NETOP®
Live GUIDE™
Live Chat for Customer Engagement

Live Guide Presence API

Contents

1 Overview

The main purpose of the Presence API is to retrieve the status of a campaign or department within the Live Guide account and to create a link to the Customer Console and send information to the Operator, if needed.

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

1.1 Prerequisites

- Contact Netop technical support and request a Live Guide security key.
- Note the **Campaign ID** from the Live Guide Administration > Setup > Campaigns page.
- Note the **Department ID** from the Live Guide Administration > Setup > Departments page.

2 Technical implementation

This section describes how to check campaign and department availability.

2.1 Campaign availability

To check the campaign availability, use the code below:

```
https://liveguide01eu.netop.com/lg/scripts/api/apiliveguide.php?key=[the
_security_key]&campaign=[the_campaign_ID]
```

Where:

- The server could be liveguide01eu or liveguide01us, based on where you are located.
- The security key is the one received from the Netop technical support.
- The Campaign ID is the one taken from the **Administration console > Setup > Campaigns** pages.

2.2 Department availability

```
https://liveguide01eu.netop.com/lg/scripts/api/apiliveguide.php?key=[the
_security_key]&campaign=[the_campaign_ID]&department=[the_department_ID]
```

Where:

- The server could be liveguide01eu or liveguide01us, based on where you are located.
- The security key is the one received from the Netop technical support.
- The Campaign ID is the one taken from the **Administration console > Setup > Campaigns** pages.
- The Department ID is the one taken from the **Administration console > Setup > Departments** pages.

2.3 Availability response codes

You can use these response codes when implementing the campaign and/or department availability:

Code	Description
ERRCODE=0&MSG=	The campaign/department is online
ERRCODE=1&MSG=ERROR:OFFLINE	The campaign/department is offline
ERRCODE=2&MSG=ERROR:INCORRECT_KEY	The provided key is incorrect.

2.4 How to open the LG popup and transfer information to the Operator

.To launch the LG popup and transfer information to the Live Guide operator:

1. Include the code below into the **<header>** tag:

```
<script type="text/javascript">

  var genHost = (("https:" == document.location.protocol) ? "https://" :
"http://");

  document.write(unescape("%3Cscript src='") + genHost +
"liveguide01eu.netop.com/lg/engine/js/statusApi.js" + unescape("'
type='text/javascript'%3E%3C/script%3E"));

</script>
```

The server could be liveguide01eu.netop.com or liveguide01us.netop.com, based on your account's location.

2. Call the function called **popupLG** that opens the Customer Console popup, which takes the following parameters:
    - Account name - the Live Guide account name.
    - Campaign ID – from the **Administration console > Setup > Campaigns** pages.
    - Department ID - from the **Administration console > Setup > Departments pages**. If you want to open the campaign and not the actual department use empty quotes.
    - Security key – the security key provided by Netop technical support
    - The information that you want sent to the Operator. Once the call is picked up, an automated message will be sent to the Operator containing this information, as the first line of conversation coming from the Customer. Set this parameter only if you want to transfer chat information to the operator.
    - The URL of the launching page.
    - The title of the launching page.

2.5 Examples

Example for launching the Customer Console for an existing campaign:

```
Click <a href="javascript:void(0);"
onclick="javascript:popupLG('[account_name]',[campaign_id],'',
[security_key],'Actual%20Log','[url_launch_page]','[title_launch_page]')
;">here</a> to launch Live Guide
```

Example for launching the Customer Console for an existing campaign and department.

```
Click <a href="javascript:void(0);"
onclick="javascript:popupLG('[account_name]',
[campaign_id],[department_id],
[security_key],'Actual%20Log','[url_launch_page]','[title_launch_page]')
;">here</a> to launch Live Guide
```

3 Implementation Use Case

There are multiple ways in which you could use this API. If you do not want to use the Live Guide online/offline button, integrate the API within your virtual assistant.

A common use case is a chat robot implementation, described below:

1. The customer asks a question.
2. The chat robot searches the database (attached knowledgebase) for a matching answer. If it does not find a matching answer, it will write something like "Click here to chat with our live agents".
3. Once the customer clicks the here link, the Live Guide chat opens and the log from the chat robot is sent to the operator.