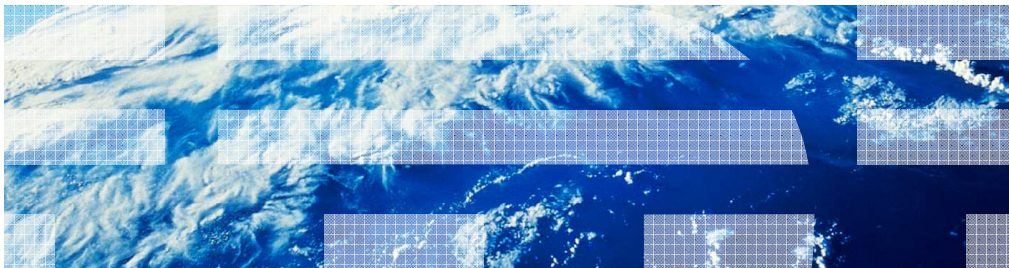


# IBM WebSphere Application Server Communications Enabled Applications

Click to call and call notification widgets



This presentation will discuss the click to call and call notification widgets that are included with the Communications Enabled Applications feature of WebSphere Application Server.

## Agenda

- Click to call and call notification widgets
- Adding click to call to your application
- Adding call notification to your application
- Summary

This presentation will start with a discussion of the click to call and call notification widgets and some example uses.

You will examine how to add each widget into your application.

***Click to call and call notification widgets***

This section will discuss the click to call and call notification widgets.

## Click to call widget

- Telephony widget
- Web widget that gets incorporated into Web page
- Text box with **Call Me** button
- User enters their telephone number and is connected to customer service representative in this example
- Able to hang up after call
- When the call has ended the widget status is updated indicating that the call has finished

The click to call widget is a telephony related widget that you can embed into a web page. The click to call widget allows a user to enter their telephone number into an entry box, and then be connected to a customer service representative automatically to their phone. When a user of a Web page needs to be connected to a customer service representative, they can click the call me button on the click to call widget, and their telephone will ring. When they answer their phone, they are connected to a customer service representative. The click to call widget is described in more detail in the click to call widget presentation.

## Click to call example

- Customer browsing hardware store web site
- Browsing drills to buy
- Needs more information about a particular drill
- Cannot find the information on the Web site
- Clicks on the click to call widget and enters his or her telephone number
- The customer's telephone rings and they are connected with a customer service representative
- No need to look up telephone number or even dial to get service help

Here is an example of a scenario of someone using the click to call feature on a web page.

A customer is browsing a Web site for a hardware store.

They are looking for a good drill to buy, but they need some more information about a particular drill that is not shown on the Web page.

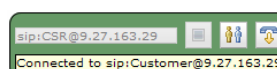
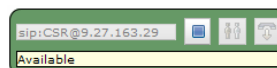
The customer selects the click to call widget, enters their telephone number into the entry field, and presses the call me button.

Their telephone rings and they answer it, they are then connected to a customer service representative for the hardware store.

The customer is put in contact right away with a person that can answer their questions, without having to manually look up a telephone number and place the call.

## Call notification widget

- Telephony widget
- Web widget is added to page
- The user registers for notifications by entering her SIP address and clicking **Start call notification**
- Notified of incoming calls
- Ability to connect to caller
- Ability to hang up active calls



The call notification widget is another telephony related widget. The call notification widget is embedded into a web page that is accessed by the customer service representative role in a customer scenario. The customer service representative will log into their workstations, and then use the call notification widget to register their phones to be available to take calls from customers.

When the customer service representative registers their phones with the call notification widget, the call notification widget enters an available state. The customer service representative is notified automatically of customer calls that are arriving from the customers browsing the Web site that are using the click to call widget.

The customer service representatives are notified that a call is incoming, and can connect to the caller to answer questions from customers.

They are also able to launch co-browsing sessions using a button available on the call notification widget. If they are in a call with a customer they have been connected to, they can launch a co-browsing session by pressing that button to launch the collaboration dialog widget.

## ***Development examples and samples***

This section will discuss adding the click to call and call notification widgets onto your web page.

## Adding widgets to web pages

- Click to call and call notification widgets can be added to web pages in simple steps
- Widgets are built into the CEA Dojo Toolkit
- Steps to add widgets to your application
  - Import the cea directory into your WebContent folder
  - Add import statements to HTML file
  - Add the widget to the page

The click to call and call notification widgets can be added to your web page in just a few steps.

The click to call and call notification widgets are built in to the CEA Dojo toolkit provided with WebSphere Application Server.

The CEA directory containing the widgets is added to your application, and the import statements and widget declarations are added to your page in order to embed the widgets.



## Adding click to call to web page example (1 of 2)

- 1) Import the CEA directory to the WebContent folder
- 2) Add the import statements below after the last @import in the 'style' block in the 'head' section of the page
  - @import "../ceadojo/cea/widget/ClickToCall/ClickToCall.css";
  - @import "../ceadojo/cea/widget/CollaborationDialog/CollaborationDialog.css"

To add the click to call widget to your web page, you first import the CEA directory into your Web project.

This directory is available in your <WAS\_HOME>/etc/cea/javascript directory.

After importing the folder, you can add the import statements for the click to call and call notification widgets style sheets to your page.

If you are going to use the collaboration dialog widget with the click to call or call notification widgets, you must add the import for the collaboration dialog style sheet.

## Adding click to call to web page example (2 of 2)

- 3) Import the widget using script declaration  
`<script type="text/javascript" src="./ceadojo/dojo/dojo.js"></script>`
- 4) Place the widget on the page using HTML code:  
`<div id="clickToCallWidget">  
<div ceadojoType="cea.widget.ClickToCall" widgetNumber="sip:CSR@localhost"  
enableCollaboration="true" canControlCollaboration="true"  
defaultCollaborationUri="index.html"  
peerDeviceControlled="true">`

The next step to adding the click to call widget to your page is to import the CEA Dojo toolkit with a script declaration.

Adding the tag for the CEA click to call widget is the next step. The telephone number for the customer service representative is put into the click to call widget declaration; this allows the call from a customer to automatically be forwarded to a customer service representative number.

Attributes exist here to allow you to customize the functionality of the click to call widget. You can choose whether to enable the cobrowse launch button, and whether the customer is allowed to control the cobrowsing session.

## Default click to call flow

- Default flow
  - Customer clicks to call
  - REST call is made to connect CSR to customer
  - CSR is dialed and answers phone
  - Customer is dialed and answers phone
  - Connection is complete
- CEA controls the CSR phone

In the default click-to-call scenario, a customer enters their telephone number into the text box and clicks the “Call Me” button. A REST call is then made to connect the CSR to the customer. The customer service representative (CSR) hears their telephone ring, and answers the call. Once the customer answers their phone, the connection is complete. The Communications Enabled Applications components control the CSR phone during this process.

## Alternative click to call flow

- You also can configure the REST API to dial the customer first
  - Customer telephone must be under control of PBX
- Resulting flow
  - Customer clicks to call
  - REST call is made to connect customer to CSR
  - Customer is dialed and answers phone
  - CSR is dialed and answers phone
  - Connection is complete

In cases where the customer telephone is under the control of the PBX, you can also configure the REST API to dial the customer first. After the customer answers their phone, the customer service representative is dialed.

## Specifying click to call flow

- Use the PUT/call API parameter `peerDeviceControlled`
- If set to true (or not set)
  - CSR telephone is controlled
  - CSR phone is called first
- If set to false
  - Customer phone is controlled
  - Customer phone is called first

To specify the click to call flow, include the `peerDeviceControlled` parameter in the PUT/call API request. Specifying a value of true or false indicates whether the peer device should be controlled. If the value is set to true or not specified, the REST API establishes a call to the customer service representative first. If the value is set to false, the REST API establishes a call to the customer first. You can also specify `peerDeviceControlled` as an attribute within the click to call widget definition in your web pages.

## Adding call notification to web page example

- 1) Add the CEA Dojo toolkit declaration to the page
  - `<script type="text/javascript" src="/ceadojo/dojo/dojo.js"></script>`
- 2) Add the call notification style sheet reference
  - `@import "/ceadojo/cea/widget/CallNotification/CallNotification.css";`
  - `@import "/ceadojo/cea/widget/CollaborationDialog/CollaborationDialog.css`
- 3) Add the call notification declaration
  - `<div id="callNotificationWidget">`
  - `<div ceadojoType="cea.widget.CallNotification" enableCollaboration="true"`
  - `canControlCollaboration="true" defaultCollaborationUri="index.html"></div>`
  - `</div>`

Adding the call notification widget to a web page is very similar to adding the click to call widget.

You add the declaration of the CEA Dojo toolkit to the page, and the call notification and collaboration dialog style sheet declarations.

You then add the call notification widget declaration to the page in the div tags.

## CEA Mobile Widgets

- **Mobile web 2.0 Widgets:** Customizable, extensible and delivers consistent capability across desktop & mobile browsers:
  - Click to Call
  - Call Notification
  - Contact Center Cobrowsing
  - Peer to Peer Cobrowsing
  - Two-way Synchronized Forms
- **Supports Android and iPhone mobile browsers**
  - Mobile "App-like" look and feel
  - Widget interactions updated to support touch interactions and on mobile browsers
  - Mobile users can cobrowse with a desktop or mobile user



*Mobile and Desktop user cobrowsing together*

Mobile web 2.0 versions of the Communications Enabled Applications (CEA) widgets are also provided, including click to call, call notification, contact center browsing, peer to peer cobrowsing, and two-way synchronized forms. Support is provided for both Android and iPhone mobile browsers. The widget interaction scheme has been updated to provide a look and feel that is consistent with mobile applications, including support for touch interactions and gestures within mobile browsers. The CEA feature allows a mobile user to cobrowse with another mobile user, or even a desktop user.

## ***Summary***

This section will summarize the click to call and call notification widget presentation.



## Summary

- Click to call widget
- Call notification widget
- Embed into the pages with minimal steps
  - Add the CEA Dojo toolkit declaration
  - Add the style sheet declaration
  - Add the widget declaration in div tags
- When connected in telephone calls the customer and customer service representative can join a cobrowsing session

This presentation discussed an overview of the click to call and call notification widgets.

The click to call widget can be embedded on a web page to allow a customer to be contacted by a customer service representative using the Web widget to connect them. The customer service representative can register for call notification using the call notification widget. When they register for call notification, their status will turn to an available status and they will start to be notified of incoming calls.

When the customer service representative and customer are connected using these widgets, they can start a cobrowsing session using the widget buttons to launch a collaboration dialog widget that will allow them to share a Web session.



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