OAISYS Chat

System Administrator's Guide

Version 3.
11/02/2000

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Overview

The ***OAISYS Chat*** is a new product addition to the OAISYS 'Net' suite of products. This product can be used on one or many desktop PCs and connects over a LAN to the new ***OAISYS Net Server***. This program allows PCs connected to the Net Server to communicate interactively with chat conversations. If a PC has OAISYS Chat installed it can send a chat message to another PC that has ***OAISYS Chat*** installed. This allows workers in the enterprise to communicate with each other in real time using silent message chat conversation format. ***OAISYS Chat*** also allows you to send Broadcast Messages to individuals, system groups, or personal groups.

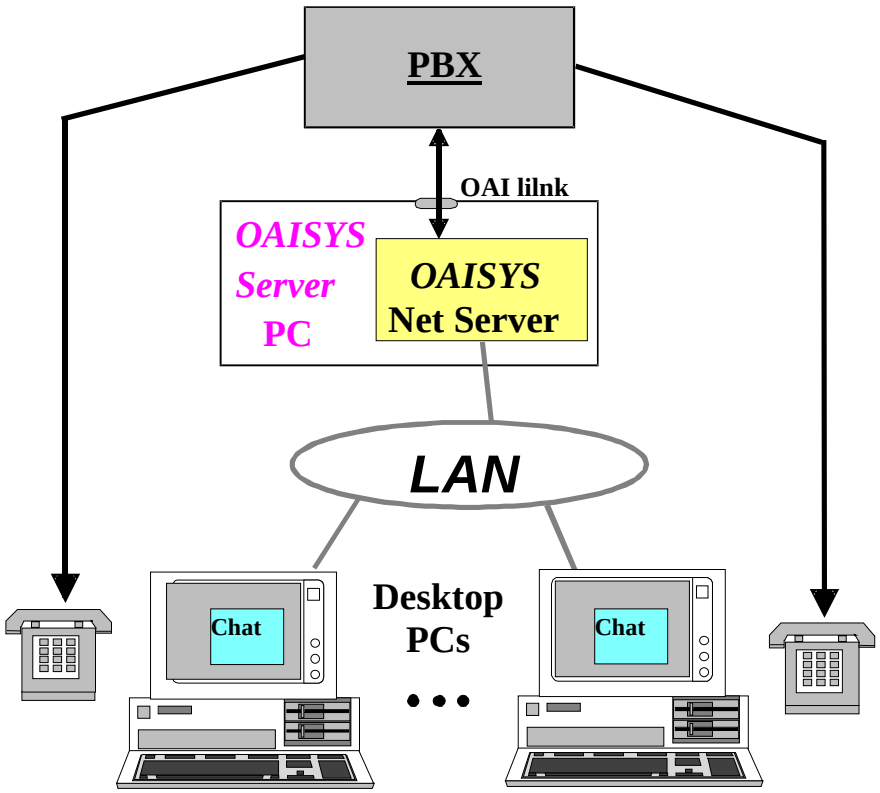


Figure 1 – Installation

All software licensing is provided and controlled by the *OAISYS Net Server* (using a software copy key) at the Server PC, so NO copy key or software licensing is required at each desktop PC. Thus ***OAISYS Chat*** can be installed on any number of desktop PCs, and when each PC runs its copy of ***OAISYS Chat*** the ***OAISYS Net Server*** will validate whether it has sufficient licenses to run that additional copy of ***OAISYS Chat.*** If not, that desktop will be restricted to running ***OAISYS Chat*** in Demo mode (which will run most features but will time out after a while).

This document provides a quick reference for a System Administrator for getting ***Chat*** installed and running. Once it is installed and operational, the On-line Help file for ***OAISYS Chat*** provides extensive detail on using the program.

Requirements

PC Requirements

The ***OAISYS Chat*** software can be loaded on a standard IBM-compatible PC running Win 95, Win 98, or Win NT software. The specific requirements of this PC can vary, but typically they would be:

- Minimum Pentium/66mhz or better is desirable
- 10 Meg RAM
- 10 Meg free disk space

LAN Requirements

The ***OAISYS Chat*** communicates with the *OAISYS Net Server* using a Microsoft network over TCP/IP, so this type of network must be installed and running. If your site already runs a different network protocol, such as Novell IPX/SPX, you'll need to run a dual stack configuration.

Power-Up

The PC running the ***OAISYS Chat*** software should typically be configured to automatically initiate the program whenever the PC is restarted or reset.

Installation

1. First make sure that the ***OAISYS Net Server*** has been installed and is operating on a Server PC on the network. Make note of the "Network Name" of that server PC. That "Network Name" would be (1) the NET BIOS name if the target PC is on the same LAN segment or (2) the complete domain name if reaching across a router or over a WAN.
2. Then, run the SETUP.EXE program to install ***OAISYS Chat*** on the target PC. During the installation process you see the **OAISYS Net Client Logon Settings** screen similar to below. Fill in the OAISYS Net Server PC name (noted above) in the "Hostname:" field. Next enter a unique "Login Name:" for this PC user as well as a "Password". Enter the "Extension:" number of the phone you will be controlling.

3. Once installation is complete, run ***OAISYS Chat.*** Use the On-Line Help file to provide information about configuring and operating the product.

Class of Service

Some of the more advanced features of the ***OAISYS Chat*** program can be enabled/disabled by the system administrator by changing some INI file settings. This can be accomplished by simply shutting down the ***OAISYS Chat*** program, changing the settings in the "Class-of-Service" configuration INI file (Named: **Chat_COS.INI** in the startup directory for ***OAISYS Chat***), and restarting the program.

The configuration INI file has the following settings that can be changed using a simple Text editor like Notepad.

[COS]

EnableDND_COS=Y

SendBroadcastMsgs=Y

⌘ **EnableDND_COS** -- Set this to "Y"es or "N"o to allow/disallow the user to have the capability of using the DND feature in ***OAISYS Chat***.

⌘ **SendBroadcastMsgs_COS** Set this to "Y"es or "N"o to allow/disallow the user to have the capability of sending broadcast messages to individuals, system groups, or personal groups.

If the client has the "Use Server COS Flag" set (in Net Server Administrator), the Chat client will use the COS file from the Net Server. If this flag is not set then it will use the local copy of Chat_COS.INI.

Setting up Groups

Personal Groups

Individuals can set up Personal Groups for their own use by using the user interface. The user will go to the main Chat window and click on the Broadcast button and then the Groups button. This will bring up the Chat Group List window. The user chooses a name for their list and then adds or removes members to the list. When the list is saved it is stored in a file called **mychatgr.ini**. This file can be found in the main Chat folder. Once the user saves their list, it becomes available to them for future use. Users will use their group lists to send Broadcast messages. The maximum number of individuals in each group is 100 and the maximum number of personal groups is 25.

System Groups

The system administrator can create a group list that all Chat clients can use. The administrator creates this list by going to a client machine and creating a personal group list. This list will be saved in the file **mychatgr.ini**. Once this list is saved the administrator can rename the file to **SYSCHATGR.INI**. Then the administrator will save this file up to the server. On the server, create a folder in the NetServer folder called **msgpop**. Place the **SYSCHATGR.ini** in this folder. You will need to restart each Chat client to view the new group.

This will allow all Chat clients to use the list to send broadcast messages.

The maximum number of individuals in each group is 100 and the maximum number of system groups is 25.

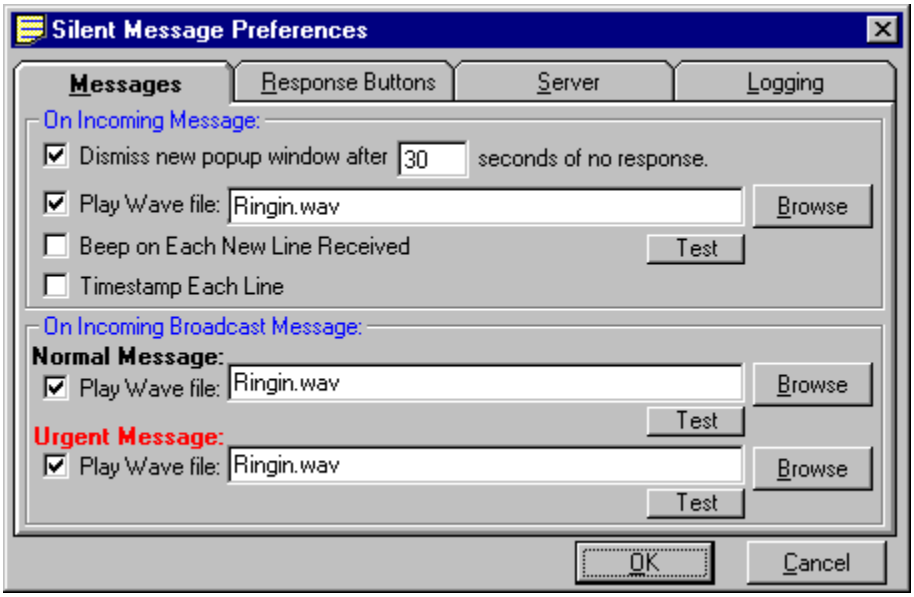
BroadCast Messages

Users can send Broadcast Messages to individuals, personal groups or system groups if they have permission to do so. Permission is set in the COS file.

The user can choose a group of individuals to send their broadcast message to by clicking on their broadcast button on the main Chat window. This will bring up the Send a Broadcast Message window. The available personal and system groups will appear in the drop down box.

Configuration

To configure *OAISYS Chat*, go to **Setup** then **Preferences** off of the main Chat window. The following screen will appear:

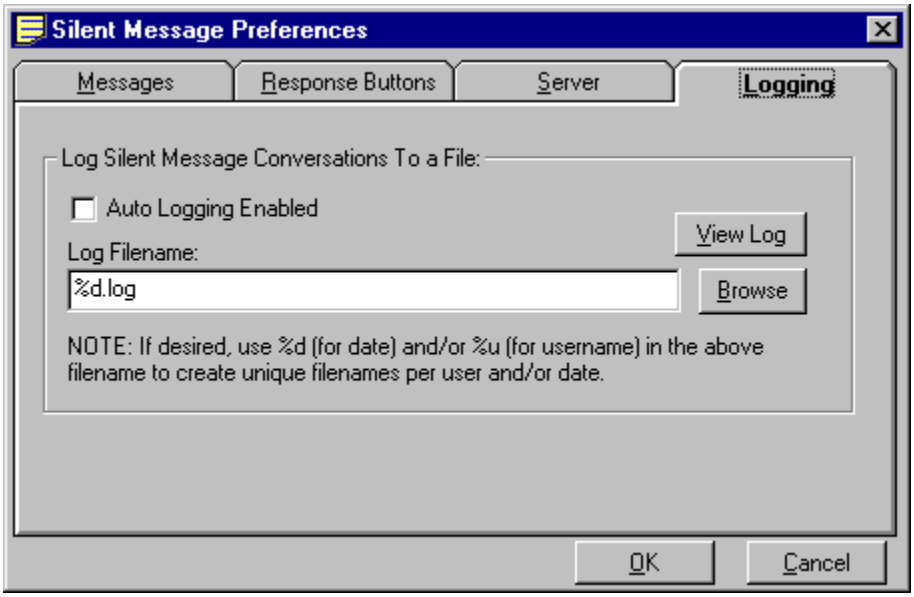


Messages- This section is used to determine what actions are taken when a new Chat message comes in.

Response Buttons- This section is used to set up personalized response buttons. These buttons can be used to send immediate messages, thus saving the user the time it would take to type a common message.

Server- This section can be used to access the *Net Server* setup screen and to enable or disable the Do Not Disturb option which allows you to block incoming Chat messages and return a DND message.

Logging- This section is used to enable or disable logging of Chat conversations and to set up where you want your Chat logs to be filed. You can also view your Chat log from here.



DDE Command Interface

The ***OAISYS Chat*** program is specifically designed to work with other Windows applications so, for example, in a phone program (like OAISYS Net Phone) you may want a button that you can press to immediately open a chat window with your ACD supervisor when you're on an Urgent Call. This type of function is supported by the OAISYS Chat program using a DDE Command interface described below:

DDE Command Interface

The OAISYS Chat provides a DDE interface so that other programs can be setup to send commands to trigger a Chat conversation as follows:

This DDE interface provides the following commands:

Application Name: MSGPOP

Topic: SYSTEM

DDE Execute String: <Command>

Commands:

1. Open a Chat Session with this person (by Extension number)

Format:

CALLEXT, Ext #, Msg_Type, "Message", Send_Option

where;

Ext # = the Extension number of the person to chat with. If you leave this blank, the main Chat window will pop up and allow you to manually select the person.

Message Type = future feature, leave blank for now.

Message = Message to be sent

Send_Option = "I" - Immediate Message -- send message immediate

= "C" (or blank) -- Canned message -- type message into user buffer but wait for user to press SEND

Example:

CALLEXT,1001,,"Help! I have an abusive call from: %P/%N",C

2. Open a Chat Session with this person (by User Name)

Format:

CALLNAME, "Name", Msg_Type, "Message", Send_Option

where;

Name = the name of the person to chat with. If you leave this blank, the main Chat window will pop up and allow you to manually select the person.

Message Type = future feature, leave blank for now.

Message = Message to be sent

Send_Option = "I" - Immediate Message -- send message immediate

= "C" (or blank) -- Canned message -- type message into user buffer but wait for user to press SEND

3. Turn DND option on in Chat and set a message to be returned to callers.

Format:

DND,ON,"Unavailable"

where;

"Unavailabe" is the message you wish to return to callers. If you do not want to change the message, use this command: DND,ON," "

4. Turn DND option off in Chat.

Format:

DND,OFF

5. Use the DDE Oneshot Command.

The DDE 'Oneshot' command can be used with other applications such as *ACD Manager* to meet specific customer needs. For example, *Chat* and *ACD Manager* may be integrated and used to send a broadcast Chat message to a supervisor of an ACD Group when there are calls in queue. This would allow the supervisor to take action if needed. The DDE Oneshot command can be modified to meet many other needs.

Format:

The DDE Oneshot format is as follows:

ONESHOT, Ext #, Urgency, "Message", Timeout, But2Txt, But2Act, P1, P2, P3

where;

Ext # = the Extension number of the person to send the message to. "*" will send the message to all desktops running Chat. 'Name' = an individual name ('JAN'). You can also use a personal group or a system group in this field. For example, if you have a personal group called 'My Group' you would type <My Group>. Similarly, if you have a system group called 'Tech Support' you would type <<Tech Support>>.

Message = The message you want to send.

Urgency = "H" hot, " " Normal

Timeout = The number of seconds for the popup message to expire. For example, "10". If this is left blank the default timeout will be used. The default timeout is 60 seconds.

But2Txt = The text you want to appear on the 2nd button. If this is left blank, no 2nd button will appear.

But2Act = This is the action to be taken when a 2nd button is pressed. A blank or '0' will perform the action to 'Chat me back'. A '1' will send a DDE Message and a '2' will run a program.

P1 – Action parameter #1. For DDE this is the DDE Name. For Run Program this is the program path and name to be run.

P2 – Action parameter #2. For DDE this is the DDE Topic. For Run Program this is the Command line parameter.

P3 – Action parameter #3. For DDE this is the message to be sent.

Trouble Shooting

Symptoms/Actions:

- **The OAISYS Chat Only Operates In DEMO mode** -- This software requires an appropriate software license to be available for its use on the ***OAISYS Net Server***. If an insufficient amount of software licenses are available, the software will operate in DEMO mode.