

N-supportPro™ Chat Button Setup for Trial Accounts

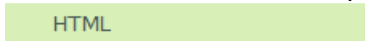
1. Log into the N-supportPro™ Administrator's console: <http://www.n-able.com/nsupportpro/>



2. In the navigation tree on the left, click on "Integration". This will open a drop down menu.



3. Click on "HTML" in the drop down menu.

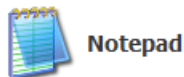


4. Highlight and copy the JavaScript code from the window that looks like this:

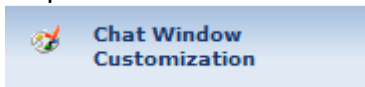
```
<!------- Begin Inquiero.com integration ----->
<script language="JavaScript"
src="http://www.inquiero.com/inquiero/web/an/ann4.asp?
login=I21wt8DZ8uI88M8uo8&lang=us"></script>
<a href="http://www.inquiero.com"></a>
<!------- End Inquiero.com integration ----->
```

Note: The identifier after the "login=" parameter is unique to your account.

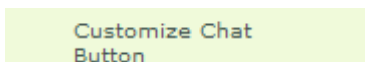
5. Paste the html code into Notepad, (not Wordpad or Word, but Notepad).





6. In the navigation tree on the left, click "Chat Window Customization". This will open another drop down menu.



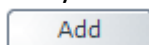
7. Click on "Customize Chat Button" in the drop down menu.



8. Make note of the button name that is present by default in the Administrator Console. In this case it is called "button_default"

Buttons available for this site:			
Name	Online	Offline	Modify
button_default			

Note: You may wish to customize your chat button by clicking the "Add" button which you may do by overriding the default or giving it a unique name.

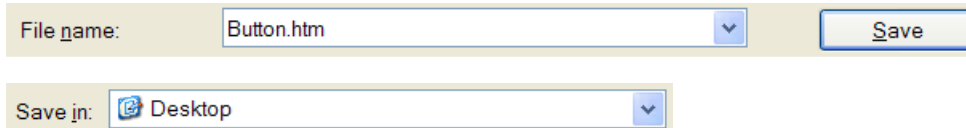


9. Insert the button customization parameter into the html code you have pasted into Notepad after the &lang=us parameter. The format of the parameter is “&button=<name>”, where <name> is the name of the button. In our example the completed code would look as follows:

```
<!-- Begin NTRsupport integration -->
<script language="JavaScript"
src="http://na.ntersupport.com/inquiery/web/an/ann4.asp?login=I21wt8DZ8ul88M8uo8&lang=us&button=but
ton_default"></script>
<a href="http://na.ntersupport.com"></a>
<!-- End NTRsupport integration -->
```

Note: It is important to ensure that all html code from Step 4, except for the &login= and &button= parameters which are unique to your integration. Other customizable parameters are explained later in this document.

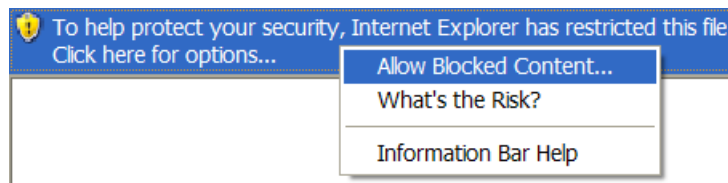
10. Save the file with any name you like, but with the extension “.htm” (The default is “.txt” so you must be sure to change this). Note the location where you save the file.



11. Browse to the saved file location. There should be an Internet Explorer icon with the name of the file. Double click (or launch) the file.



12. Depending on your security settings, you may receive an Internet Explorer warning toolbar. Click the toolbar and select “Allow Blocked Content”. You should then see an “online help” button.



This button will connect an end user to you or any available operator in your N-supportPro™ account.



13. Send the .htm file to any end user that you would like to test the software with. Be sure you are logged into the system and have your end user click the button. This will launch an N-supportPro™ session. From there you can test all the features of the system with your end user.



N-supportPro™ Chat Button Integration into a Web Page

1. Execute steps 1 – 9 on the previous pages in order to arrive a piece of JavaScript code that customizes the chat button behavior for your account.

```
<!-- Begin NTRsupport integration -->
<script language="JavaScript"
src="http://na.ntersupport.com/inquiero/web/an/ann4.asp?login=I21wt8DZ8ul88M8uo8&lang=us&button=butt
on_default"></script>
<a href="http://na.ntersupport.com"></a>
<!-- End NTRsupport integration -->
```

2. Paste the JavaScript into the html code of the web page you wish to integrate the service into (between the <body> and </body> tags) and then republish the page. The chat button will now appear in the web page and reflect the status of your operator accounts (online or offline).



Additional N-supportPro™ Chat Button Customization

For complete instructions on customizing the N-supportPro™ chat button, please refer to section 3.3 (Integration) of the N-supportPro™ user manual.

1. There are several parameters that can be added to the chat button code that allow you to customize the look and behavior of the chat button. Here are the most common ones:

<u>Parameter</u>	<u>Value</u>	<u>Description</u>
login=	<account ID>	The account the button is tied to
lang=	<language>	The language of the button and session
oper=	<operator login>	Assigns the call to a specific operator
cat=	<operator category>	Assigns the call to a specific category
cob=	1	Makes the assigned operator or category mandatory
ref=	< 1 st data reference>	1 st line of data to appear in the operator console
ref2=	<2 nd data reference>	2 nd line of data to appear in the operator console
sur=	<name of post survey>	Provides a customer survey at the end of the session
surpre=	<name of pre survey>	Provides a customer survey before the session
button=	<name of button image>	Changes the image displayed as the chat button

2. To modify the button, simply copy the button code into an html editor such as Notepad and then add the appropriate parameter and value for the desired action at the end of the first URL in the code (separating each parameter with the “&” symbol).

You will notice that there are already two parameters in place, “login=...” and “lang=...” These parameters control the account that the button is tied to, and the language that the button and session will be displayed in.

```
<!-- Begin NTRsupport integration -->
<script language="JavaScript"
src="http://na.ntsupport.com/inquiero/web/an/ann4.asp?login=I21wt8DZ8ul88M8uo8&lang=us&button=butt
on_default"></script>
<a href="http://na.ntsupport.com"></a>
<!-- End NTRsupport integration -->
```

Simply add the additional parameters after “lang=us” as in the example below (the order does not matter):

```
<!-- Begin NTRsupport integration -->
<script language="JavaScript"
src="http://na.ntsupport.com/inquiero/web/an/ann4.asp?login=I21wt8DZ8ul88M8uo8&lang=us&button=butt
on_default&oper=murphy&ref=ASP-Customer&surpre=techsurvey&button=blondegirl"></script>
<a href="http://na.ntsupport.com"></a>
<!-- End NTRsupport integration -->
```

3. After you have edited the button code, paste the new code into the html code of the web page you wish to integrate the service into and then republish the web page. The chat button will now appear with the new customizations.

