



# Kickstart Your Customer Engagement Projects



# INTRODUCING THE KICKSTART UI WIZARD

## What is Kickstart?

- A UI tool for non-programmers
  - Templates to embed voice, video & co-browse in websites & apps
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## Benefits

- Save on development costs
- Easy configuration
- Fast route to implementation

# Kickstart Wizard Overview

## Centralized feature enablement & profiles (~100 settings)

- Feature enablement (inbound / outbound, voice, video, co-browse)
- Browser handling (browser enablement, mic & camera, plugin loading)
- UI instrumentation (full screen, layout, branding elements)
- Localization (session status, plugins, etc.)

The screenshot shows the 'Skin Wizard' interface. At the top, there is a navigation bar with a logo and links for 'Wizard', 'Create', 'Skins', 'Guide', 'Downloads', and 'Feedback'. The main heading is 'Skin Wizard'. Below it, a progress indicator shows 'Step 1' as the active step, followed by 'Step 2', 'Step 3', and 'Step 4'. The 'Services' section contains a welcome message: 'Welcome to the Kickstart Skin Creation Wizard. Select the services below that should be available in your skin configuration.' Below the message is a list of service options, each with a radio button:

<input type="radio"/>	Voice
<input checked="" type="radio"/>	Voice and Video
<input type="radio"/>	Voice, Video and Co-Browse
<input type="radio"/>	Co-browse only (coming soon)
<input type="radio"/>	Chat and Co-Browse (coming soon)

A 'Next' button is located at the bottom right of the form.

# Simple Configuration Steps to Generate Embed Code

The image displays three overlapping screenshots of the 'Skin Wizard' configuration tool, illustrating the steps to generate embed code.

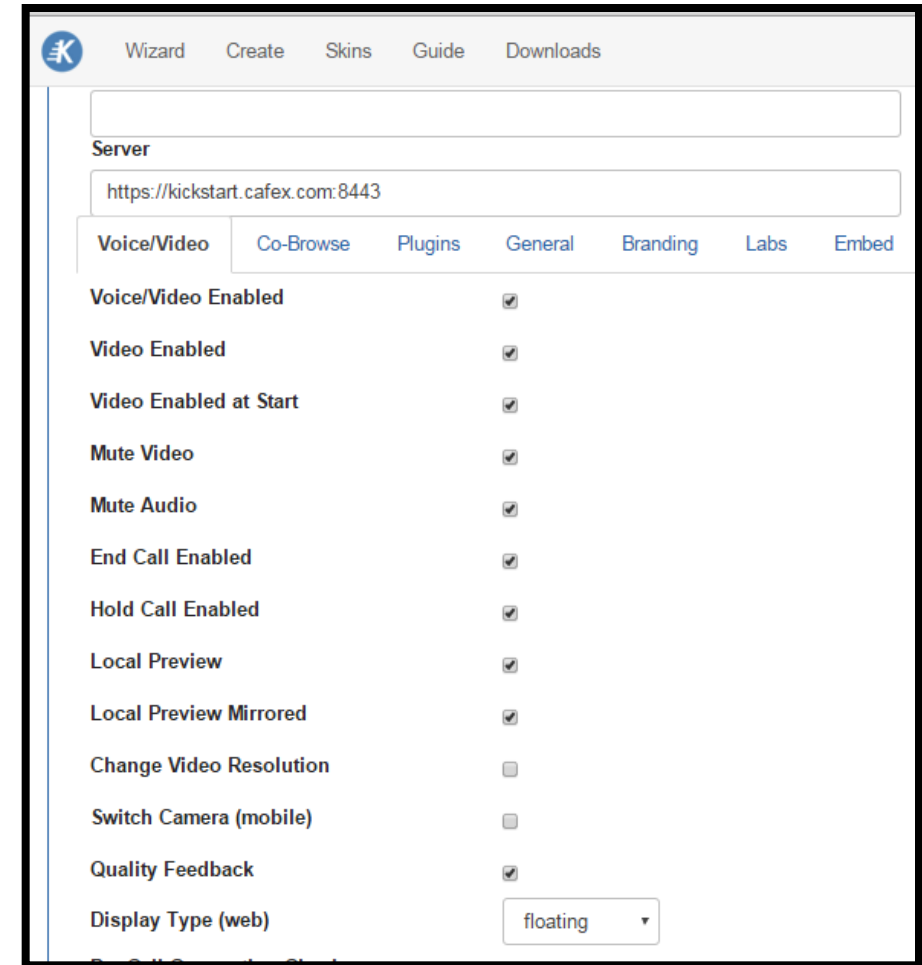
- Step 2 (Configuration):** The user is prompted to 'Provide a name to use with your skin'. The 'Skin Name' field contains 'Cool\_UI'. A 'Previous' button is visible at the bottom.
- Step 3 (Calling):** The user is asked 'What would your consumers like to do?'. Two options are listed: 'Be able to call into your contact center' (checked) and 'Receive callbacks and calls from people w...' (unchecked). A 'Previous' button is visible at the bottom.
- Step 4 (Embed):** The user is informed 'Your skin has been created. The code below should be inserted into your web site to enable kickstart.' Below this, there are tabs for 'Javascript', 'iOS', and 'android'. The 'Javascript Sample' section contains the following code:

```
// load the required scripts
<script src="https://kickstart.cafex.com:8443/gateway/adapter.js"></script>
<script src="https://kickstart.cafex.com:8443/gateway/csdk-sdk.js"></script>
<script src="https://kickstart.cafex.com:8443/assistserver/sdk/web/consumer/assist.js"></script>
<script src="https://kickstart.cafex.com:8443/kickstart_web/kickstart.js"></script>

<script>
// Once onConfigured is called you know you can make calls
Kickstart.onConfigured = function() {
  console.log("Kickstart has been configured");
}
```

# Wizard Voice & Video Features

- Ringing Indicator Label
- Connecting Indicator Label
- Failed Call Indicator Label
- Camera/Mic Not Selected Label
- Connected Indicator Label
- Dismiss Button Label
- Pre-Call Network Check
- Camera/Mic Access Pointer
- Camera/Mic Access Label
- Incoming Call Indicator Label
- Append Agent Name Enabled
- Agent Name Source
- Fullscreen Video Enabled
- Dial Out Enabled
- Receive Calls Enabled
- Network Quality Indicator
- Voice/Video Enabled
- Video Enabled
- Consumer Video Enable
- Default Agent Image
- Agent Image in Lieu of Video
- Mute Video
- Mute Audio
- End Call
- Hold Call
- Local Video Preview
- Local Preview Mirror
- Select Video Resolution
- Front/Rear Camera Selection
- Web Pop Up for UI
- Regex for Dialable Strings



# Wizard Co-Browse, Plugins, & General

## Co-Browse

- Co-Browse On/Off
- Annotation On/Off
- Remote Control On/Off
- Document Push On/Off
- Prompt for Co-Browse
- Co-Browse Indicator Label
- Co-Browse Acceptance Label
- Accept/Deny Co-Browse Label
- Co-Browse Status Label
- Co-Browse Fail Label

## Plugins

- Enable Safari Plugin
- Enable IE Plugin
- IE Install Process Labels
- Safari Install Process Labels

## General

- Enable System or UI Dialogs
- Chrome/Firefox/Opera/IE/Safari Enabled/Disabled
- Browser Versions
- JSON Configuration

The screenshot shows a configuration wizard interface with a navigation bar at the top containing 'Wizard', 'Create', 'Skins', 'Guide', and 'Downloads'. The main content area is divided into several sections:

- Server:** A text input field containing 'https://kickstart.cafex.com:8443'.
- Navigation Tabs:** 'Voice/Video', 'Co-Browse', 'Plugins', 'General', 'Branding', 'Labs', and 'Embed'. The 'Plugins' tab is currently selected.
- CoBrowsing Enabled:** A checkbox that is checked.
- Accept co-browse with agent?:** A checkbox that is checked.
- Document Push:** A checkbox that is checked.
- Status Message:** A checkbox that is checked.
- End Co-browse Button:** A checkbox that is unchecked.
- Localized Display Text:** A section with a 'Locale' dropdown menu set to 'default'.
- Accept co-browse with agent?:** A text input field containing 'Accept co-browse with agent?'. Below it are two more text input fields: 'Text for Yes' containing 'Yes' and 'Text for No' containing 'No'.



Thank You

