

LiveChat for DotNetNuke!

# SigmaLive

OnyakTech  
**.com**

## Introduction

**SigmaLive** allows your company representatives to engage in a 1-to-1 chat with your web site visitors in real-time with DotNetNuke integration. Instantly provide live support and proactive sales for your products and services. New to SigmaLive 2.5 is the ability to also host chat rooms.

Another new addition to SigmaLive is the SigmaLive Dashboard module. This module displays charts and grids of SigmaLive data. The intended use of the module is to add several instances of the module onto a single page to create a custom "dashboard". Each module instance can display one Dashboard Item. The initial release of this module includes data grids and charts that display the current users chat history, all calls, total chat minutes per day for the current month and total calls per day for the current month. The data grids can be sorted and grouped.

New Dashboard Items will be available in future releases. You can request new additions in the forums on [www.OnyakTech.com](http://www.OnyakTech.com).

## Installing SigmaLive

Note that there are different file types with OnyakTech DNN products.

### To install SigmaLive into your DNN Portal:

1. Log in to your portal as Host
2. Select "Module Definitions" from the Host menu
3. At the top of the module under the text "Module Definitions" is a down arrow. Click on the arrow to pull up the module menu and click on "Upload New Module"
4. Click "Browse" and find the PA you want to install.
5. After you have selected all of the modules you want to upload, click on "Upload New File"

## Upgrading?

Did you backup your database? Don't forget!

If you are upgrading to SigmaLive 2.5 from v1.x, you may remove the MagicAjax.dll and web.config changes. These are no longer required for SigmaLive. Note that you must remove the web.config changes before removing the MagicAjax assembly to prevent your site from crashing. If you have already removed the MagicAjax component and you receive an error, simply remove the web.config changes for MagicAjax to restore your web site.

If you are upgrading from v2.0 to 2.5, it's recommended to uninstall all SigmaLive components before upgrading, but not required. All information will be lost if you remove the modules. If you do not remove the old components, please review all items below:

- You no longer need the SigmaLive Web Service module. This has been merged into the PopUp module.
- If you plan on removing the old Web Service Module and want to keep your existing data, delete the file "uninstall.sql" from the installation directory of this module before

uninstalling.

- All Agents will need to activate their license for the 2.5 release. You are not required to renew client licenses if you are upgrading from SigmaLive 2.0 or 2.2.

**PopUp Module not automatically detecting online agents?** All agents will need to obtain a new Agent ID from the Configurations screen in the SigmaLive Windows client application before their online status will display in the PopUp module.

## Installing SigmaLive 2.5

To install SigmaLive 2.5, follow the directions listed below.

1. Add the module "**OnyakTech.SigmaLive.PopUp**" to a page where you want your visitors to be able to start a chat session. In the Edit menu option of this module, click on the link "**SigmaLive WebService URL**" to open the SigmaLive web service and copy the URL. You will need this when configuring the SigmaLive Windows Client module.
2. Click on "**Edit SigmaLive**" in the modules menu.
3. Enter an Account ID. This ID is your security key and should not be given out to anyone. You will also need this key when setting up the SigmaLive Windows Client.
4. Click "**Get Account Information**" to setup a new Company.
5. Write down the Company ID provided to you by SigmaLive and then click the "**Update**" link.
6. Install the SigmaLive Windows client onto your computer.
7. Open the SigmaLive client and then click on the **Configurations** button near the bottom right of the screen or on "**Settings**" in the File menu.
8. Enter your Name. This can be anything you want, it's used when displaying your responses in the SigmaLive chat window.
9. Enter your DNN User Name.
10. Enter your Account ID (from PopUp module).
11. Enter your Company ID (from PopUp module).
12. Enter the Portal ID. You can get this information from the SigmaLive Pop-Up module by clicking on the Edit SigmaLive link.
13. Enter the SigmaLive Web Service URL—(Listed in the Edit menu option of the PopUp module).
14. Click "**Get New Agent ID**". You will now see your new Agent ID in the field provided.
15. Click "**Update**" to save the changes and restart SigmaLive.

## SigmaLive PopUp Module Settings

- The **Enable Public Chat Room** option will disable the 1 to 1 chat SigmaLive service and turn on the Chat Room functions. To host a chat room, check this option and enter a name for your chat room. Then click Update to create the room. If the module is already hosting a chat room, you will see a link to close the chat room. You can also close a chat room from the Windows client by clicking End Chat while viewing the Chat Rooms session (just like you would do for a normal call).
- The **Disable Status Monitor and Invites** option will prevent your online status from being visible to users until they refresh the page or visit another page with the PopUp module. Use this option on pages that contain modules that conflict with AJAX, such as the OnyakTech Scrolling Text, Email-It and Image Focus modules.
- You can change the images used to represent your online status and the banner image displayed during chat by using the DNN URL Controls in the sections "**Back Soon Image**", "**Offline Image**", "**Online Status Image**" and "**Chat Banner**".
- The **Status Timer Interval** sets the interval in milliseconds between calls to the web service to

check for status changes. You may want to set this to 20,000 (20 seconds) to prevent unnecessary calls to your site.

- The **"Chat Timer Interval"** setting sets the interval in milliseconds between calls to the web service to check for new messages from the SigmaLive Windows application. The recommended setting for this is 2,000. If you find that communications with your visitors appears too late after sending, you may set this to 1,000 or lower at your own risk.
- The **"Max Status Checks"** determines the number of times SigmaLive PopUp should check for changes in an Agents status before halting all communications. It's recommended to set this option to 10. Setting the option to 0 will force SigmaLive to always check for agent status changes, this could become a problem if a visitor opens your site and leaves their computer for several hours. If you check the "Disable Status Monitor and Invites" option, this value is ignored and SigmaLive never checks to see if the status of the agent has changed or if the agent has sent the visitor an invitation to chat.
- The **"PopUp Width"** and **"PopUp Height"** settings determine the size of the chat window.
- The **"Company ID"** is used to organize your agents into groups/departments. To setup a new CompanyID, click the Get Account Information link. If you have already setup a Company ID in another instance of SigmaLive, then you may type the Company ID directly into the field.
- The **"Account ID"** field is a security code used to authenticate communications. You may enter any value you wish here, but you must use the same value in the SigmaLive Windows application in order for any calls to function.
- The **"Email Address"** value is used as the From account when sending messages from visitors when you are offline.
- If you have SigmaPro Draconis installed, you can post Offline Messages to a new support ticket by checking the **"Post to SigmaPro"** option.
- If posting to SigmaPro, set **"SigmaPro Ticket ID"** value to a ticket you want to use for default settings when posting new tickets. This follows the same setup as the Help Desk module for SigmaPro.
- If posting to SigmaPro, enter the **"Project ID"** you want new posts to appear in. The Ticket ID you specify must exist in the Project you enter here.

## Add SigmaLive to Emails and Other Web Sites

You can add SigmaLive Chat links to your emails and other web sites using the script below. Note that you will need to change the MD Query String Parameter and URL Locations. You may also want to change the image displayed (if you display one).

```
<input language="javascript" id="dnn_ctr978_SigmaLivePopUp_imgHelp" style="WIDTH: 150px; HEIGHT: 50px"
onclick="window.open('http://YOURDOMAINHERE/DeskTopModules/OnyakTech.SigmaLive.PopUp/
popup.aspx?MD=MODULEIDHERE&STE=STATEHERE',
```

```
null,'height=340,width=550status=0,toolbar=0,menubar=0,titlebar=0,location=0');  
if (typeof(Page_ClientValidate) == 'function') Page_ClientValidate(); " type="image"  
alt="SigmaLive Live Chat Service by OnyakTech"  
src="http://YOURDOMAINHERE/DeskTopModules/OnyakTech.SigmaLive.PopUp/online.jpg"  
border="0" >
```

- **YOURDOMAINHERE:** Replace with your domain name. For example, [www.OnyakTech.com](http://www.OnyakTech.com).
- **MODULEIDHERE:** Enter the Module ID you want to use for offsite parameters. If you have multiple agents and you have a module setup to use an Agent ID you are using to show your online status, then you should specify that module id here.
- **STATEHERE:** This is the SigmaLive State ID. For now, type "0". This is reserved for future use.

**This Script is also available in the Member Forums at [www.OnyakTech.com](http://www.OnyakTech.com)**

## Using SigmaLive

What are the red wiggly lines in the chat window of the SigmaLive Windows Client?

- This is the SigmaLive Spell Checker indicating that you have incorrectly typed a word. If you right-click on the misspelled word the SigmaLive Spell Check context menu will appear. From this menu, you can select words that SigmaLive thinks you have tried to type or modify the Spell Checker Dictionary.

How do I minimize SigmaLive Client so that I don't have it open all of the time?

1. Click on the Status page in the left navigation menu.
2. Click "Hide SigmaLive"

How do I restore SigmaLive from Windows Tray?

1. Right-Click the SigmaLive icon in the Windows Tray.
2. Click on "Show SigmaLive"

How do I change the Online Status indicators?

1. The Online Agent Status indicators can be changed from the Status menu or the Status page in the left navigation menu.
2. **Notes:** Once you change your status, it's instantly viewable on your web site in SigmaLive Pop-Up modules. If you set your status to Back In Five Minutes or OffLine, visitors will be given the option

to send you an email instead of launching a new chat session.

How do I change the email address used when visitors send me messages while I'm offline?

1. Click on the **Edit SigmaLive** link in the SigmaLive Pop-Up modules.
2. Enter your email address in the field provided.
3. Click Update.

Why are the Profile and User History features disabled for some visitors?

- While in a chat with a visitor, you can only view their Profile and chat History if they are logged into DotNetNuke. History is not maintained for unregistered users since the only item to track them by is IP address, which isn't very stable since most ISP's change your IP address every time you connect to the internet.

How do I remove the clicking sound while the SigmaLive Monitor is active...

#### **Windows Vista**

1. Open the Control Panel
2. Open Sound and then click on the Sound tab
3. Scroll down until you see Start Navigation in the Windows Explorer group of the list and select it
4. Select None from the Sounds list
5. Click Ok

#### **Other Windows versions...**

1. Open the Control Panel
2. Open Sounds and Audio Devices
3. Scroll down until you see Start Navigation in the Program Events list and select it
4. Select None from the Sounds list
5. Click Ok

## **Coming Soon**

Additional features and Online Help is in development now for SigmaLive. To keep yourself up to date, please review the initial News window that opens up when you start the SigmaLive Client program for Windows.

## Support

- **Web Based:** Go to [www.OnyakTech.com](http://www.OnyakTech.com), log-in and click on the Support page to submit requests.
- **Chat:** Using SigmaLive, go to [www.OnyakTech.com](http://www.OnyakTech.com) and click on a Live Chat link.
- **Email:** [Support@OnyakTech.com](mailto:Support@OnyakTech.com)

## Members Area

If you have not done so already, contact [Support@OnyakTech.com](mailto:Support@OnyakTech.com) to request Members Area access. If you purchase from OnyakTech.com directly, then you are given access immediately after purchase. The Members Area includes product downloads (with email notification on new minor releases), Members Forum and an area to request new features.

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### 15. GENERAL

If any provision of this EULA is held invalid, the remainder of this EULA shall continue in full force and effect. A waiver by either party of any term or condition of this EULA or any breach thereof, in any one instance, shall not waive such term or condition or any subsequent breach thereof.

### 16. OUTSIDE THE U.S.

If you are located outside the U.S., then the provisions of this Section shall apply. The parties confirm that this EULA and all related documentation is and will be in the English language. You are responsible for complying with any local laws in your jurisdiction which might impact your right to import, export or use the Software Product, and you represent that you have complied with any regulations or registration procedures required by applicable law to make this license enforceable.

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If you have any questions about this EULA, or if you want to contact ONYAKTECH for any reason, please direct all correspondence to: [support@ONYAKTECH.com](mailto:support@ONYAKTECH.com)