

LIVEPERSON v. 4.9

Java Client



INSTALLATION

User Guide

LIVEPERSON JAVA CLIENT SETUP OVERVIEW	1
<i>What it is the Java Client and what is its purpose?</i>	<i>1</i>
<i>Operator Types in LivePerson</i>	<i>1</i>
INSTALLING THE JAVA CLIENT FOR LIVEPERSON.....	2
PREPARING FOR INSTALLATION	2
<i>Ensure that You have the Rights to Install LivePerson on your Computer</i>	<i>2</i>
<i>When a Firewall Blocks Your Access to the Installation Executable</i>	<i>2</i>
<i>Close Any Open Programs (INCLUDING LIVEPERSON).....</i>	<i>2</i>
<i>Do I have to remove a previous version of LivePerson?</i>	<i>2</i>
WHICH JAVA CLIENT IS RIGHT FOR YOU?	3
<i>Windows / Macintosh / Unix or Other Java-Enabled Platforms?</i>	<i>3</i>
DOWNLOADING THE JAVA CLIENT	3
BEGIN LP JAVA CLIENT INSTALLATION	4
<i>Run the Installation Software-Macintosh Operating System</i>	<i>4</i>
<i>Run the Installation Software-Unix OR Unix-like Operating System.....</i>	<i>4</i>
<i>Run the Installation Software-Other Java-Enabled Platforms.....</i>	<i>5</i>
<i>Run the Installation Software-Windows Operating System</i>	<i>5</i>
LOG IN TO LIVEPERSON	7
ACCESSING LIVEPERSON STARTING WITH THE ADMIN CONSOLE	7
<i>Windows/Unix Access to the Admin Console.....</i>	<i>7</i>
<i>Macintosh Access to the Admin Console</i>	<i>8</i>
THE LIVEPERSON OPERATOR INTERFACE	8
<i>Windows / Unix / Other Java Client</i>	<i>8</i>
<i>Macintosh Java Client</i>	<i>9</i>
ADDING YOUR CLICK TO CHAT BUTTON ON TO YOUR WEBSITE	9
DESIGNATING OPERATORS WITH LIVEPERSON	10
ACCESSING YOUR CHAT TRANSCRIPTS	10

LIVEPERSON JAVA CLIENT SETUP OVERVIEW

What it is the Java Client and what is its purpose?

A client is the interface that you use to chat with your website visitors through LivePerson. Our most recent Client Interface was written in the computing language C++/, but we are now launching a new, Java Client.

LivePerson developed a Java Client for a host of reasons. Some of our customers use computers running on Macintosh, Unix or Java-enables platforms. Other customers have requested a Java client interface. To meet your customers' needs, we are happy to announce the launch of our Java Client.

Operator Types in LivePerson

For Installation purposes, there are two types of Operators in LivePerson, the **First Operator** and **Additional Operators**:

- **First Operators** (Admins with LP Corporate)
- **Additional Operators.**

First Operators are responsible for establishing all Additional Operators in the system. Also, they should provide all of the Additional Operators with the following information:

- LP Number
- A link to the installation download page (First Operators will receive an email with a link to this page)

Additionally, First Operators will need to create the following in the Admin Console for each Additional Operator:

- User Name
- Password



LivePerson passwords are ~~case-sensitive~~.

Additional Operators simply need to install LivePerson, and chat with website visitors. For Additional Operators, this installation process begins on page 2.

INSTALLING THE JAVA CLIENT FOR LIVEPERSON

Preparing for Installation

Ensure that You have the Rights to Install LivePerson on your Computer

Many computers are configured so that individual users do not have “administrative rights” to install and remove programs. If this is true in your case, you will usually receive messages from your computer informing you of this fact, whenever you try to install or remove programs. If this is the case, contact your network administrator or IT personnel for assistance.

If your LP Corporate software installation fails for this (or any) reason, you will need to completely remove the software (see page **Error! Bookmark not defined.**), and reinstall it.

When a Firewall Blocks Your Access to the Installation Executable

As part of the installation process, you will need to download the installation executable. For security reasons, your organization may have installed a protective layer called a “firewall.” This will prevent you from downloading that file. Provide the below information to your network administrator:

1. Unblock the following address on the firewall: **server.iad.liveperson.net**
2. Open the UDP on port 7424. UDP is a transport layer that provides a mode of communication for delivery of packets to a remote or local user.

Close Any Open Programs (INCLUDING LIVEPERSON)

Before beginning this (or any) installation process, be sure to close any open programs you may have running on your computer. Please make sure to exit LivePerson if you have a version of the service installed on your desktop. To do so, right click on the **LivePerson Icon in your Task Bar**. Then select **Exit**.

Do I have to remove a previous version of LivePerson?

Though you don’t have to remove a prior version of LivePerson if it’s installed on your computer, just make sure that when you start up your computer, only the LivePerson client that you want opens.

Which Java Client is right for you?

You can download the Java Client from the following link:

<http://www.liveperson.com/download/java/>

You will need your:

1. LP-number.
2. Operator name.
3. Password.

All of this information should be included in the initial signup email you received from LivePerson.

Windows / Macintosh / Unix or Other Java-Enabled Platforms?

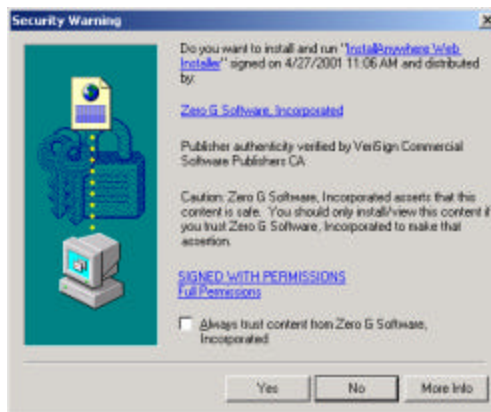
In addition, you will have to know which version of the Java Client to download. If your computer uses a Windows Operating System, download the Windows version. If your computer uses a Macintosh Operating System, download the Macintosh version (You will need PowerPC and a Macintosh OS 8.1 or later). And if your computer uses a Unix or other Java-enabled platform, download the Other Java-Enabled Platform version. If your computer does not have Java Virtual Machine installed, be sure to download a version with Java VM included.



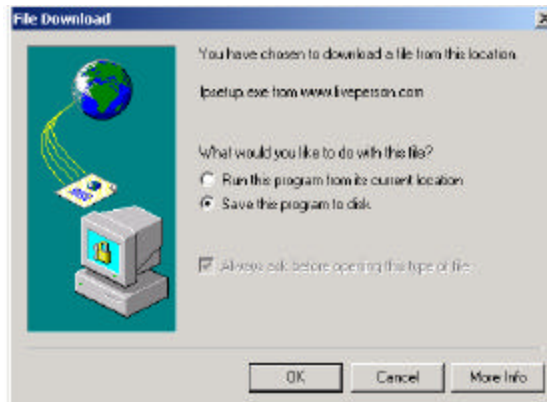
If you are prevented from completing this download, it may be that your network has a “firewall.” See page [2](#).

Downloading the Java Client

1. The Java Client installation uses software from InstallAnywhere. Therefore, you may receive the following screen before beginning the download process. Please select **Yes**.



2. Select **Save this program to disk** and click **OK**.



3. Click **Desktop** in the **Save As** dialog box, and then click **Save**.

Begin LP Java Client Installation

Run the Installation Software-Macintosh Operating System

The Macintosh Java Client requires that you have PowerPC and Macintosh OS 8.1 or later installed. The installer is MacBinary encoded and will be automatically decoded after downloading. If not, you can decode it using [Stuffit Expander 4.5 or later](#).

[Please click here to continue](#) (or go to **Run the Installation Software-Windows Operating System**)

Run the Installation Software-Unix OR Unix-like Operating System

After downloading, type:

```
jre -cp install.zip install
```

If you are not successful, try:

```
jre -classpath [path to]classes.zip:install.zip install
```

You can also try, on sh-like shells:

```
cd [to directory where install.zip is located]
CLASSPATH=[path to]classes.zip:install.zip
export CLASSPATH
java install
```

You can also try, on sh-like shells:

```
cd [to directory where install.zip is located]
setenv CLASSPATH [path to]classes.zip:install.zip
java install
```

[Please click here to continue](#) (or go to **Run the Installation Software-Windows Operating System**)

Run the Installation Software-Other Java-Enabled Platforms

Be sure you have Java 1.1.6 or later installed. You can download Java from [Sun's site](#). In the console window, change to the directory where you downloaded **install.zip** to before running the installer. Your operating system may invoke Java in a different way. To start the installer, add **install.zip** to your **CLASSPATH**, then start the main class of the installer named **install**.

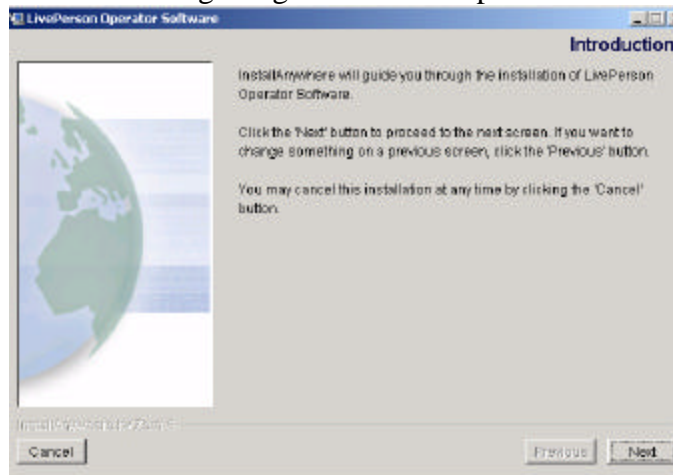
[Please click here to continue](#) (or go to **Run the Installation Software-Windows Operating System**)

Run the Installation Software-Windows Operating System

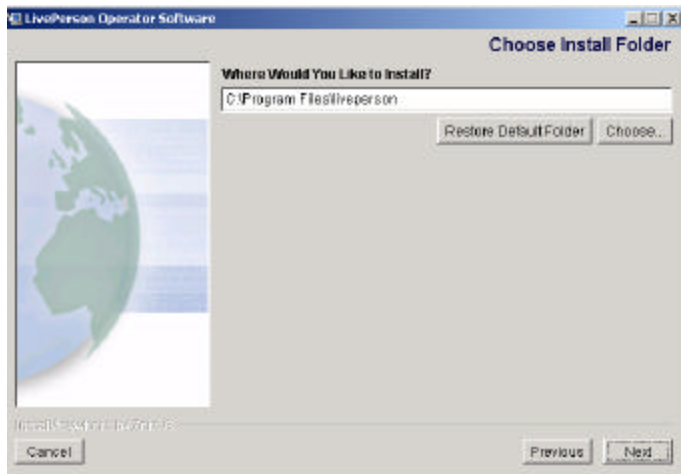
Now you'll need to locate and run the installation software you downloaded, as described above. These instructions assume that you downloaded **lpsetup.exe** to your desktop.



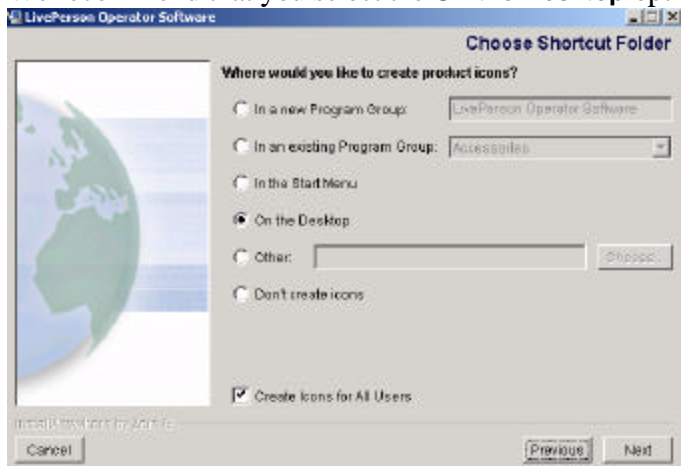
1. Double Click on the **lpsetup.exe** icon on your desktop. (If you have previously downloaded LivePerson's original client interface, you can right click on the **lpsetup.exe** icon on your desktop and check the date and time created and modified to ensure that you are installing the correct version.)
2. You are now beginning the installation process. Select **Next**.



3. On the next screen you will be asked where to save the LivePerson application on your computer. Click **Choose** to select a different location. If you selected a different location, but would like to return to the default option, click **Restore Default Folder**. Click **Next** to confirm your selection and to proceed to the next dialog box.

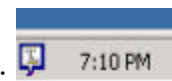


4. In this dialog box you will select where to create icons OR links to LivePerson. We recommend that you select the **On the Desktop** option.



5. In the next three dialog boxes, you will review the Pre-Installation Setup and click **Install** to proceed, (and you can click **Previous** to make changes), and then run the Installation Process. Once the Installation Process is complete, click **Done** on the third dialog box.

6. You will now see the following LivePerson Icon in your taskbar:



and this LivePerson Icon on your desktop:
(taskbar icon).

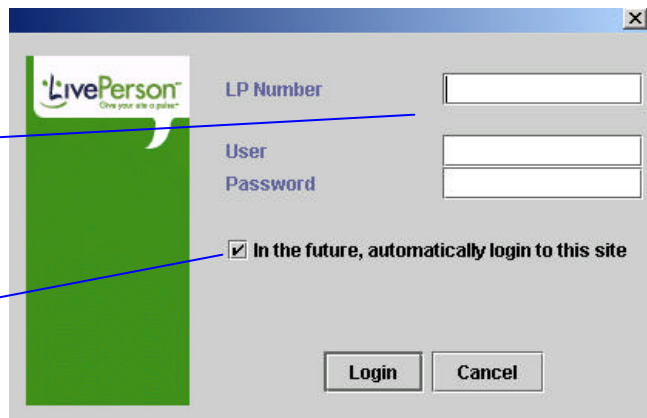
(Macintosh users will not have a

Log in to LivePerson

1. Type your **Site ID**, **User Name**, and **Password**. First Operators should use the name and password created during the sign up process, while Additional Operators will receive this information from the First Operator. LivePerson starts every time you start your computer. If you'd like to have your LP Number and User Name entered automatically, check **In the future, automatically login to this site**.
2. Click **Login**.

Enter your **LP-number, User Name and Password**.

Check here to skip this dialog box in the future.

A screenshot of the LivePerson login dialog box. It features the LivePerson logo on the left. On the right, there are three input fields labeled 'LP Number', 'User', and 'Password'. Below these fields is a checkbox labeled 'In the future, automatically login to this site' which is checked. At the bottom right are 'Login' and 'Cancel' buttons. Blue lines with arrows point from the text annotations on the left to the input fields and the checkbox.

Now you're ready to access the **Admin Console**. From there, you'll begin to embed and customize your Click to Chat buttons, add Additional Operators, and review Chat Transcripts.


Accessing LivePerson Starting with the Admin Console

Once you have completed installation and registration of your LP software, the first thing you'll want to do is access the **Admin Console**. From the Admin Console, you'll be want to:

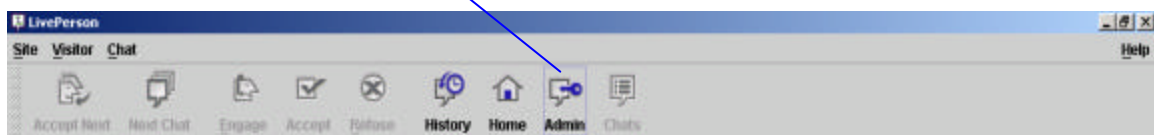
- Begin to Embed your Click to Chat Buttons.
- Add Additional Operators.

Windows/Unix Access to the Admin Console

To access the **Admin Console** if you're using the Windows or Unix Operating platforms:

1. Open the LP Corporate software (if it isn't already running) by clicking  in the Windows task bar.
2. Click the **Admin** toolbar icon.

Admin Console Icon

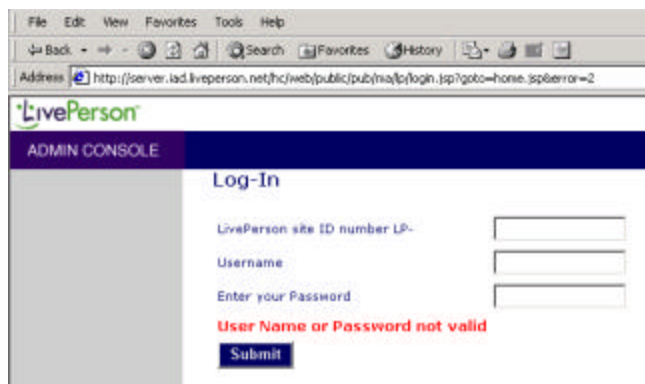


A browser window will open, presenting you with the **Admin Console**. You will not need to enter your LP number, username, or password unless you log out of the **Admin Console**.

Macintosh Access to the Admin Console

To access the **Admin Console** if you're using the Macintosh Operating platform:

1. Please click on the following link:
<http://server.iad.liveperson.net/hc/web/m-LP/mlogin/home.jsp>
2. You will receive the following screen:

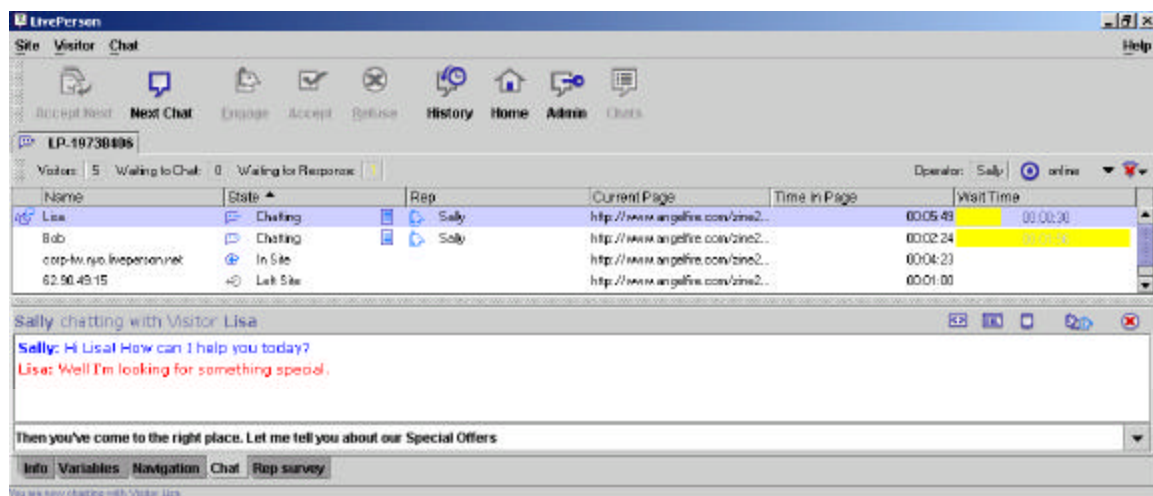


Please enter your **LP-number**, **Username** and **Password**, and click **Submit**.

The LivePerson Operator Interface

Below please find the LivePerson Java Operator Interface for customers not using the Macintosh version of the Java Client.

Windows / Unix / Other Java Client



Macintosh Java Client


The purpose of this document is to make you familiar with the LivePerson Java Client. We'll review the basics—Embedding your Click to Chat Button, Adding Additional Operators, and reviewing your Chat Transcripts. For the complete functionality of your LivePerson service—be it Exchange, Corporate OR Express, you are invited to review the relevant Manuals in our [LivePerson Help Center](http://www.liveperson.com/help) (www.liveperson.com/help).

ADDING YOUR CLICK TO CHAT BUTTON ON TO YOUR WEBSITE

The first thing you'll want to do is to test LivePerson on your website. And to do that, you'll have to embed the LivePerson Click to Chat button on your website.

1. Open the **Admin Console** ([Click here for instructions](#)), and in the left-hand navigation bar click **Customization**. You will use the **Tag Embedding** subcategory (the default) to add your Click to Chat buttons to your website.
2. The code you see on this page under LivePerson Button and LivePerson Monitor is what you will use to paste on your web pages. For instructions how to customize your LivePerson Click to Chat Buttons from our Button Gallery OR using your own images, click on our **Button Configuration Wizard**.

Button
Configuration
Wizard



The screenshot shows the LivePerson Admin Console interface. On the left is a navigation menu with links: Home, Administration, Customization (expanded), Tag Embedding (selected), Chat Window, Responses, Settings, Chat Transcripts, Reports, and Account. The main content area is titled 'Button And Tag Embedding'. It contains instructions on how to use the LivePerson Button Configuration Wizard and provides two code blocks for embedding. The first code block is for the 'LivePerson Button' and the second is for the 'LivePerson Monitor'. Both code blocks are marked with comments indicating they should be placed at the bottom of the HTML page.

```
<!-- BEGIN LivePerson Button Code --><table border="0"
cellpadding="0" cellspacing="0"><tr><td align="center"><a
href="http://server.iad.liveperson.net/hc/19738406/?
cmd=file&file=visitorWantsToChat&site=19738406&byref=1&EP&
```

```
<!-- BEGIN HumanTag Monitor. DO NOT MOVE! MUST BE PLACED
JUST BEFORE THE /BODY TAG --><script language="javascript"
src="http://server.iad.liveperson.net/hc/19738406/x.js?
cmd=file&file=chatScript3&site=19738406&category=en;livepers
```

3. For complete instructions how to embed your LivePerson Click to Chat buttons, please consult the LivePerson User Guide for your LivePerson service.

DESIGNATING OPERATORS WITH LIVEPERSON

In order for someone to accept chats using LivePerson, they will have to be registered as a LivePerson Operator. Use the procedure described below to add **Operators** to the system.

1. Open the **Admin Console** ([Click here for instructions](#)).
2. Access the **Operators Administration** area.



3. In the area just below the **Operator List**, click **Click Here**.

Complete the **Operator Properties** fields, and click **Update**.

Be sure to communicate the **username** and **password** to your Operator.

ACCESSING YOUR CHAT TRANSCRIPTS

Once you've had a chance to have a few chats using LivePerson, we recommend that you review Chat Transcripts and some of the other features available. These features turn your chat from a simple customer service solution into a real-time business analysis tool.



To reach the Chat Transcripts area, use the following procedure:

1. Open the **Admin Console** ([Click here for instructions](#)).
2. Click **Chat Transcripts**.

By default, you will be presented with the above Search page. From this page, you can search for transcripts meeting a given criteria (for example, all transcripts for a given operator or all transcripts containing a particular keyword).

This User Guide is only intended to get you up and running on your LivePerson service using the Java Client. For a more in-depth analysis of the complete functionality of your LivePerson service, please consult the LivePerson User Guide for your service.