



**REVINATE**

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Push2Talk and Push2Chat  
Implementation

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# Push2Talk and Push2Chat Implementation

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# Push2Talk and Push2Chat Implementation

## Introduction

The Push2Talk and Push2Chat feature allows visitors to your website to interact directly with your reservation agents. Once implemented the webpage will display the Push2Talk/Push2Chat window in the designated location:



## Requirements

Prior to implementation, the following items require configuration in Narrowcast for the Push2Talk and Push2Chat feature to work as expected:

- Approved domains
- Window color
- Verbiage

Once the prerequisite configuration is completed, add the Push2Talk/Push2Chat functionality on the webpage(s) with a single line of JavaScript where it is necessary (any page(s) where you want your website visitors to interact with an agent.)

## Configuring Push2Talk/Push2Chat

The Push2Talk and Push2Chat configuration area can be found in Narrowcast under the Account Settings menu

> Talk & Chat Configuration option

The screenshot shows the REVINATE Reservation Sales dashboard. The top navigation bar includes: PRODUCTS, LEADS, TRACKING, REPORTS, CAMPAIGNS, MARKETING TOOLS, ACCOUNT SETTINGS, and HELP/EDUCATION. The 'ACCOUNT SETTINGS' menu is open, displaying a list of options: RezForce RezGuides, Default Hub Configuration, KPI Goals, Account Preferences, Agents, User Admin, Acct Config, Mass Agent Skill Assignment, Call Results, ELM, Templates, Phone/Email, Instant Message Log, Call List, Skills, Temporary Hours of Routing, Permanent Hours of Routing, Agent Teams, and Talk & Chat Configuration (highlighted in blue).

Below the navigation bar, the 'Website Integration Config' table is visible. It has columns for: Priority, Domains, Talk Enabled, Chat Enabled, Custom Color, Greeting, Chat Pending Greeting, Call Pending Greeting, Popout Text, and Close. A single row is shown with the following values: Priority: 0, Domains: \*, Talk Enabled: False, Chat Enabled: False, Custom Color: #cf161d (with a red square icon), and a 'Sorry, available moment' message in the Close column.

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You can create a new configuration by clicking the add icon or edit an existing configuration by clicking the pencil icon:

Website Integration Config													
Priority	New configuration	Talk Enabled	Chat Enabled	Custom Color	Greeting	Chat Pending Greeting	Call Pending Greeting	Popout Text	Closed Message	Chat Default Campaign	Call Default Campaign	Chat Skill	
1		True	True	#151515	We're here	Finding an agent for chat, please wait...	An agent will call you shortly, please wait...	Agents are available now!	We're sorry, we are currently closed, please reach out to us during normal business hours.				

The configuration is broken up by section on the left with a preview area on the right side of the screen:

Messenger settings

Cancel Save & Set Live

- Visibility: Customize where messenger will run
- Style: Customize the look and feel of messenger
- Callback: Customize callback functionality and function
- Chat: Customize chat functionality and function
- Placement: Position the messenger
- Availability: Customize messenger outside of your desired hours

Preview

Timed message here

BUTTON LABEL HERE

## Push2Talk and Push2Chat Implementation

### Visibility Section

This section allows you to specify the approved domains that are able to load the Push2Talk/Push2Chat window.

The screenshot shows the 'Visibility' configuration section. At the top, there is a title 'Visibility' and a subtitle 'Customize where messenger will run'. Below this is a text input field with the placeholder text 'Add a URL (http://mysite.com or http://my.site.com)' and an 'Add' button. A trash icon is located below the input field. At the bottom, there is a 'Priority' section with the text 'If multiple configurations exist for a single domain above, which configuration should take precedence over the others?' and a text input field containing the number '0'.

### Managing the approved domain

The screenshot shows the 'Visibility' configuration section with three annotations: 1) A red arrow points to the 'Add' button next to the text input field containing 'www.anothersite.com'. 2) A red arrow points to the trash icon next to the domain 'www.mywebsite.com'. 3) A red arrow points to the 'Priority' input field containing '0'. The text input field, the 'Add' button, the trash icon, and the 'Priority' input field are all highlighted with a green border.

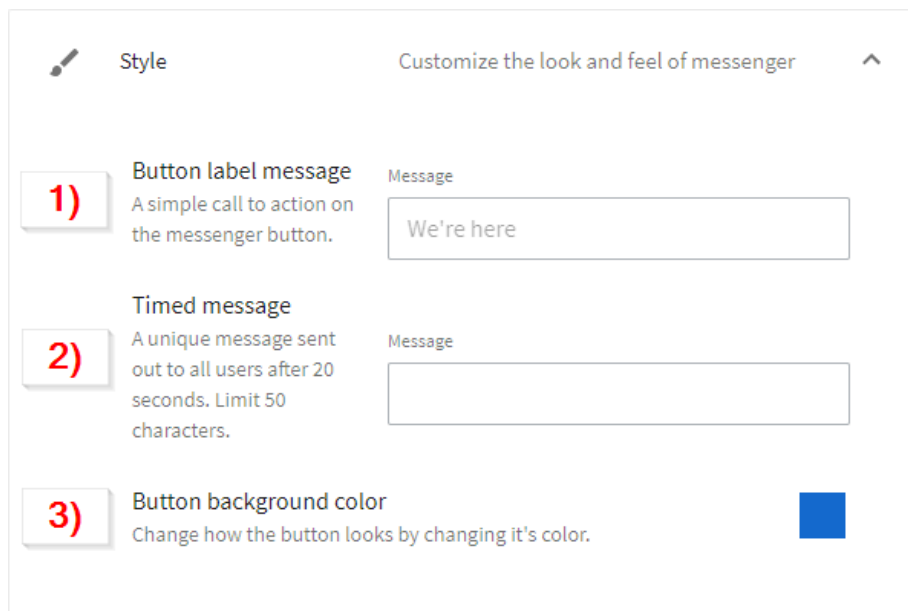
- 1) Approved domains can be included in the text box and added with the Add button.
  - If you wish to add the Push functionality to every page on the website, you can include the entire domain such as "www.mywebsite.com".

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- If you only want the Push functionality to show on specific pages you can specify them such as "www.myotherwebsite.com/property/contact-us.html".
  - If you want the Push functionality to display in certain areas of the site that start with "www.mywebsite.com/rooms" you can specify these areas using a wild card such as "www.mywebsite.com/rooms\*"
- 2) Current domains can be removed with the Trash icon
  - 3) Each configuration can be assigned a Priority to determine the order in which each configuration should be used in case there are multiple configurations for a single domain
  - 4) Remove any trailing forward slashes (use [www.myotherwebsite.com/property/market](http://www.myotherwebsite.com/property/market) instead of [www.myotherwebsite.com/property/market/](http://www.myotherwebsite.com/property/market/) )

### Style Section

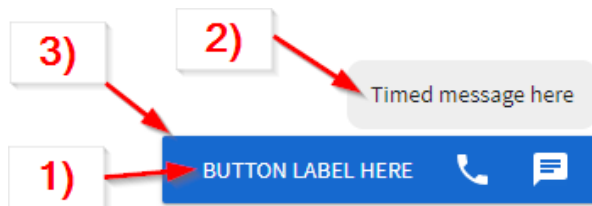
You can customize the color and verbiage of the Push2hTalk/Push2Chat window here:



The screenshot shows a 'Style' configuration panel titled 'Customize the look and feel of messenger'. It contains three numbered items:

- 1) Button label message**: A simple call to action on the messenger button. The message field contains 'We're here'.
- 2) Timed message**: A unique message sent out to all users after 20 seconds. Limit 50 characters. The message field is empty.
- 3) Button background color**: Change how the button looks by changing it's color. A blue color swatch is shown.

These configurable items correspond to the following areas of the Push window:





### Please note:

For ADA compliance the ADA recommends that the contrast ratio between text and background color be at least 4.5:1 for the Push icon. Text color in Push cannot be changed, but if a darker background is selected, white text will appear. If a light background color is selected then dark text will appear. When a background color is selected that is too close to the text color, the text may not appear for ADA use.

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### Callback Section

In this section, you can customize the verbiage and campaigns associated with the Push2Talk functionality:

 **Callback** Customize callback functionality and function 

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**1)** **Enable callback**  
Allow guests to submit on inquiry requesting a callback from the next available agent during Messenger hours.

**2)** **Waiting for Agent**  
Message a guest sees after submitting a callback request while waiting for an agent.

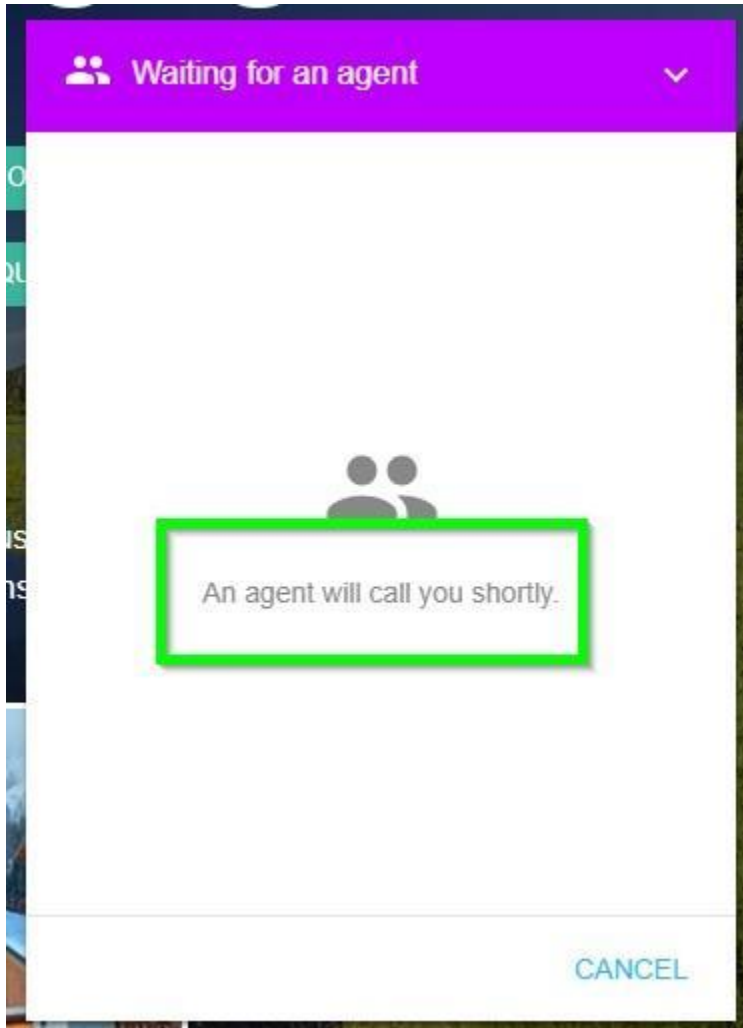
**3)** **Callback Default Campaign**  
If no campaign is already set, what default campaign should be utilized.

**4)** **Outbound Caller ID**  
Caller id the guest will see on their phone when the agent is dialing them.

**5)** **Callback Skill**  
What Skill should callback requests come in under?

- 1) You can enable and disable the Push2Talk functionality with this checkbox
- 2) You can set the message the guest receives while waiting for the call from the agent here:

## Push2Talk and Push2Chat Implementation



- 3) You can set the default campaign the Push2Talk call will be attributed to. This campaign will be overridden if the webpage the Push functionality is on has already set a campaign with REVINATE Total Website Integration.
- 4) You can set what phone number will display on Caller ID for the outbound call the agent makes when accepting a Push2Talk call.
- 5) You can assign a skill requirement to Push2Talk requests



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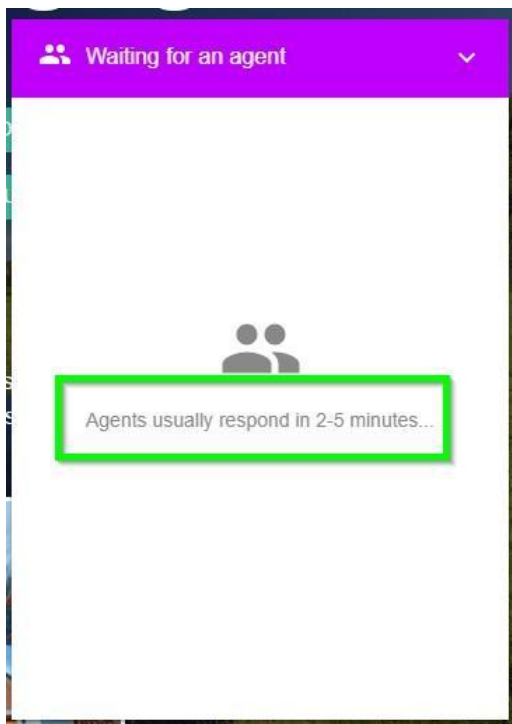
## Chat Section

In this section, you can customize the verbiage and campaigns associated with the Push2Chat functionality:

The screenshot shows a configuration panel for chat functionality. At the top, there is a title 'Chat' and a subtitle 'Customize chat functionality and function'. Below this, there are four numbered settings:

- 1) Enable chat:** A checkbox that is checked, with the description 'Allow guests to submit on inquiry request to chat with the next available agent.'
- 2) Waiting for agent:** A text input field with the description 'Message a guest sees after submitting a chat request to speak with the next available agent.'
- 3) Chat default campaign:** A dropdown menu with the description 'If no campaign is already set, what default campaign should be utilized.'
- 4) Chat skill:** A dropdown menu with the description 'What Skill should chat requests come in under?'

- 1) You can enable and disable the Push2Chat functionality with this checkbox
- 2) You can set the message the guest receives while waiting for the instant messaging session to begin here:



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- 3) You can set the default campaign the Push2Chat session will be attributed to. This campaign will be overridden if the webpage the Push functionality is on has already set a campaign with REVINATE Total Website Integration.
- 4) You can assign a skill requirement to Push2Chat requests here.

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### Placement Section

In this section, you can control the placement of the Push window:

The screenshot shows a configuration panel for messenger placement. At the top left is a cursor icon and the word 'Placement'. To the right is the title 'Position the messenger' and an upward-pointing arrow. The panel is divided into three sections:

- 1) Messenger Position:** A text label 'Which location would you like the messenger to load?' is followed by a dropdown menu labeled 'Position' with 'Right (default)' selected.
- 2) Messenger Offsetting:** A text label 'Change the position of the messenger button' is followed by two input fields: 'Vertical Offset' and 'Horizontal Offset', both containing the value '10 px'.
- 3) Advanced:** A section header 'Advanced' with a downward-pointing arrow, followed by the text 'Placement override'.

- 1) Messenger Position allows you to specify if the Push window will show in the bottom left or right of the web page.
- 2) Offsetting allows you to move the location of the Push window both vertically and horizontally so that it does not interfere with other web page functionalities.

### Advanced Placement Override

- 3) The Advanced placement option lets you specify a location of the Push window other than the bottom left or right of the webpage by specifying an HTML element id or class for the functionality to be located.

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### Enable placement override

Placement override allows you to place the messenger in the exact location you desire (Note: By using placement override, some of the other features provided by the messenger will be unavailable).



### Messenger Position

Which location would you like the messenger to load?

Position

Right (default)

1. Specify the target element ID or class, then the messenger will know to load there.

Placement Override

4)

Use an ID like #myCustomID or a class like .myCustomClass

2. Now in your website you will need to add this to your theme layout. If not already present.

```
<span ></span>
```

- 4) With placement override enabled, you can specify where the Push window will display on the web page by entering a target ID or class. For example, if you select a placement override of "#test":

1. Specify the target element ID or class, then the messenger will know to load there.

Placement Override

#test

Use an ID like #myCustomID or a class like .myCustomClass

2. Now in your website you will need to add this to your theme layout. If not already present.



```
<span id="test"></span>
```

The Push window will display where you place the `<span id="test"></span>` HTML on the web page.

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### Availability Section

In this section, you can configure the message the user will receive if they attempt to use Push2Talk/Push2Chat after hours:

 **Availability** Customize messenger outside of your desired hours 

**After Hours Message**  
After hours, guests will be presented instead with a form to submit an inquiry presenting as a lead for agents to followup on at a later time.

Message text

 The messenger will be available to guests according to your account's configured hours of routing.

### What to Implement

To implement Push2Talk/Push2Chat add the following line to the approved web page that this is intended to run on:

```
<script id="navis-fusion-loader" src="https://assets.navisperformance.com/NWRC/Fusion/navis-fusion-loader.js" data-accountid="ACCOUNT" data-secret="DATASECRET"></script>
```

**ACCOUNT** and **DATASECRET** should be replaced with the values provided by REVINATE for your account.

For example, if your **ACCOUNT** was "12345" and **DATASECRET** was "abc123bca" you would add the following:

```
<script id="navis-fusion-loader" src="https://assets.navisperformance.com/NWRC/Fusion/navis-fusion-loader.js" data-accountid="12345" data-secret="abc123bca"></script>
```