



# PREREQUISITES GUIDE



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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.

#### **CREATING BOT REGISTRATION IN SLACK**

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 <u>https://api.slack.com/apps</u>

Bot		
App Name	Workspace	Distribution Status
Chime-Bot-1	Instant Technologies	Not distributed
Chime-Bot-2	Instant Technologies	Not distributed
	Show all your 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.



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

## **Bot User**

You can bundle a bot user with your app to interact with users in a more conversational manner. Learn more about how bot users work. **Display name** IT Service Desk Names must be shorter than 80 characters, and can't use punctuation (other than apostrophes and periods). Default username it\_service\_desk If this username isn't available on any workspace that tries to install it, we will slightly change it to make it work. Usernames must be all lowercase. They cannot be longer than 21 characters and can only contain letters, numbers, periods, hyphens, and underscores. Always Show My Bot as Online Off When this is off, Slack automatically displays whether your bot is online based on usage of the RTM API. Save Changes Remove Bot

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



Request URL format should be as follows: <a href="https://chime-server.com/ITFramework/slack/actionendpoint">https://chime-server.com/ITFramework/slack/actionendpoint</a>

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
  - I. 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 $\textcircled{\mbox{-}1}$	Ê
channels:read	View basic information about public channels in the workspace	Ê
chat:write:bot	Send messages as Mac-1	台
chat:write:user	Send messages on the user's behalf	Û
commands	Add actions and/or slash commands that people can use	đ
emoji:read	View custom emoji in the workspace	Ê
files:read	View files shared in channels and conversations that the user has access to	Ê
files:write:user	Upload, edit, and delete files on the user's behalf	Ê
groups:read	View basic information about the user's private channels	Ê
imtread	View basic information about the user's direct messages	Ê
im:write	Start direct messages with people on the user's behalf	Ê
incoming-webhook	Post messages to specific channels in Slack	Ê
links:read	View some URLs in messages	Ê
links:write	Show previews of URLs in messages	Ê
mpim:read	View basic information about the user's group direct messages	Ê
mpim:write	Start group direct messages with people on the user's behalf	Ê
reactions:read	View emoji reactions in the user's channels and conversations and their associated content	Ê
teamcread	View the name, email domain, and icon for workspaces the user is connected to	Ê
usergroups:read	View user groups in the workspace	Ê
users.profile:read	View profile details about people in the workspace	Ê
userstread	View people in the workspace	Ê
users:read.email	View email addresses of people in the workspace	Ê

9. Save changes

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

Chime -	Slash Comma	ands	
ttings			
ic Information	Commands enable	users to interact with your app from within Slack. Lea	rn more.
laborators tall App	Name	Description	
anage Distribution	/chime_acw	Enable or Disable ACW Mode	Ø
atures	/chime_waiting_f	Allow seeker to drop from session and then rejoin	Ø
p Home (BETA) oming Webhooks	/chime_assign_pr	Assign Seeker Priority Pass	Ø
eractive Components sh Commands	/chime_end_chat	End Chat Session with Seeker	Ø
uth & Permissions	/chime_pick_ano	Pick Another Seeker Request	Ø
Users	/chime_standard	Get Queue Standard Replies	Ø
er ID Translation	/chime_transfer	Transfer Chat to a different Queue	Ø 🖞
ols			
late to Granular Scopes	Create New Comm	nand	

- a. /chime\_acw (Enable or Disable ACW Mode) Request URL: <u>https://chime-server.com/ITFramework/slack/acw</u>
- b. /chime\_waiting\_for\_reboot (Allow seeker to drop from session and then rejoin) Request URL: <u>https://chime-server.com/ITFramework/slack/waitingforreboot</u>
- c. /chime\_assign\_prioritypass (Assign Seeker Priority Pass) Request URL: <u>https://chime-server.com/ITFramework/slack/assignprioritypass</u>
- 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: <u>https://chime-server.com/ITFramework/slack/pickanotherchat</u>
- f. /chime\_standard\_replies (Get Queue Standard Replies) Request URL: <u>https://chime-server.com/ITFramework/slack/standardreplies</u>
- g. /chime\_transfer\_to\_diff\_queue (Transfer Chat to a different Queue) Request URL: <u>https://chime-server.com/ITFramework/slack/transferchat</u>

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.

Chime 🗸	Installed App Settings
ettings	
asic Information	OAuth Tokens for Your Team
ollaborators	
nstall App	These tokens were automatically generated when you installed the app to your team.
Vanage Distribution	You can use these to authenticate your app. Learn more.
eatures	OAuth Access Token
pp Home BETA	Сору
ncoming Webhooks	Bot User OAuth Access Token
iteractive Components	Сору
lash Commands	
OAuth & Permissions	Install App

14. Navigate to your Chime server, and then to **Admin -> Bots & Dispatchers**, and click the New Dispatcher button.

New Bot/Dispatcher						×
Display Name	Dispatcher ID					
Туре	Production	¥	Platform	Slack		Ŧ
Base URI	https://slack.com/api/					
Bot App ID	User					
Bot User OAuth Access Token	Password					
OAuth Access Token						
				Test Connection	Close	🖺 Save

- 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.