PREREQUISITES GUIDE

JAN 2021

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CHIME PREREQUISITES GUIDE

GET SSL CERTIFICATE FOR APACHE TOMCAT/WEBSPHERE (JAVA) SERVER

To set up Chime, you will need to acquire SSL certificate for Apache Tomcat/WebSphere (Java) server. This certificate will be installed in Apache Tomcat/WebSphere (Java) server running Chime application. This will secure traffic between Chime and Slack server.

CREATING BOTS FOR CHIME QUEUE DISPATCHERS

This must be done after completing the Chime installation.

Each Chime queue will need at least one dispatcher bot endpoint created for users to access seeking help, and to route those requests to an agent. Each bot that is supplied for a queue will allow agents to handle one concurrent chat – i.e. for agents to be able to handle two chats from users at the same time, two bots must be created for the queue.

You must be an administrator/owner for your Slack workspace to complete these steps.

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Note: Steps and screenshots displayed here are accurate as of December 2019. Slack API Portal changes rapidly, and the UI and flow may change slightly in the future.

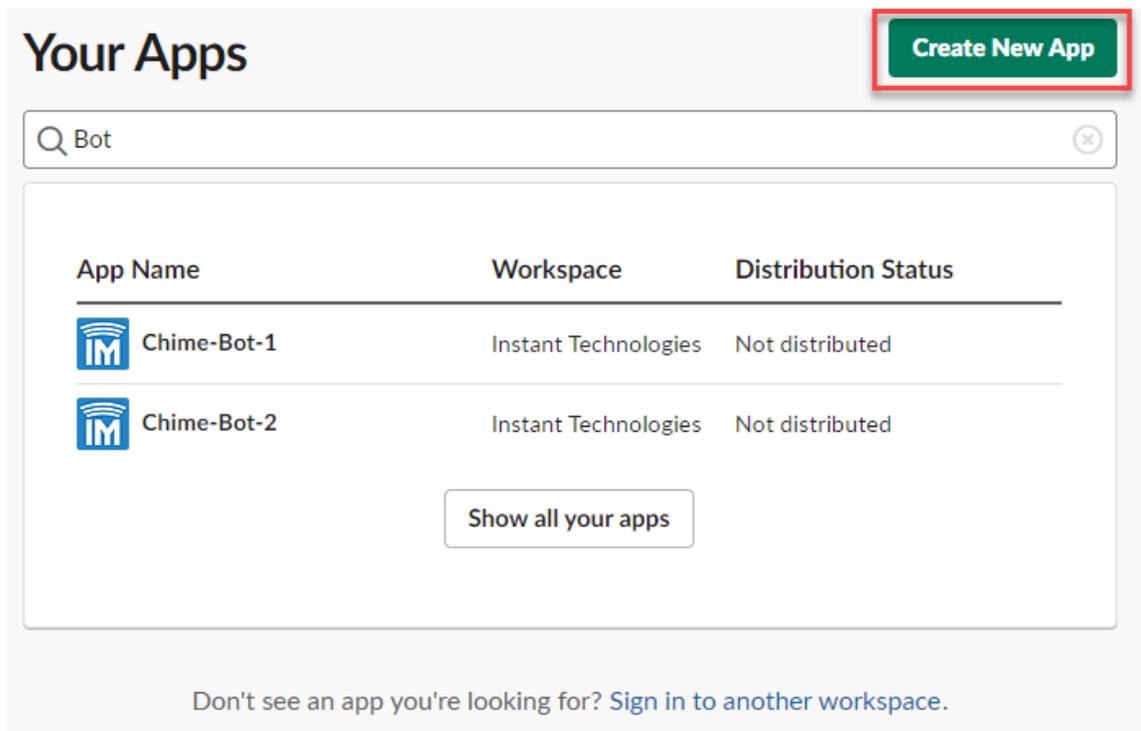1. Navigate to the Slack API Portal, at https://api.slack.com/apps

Figure 1: Navigate to Bot Channels Registration

2. Click the "Create New App" button.
3. Under "Basic Information" section specify Bot name, icon and description.

Display Information

This information will be shown in the Slack App Directory and in the Slack App
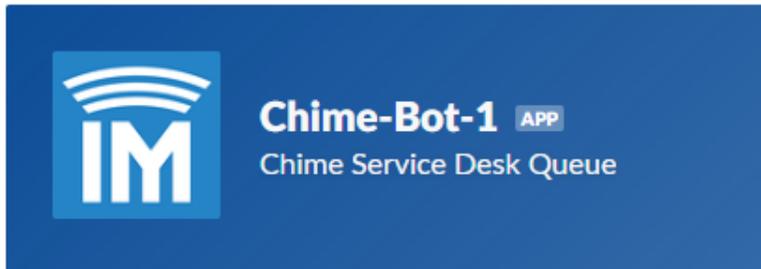For more information, view our App Detail Guidelines.

App name

Chime-Bot-1

Short description

Chime Service Desk Queue

App icon & Preview

Chime-Bot-1 **APP**
Chime Service Desk Queue

Background color

#004492

4. Save changes.
5. Under "Bot Users" section specify bot display name – this will appear to seekers

6. Save changes
7. Under "Interactive Components" section enable interactivity and specify Chime instance URL

Request URL format should be as follows:
https://**chime-server.com**/ITFramework/slack/actionendpoint

In the URL specify your Chime Server FQDN (fully qualified domain name).

8. Under "OAuth & Permissions", navigate to "Scopes" section and select following scopes for Chime bot:
   a. Bot
   b. Channels:read
   c. Chat:write:bot
   d. Chat:write:user
   e. Commands
   f. Emoji:read
   g. Files:read
   h. Files:write:user
   i. Groups:read
   j. IM:read
   k. IM:write
   l. Incoming-webhook
   m. Links:read
   n. Links:write
   o. MPIM:read
   p. MPIM:write
   q. Reactions:read
   r. Team:read
   s. UserGroups:read
   t. Users:Profiles:read
   u. Users:read
   v. Users:read:email

OAuth Scope	Description	
bot	Add the ability for people to direct message or mention @mac-1	🗑
channels:read	View basic information about public channels in the workspace	🗑
chat:write:bot	Send messages as Mac-1	🗑
chat:write:user	Send messages on the user's behalf	🗑
commands	Add actions and/or slash commands that people can use	🗑
emoji:read	View custom emoji in the workspace	🗑
files:read	View files shared in channels and conversations that the user has access to	🗑
files:write:user	Upload, edit, and delete files on the user's behalf	🗑
groups:read	View basic information about the user's private channels	🗑
im:read	View basic information about the user's direct messages	🗑
im:write	Start direct messages with people on the user's behalf	🗑
incoming-webhook	Post messages to specific channels in Slack	🗑
links:read	View some URLs in messages	🗑
links:write	Show previews of URLs in messages	🗑
mpim:read	View basic information about the user's group direct messages	🗑
mpim:write	Start group direct messages with people on the user's behalf	🗑
reactions:read	View emoji reactions in the user's channels and conversations and their associated content	🗑
team:read	View the name, email domain, and icon for workspaces the user is connected to	🗑
usergroups:read	View user groups in the workspace	🗑
users.profile:read	View profile details about people in the workspace	🗑
users:read	View people in the workspace	🗑
users:read.email	View email addresses of people in the workspace	🗑

9. Save changes
10. Next, navigate to "Slash Commands" section to register following commands

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a. **/chime_acw** (Enable or Disable ACW Mode)
Request URL: https://chime-server.com/ITFramework/slack/acw

b. **/chime_waiting_for_reboot** (Allow seeker to drop from session and then rejoin)
Request URL: https://chime-server.com/ITFramework/slack/waitingforreboot

c. **/chime_assign_prioritypass** (Assign Seeker Priority Pass)
Request URL: https://chime-server.com/ITFramework/slack/assignprioritypass

d. **/chime_end_chat** (End Chat Session with Seeker)
Request URL: https://chime-server.com/ITFramework/slack/endchat

e. **/chime_pick_another_chat** (Pick Another Seeker Request)
Request URL: https://chime-server.com/ITFramework/slack/pickanotherchat

f. **/chime_standard_replies** (Get Queue Standard Replies)
Request URL: https://chime-server.com/ITFramework/slack/standardreplies

g. **/chime_transfer_to_diff_queue** (Transfer Chat to a different Queue)
Request URL: https://chime-server.com/ITFramework/slack/transferchat

In the Request URLs specify your Chime Server FQDN (fully qualified domain name).

11. Save changes

12. To install bot, navigate to "Install App" section and use the option Install App.
13. After install grab bot "**OAuth Access Token**" and "**Bot User OAuth Access Token**" – it will be necessary to configure the bot in Chime.
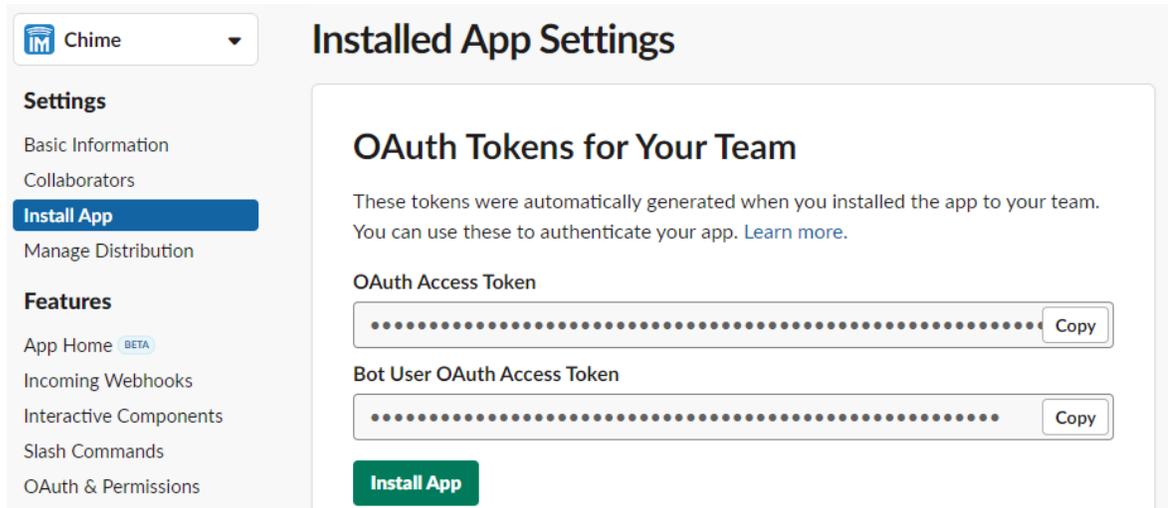
14. Navigate to your Chime server, and then to **Admin -> Bots & Dispatchers**, and click the New Dispatcher button.
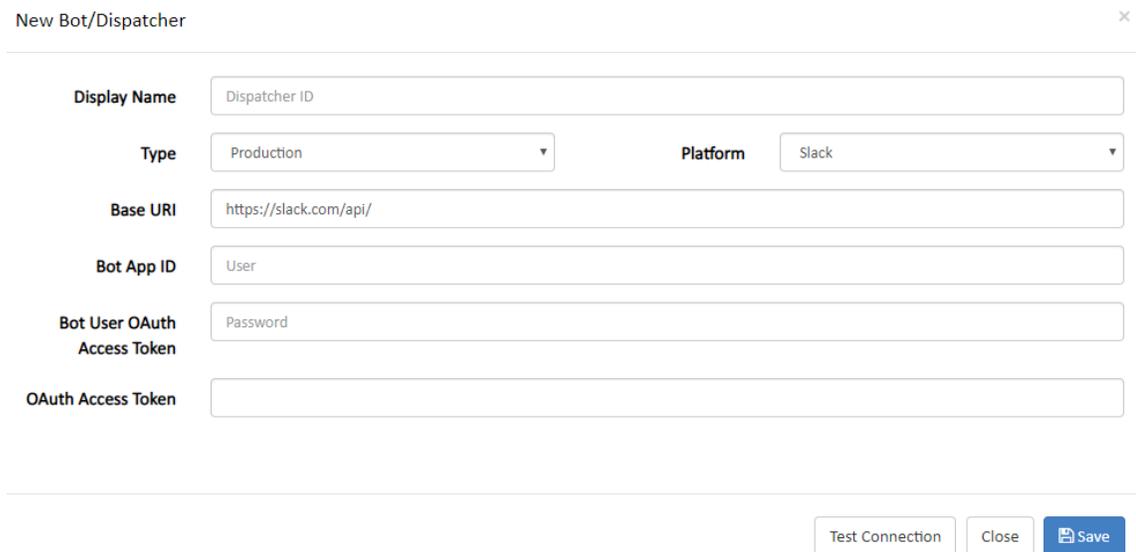
15. Provide bot entry a logical display name and Bot App ID as per your queue usage scenario. Use token values grabbed on Step: 13

16. Test and Save dispatcher record.

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