Enterprise Chat and Email Browser Settings Guide, Release 11.5(1)

For Unified Contact Center Enterprise

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Welcome to Enterprise Chat and Email, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for chat and email interaction management, it is the backbone of many innovative contact centers and customer service organizations.

About This Guide

Enterprise Chat and Email Browser Settings Guide helps you set up your web browser, and Java for Enterprise Chat and Email (ECE). Users must configure their desktops according to the procedures described in this guide before logging in to the system.

Important: **Agents always access the Agent Console through Finesse. Tasks listed in this guide do not need to be performed on agent desktops.**

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis, or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or, text that must be typed by the user.
`Monospace`	A file name or command. Or, text that must be typed by the user.
Variable	User-specific text, provided by the user.

Document conventions

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Configuring Your Browser

You can use a 32-bit or 64-bit version of Internet Explorer to access the ECE application.

This section describes the procedures for configuring the web browser. It includes:

- "Configuring Internet Explorer 11" on page 5
- "Configuring Pop-Up Blockers" on page 13

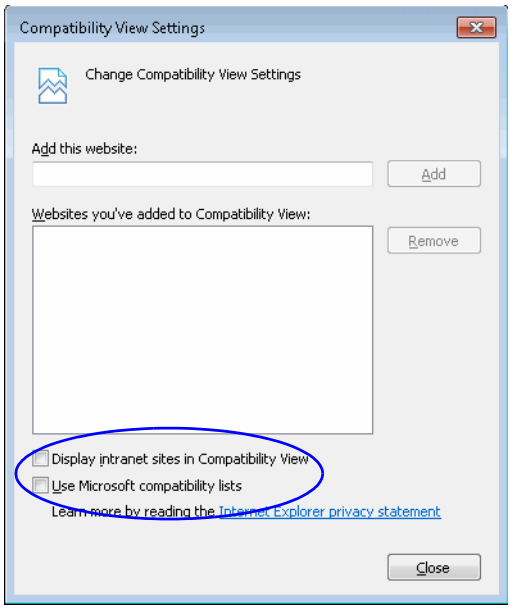
Important: **Agents always access the Agent Console through Finesse. These tasks do not need to be performed on agent desktops.**

Configuring Internet Explorer 11

To configure your browser for ECE:

1. Open Internet Explorer.
2. On the Internet Explorer toolbar, click the **Help** button and select **About Internet Explorer.**
3. In the About Internet Explorer window, verify that the version number is **11.0.***x*. If you need to get the correct version, download it from the Microsoft web site.
4. On the Internet Explorer toolbar, click the **Tools** button and select **Compatibility View Settings.**
5. In the Compatibility View Settings window that appears, do the following:
   a. Uncheck the following options to turn off the compatibility view mode.
      - Display intranet sites in Compatibility View

- Use Microsoft compatibility lists



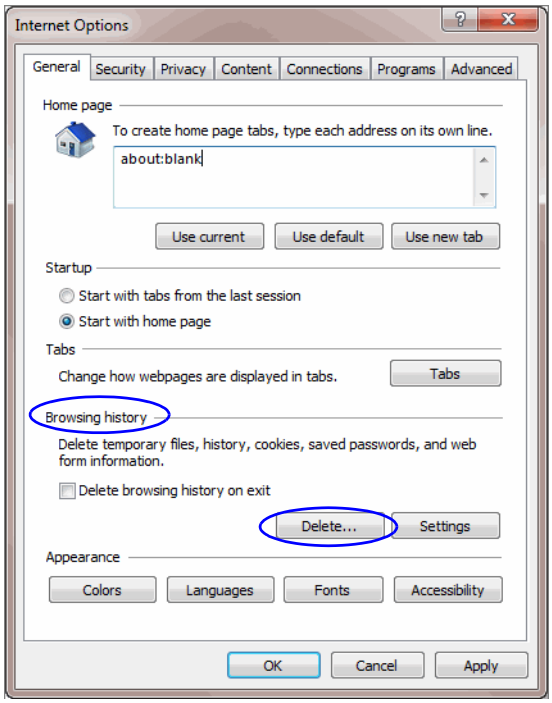
Turn off the compatibility view settings

6. On the Internet Explorer toolbar, click the **Tools** button and select **Internet Options.**

   The Internet Options window appears.

7. On the General tab, do the following:

   a. In the Browsing history section, click the **Delete** button.

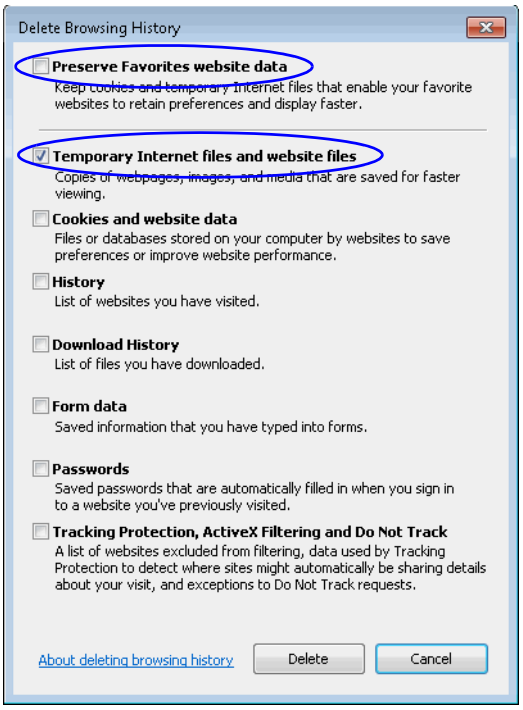


*Click the **Delete** button*

b. In the Delete Browsing History window, do the following:

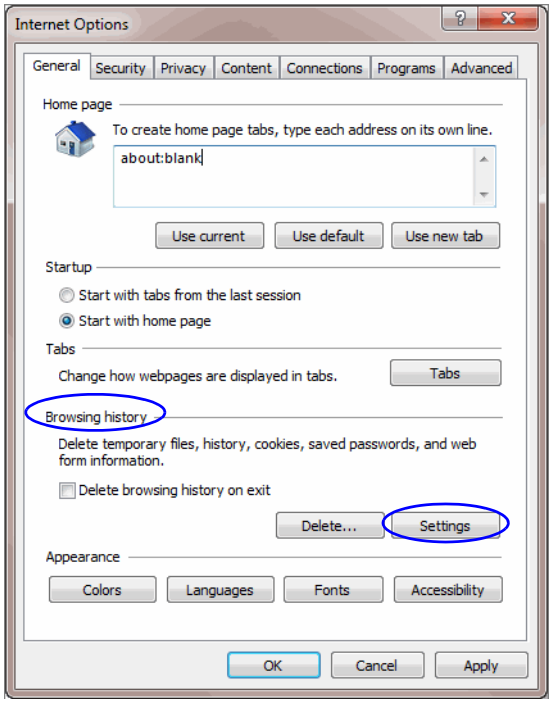
i. Uncheck the **Preserve Favorites website data** option.

ii. Select the **Temporary Internet files and Website files** option and click the **Delete** button.



Delete temporary internet files

c. In the Browsing history section, click the **Settings** button.

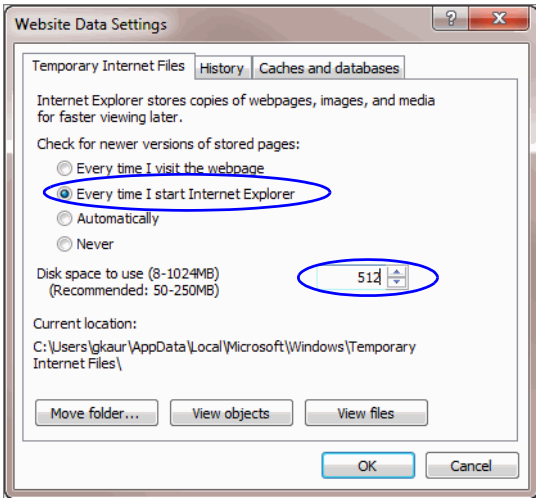


*Click the **Settings** button*

d. In the Settings window, in the Temporary Internet files section, set the following options and click **OK.**

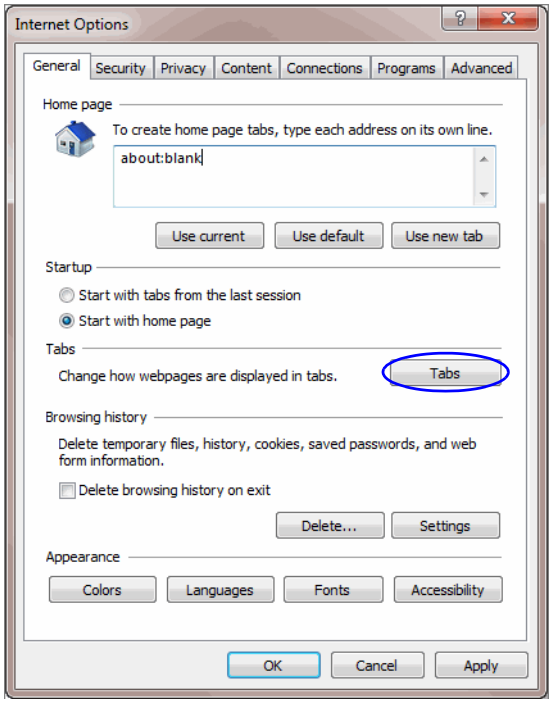
i. Select **Every time I start Internet Explorer** as the option for checking newer versions of stored pages.

ii. Specify at least 512 MB as the disk space to use for temporary internet files.



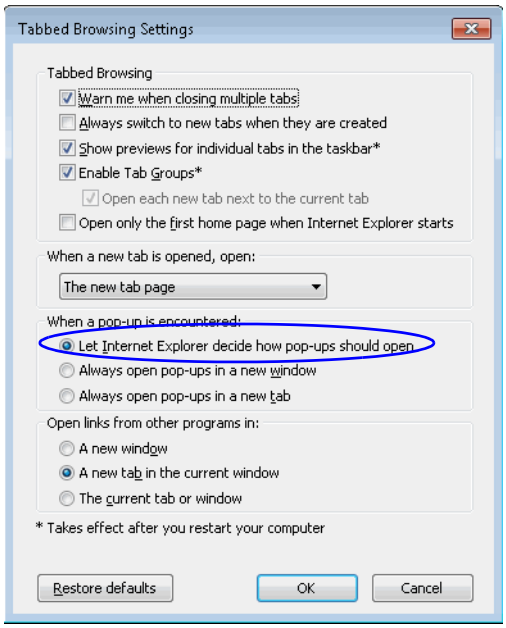
Configure temporary internet file settings

e. In the Tabs section, click the **Tabs** button.



*Click the **Settings** button*

f. In the Settings window, in the When a pop up is encountered: section, select the **Let Internet Explorer decide how pop-ups should open** option and click OK.

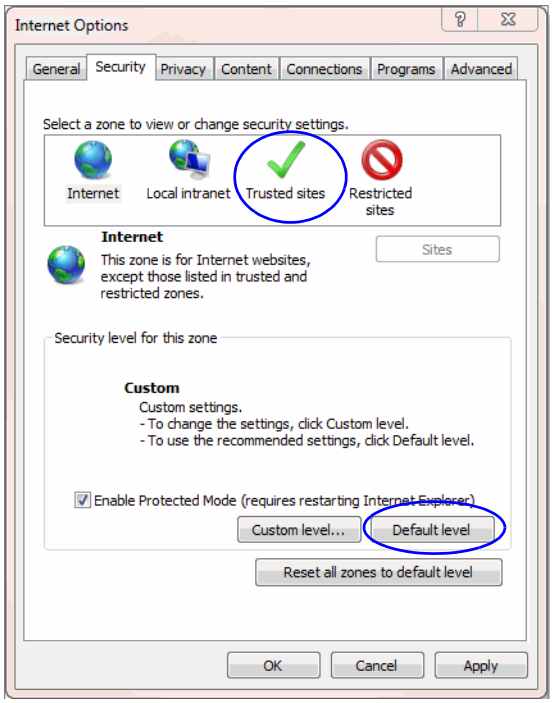


Configure the When a pop up is encountered: setting

8. On the Security tab, perform the following tasks:

   a. Select the **Trusted sites** zone, and restore default settings by clicking the **Default level** button.

   If the **Default level** button is disabled, then default settings are already in use.



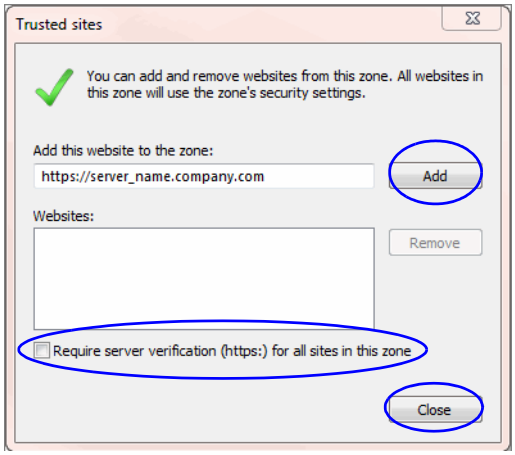
Configure trusted sites settings

b. Then, in the **Trusted sites** zone and click the **Sites** button.

c. In the Trusted sites window, perform the following tasks:

i. Clear the **Require server verification (https:) for all sites in this zone** option.

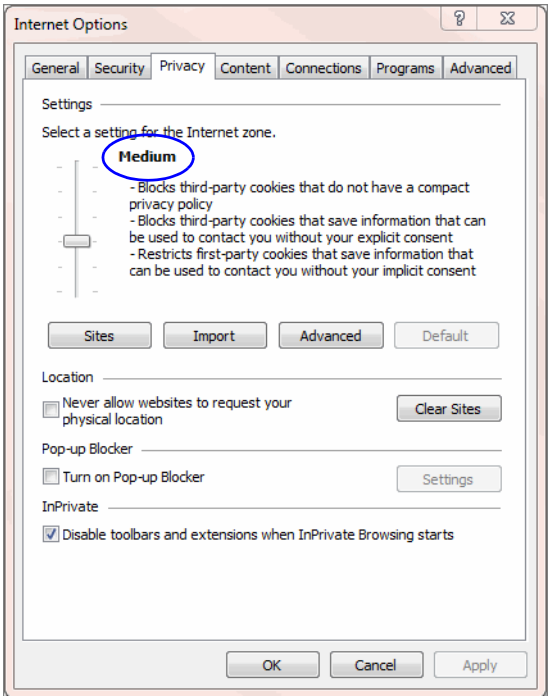
ii. In the **Add this website to the zone** text box, type the Internet address for the application and click the **Add** button. Click **Close.**



Add the URL for the application to the trusted web sites list

9. On the Privacy tab, perform the following tasks:

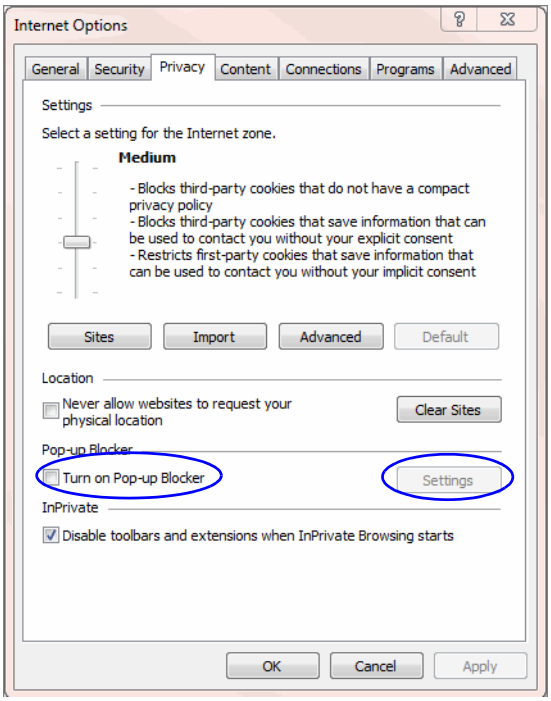
a. In the Settings section, set the Cookies setting to **Medium**.



Configure cookie setting

b. In the Pop-up Blocker section, check if the pop-up blocker is turned on. If the pop-up blocker is on, click the **Settings** button and in the Pop-up Blocker Settings window, add the link of the ECE application. Alternatively, you can clear the **Turn on Pop-up Blocker** option.

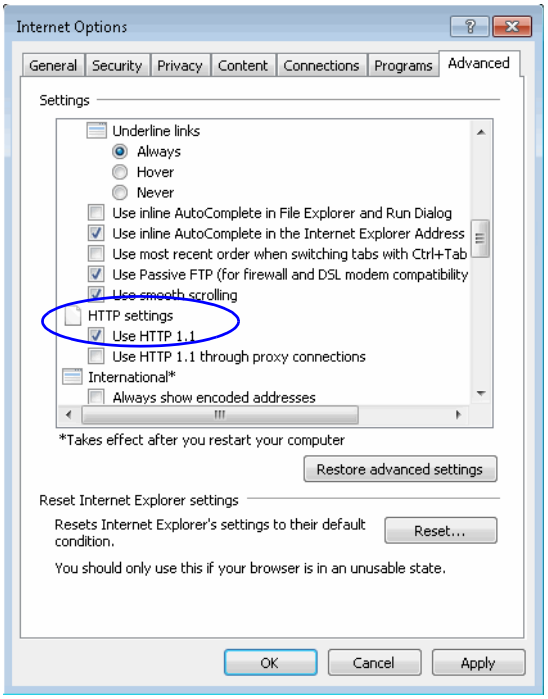
Important: **If you use additional pop-up blockers, you must configure them to allow pop-up windows for the ECE URL (see** "Configuring Pop-Up Blockers" on page 13**).**



Configure pop-up blocker setting

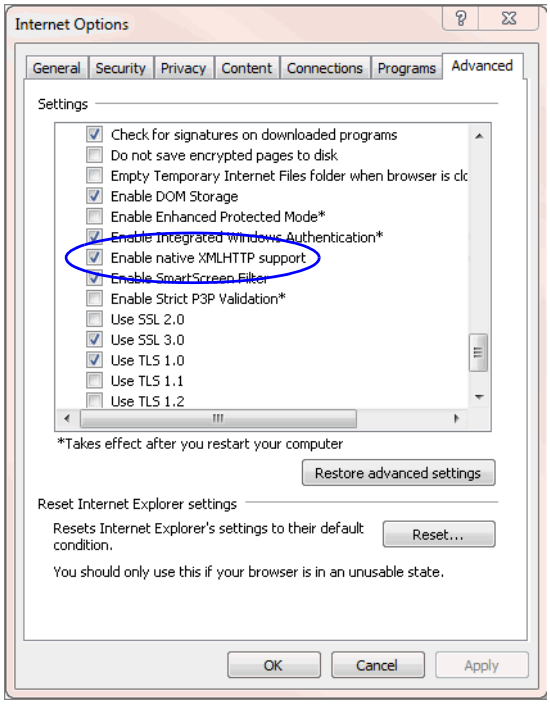
10. On the Advanced tab, perform the following tasks:

a. In the HTTP Settings section, ensure that the **Use HTTP 1.1** option is selected. If you cannot use HTTP 1.1 on your desktop, IIS compression settings must be modified on the web server. Contact your system administrator for help.



Verify HTTP 1.1 setting

b. In the Security section, ensure that the **Enable Native xmlHTTP support** option is selected.



Verify the Native xmlHTTP support setting

11. Click **OK** in the Internet Options window to close it.

Configuring Pop-Up Blockers

- If you use external pop-up blockers such as those available in the Google and Yahoo toolbars, configure them to allow pop-up windows for your ECE installation URL.

Configuring Java on Your Desktop

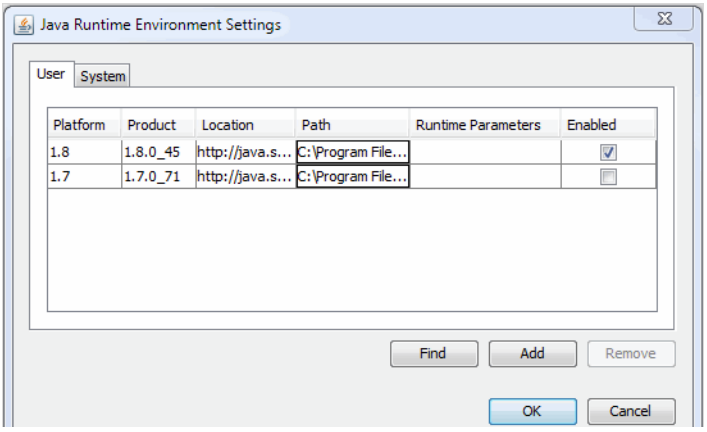
Important: **Java needs to installed only on user desktops that will be used for administering Workflows (from the Administration Console).**

From the user desktop, ensure that the supported version of Java 1.8 is being used. For the list of supported versions, see the *System Requirements for Enterprise Chat and Email*.

For 64-bit browser, you must have the 64-bit JRE enabled on your system. If you are using a 32-bit browser, you must have the 32-bit JRE (x86) enabled on your system. In 64-bit Operating Systems, the Java Control Panel does not display 32-bit versions of JRE. Follow the steps on page 14 to ensure that you have the correct 32-bit JRE version.

To configure Java on your desktop:

1. Close all open Internet Explorer browsers.
2. Go to **Start > Control Panel**.
3. Double-click **Java**.
4. In the Java Control Panel window, go to the Java tab and click the **View** button.
5. In the Java Runtime Environment Settings window, verify that the supported version of Java 1.8 is enabled.

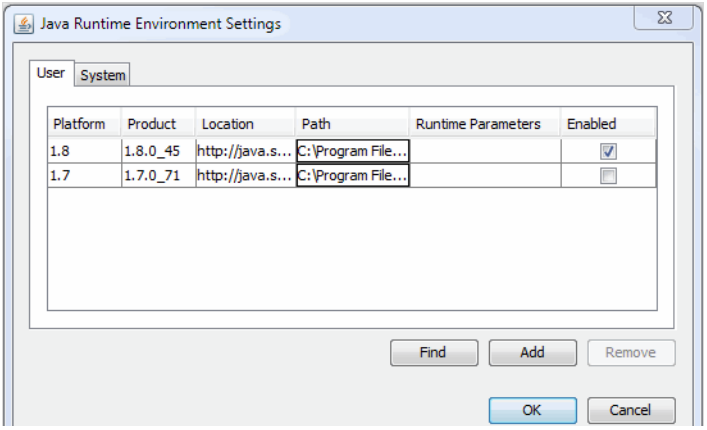


Verify that the correct version of Java is enabled

6. Click **OK** to close the window.

To configure Java on desktops that have 32-bit Internet Explorer browsers installed on 64-bit Operating Systems:

1. Close all open Internet Explorer browsers.
2. Go to **C:\Program Files (x86)\Java\jre1.8.0_45\bin**
3. Double-click **javacpl.exe.**
4. In the Java Control Panel window, go to the Java tab and click the **View** button.
5. In the Java Runtime Settings window that opens, verify that the supported version of Java 1.8 is enabled.



Verify that the correct version of Java is enabled

6. Click OK to close the window.

Logging In

The application allows administrators to log in to the application using the same user account from different browser sessions and desktops.

To log in to the business partition from your browser window:

1. Type the URL provided by your system administrator in the browser. The URL is typically in the following format: `http://` *Web_Server/Partition_Virtual_Directory* where *Web_Server* is your web server and *Partition_Virtual_Directory* is the virtual directory created for the business partition.
2. In the Login window, type your user name and password.
3. Click the **Log In** button.