieldSendTrans!*!*"+document.forms[0].ITForm_SndTr.value+"!*!*";
```

OR from the LoadDataForIAF function:

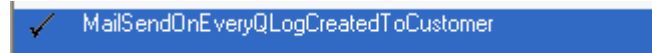
```
LoadDataForIAF("CustomerEmailTx", str_CustomerE-Mail);
```

```
LoadDataForIAF("CustomerSendTrans", str_SendTrans); //This value should be 'Yes' or 'No'
```

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept the customers e-mail.

ITLog\_CustomerEmailTX

Also note, this functionality requires that this Notes agent be enabled in the QueueLogs database:

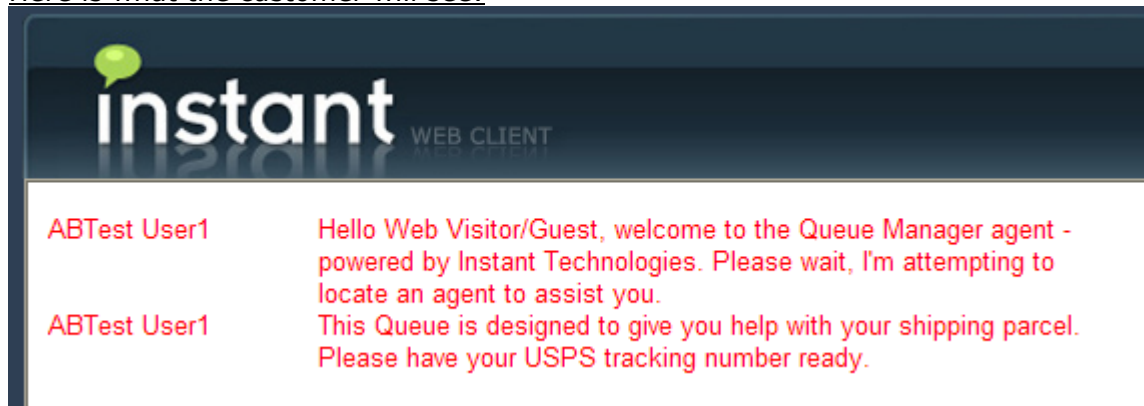


**-Custom Welcome Message** – This is slightly different than the other custom fields. In this case, you will load a custom welcome message to the QueueBot and the message will be displayed when it is received. The welcome message defined in Instant Agent Settings->Basic Text Resources tab will still be displayed first though.

For example if you want to have each webpage display a different welcome message you would load the welcome message like this:

Place this code on your webpage after the call for the function 'SetSTLinksURL':  
`WelcomeMessage("This Queue is designed to give you help with your shipping parcel. Please have your USPS tracking number ready.");`

Here is what the customer will see:



**-Custom fields** – These special fields allow you to take values from the webpage or the Information submission form and display them to the agent either before or after they accept the chat OR they can be displayed to the customer if no agents are available. For example, if you wanted the agent to see what webpage the customer came from, or to see some information from the form.

This can be done with any fieldname/fieldvalue pair passed to the QueueBot. This section describes the framework to follow.

This is accomplished by first passing the field to the QueueBot (either from the webpage using the function LoadDataForIAF or from the Information submission form).

In the webpage:

```
<script>  
var str_Message = "Hello Andrew";  
LoadDataForIAF("CustomData1", str_Message); Note, the first parameter must start  
with 'Custom'  
</script>
```

OR in STLinksSubmitForm form of the QueueLogs database:

```
newurl=newurl+"!*!*fieldCustomData1!*!*"+document.forms[0].ITForm_Message.value+"!  
*!*"; Note, the fieldname must start with 'fieldCustom'
```

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept this custom value:

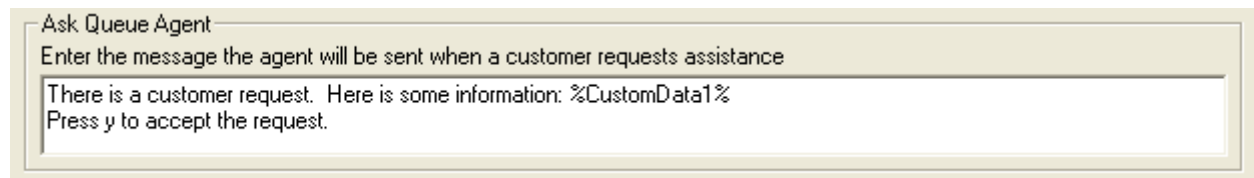
**ITLog\_CustomData1**

Once the field name and value are passed to the QueueBot. You can then use these custom fields in a couple text resources. Most useful are probably the 'Ask Queue Agent' (defined in Instant Agent Settings, Basic Text Resources tab) and the 'Successful Connection' (defined in the text resources xml file which is by default placed in the QueueManager install directory).

Some other text resources which you can place this custom data in are 'Unable To Locate Agent' (defined in Instant Agent Settings), 'Customer Request Text' (defined in the text resources xml), and the 'No Agent Available' response (defined in Instant Agent Settings, or in Logging Options if logging is enabled).

To place this custom data in, you will place this in the text message (following from the example above):

**%CustomData1%**

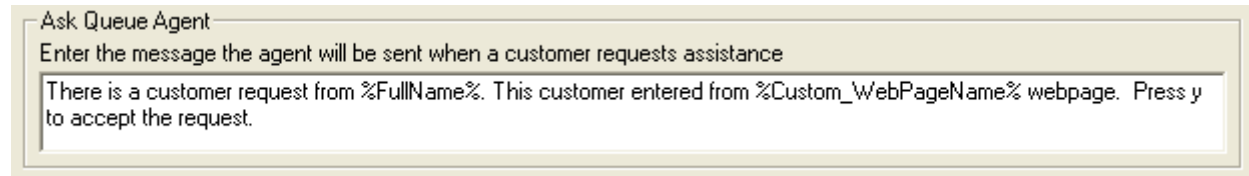


Below is another example...



This is the code placed on the webpage:

`LoadDataForIAF("Custom_WebPageName", "Product Information");`



Ask Queue Agent

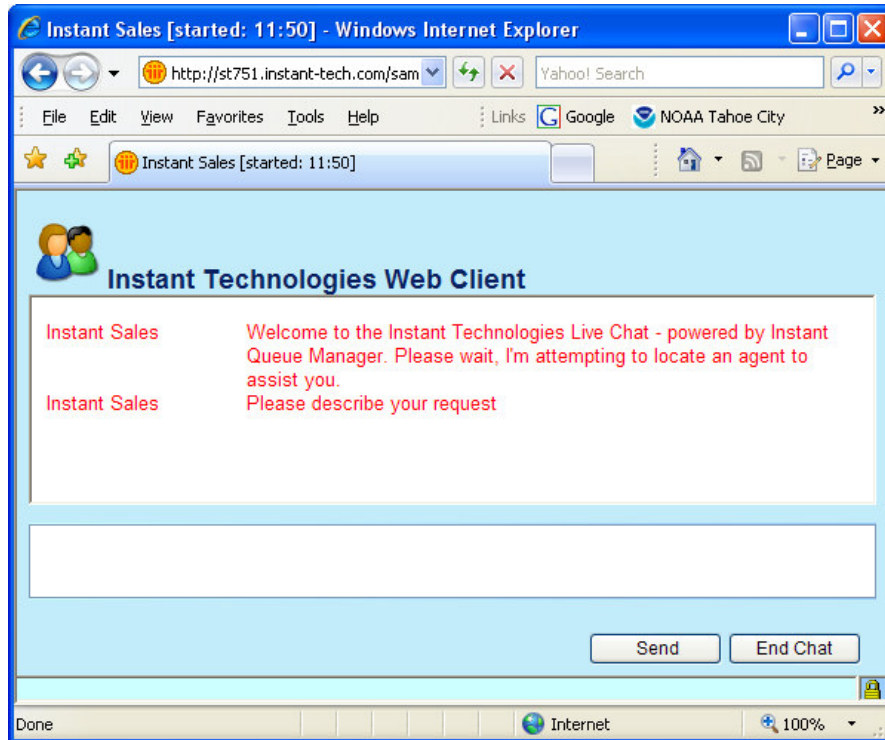
Enter the message the agent will be sent when a customer requests assistance

There is a customer request from %FullName%. This customer entered from %Custom\_WebPageName% webpage. Press y to accept the request.

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept this custom value:

`ITLog_Custom_WebPageName`

## Customize the chat window graphics



The above picture shows the Instant Technologies chat window. Since it is written in html, the customization is myriad. I will explain three simple ways to make changes to the chat window.

1 – *Change the background color.* All the frames in the chat window (except for the bottom status frame) reference the style sheet file InstantSTLinks.css which is found in the main directory of the Instant STLinks package. When you open this file you will see:

```
body
{
background: C3ECFB;
}
```

The value C3ECFB is the code for the light blue color in the screenshot above. You may change this.

2 – *Change the image.* At the top left of the chat window is an image. This image is located in the 'img' folder in the Instant STLinks directory. It is called logo.png. This can be replaced by another image by simply replacing the current logo.png with your own image. Your new image file should have the same name, logo.png

3 – *Change the text.* At the top of the chat window is the text "Instant Technologies Web Client." This text can be changed. The code for this frame is in the file logoFrame.html, which is located in the folder 'allLang' in the main Instant STLinks directory. Open the file with notepad and search for and replace the current text with what you want.

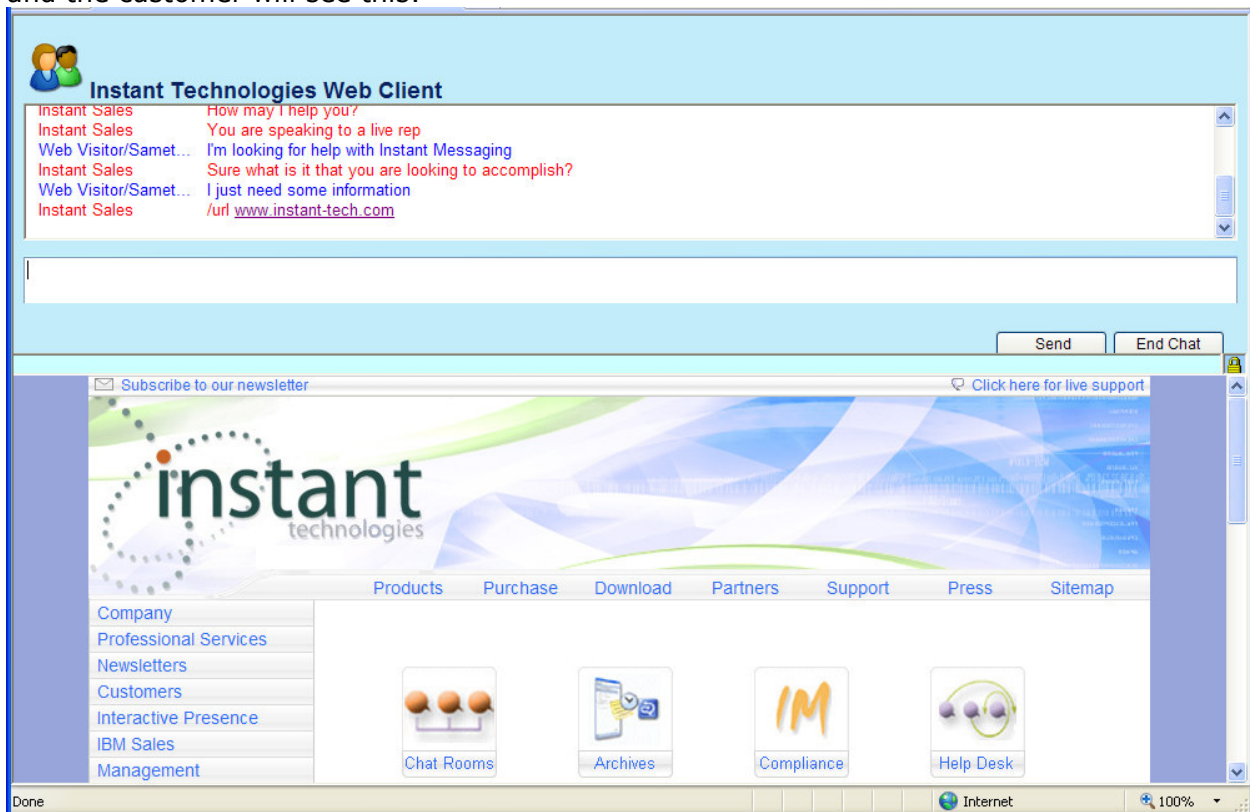
## In-chat options for support agents

There are currently two new options that the support agent has when in a QueueBot chat conversation.

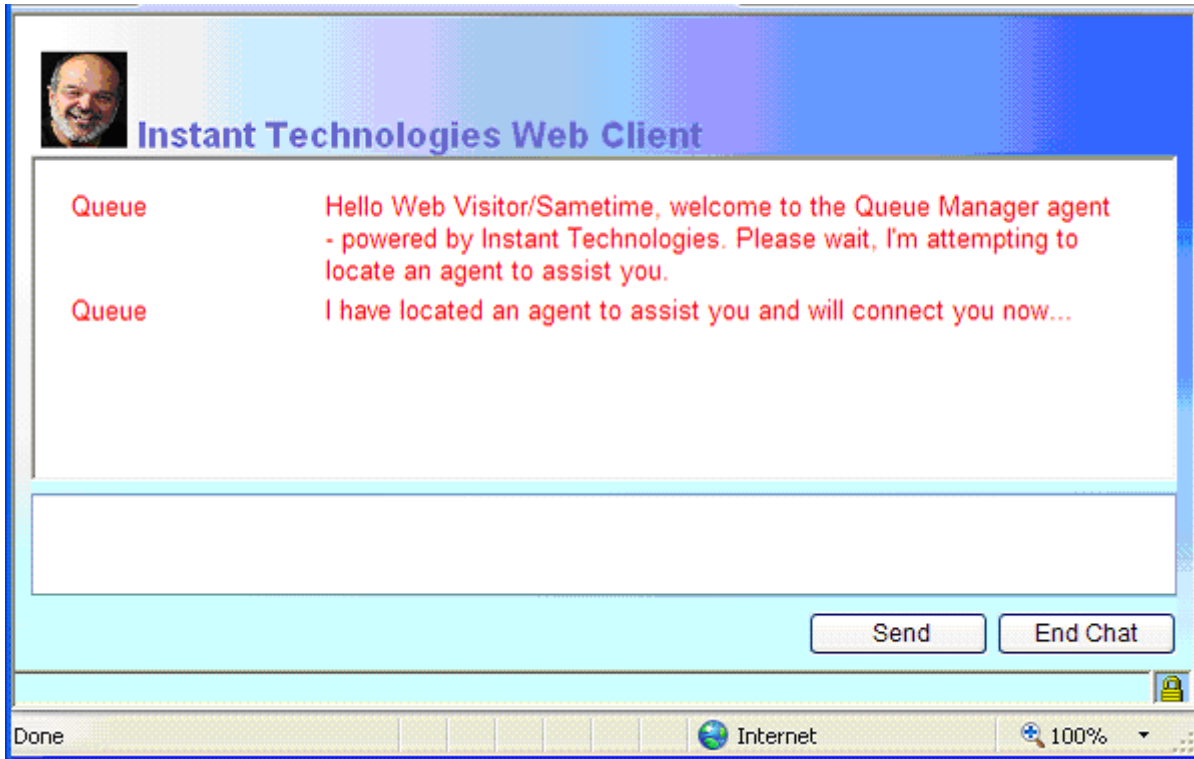
- /url command. This is a command invoked by the support agent. The command will open a new frame in the customers chat window that will be directed towards a web url. For example, the support agent will type:

/url [www.instant-tech.com](http://www.instant-tech.com)

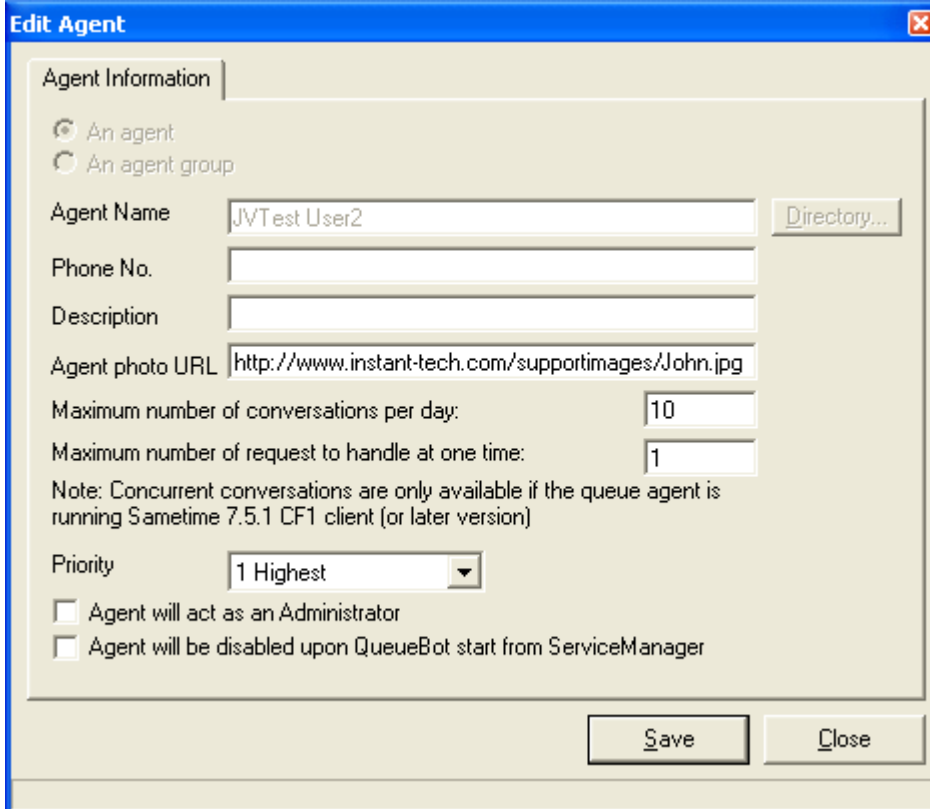
and the customer will see this:



- Option to place the support agents image in the chat window. This is optional for each support agent. Each support agents image is defined when setting up the QueueBot. When the support agent accepts the request from the customer agent image is displayed:



To setup this functionality, you use the IAF QueueManager. When setting up the list of support agents, you have the option to define a url with the support agents image:



## Enabling your web portal

There are two ways to enable your webpage with the Instant STLinks package. When an agent clicks your STLink on your webpage, you can choose to have them be directed to the Information Submission form, or directly to the chat window. Both options will first require you to setup the html code on your webpage (By default the Instant STLinks package is set to direct a web visitor to the information submission form; see above sections for how to disable this). Below are the basic elements you need to setup an STLink on your webpage.

```
<head>
  <LINK REL=STYLESHEET HREF="<CODEBASE>/stlinks.css" TYPE="text/css">

  <SCRIPT src="<CODEBASE>/stlinks.js"></SCRIPT>

  <SCRIPT>
    setSTLinksURL("<CODEBASE>");
  </SCRIPT>

  <SCRIPT>
    writeSTLinksApplet("Web Visitor","",false);
  </SCRIPT>
</head>

<body>
  <SCRIPT>
    writeSametimeLink("<SAMETIME USERNAME>","<DISPLAY
NAME>",false,<OPENFORM?>);
  </SCRIPT>
</body>
```

The first part is the code which goes into the head of your html page. This is code required to prepare the STLinks. <CODEBASE> is the path to the Instant STLinks directory on your Sametime server. For example if you are using Lotus's stock STLinks package, <CODEBASE> would be "http://mydom.mycompany.com/Sametime/STLinks

The second part is the code which you can place in the body of your html page. This is the code which actually creates the link to start the chat. <SAMETIME USERNAME> is the Sametime username written like you would use it to login on a Sametime client (Note this needs to be case sensitive). <DISPLAY NAME> is the name which will be displayed on your web page as the STLink. <OPENFORM?> is an optional variable, meaning that you do not need to include it. However, if it equals true, then the Information submission form will be opened (if it is set to in stlinks.js). If it equals false, the Info form is not opened. This is useful if you have multiple STLinks on one webpage, where some are links to QueueBots and others are not.

For more information on STLinks you can refer to these two documents:

[http://domino.instant-tech.com/instant.nsf/root/trial.htm/\\$file/IntroductiontoSametimeLinks.pdf](http://domino.instant-tech.com/instant.nsf/root/trial.htm/$file/IntroductiontoSametimeLinks.pdf)

[http://domino.instant-tech.com/instant.nsf/root/stltutor.htm/\\$file/STLinks.pdf](http://domino.instant-tech.com/instant.nsf/root/stltutor.htm/$file/STLinks.pdf)

## Passing information from Website to QueueBot

Information can be passed from your webpage to the QueueBot. This is done using the LoadDataForIAF function (see below for examples). This info can either be sent to the QueueLogs database, or additionally, it can be displayed to the agent before or after they are connected to the customer. There is more information on how to display this information to the agent in the section 'Special Fields' sub-section 'Custom Fields'

You can also pass a custom welcome message to be displayed when the customer starts the chat with the QueueBot. These welcome messages can be placed on each page, and thus can be page specific. See the section 'Special Fields' sub-section 'Custom Welcome Message'.

### LoadDataForIAF:

You can place this function right on your webpage to pass data directly from the page to the QueueBot, which will then pass the information on to the QueueLogs database (or display it to the agent if you are using any special fields; see below)

To use this function, there are two parameters. The first is the name of the field, the second is the value of the field:

```
LoadDataForIAF(fieldname, fieldvalue);
```

After the data is loaded and the chat starts, this fieldname/fieldvalue pair can be displayed to the agent. This is achieved by using the 'Custom Fields.' See the section 'Special Fields' sub-section 'Custom Fields.'

After the chat, this information can be passed to the QueueLogs database (if you are logging your chats). You will have to create a new field in the ITAgentLogEntry form to house this new information you are passing from the webpage. See the section above entitled 'Receiving the information in the QueueLogs database.'

### Example:

Here is an example. In this situation we want to know which webpage the customer came from. So we will add this function to each individual webpage (with a different 'fieldvalue' for each page). This function can be placed anywhere after you place the function 'SetSTLinksURL' (see the section on 'Enabling your web portal').

This is the code placed on the Product Info webpage:

```
LoadDataForIAF("WebPageName", "Product Information");
```

This is the code placed on the Support webpage:

```
LoadDataForIAF("WebPageName", "Support");
```

This is the field name in the ITAgentLogEntry form of the QueueLogs database which will accept this value:

```
ITLog_WebPageName
```