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Wildix WebRTC Kite - Admin Guide - English

This guide is intended for the following audience:

- PBX administrator, since it explains how to configure Wildix Kite on PBX side
- webmaster, since it provides the information on how to add the service to a company's website

WMS version: 3.88

Updated: May 2018

Permalink: <https://confluence.wildix.com/x/xQY8AQ>

- Introduction
 - Configuration
 - Requirements
- Instructions for PBX admin
 - Dialplan configuration
 - Create Kite link
 - Create Kite link for Auto-call (call starts after clicking on Kite link)
 - Create Kite link for DIRECT call (without entering chat)
 - Create Kite link to allow actions only after PBX user sends a message
 - Create Kite link to prevent from asking geolocation
 - How you can use Kite link
 - Email signature with Kite contact button
 - Limit access to Kite service
- Instructions for web master
 - Display call agent information on the website
 - Auto-fill customer name (skip authorization)
 - Kite link in iframe
 - A ready HTML template
 - Add a Kite Widget to your website

Important: Starting from WMS version 3.86, use only PBX domain name in Kite links (do not use PBX serial); e.g.:

- [kite.wildix.com/\[pbx domain\]/\[extension\]](https://kite.wildix.com/[pbx domain]/[extension]) – correct
- [kite.wildix.com/\[pbx serial\]/\[extension\]](https://kite.wildix.com/[pbx serial]/[extension]) – not correct

Introduction

Wildix Kite is a professional solution for business communication based on the WebRTC technology that brings Unified Communications to the corporate website. With Wildix Kite a website visitor can communicate with the company call agents via chat, audio and video, desktop and data sharing, all this with just one click.

Features supported:

- Chat
- Audio call
- Video streaming
- Desktop sharing
- File exchange

Wildix WebRTC Kite can be added to the website in the form of:

- [Customizable Call button](#) (simple HTML template) with customer authorization or without
- [Customizable Widget](#) (embedded into the website or into a separate web page) with customer authorization or without
- [HTML email signature](#) with call button, with customer authorization or without

An example of Kite implementation can be found here: www.wildix.com/contacts

Wildix Kite is fully integrated into the Wildix telephony system:

- Chat requests are managed by PBX users via Wildix Collaboration interface
- Audio calls can be managed from all Wildix devices
- Wildix Kite uses a separate Dialplan which makes it easy to customize the service
- Chat requests from Kite service can be routed to separate call agents or to call groups

Configuration

Configuration of Kite service consists of two steps:

- [Dialplan configuration](#) – done by PBX administrator
- [Implementation on the website](#) – carried out by website webmaster / softhouse

Requirements

Browser compatibility:

- Google Chrome
- Mozilla Firefox
- Safari – only audio (starting from WMS 3.86)

We recommend to use the latest stable version of browser.

Licenses:

- Per-Service PBX: Collaboration and KITE-MCU08
- Per-User PBX: UC-Business, more information: <https://manuals.wildix.com/licensing/>

Check the ports to open on Firewall: <https://manuals.wildix.com/ports-used-by-wildix-services/>

Instructions for PBX admin

Dialplan configuration

- Edit “kite” Dialplan procedure in *WMS* -> *Dialplan* -> *Dialplan rules* (in case “kite” Dialplan procedure is not present, you should create it first)
- Add “internalcalls (Users dialplan)” to *Included procedures*

Edit kite

Description:

[Add number](#)

 Included procedures (analyzed after the content of this procedure)

[Add rule](#)

Now all the users registered to your PBX can receive calls via Kite service. In case you need to limit the numbers that can be dialed via Kite, refer to [Limit access to Kite service](#) chapter.

Create Kite link

- Open supported web browser and type in URL bar:
https://kite.wildix.com/PBX_Name/Extension_Number, where
 - *PBX_Name* is the PBX Name (use only PBX domain name in Kite links (do not use PBX serial)
 - *Extension_Number* is the extension number of user registered to this PBX or Call Group Number

Example: <https://kite.wildix.com/ucit/324>

- Enter your name and email (optional) and click **Connect** (it is also possible to sign in via your social networks account):

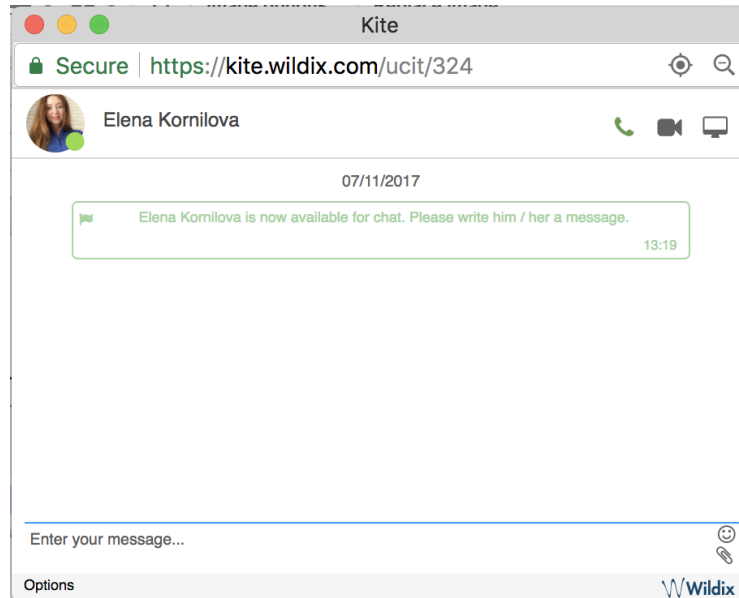
Please sign in with

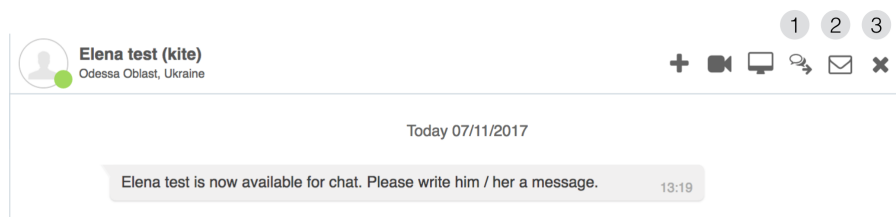
or fill in the form

Connect

- In case the extension entered into the URL exists, chat with this user starts automatically:



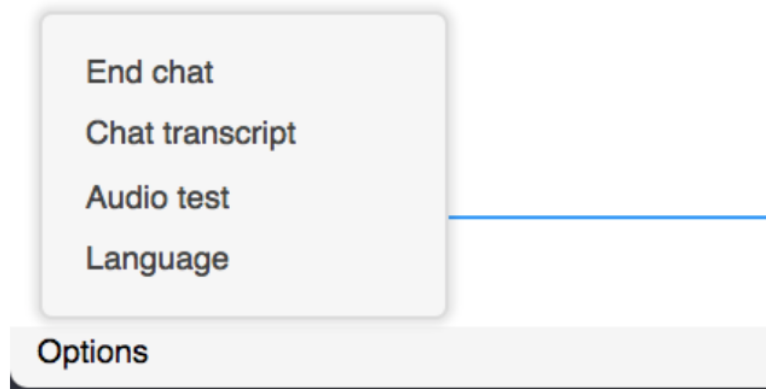
PBX user receives a chat request via Wildix Collaboration interface. In addition to the usual options, available in Collaboration web interface, in chat dialog with another PBX user, the following options are available for kite user:



- 1 – Transfer chat to another PBX user
- 2 – Send chat transcript to two email addresses (*Operator email/ Customer email*)
- 3 – Close chat

Kite user can initiate a call, start video streaming or desktop sharing with the PBX user using the icons situated in the upper part of the screen, click the **Paperclip** icon to send a file or simply drag the file into the input field (support to send files only in JPEG / PDF format), click **Options** to:

- End chat (log out)
- Send chat transcript to email
- Make an audio echo test
- Change the language



Create Kite link for Auto-call (call starts after clicking on Kite link)

To enable auto-call (call starts automatically after clicking on Kite link, chat remains available), you should add “?autocall” to your Kite link. So create Kite link in the following format:

- audio call: https://kite.wildix.com/pbx_name/extension?autocall
- video call: https://kite.wildix.com/pbx_name/extension?autovideocall

Where

- *pbx_name* is the *.wildixin.com domain name of your Wildix PBX
- *extension* is the extension number or a call group ID

Create Kite link for DIRECT call (without entering chat)

To enable direct call without entering chat, create Kite link in the following format:

- https://kite.wildix.com/pbx_name/phone_number

Where

- *pbx_name* is the *.wildixin.com domain name of your Wildix PBX
- *phone_number* is the called number present in the “kite” Dialplan procedure (known issue: letters are not currently supported, only digits)

Note: phone number must not coincide with any existing extension number of user or call group.

Create Kite link to allow actions only after PBX user sends a message

Starting from WMS version 3.87, it is possible to allow chat & screen sharing only after PBX user sends a message.

To enable the option, you should add “?waitMessageFromOperator” to the Kite URL.

Example of the URL: “<https://kite.wildix.com/ucit/324?waitMessageFromOperator>”. In this case Kite user can send a message, start a call and screen sharing, only after the PBX user sends the first message

The following values are supported by the parameter:

- call

- screensharing
- chat

You can specify several values separated by comma, example: “
`https://kite.wildix.com/ucit/324?waitMessageFromOperator=chat,screensharing`”

Create Kite link to prevent from asking geolocation

Starting from WMS Version 3.88, it is possible to prevent Kite from asking geolocation.

To disable the option of asking Kite user's geolocation, you should add “?geolocation=no” to the Kite URL.

Example of the URL: “`https://kite.wildix.com/eugeniocloud/448?geolocation=no`”.

How you can use Kite link

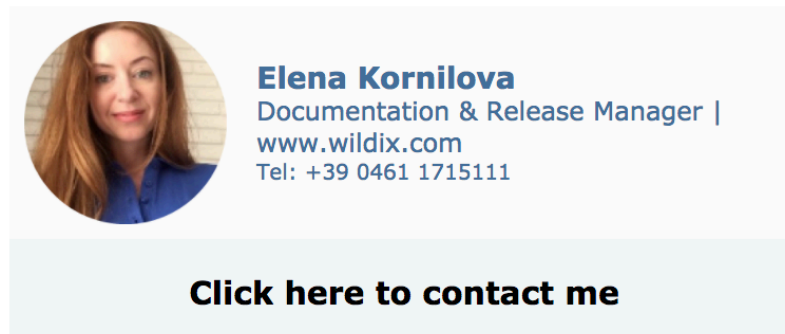
In this Guide we provide information for website webmaster and explain how to:

- Add a Kite contact-me button to a website
- Display additional agent information (status, picture, geolocation)
- Add a Kite widget to a website

Email signature with Kite contact button

You can also use Kite in your email signature, and you don't need web developer skills, to be able to do it, just follow this link: [Generate the HTML signature for email](#)

Example:



Limit access to Kite service

Via ACL groups you can forbid a user's presence status and message, avatar visualization, geolocation sharing:

- Go to *WMS -> Users -> Groups*
- Select a group
- Add the Ability “cannot” – “Share status via Kite”/ “Share status message via Kite”/ “Share geolocation via Kite”

Note: if you add the Ability “cannot” – “Share status via Kite”, PBX user receives a call automatically. In this way, Kite user doesn't see any information about PBX user (presence, avatar, geolocation) and can only make calls, without entering chat.

- Click **Save**

Via Dialplan you can limit the numbers that can be dialed via Kite service:

- Go to *WMS > Dialplan > Dialplan rules*
- Select “kite” procedure
- Program the Dialplan procedure according to your needs

You can remove “Internalcalls” from Included procedures and add only those numbers that can be dialed. Otherwise you can set up the system to route the incoming calls to certain numbers to Voicemail or to other users.

Instructions for web master

Display call agent information on the website

Kite APIs allow displaying call agent’s presence status, personal image, geolocation. This information is synced with Wildix PBX.

Note: information is not taken from the PBX in real time, it is synced every 10 seconds, so it’s necessary to specify the refresh time in the JavaScript that loads the information.

- Show user avatar:

https://kite.wildix.com/PBX_Name/Extension_Number/api/avatar

- Show user status image:

https://kite.wildix.com/PBX_Name/Extension_Number/api/presence/image

- Show user status and geolocation in JSON format:

https://kite.wildix.com/PBX_Name/Extension_Number/api/presence

Example:

```
{“type”:“result”,“result”:{“online”:true,“show”:false,“device_show”:false,“status”:false,“location”:{“address”:false
```



```
{“type”:“result”,“result”:
{“online”:true,“show”:false,“device_show”:“registered”,“status”:false,“location”:
{“address”:“Pol's'kyi descent, 11, Odesa, Odessa Oblast, Ukraine,
65000”,“lat”:“46.4818”,“lng”:“30.7458”}}}
```

- Information about the user that includes all the data in JSON format:

https://kite.wildix.com/PBX_Name/Extension_Number/api/info

Example:

```
{“type”:“result”,“result”:{“uid”:“XXXXXXXX”,“name”:“User
Name”,“avatar”:“http://XXX.XX.X.XXV/user_avatar/XXX.png”,“pbx”:“0050568XXXX”,“presence”:{“online”:tr
“pbxDomain”:“pbx.wildixin.com”}}
```



```
{
  "type": "result",
  "result": {
    "extension": "448",
    "uid": "5825491",
    "name": "Ksenia",
    "pbx": "2211( )",
    "presence": {
      "online": true,
      "show": false,
      "device_show": "registered",
      "status": false,
      "location": {
        "address": "Pol's'kyi descent, 11, Odesa, Odessa Oblast, Ukraine, 65000",
        "lat": "46.4818",
        "lng": "30.7458"
      },
      "pbxIp": "172.16.24.27",
      "pbxDomain": "maartentest.wildixin.com"
    }
  }
}
```

Variables explanation:

- *uid*: unique ID of the user
- *name*: user name
- *avatar*: [http://W\[PBX_IP_address\]/user_avatar/\[Extension_Number\].png](http://W[PBX_IP_address]/user_avatar/[Extension_Number].png)
- *pbx*: PBX Serial number
- *presence*:
 - *online*: online or offline
 - *show*: the status set up by the user (away, dnd)
 - *device_show*: device status (talking, ringing)
- *status*: status message
- *location*: serves for geolocation ({address, latitude, longitude})
- *pbxIp*: PBX IP address
- *pbxDomain*: PBX domain name

Auto-fill customer name (skip authorization)

It is possible to enable each customer to access Kite service without having to fill in his / her personal data each time. Use Kite link in the following format:

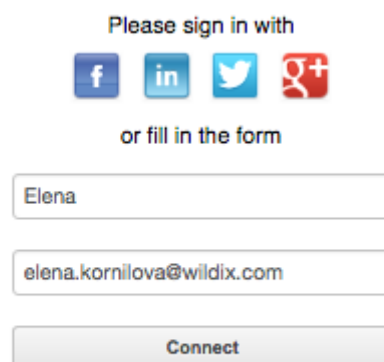
- https://kite.wildix.com/PBX_Name/Extension?name=Customer_Name&email=Customer_Email

where:

- *PBX_Name* is the *.wildixin.com domain name of the Wildix PBX
- *Extension* is the extension number of the PBX user or the call group number who receives the request
- *Customer_Name* is the customer name
- *Customer_Email* is the customer email address

Example: <https://kite.wildix.com/ucit/324?name=Elena&email=elena.kornilova@wildix.com>

Customer authorization information is already filled out automatically:



Please sign in with






or fill in the form

To allow Kite user to connect automatically, add the value "&autologin=1" in the end of the link:

Example: <https://kite.wildix.com/ucit/324?name=Elena&email=elena.kornilova@wildix.com&autologin=1>

Kite link in iframe

To insert Kite link into the website page in an iframe, add `"/embedded"` in the end of the link:

Example:

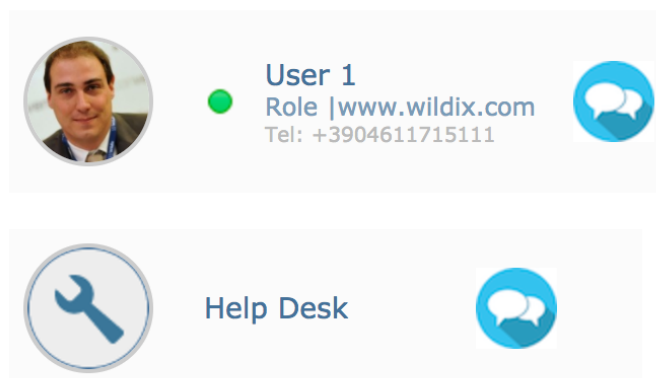
```
&nbsp;
<div align="center"><iframe src="https://kite.wildix.com/mybpx/60"
allow="microphone; camera" width="300" height="380" frameborder="0"
scrolling="no">
Sorry, your browser doesn't support iframe.
</iframe></div>
```

A ready HTML template

Download a ready HTML template [HERE](#).

Note: it is possible to use call group ID instead of an extension number, in this way you can route the chat requests to group of users.

Here is how a single call agent and a call group appears on the webpage:

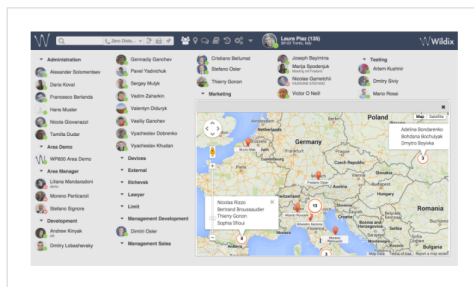


Add a Kite Widget to your website

Example of Wildix Kite Widget can be found on www.wildix.com:

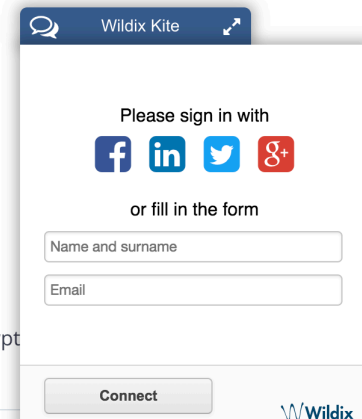
DID YOU KNOW THAT...

By introducing efficient communication systems into your business environment, you can **save up to 25% of your working time**, increase the company productivity and the employee engagement.



FEATURES

- Geolocation
- Presence information
- Conference
- Desktop sharing and file transfer
- Virtual Post-It reminders
- Attendant Console
- Shared phonebooks
- Security thanks to advanced encryption



- Go to the page of code generation: <http://kite.wildix.com/pages/widget/>
- Fill out the fields:
 - *Serial*: PBX name (*.wildixin.com domain name)
 - *Extension*: extension of PBX user or call group number
 - *Site URL*: URL of your website
 - *Top title*: you can enter your value
 - *Bottom title*: you can enter your value
 - *Default language*: select the default language of the Kite user authorization window, or keep the option "Auto-detection" enabled
 - *Auto connect*: allows PBX users to receive notification once Kite user opens the page (even if Kite widget is not open)
 - *Auto login*: after you enable the option, you can fill out *Name* and *Email* of Kite user for pre-authorization
 - *Ask geolocation*: uncheck the box in order to disable option of asking geolocation
 - *Widget behavior*: select whether to expand the widget by default, expand the widget after a timeout, or open the widget in a new window
 - *Position and Offsets*: select and optimize the widget position on your website
- Click **Generate**
- The code is generated, copy the code and paste it into your website between the tags and / or into a single web page.\

Note: it is possible to perform a test to see how the widget will look on your website: After filling out the fields, press **Test** instead of **Generate**, you will see the widget simulation.

Configuration:

Serial:
 Extension:
 Site URL:
 Top title:
 Bottom title:
 Default language:

Auto connect: ☐
 Auto login: ☐
 Name:
 Email:
 Ask geolocation: ☒

Widget behaviour:

☒ Default
☐ Make widget expanded by default with timeout: sec
☐ Do not expand widget. Open it in new window

Position:

Offsets:

☒ Right: %
☐ Left: %

[Generate](#)

[Test](#)

Code:

```

<!-- Start Wildix Kite widget -->
<script type="text/javascript">
(function(e){
window.kiteConfig = {
  "serial": "eugeniocloud",
  "extension": "448",
  "topTitle": "Support",
  "bottomTitle": "Press to contact",
  "language": "",
  "autoConnect": false,
  "autoLogin": false,
  "autoLoginName": "John Doe",
  "autoLoginEmail": "john-doe@email.com",
  "askGeolocation": true,
  "isExpanded": false,
  "expandTimeout": 0,
  "openInNewWindow": false,
  "position": "bottom",
  "rightOffset": "0"
};
var t="kite.wildix.com";var n=e.getElementsByTagName("script")[0];var r=e.createElement("script");
r.async=1;r.setAttribute("charset","utf-8");r.src="https://"+t+"/"+kiteConfig.serial+"/"+kiteConfig.ext
r.type="text/javascript";var i=e.createElement("link");i.rel="stylesheet";i.type="text/css";
i.href="https://"+t+"/static/css/widget.css";n.parentNode.insertBefore(r,n);n.parentNode.insertBefore(i
</script>
<!-- End Wildix Kite widget -->
  
```

Note: you can edit Kite user name or email (or other values) inside the code after the Kite widget code has been generated (edit the corresponding line of the code).