



livepro for PureCloud

22 March 2018

Version 1.7

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Introduction

livepro can be integrated with PureCloud in a few different ways depending on the features you would like. This document contains the details to help you take advantage of these integrations.

livepro Widget Integration

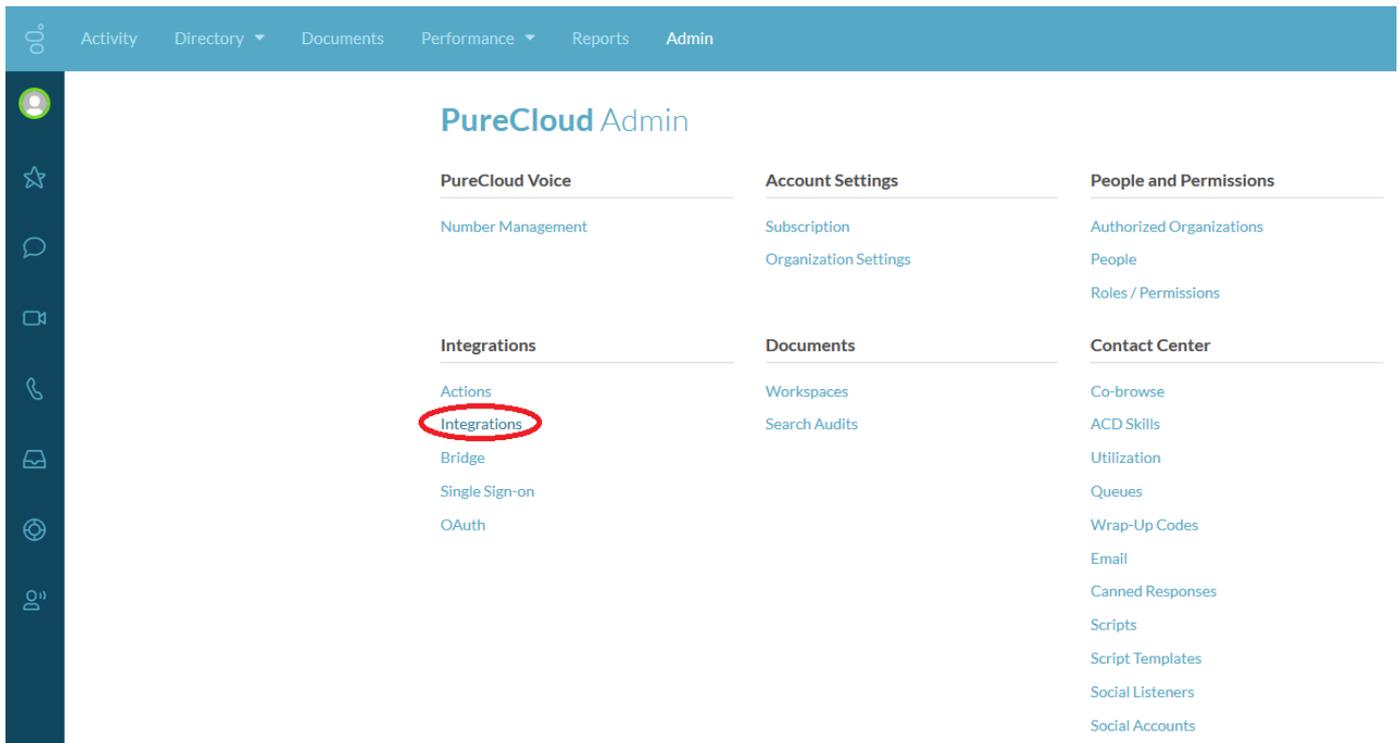
A widget adds livepro as an integration on the sidebar so that the user may click the apps in the sidebar and utilise livepro while working in PureCloud.

To add an integration, you will need admin permissions.

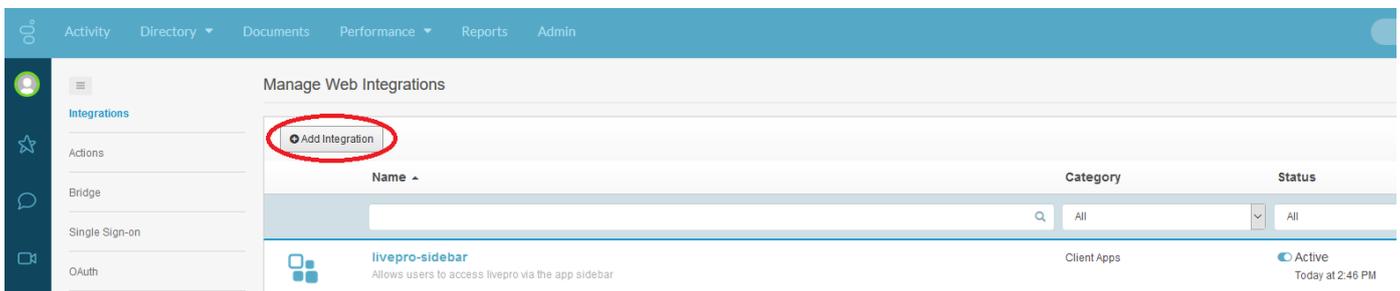
The main difference between installing livepro as a widget or as a full application is by specifying the “Application Type” as either “widget” or “standalone” in the PureCloud Configuration settings (see the steps below).

Installing the livepro Widget

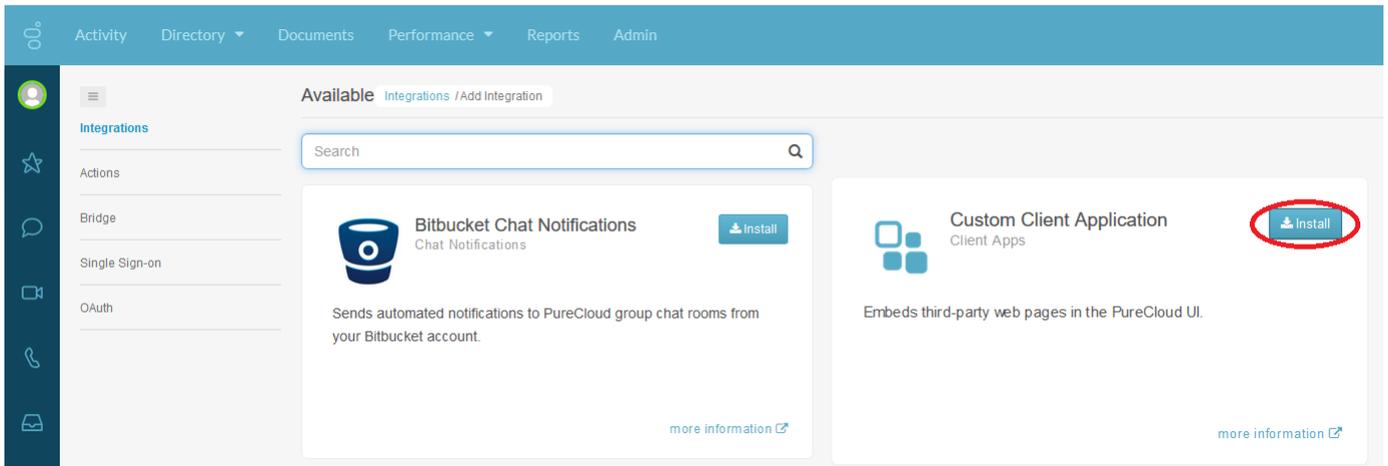
1. Inside the admin panel click the Integrations option under the Integrations menu.



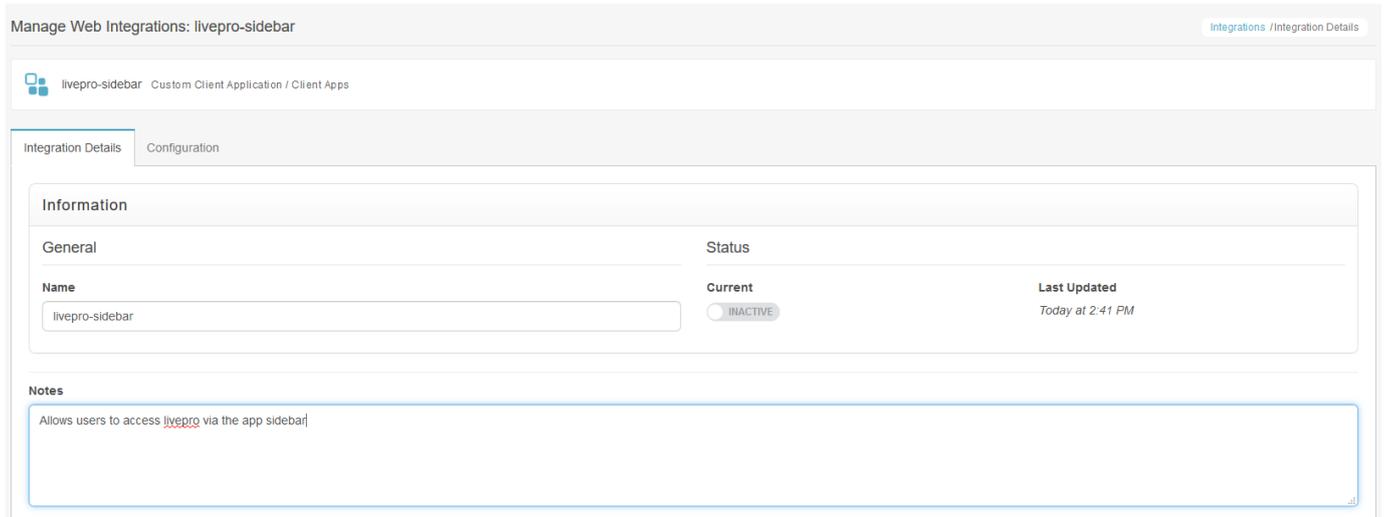
2. Click “Add integration”



3. Click the “Install” button to begin adding livepro to PureCloud.



4. Add a name and description
If you are installing both the widget and full screen view it is recommend naming them so they are easily distinguishable.



5. Complete the integration configuration
Switch to the “Configuration” tab.

Application URL: The application URL is the URL to your livepro website with an additional “/inline?source=purecloud” added to the end.
Example: <https://client.livepro.com.au> becomes <https://client.livepro.com.au/inline?source=purecloud>

Application Type: widget

Application Category: Leave empty

Iframe Sandbox Options: allow-scripts,allow-same-origin,allow-forms,allow-modals,allow-popups

Group Filtering: The group filtering specifies the groups of users that will be able to see the

application.

Integrations: livepro-sidebar Integrations / Integration Details

Custom Client Application / Client Apps

Configuration

Properties

[Add Property](#)

Property Name	Value
Application URL * The URL of the Application PureCloud should load.	<input type="text" value="https://ldev.livepro.com.au/inline"/>
Application Type * Dictates the way the application will appear and function inside of PureCloud	<input type="text" value="widget"/> Default
Application Category Tailors application behavior to a specialized purpose.	<input type="text"/>
Iframe Sandbox Options Comma-separated list of limited HTML5 iframe sandbox options to control application permissions	<input type="text" value="allow-scripts,allow-same-origin,allow-forms,allow-modals"/>
Group Filtering List of Groups whose members can see this application. Hidden if no group is selected.	liveproaccess Select Groups

6. Activate the plugin

Manage Web Integrations: livepro-sidebar Integrations / Integration Details

livepro-sidebar Custom Client Application / Client Apps

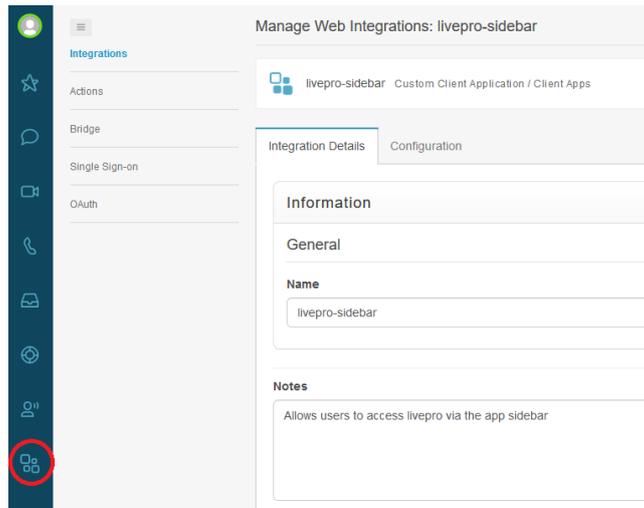
Integration Details Configuration

Change Status

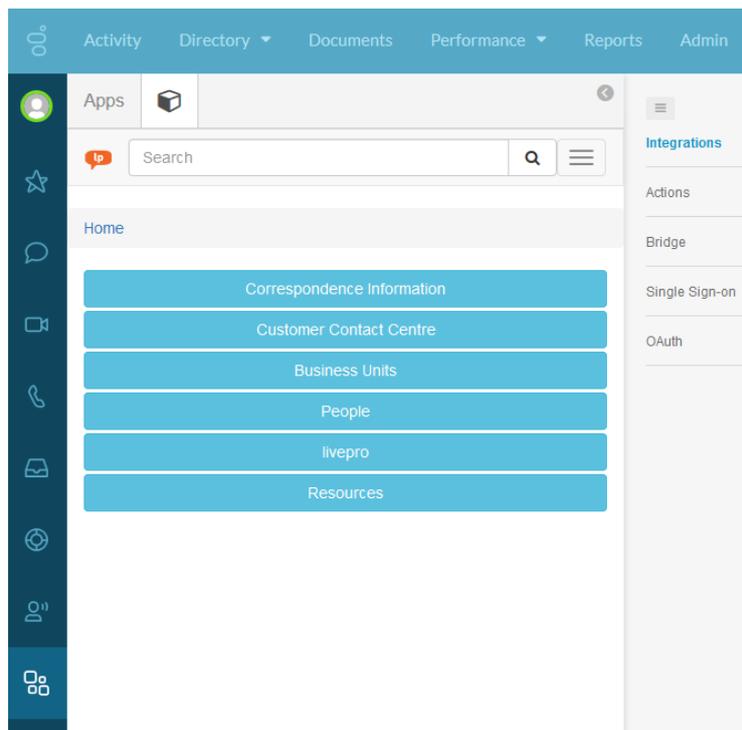
Are you sure that you want to activate livepro-sidebar?

Information	
General	Status
Name <input type="text" value="livepro-sidebar"/>	Current <input checked="" type="radio"/> ACTIVE
	Last Updated Today at 2:41 PM

7. Test the integration by clicking on the apps icon on the bottom left of PureCloud



8. Refresh the PureCloud application using the browser refresh button and the integration will be active.



9. Installation is complete.

livepro Full Application Integration

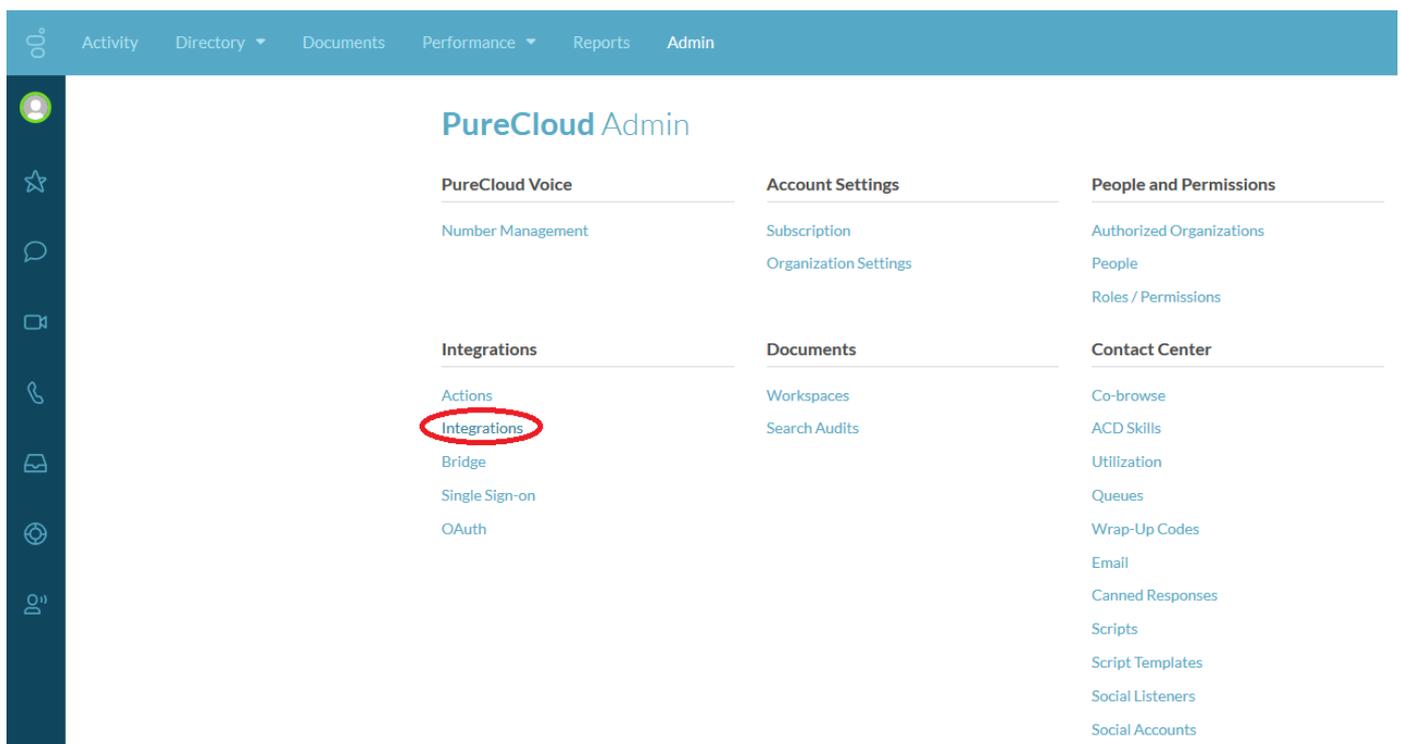
A full application integration adds livepro to the application menu on the top bar inside PureCloud. This enables livepro to be viewed in full screen.

To add an integration you will need admin permissions.

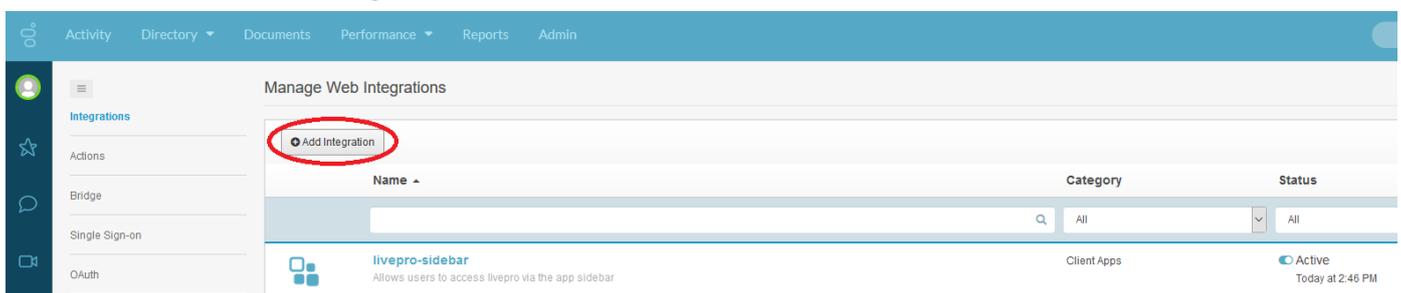
The main difference between installing livepro as a widget or as a full application is by specifying the “Application Type” as either “widget” or “standalone” in the PureCloud Configuration settings (see the steps below).

Installing the livepro Full Application

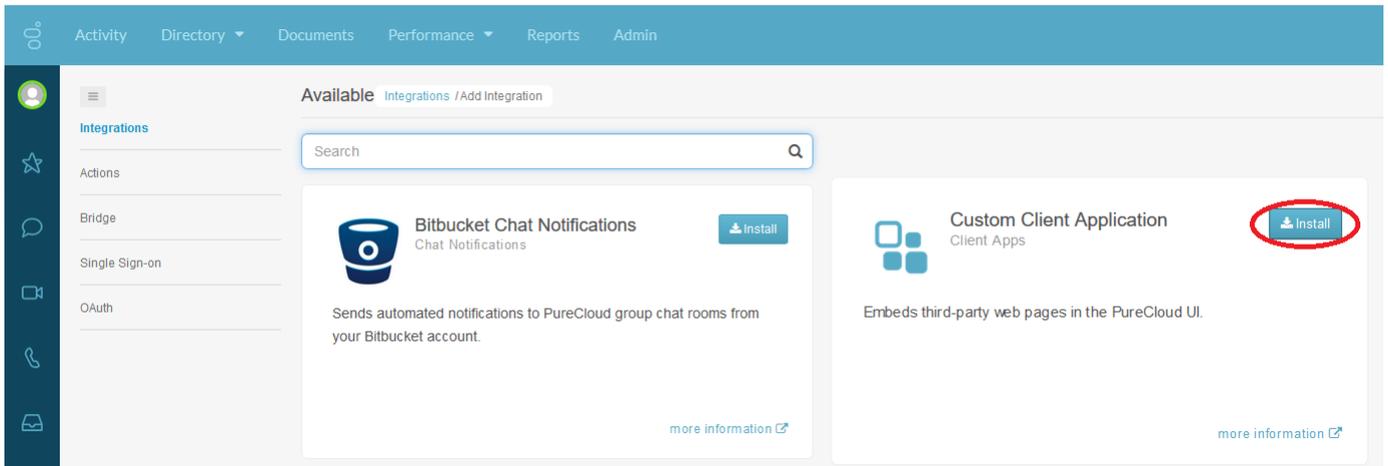
1. Inside the admin panel click the Integrations option under the Integrations menu.



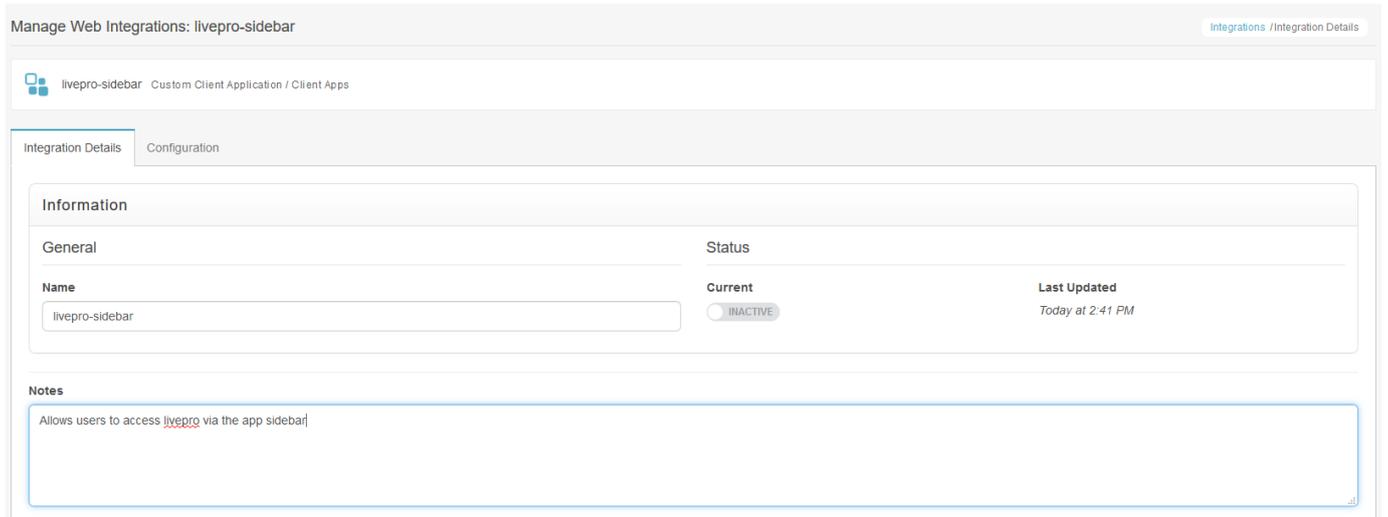
2. Click “Add integration”



3. Click the “Install” button to begin adding livepro to PureCloud.



4. Add a name and description
If you are installing both the widget and full screen view it is recommend naming them so they are easily distinguishable.



5. Complete the integration configuration
Switch to the “Configuration” tab.

Application URL: The application URL is the URL to your livepro website with an additional “/inline?source=purecloud” added to the end.
Example: <https://client.livepro.com.au> becomes <https://client.livepro.com.au/inline?source=purecloud>

Application Type: standalone

Application Category: Leave empty

Iframe Sandbox Options: allow-scripts,allow-same-origin,allow-forms,allow-modals,allow-popups

Group Filtering: The group filtering specifies the groups of users that will be able to see the

application.

Integrations: livepro-sidebar Integrations / Integration Details

Custom Client Application / Client Apps

Configuration

Properties

[Add Property](#)

Property Name	Value
Application URL * The URL of the Application PureCloud should load.	<input type="text" value="https://ldev.livepro.com.au/inline"/>
Application Type * Dictates the way the application will appear and function inside of PureCloud	<input type="text" value="widget"/> Default
Application Category Tailors application behavior to a specialized purpose.	<input type="text"/>
Iframe Sandbox Options Comma-separated list of limited HTML5 iframe sandbox options to control application permissions	<input type="text" value="allow-scripts,allow-same-origin,allow-forms,allow-modals"/>
Group Filtering List of Groups whose members can see this application. Hidden if no group is selected.	<input type="text" value="liveproaccess"/> Select Groups

6. Activate the plugin

Manage Web Integrations: livepro-sidebar Integrations / Integration Details

livepro-sidebar Custom Client Application / Client Apps

Integration Details Configuration

Change Status

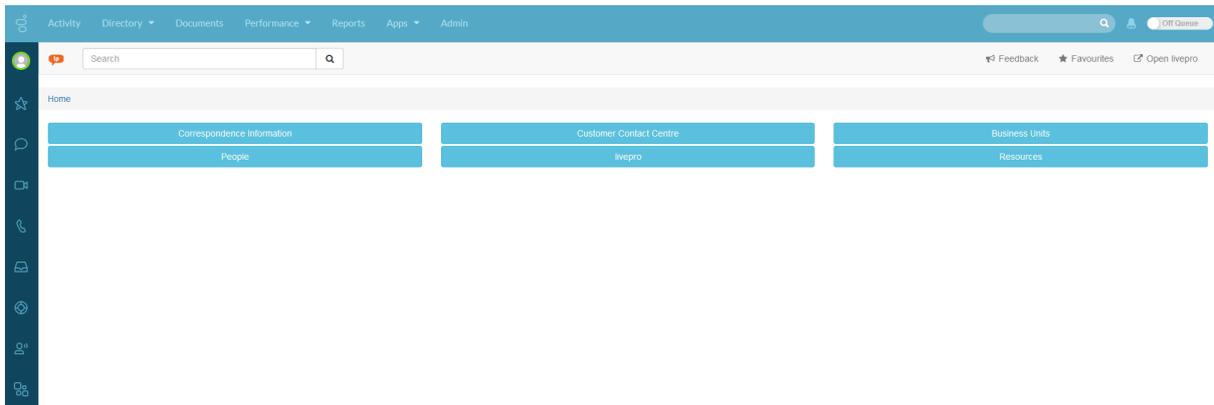
Are you sure that you want to activate livepro-sidebar?

Information	Status	Last Updated
General	Current	Last Updated
Name <input type="text" value="livepro-sidebar"/>	<input checked="" type="radio"/> ACTIVE	<i>Today at 2:41 PM</i>

7. Test the integration by clicking on the apps icon on the bottom left of PureCloud

The screenshot shows the PureCloud navigation bar with 'Apps' selected. A dropdown menu is visible with 'livepro-main' highlighted. In the main content area, the 'livepro-main' application card is displayed, showing its icon and name.

You will now be able to access livepro from within PureCloud.



8. Installation is complete.

Populating Knowledge from livepro

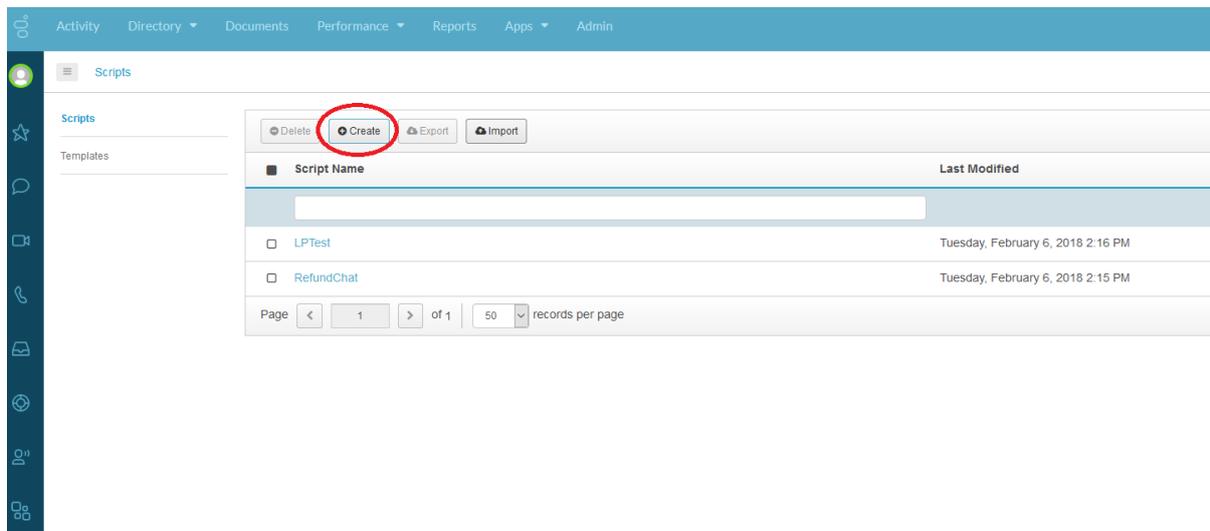
Whether on call, in a web chat or responding to an email livepro is able to populate relevant knowledge to your agents as they enter an interaction.

To populate the knowledge into an interaction you will have to create a script. When you create the script you can either leave the search blank (see the steps below) so the agent can choose a search term or you can pre-populate the search by passing through a parameter. We recommend passing through a parameter as it means the agent is ready to go as soon as the interaction initiates.

1. Create a script inside of PureCloud

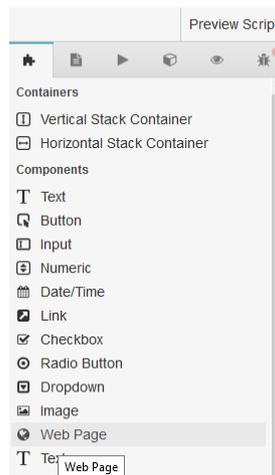
To create a script the user will need the 'Script Designer' role inside of PureCloud.

Enter the admin area of PureCloud and click 'Scripts' underneath the 'Contact Center' area then press 'Create' to create a new script and select 'Blank Script'.



2. Add "Web Page" component to the script

On the sidebar there is a 'Web Page' component that you can add. Drag this onto the script. Livepro will appear in this component.



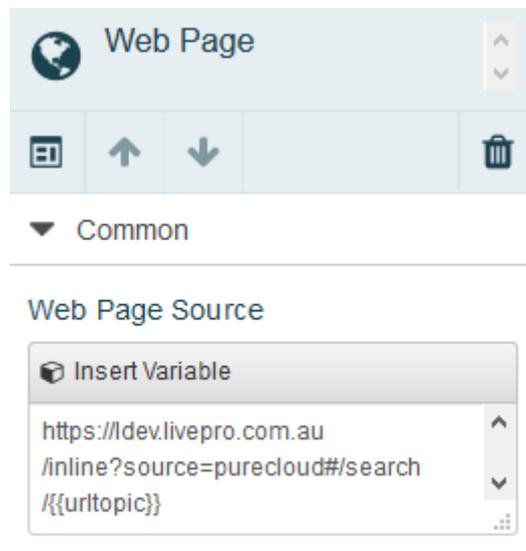
3. Configure the "Web Page Source" for the component
In the web page pane you will need to insert livepro as the source.
The URL you will use will be:
`https://CLIENT.livepro.com.au/inline?source=purecloud#/search/`
Where CLIENT is your client name or normal url.

The above URL will give your user a blank search page, to add a search term you may add a word after `/search/`.

Example searching for dogs:

`https://CLIENT.livepro.com.au/inline?source=purecloud#/search/dogs`

In the below screenshot we are using a PureCloud variable to populate our search box. If you have any options passed through your IVR or want a variable populated in the search you may do it like below.



4. Process complete.

Permission Integration

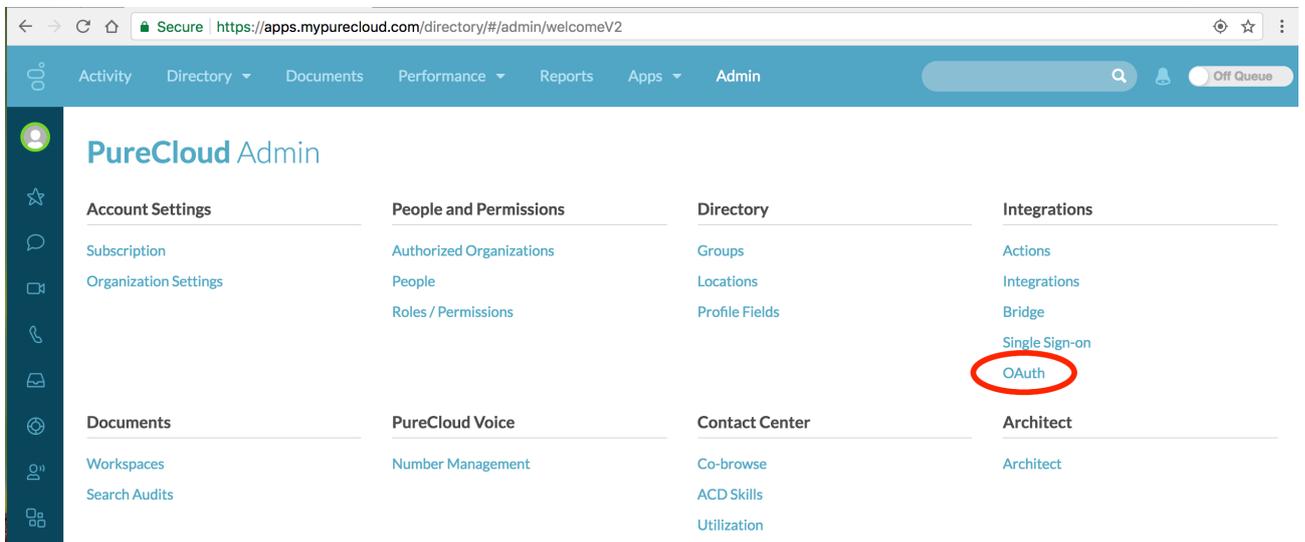
This form of integration allows the users you have set up in PureCloud to automatically be created and assigned licenses in livepro when they first access livepro. This also allows you to assign permissions in PureCloud which correspond to roles in livepro. PureCloud and livepro use the industry standard OAuth2 for secure delegated access.

You need to set up a trust relationship between PureCloud and livepro using credentials generated in PureCloud.

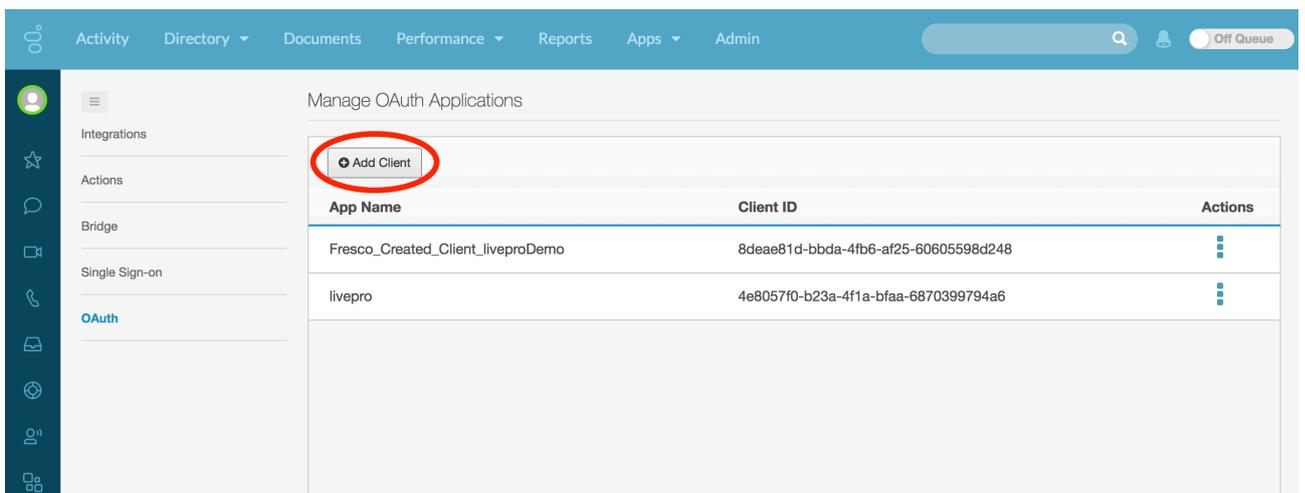
Generate PureCloud credentials to allow livepro integration with PureCloud

You need to set up PureCloud so that it allows livepro to communicate with your PureCloud account. The following steps explain how to generate credentials in PureCloud that can be passed on to livepro so that livepro can interact with PureCloud.

1. Enter PureCloud Admin and click “OAuth”



2. Click “Add Client”



3. Fill out client details
App Name – a name so that you know what application will be using the credentials (recommend “livepro”)

Description – Any text.

Token Duration – leave at default value

Grant Types – select “Code Authorization”

Authorized redirect URIs – this will be provided by livepro. If you do not have a livepro URI please contact livepro at “support@livepro.com.au” with your company name and details.

Generally it will be in the form of “https://CLIENTNAME.livepro.com.au/oauth2/callback”

The screenshot shows the 'livepro Manage OAuth Applications / Edit Application' interface. The 'Client Details' tab is active. The form contains the following fields:

- App Name:** A text input field containing 'livepro'.
- Description:** A text area containing 'This is the livepro app authorisation codes.'
- Token Duration (seconds):** A dropdown menu with the value '86400' selected. A note above the field states: 'the number of seconds, between 5mins and 48hrs, until tokens created with this client expire.'
- Grant Types:** A list of radio buttons with 'Code Authorization' selected. Other options include 'Client Credentials', 'Token Implicit Grant (Browser)', and 'SAML2 Bearer'.
- Authorized redirect URIs (one per line):** A text area containing 'https://dev.livepro.com.au/oauth2/callback'.

4. Click “Save”
5. Send livepro your ID and secret keys
Once your page has been saved it will reload and you will see some fields appear at the bottom of the page. The fields Client ID and Client Secret will need to be emailed to “support@livepro.com” with the name of your company and we will add these to your application, so you can get started.
6. Process complete.

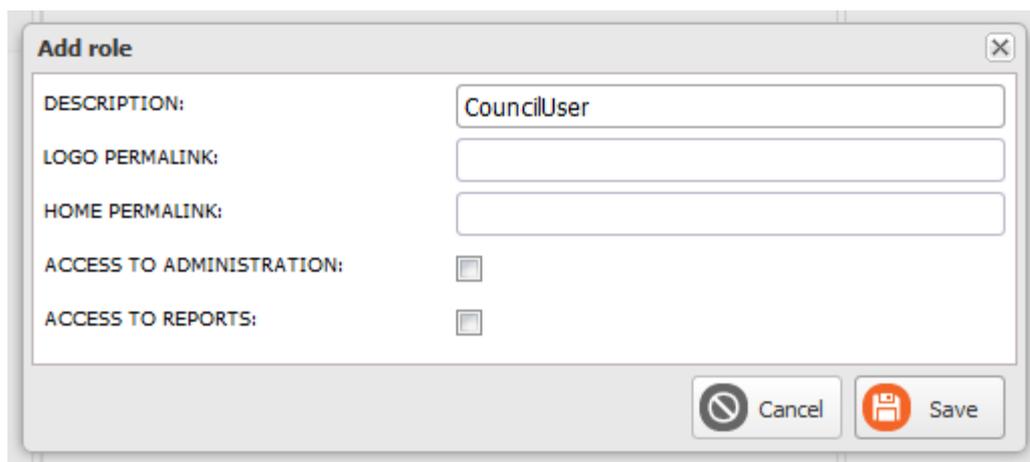
Syncing roles in PureCloud with livepro

Syncing the roles of your users allows you to easily choose what users in livepro can see without leaving PureCloud.

Depending on your current PureCloud setup livepro can sync with either the ACD Skills or groups. This guide will show you how to sync both options.

Create Roles in livepro

Create roles inside livepro that you would like to sync with PureCloud. Roles require permissions and scopes to be of any use. Please consult the livepro help for details on how to set up roles.



Add role

DESCRIPTION: CouncilUser

LOGO PERMALINK:

HOME PERMALINK:

ACCESS TO ADMINISTRATION:

ACCESS TO REPORTS:

Cancel Save

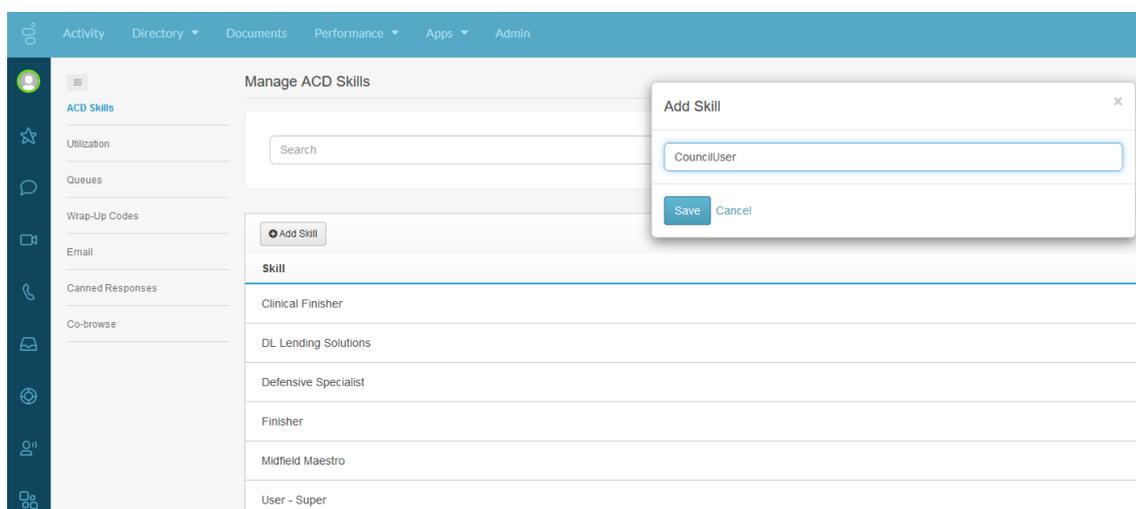
If you are using ACD Skills to manage users continue to [Add New ACD Skill in PureCloud](#), otherwise if you are using Groups to manage users go to [Add New Group in PureCloud](#).

Add New ACD Skill in PureCloud

To add your new ACD Skill in PureCloud you will need admin permission.

To add the new skill you should click the 'Admin' link then under the 'Contact Centre' area click 'ACD Skills'.

Ensure the name of the skill is exactly the same as the description you provided for the role inside of livepro. To make sure there is no issues we recommend copying the role from livepro and pasting it into PureCloud.



Activity Directory Documents Performance Apps Admin

Manage ACD Skills

Search

Add Skill

Skill

- Clinical Finisher
- DL Lending Solutions
- Defensive Specialist
- Finisher
- Midfield Maestro
- User - Super

Add Skill

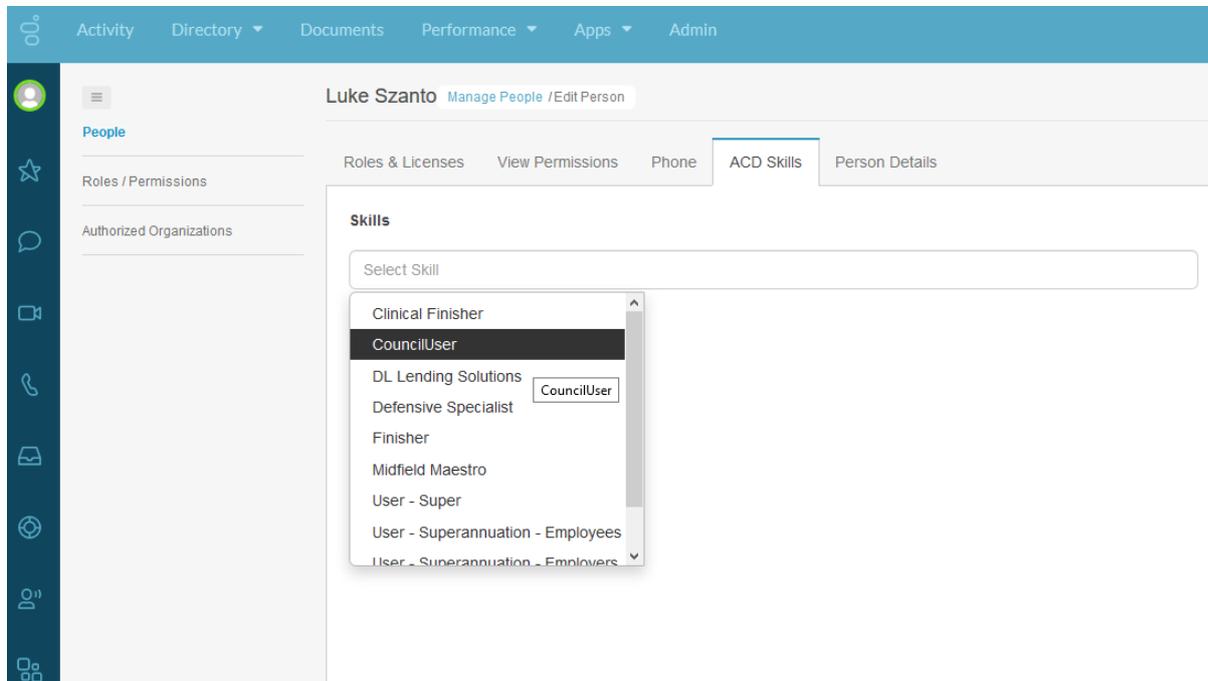
CouncilUser

Save Cancel

Add Skills to Users

Click the 'Admin' link followed by 'People' under 'People and Permissions'. Select the user you want to add the role to and open up the 'ACD Skills' tab.

Once the skill has been added to the user they will need to login and logout to sync their new roles.

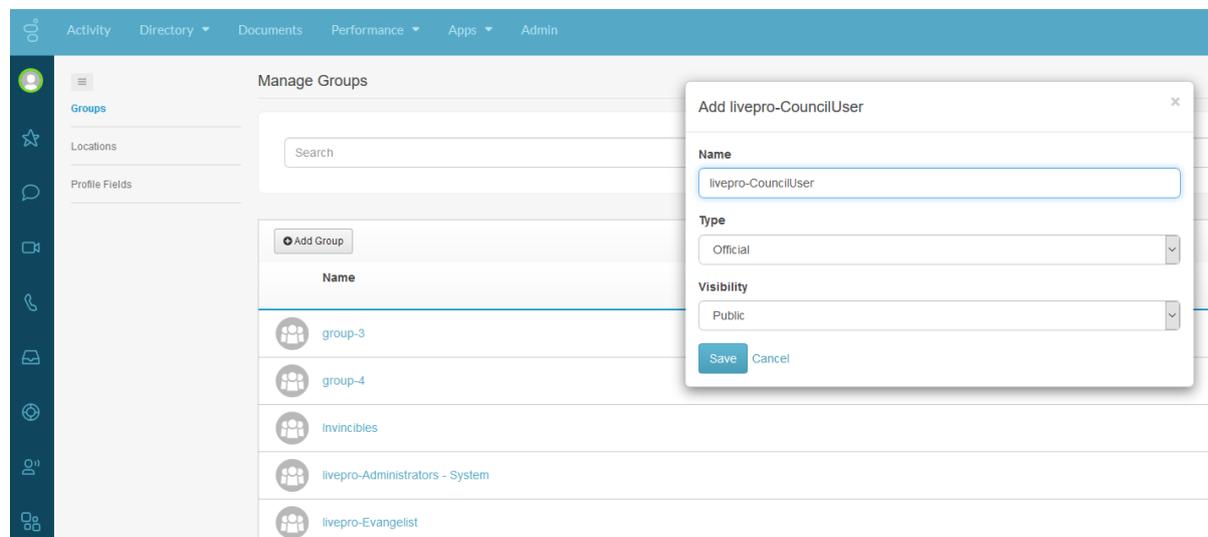


Add New Group in PureCloud

To add your new group to PureCloud you will need admin permission.

To add the new group you should click the 'Admin' link then under 'Directory' area click 'Groups'.

Ensure the name of the group is the exactly the same as the description you provided for the role inside of livepro but with "livepro-" as a prefix. To make sure there are no issues we recommend copying the role from livepro and pasting it into PureCloud with a "livepro-" prefix.

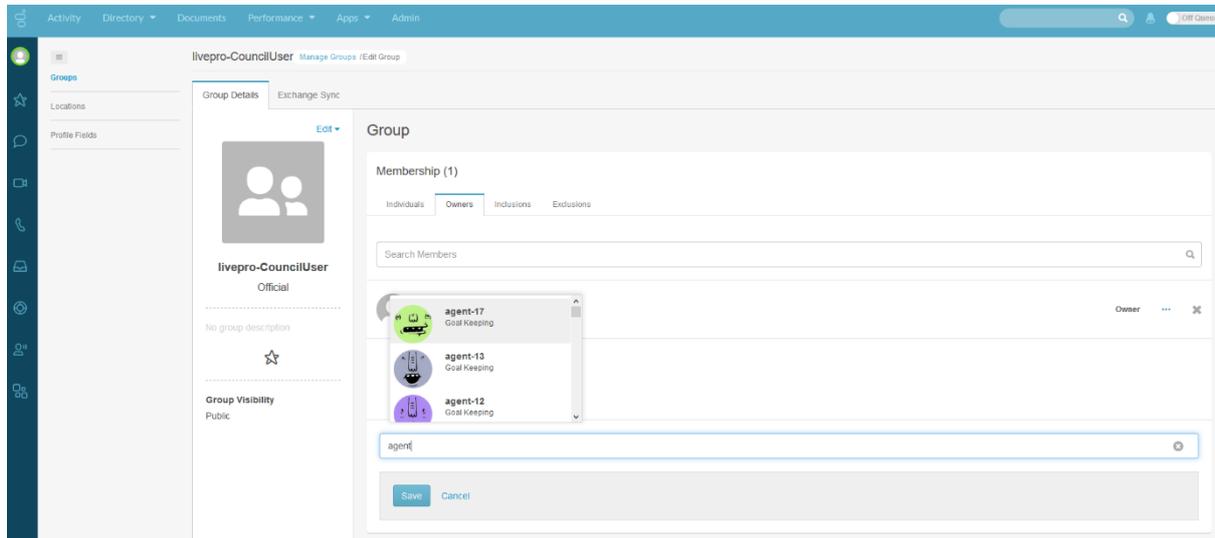


Add Group to Users

To add users to your new group to PureCloud you will need admin permission.

To add the users you should click the 'Admin' link then under 'Directory' area click 'Groups'. Open up the group you have created then click 'Edit' to add users to the group then save once you're done.

Once the group has been added to the user they will need to login and logout to sync their new roles.



Version Information

Changed By	Date	Version Number	Notes
<i>Luke Szanto</i>	<i>5/02/2018</i>	<i>1.0</i>	<i>Initial OAuth data</i>
<i>Lester Bloomberg</i>	<i>19/02/2018</i>	<i>1.1</i>	<i>Layout changes and introductory texts</i>
<i>Luke Szanto</i>	<i>19/02/2018</i>	<i>1.2</i>	<i>livepro widget and application integration added</i>
<i>Luke Szanto</i>	<i>20/02/2018</i>	<i>1.3</i>	<i>Syncing roles with PureCloud added.</i>
<i>Luke Szanto</i>	<i>26/02/2018</i>	<i>1.4</i>	<i>Populating data in PureCloud added.</i>
<i>Lester Bloomberg</i>	<i>13/03/2018</i>	<i>1.5</i>	<i>Layout changes and proofing.</i>
<i>Luke Szanto</i>	<i>14/03/2018</i>	<i>1.6</i>	<i>Adding correct iframe sandbox options</i>
<i>Shannon O'Connor</i>	<i>22/03/2018</i>	<i>1.7</i>	<i>Changed 'livepro with PureCloud' to 'livepro for PureCloud'</i>