



INTEGRATING LIVECHAT, INC. WITH AKIXI

Document Revision 1.1

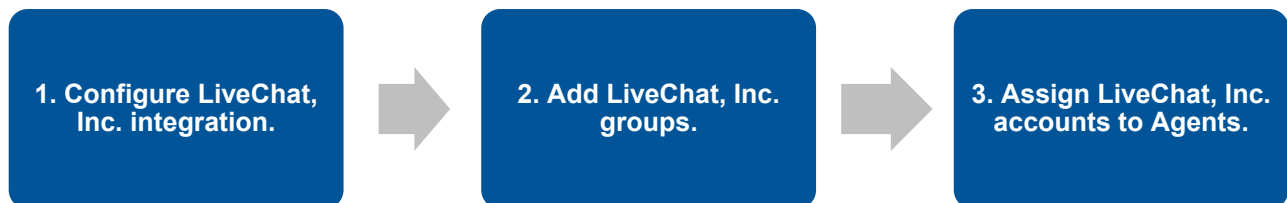
Table of Contents

Administrator Instructions	3
1. Configure LiveChat, Inc. Integration	4
2. Add LiveChat, Inc. Groups	7
3. Assigning LiveChat, Inc. Accounts to Agents	9
Copyright and Confidentiality Notice	11
Warranty	11
Trademarks	11
Service Notice	11

Administrator Instructions

This document outlines the steps required to set up a LiveChat, Inc. integration, allowing LiveChat, Inc. groups to be reported on by Akixi Supervisors and controlled by Akixi Agents. The steps displayed in this document can only be configured by Akixi Administration Users.

It is recommended that the Administration steps are followed in the below order when creating a LiveChat, Inc. integration:



1. Configure LiveChat, Inc. Integration

For Supervisors to report on chat statistics, Akixi must first establish communication with a LiveChat, Inc. administrator account – this allows chat messages to be monitored in Akixi. This configuration must be completed by the Akixi Administrator for the Telephony Server and Partition that the LiveChat, Inc. integration is being created within.

1. Sign in with an Akixi Administration account.
2. Access the 'Omnichannel' tab.
3. Click 'Add'.

TELEPHONY SERVER: XYZ Company Limited	SCOPE: [Entries For All Scope Assignments]	ITEMS PER PAGE: [All]
PARTITION / TENANT: [All]	TYPE: [All Integration Types]	[Description] <input type="button" value="SEARCH"/>

DESCRIPTION	TYPE	TELEPHONE SERVER	PARTITION / TENANT	STATUS	SELECT
There are no items to display because no omnichannel entries have been configured yet for the selected telephony server and/or partition.					

PAGE 1 OF 1

4. Select LiveChat as the 'Integration Type'.
5. Enter a custom description.
6. Click the 'Authenticate' button. This will open a window prompting for login credentials to the LiveChat, Inc. application

ADD NEW OMNICHANNEL INTEGRATION

IDENTIFIER (GUID): [Auto Assigned]

INTEGRATION TYPE: LiveChat

DESCRIPTION: XCME Rocket Company Live Chat Account

SCOPE ASSIGNMENT

TELEPHONY SERVER: ACME Rocket Company Inc.

PARTITION: ACME Rocket Company: Entire Enterprise

LIVECHAT COMMUNICATION SETTINGS

DEVELOPER AUTHENTICATION

CLIENT ID: A*****2 (DEFAULTED)

CLIENT SECRET: 5*****2 (DEFAULTED)

ACCOUNT API AUTHENTICATION

API AUTH TOKEN:

COMMUNICATION ENABLED:

- In this window, enter the Administrator login details associated with the LiveChat, Inc. account that you want to integrate with Akixi. Click on the 'Sign In' button.

- Ensure the 'Communication Enabled' checkbox is selected.
- Click 'Add' to create the LiveChat integration.

When the Telephony Server status is shown as 'Running', this confirms that the integration has been added successfully and there is an active Akixi communication with the LiveChat, Inc. account.

TELEPHONY SERVER: XYZ Company Limited
SCOPE: [Entries For All Scope Assignments]
PARTITION / TENANT: XYZ Company South
TYPE: [All Integration Types]
[Description] SEARCH ITEMS PER PAGE: [All]

DESCRIPTION	TYPE	TELEPHONE SERVER	PARTITION / TENANT	STATUS	SELECT
XYZ Company Live Chat Account	LiveChat	XYZ Company Limited	XYZ Company South	Running	<input checked="" type="checkbox"/>

PAGE 1 OF 1 |< < 1 > >| ADD CHANGE DELETE REFRESH

2. Add LiveChat, Inc. Groups

Akixi uses the logic of Akixi Device Groups to monitor LiveChat, Inc. groups and provide chat statistics on Akixi reports. LiveChat, Inc. groups need to be added and assigned against an Akixi Group.

Only one LiveChat, Inc. group can be assigned to an Akixi Group.

1. Sign in with an Akixi Administration account.
2. Access the 'Devices' tab.
3. 'Change' / 'Add' a group which is to be assigned with a LiveChat, Inc. profile.

DEVICE	DESCRIPTION	EXTENSION	TYPE	PARTITION	OMNICHANNEL TYPE	SELECT
01293901660	General Group	1111	Group (ACD)	XYZ Company South	[None]	<input checked="" type="checkbox"/>

TELEPHONY SERVER: XYZ Company Limited
 SHOW: [All Group Devices] [Device, Description, Extension] SEARCH ITEMS PER PAGE: [All]
 PARTITION / TENANT: XYZ Company South
 PAGE 1 OF 1 [ADD] [CHANGE] [DELETE] [REFRESH]

4. Use the 'Chat Integration Entry' field to select the LiveChat, Inc. Integration.
5. Select the LiveChat, Inc. group to be assigned with the Akixi Group.
6. Click 'Save'.

^ OMNICHANNEL

CHAT INTEGRATION

CHAT INTEGRATION ENTRY: XYZ Company Live Chat Account ✓

LIVECHAT GROUP: 0 - General ✓

AGENT MEMBER STATUS: [None Selected]

E-MAIL INTEGRATION

E-MAIL INTEGRATION ENTRY:

USER NAME:

PASSWORD:

E-MAIL ADDRESS:

ID ON E-MAIL SYSTEM:

AGENT MEMBER STATUS: 0 OF 3 ACD AGENT(S) CONFIGURED FOR E-MAIL

0 - General

1 - Sales

2 - Support (Normal)

3 - Support (Urgent)

4 - Complaints

5 - Inquiries

13 - Test 4

✓ HUNT GROUP MEMBERSHIP

[SAVE] [CANCEL]

The groups which are displayed in the LiveChat group drop-down field are automatically pulled through from the LiveChat, Inc. application.

Agents (5) Chatbots (0) Groups (7)		
STATUS	NAME	MEMBERS
+	Add new group	
G	General (5) 1 user accepting chats	
I	Inquiries (4) 1 user accepting chats	
C	Complaints (2) No one is accepting chats	
S	Sales (3) No one is accepting chats	
S	Support (Normal) (2) No one is accepting chats	
S	Support (Urgent) (2) No one is accepting chats	

Once the 'Add' / 'Save' button has been clicked, the LiveChat, Inc. group will be added to the Akixi Group. When the Group is filtered on within the Akixi reporting portal, chat statistics will display on the report based on the activity that is occurring.

TELEPHONY SERVER: XYZ Company Limited		SHOW: [All Group Devices]		ITEMS PER PAGE: [All]		
PARTITION / TENANT: XYZ Company South		[Device, Description, Extension]		SEARCH		
DEVICE	DESCRIPTION	EXTENSION	TYPE	PARTITION	OMNICHANNEL TYPE	SELECT
01293901660	General Group	1111	Group (ACD)	XYZ Company South	LiveChat	<input checked="" type="checkbox"/>
PAGE 1 OF 1			 < < 1 > > 		ADD CHANGE DELETE REFRESH	

3. Assigning LiveChat, Inc. Accounts to Agents

To provide Agents with the functionality to pick up chats via the Omnichannel Panel, a LiveChat, Inc. user account must be linked with the Agent.

1. Sign in with an Akixi Administration account.
2. Access the 'Agents' tab.
3. Click 'Add' / 'Change'. Agents can only be created if they have a corresponding device set up on Akixi.

TELEPHONY SERVER:	XYZ Company Limited	SEARCH	[ACD Agent, Description, Extension]	ITEMS PER PAGE:	[All]
PARTITION / TENANT:	XYZ Company South	ADD	CHANGE	DELETE	REFRESH
ACD AGENT	DESCRIPTION	EXTENSION	PARTITION	OMNICHANNEL TYPE	SELECT
01293229113	Faith Foreman	3000	XYZ Company South	[None]	<input checked="" type="checkbox"/>

4. Select 'LiveChat' as the 'Chat Integration Type'.
5. Enter the email associated with the LiveChat, Inc. account. This can be found within the Agent's details on the LiveChat, Inc. application.
6. Click 'Save'.

CHANGE ACD AGENT

IDENTIFIER (GUID): 4125ed971f3580ac-1fbc136:16df7cb32ae-7673

ACD AGENT NUMBER: 01293229113

PARTITION: XYZ Company South

DESCRIPTION: Faith Foreman

ADVANCED

OMNICHANNEL

CHAT INTEGRATION

CHAT INTEGRATION TYPE: LiveChat

LIVECHAT AGENT ID: faith.foreman@xyzcompany.south

CONCURRENT CHAT LIMIT:

E-MAIL INTEGRATION

EMAIL INTEGRATION TYPE: [None]

E-MAIL ADDRESS:

SAVE CANCEL

Once the 'Save' button has been clicked, the LiveChat, Inc. account will be linked to the Akixi Agent.

TELEPHONY SERVER:	XYZ Company Limited		[ACD Agent, Description, Extension]	SEARCH	ITEMS PER PAGE:	[All]			
PARTITION / TENANT:	XYZ Company South								
ACD AGENT	DESCRIPTION	EXTENSION	PARTITION	OMNICHANNEL TYPE	SELECT				
01293229113	Faith Foreman	3000	XYZ Company South	[Live Chat]	<input checked="" type="checkbox"/>				
PAGE 1 OF 1	⏪	<	1	>	⏩	ADD	CHANGE	DELETE	REFRESH

Copyright and Confidentiality Notice

Copyright © 2021 Akixi Limited. All Rights Reserved.

Any technical documentation that is made available by Akixi Limited is proprietary and strictly confidential and is considered the copyrighted work of Akixi Limited.

This publication is for distribution under either the Akixi Non-Disclosure Agreement, the Akixi Reseller Agreement, or the Reseller Distribution Agreement only.

No part of this publication may be duplicated without the express written permission of Akixi Limited.

Akixi Limited reserves the right to make changes without prior notice.

Warranty

The Akixi Service reporting functionality, supported call flow scenarios, Akixi Service configuration and provisioning functionality and workflow examples, recommended telephony platform configuration, suggested product billing strategies, and/or any provided data examples is/are provided “as is”, without warranty of any kind, express or implied, including but not limited to the warranties of merchantability, fitness for a particular purpose and non-infringement.

In no event shall Akixi Limited be liable for any claim, damages or other liability, whether in an action of contract, tort or otherwise, arising from, out of or in connection with the Akixi Service reporting functionality, supported call flow scenarios, Akixi Service configuration and provisioning functionality and workflow examples, recommended telephony platform configuration, suggested product billing strategies, and/or any provided data examples, or the use or other dealings of the Akixi Service, its APIs, or any associated documentation.

Trademarks

BroadSoft® and BroadWorks® are registered trademarks of Cisco Systems, Inc. and its affiliates in the United States and certain other countries.

All other trademarks identified herein are the property of their respective owners.

Service Notice

In US healthcare environments, omnichannel email distribution functionality is not available, and omnichannel live chat distribution functionality requires LiveChat, Inc. platform configuration.