

SmileTiger eSupport Server™ User Guide



SmileTiger Software

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1 Overview

SmileTiger eSupport Server is a software system that provides web-based real-time customer support functions. It features customer waiting line, audio conferencing, video conferencing, remote PowerPoint presentation, white board, web tour, application/desktop sharing, application/desktop remote control, local file pushing, polling, question and answer, record and streaming, document management center and instant messaging.

It is specially designed for the complex Internet/Intranet environment. All communication passes firewalls and proxies without any network configuration change. It works perfectly with both broadband connection and dialup connection.

SmileTiger eSupport Server runs cross platforms and can be installed on Windows NT/200/XP, Linux, Unix, or Mac. The client runs on Windows 95/98/Me/NT/2000/XP, and is automatically downloaded and installed into a user's machine when the user visits the service website for the first time.

1.1 Service Point

SmileTiger eSupport Server uses a concept of Service Point to organize the system and provide service. A service point works like a call center, in which multiple users and representatives works together through a single connection point.

In a SmileTiger service point, Customers request service by clicking a button on a web page. The customers are queued when they request service; the representatives in the service point offer service to them one by one. A manager is responsible for managing the representatives in the service point.

1.2 Web-based Server Management Page

The server management is web-based. To manage the server:

1. Start Internet Explorer.

2. Enter address `http://<your server's hostname or IP address>:<port number>/`. Server admin page displays. See *Figure 1*.

The default <port number> of the SmileTiger eSupport Server is 7772.



Figure 1 Server Management Main Page

1.3 How a customer requests service

A customer requests service by clicking a button on your website. A sample button is available at `http://YOUR_ESUPPORT_SERVER:7772/service-icon.jsp`.

If one or more representatives are online, the button will bring up a waiting page. The customer is then listed in the service waiting line and a representative will help him later.

When no representative is online to help the customer, the button will forward the customer to an offline service page, such as a web mail page.



Figure 2 Customer Waiting Page

1.4 How a representative serves a customer

A representative enters the system by signing in at web page http://YOUR_ESUPPORT_SERVER:7772/rep-launch.jsp. After the sign in, a waiting list window appears and the representative can select customers in the list to help. A separate virtual room window will open for each customer, and the representative can then use audio, video, application sharing, and other rich collaboration functions to help the customer. The session will end when the representative closes the virtual room window.

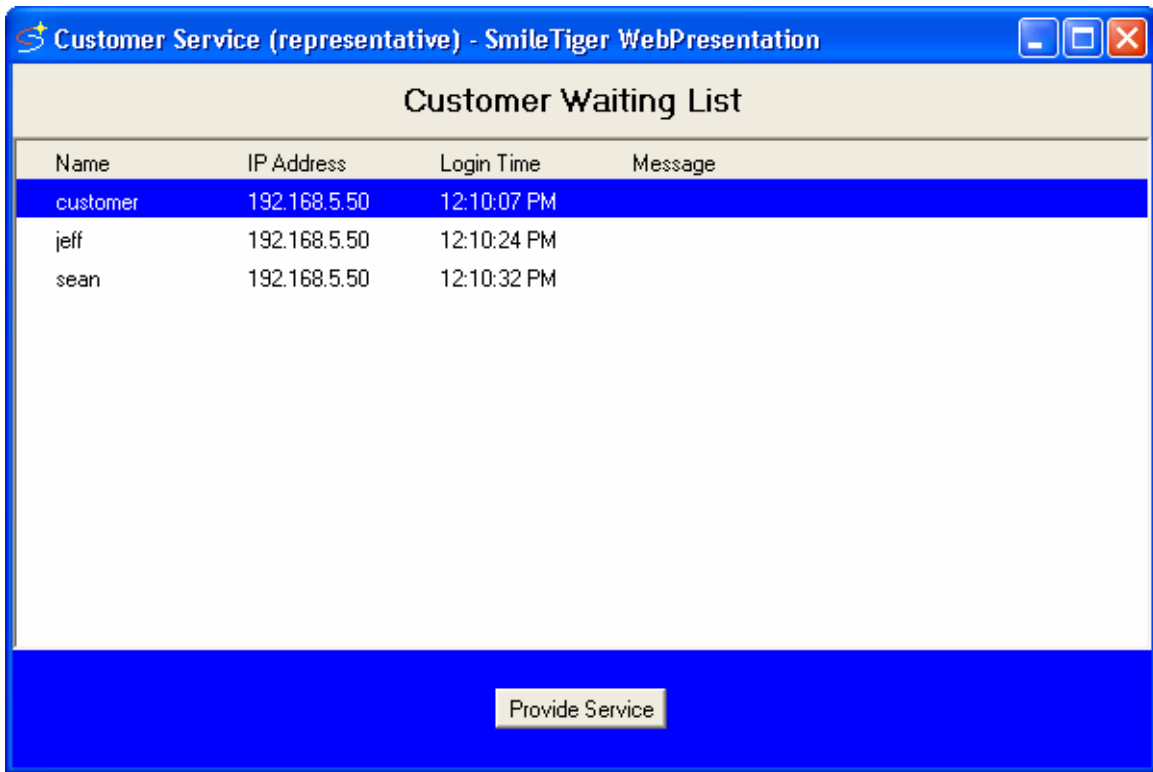


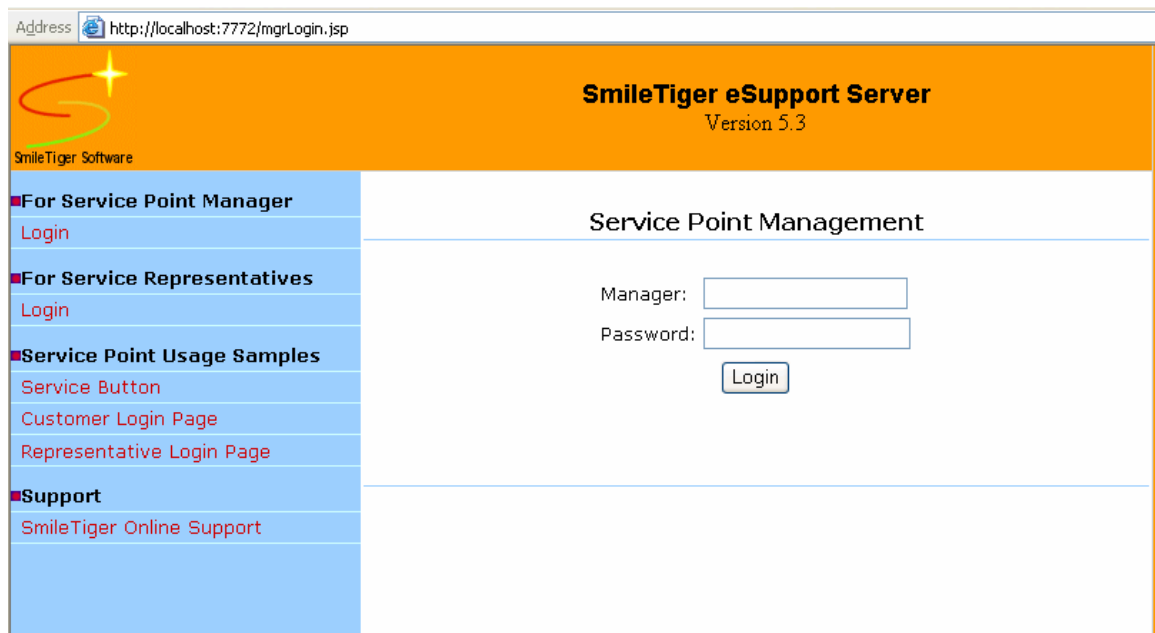
Figure 3 Customer Waiting List

2 Manage the Service Point (For Manager)

A service manger is responsible for managing the look and feel of the service point and the representatives in the service point.

2.1 Login to Server Point Management Page

1. Click the "Login" link under **For Service Point Manager**. The authentication page displays.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/mgrLogin.jsp`. The page header is orange and contains the SmileTiger logo on the left and the text "SmileTiger eSupport Server Version 5.3" on the right. Below the header is a blue sidebar menu with the following items: "For Service Point Manager" (with a "Login" link), "For Service Representatives" (with a "Login" link), "Service Point Usage Samples" (with links for "Service Button", "Customer Login Page", and "Representative Login Page"), and "Support" (with a link for "SmileTiger Online Support"). The main content area is white and titled "Service Point Management". It contains a login form with two input fields: "Manager:" and "Password:", and a "Login" button below them.

Figure 4 Service Point Manager Authentication Page

2. Enter the manager name and password, and click on **Login** button. The service point management page displays.

If this is your first time to use, enter *manager* in the manger field and *pass* in the password field.

Click on the links under "For Service Point Manager" to manage the service point.



Figure 5 Service Point Management Page

2.2 Edit Manager Properties

There is one manager name/password pair for each service point. This name/password pair is required to login to Server Management Tool.

1. Click "Edit manager properties" under **For Service Point Manager**. A new page appears. .

Address <http://localhost:7772/mgrEdit.jsp>

SmileTiger eSupport Server
Version 5.3

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■ **For Service Point Manager**

- Set Title/Waiting Page
- Set Online/Offline Images
- Add Representative
- Edit Representatives
- Edit manager properties
- Logout

■ **For Service Representatives**

- Login

■ **Service Point Usage Samples**

- Service Button
- Customer Login Page
- Representative Login Page

■ **Support**

- SmileTiger Online Support

EDIT MANAGER PROPERTIES

Manager:

New password:

Confirm password:

Figure 6 Edit Manager Properties Page

2. Type the new manager name and password, and then click **Update** button.

2.3 Set Title/Waiting Page of the Service Point

The title of the service point and the customer waiting page can be edited by the manager.

1. Click "Set Title/Waiting Page" link under **For Service Point Manager**. A new page appears.

The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/mgrHomePage.jsp`. The page title is "SmileTiger eSupport Server Version 5.3". On the left, there is a navigation menu with the following items:

- For Service Point Manager
 - Set Title/Waiting Page
 - Set Online/Offline Images
 - Add Representative
 - Edit Representatives
 - Edit manager properties
 - Logout
- For Service Representatives
 - Login
- Service Point Usage Samples
 - Service Button
 - Customer Login Page
 - Representative Login Page
- Support
 - SmileTiger Online Support

The main content area is titled "SET TITLE / WAITING PAGE" and contains the following form fields:

Title:

Waiting Page URL:

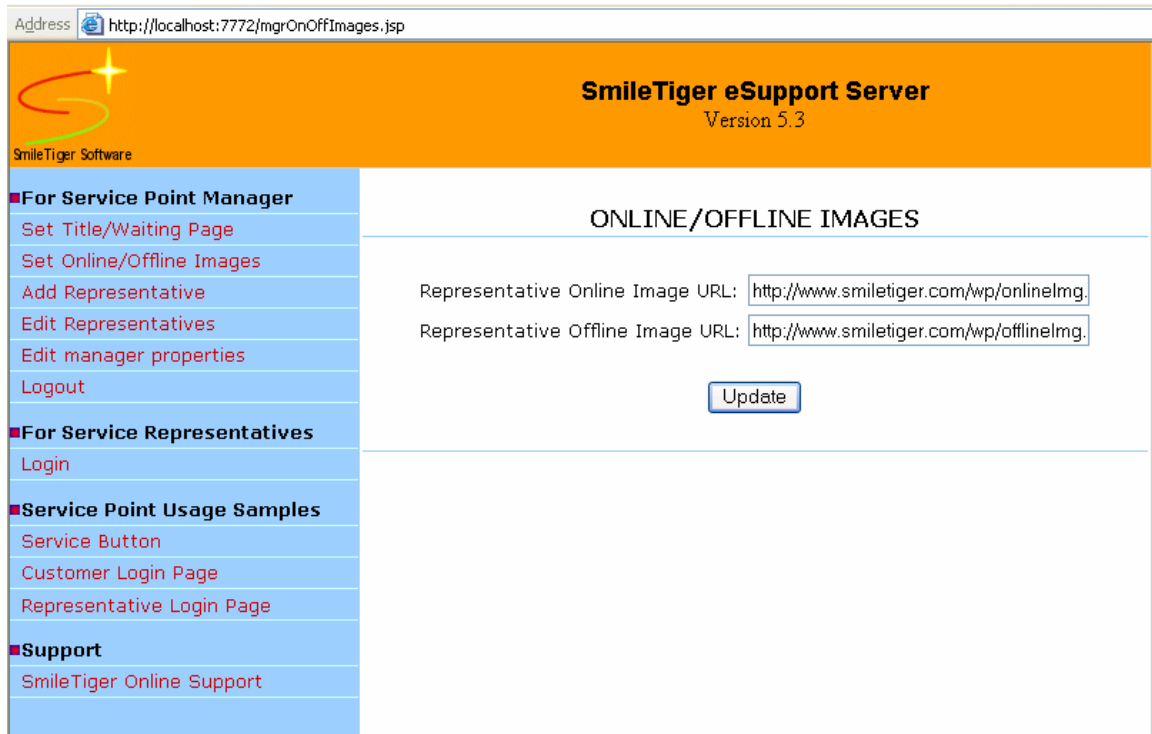
Figure 7 Set Title/Waiting Page

2. Type the new title and the waiting page URL, and then click **Update** button.

2.4 Set Representative Online/Offline Images

When the eSupport server is used to offer service to customers who visit your website, you can put a service button on a webpage for users to request service. The service button uses different images to indicate if any representative is online.

1. Click "Set Online/Offline Images" under **For Service Point Manager**. A new page appears.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/mgrOnOffImages.jsp`. The page title is **SmileTiger eSupport Server** Version 5.3. The interface features a blue sidebar menu on the left with the following items:

- **For Service Point Manager**
 - Set Title/Waiting Page
 - Set Online/Offline Images
 - Add Representative
 - Edit Representatives
 - Edit manager properties
 - Logout
- **For Service Representatives**
 - Login
- **Service Point Usage Samples**
 - Service Button
 - Customer Login Page
 - Representative Login Page
- **Support**
 - SmileTiger Online Support

The main content area is titled **ONLINE/OFFLINE IMAGES** and contains the following configuration fields:

Representative Online Image URL:

Representative Offline Image URL:

Below the fields is an **Update** button.

Figure 8 Set Online/Offline Images

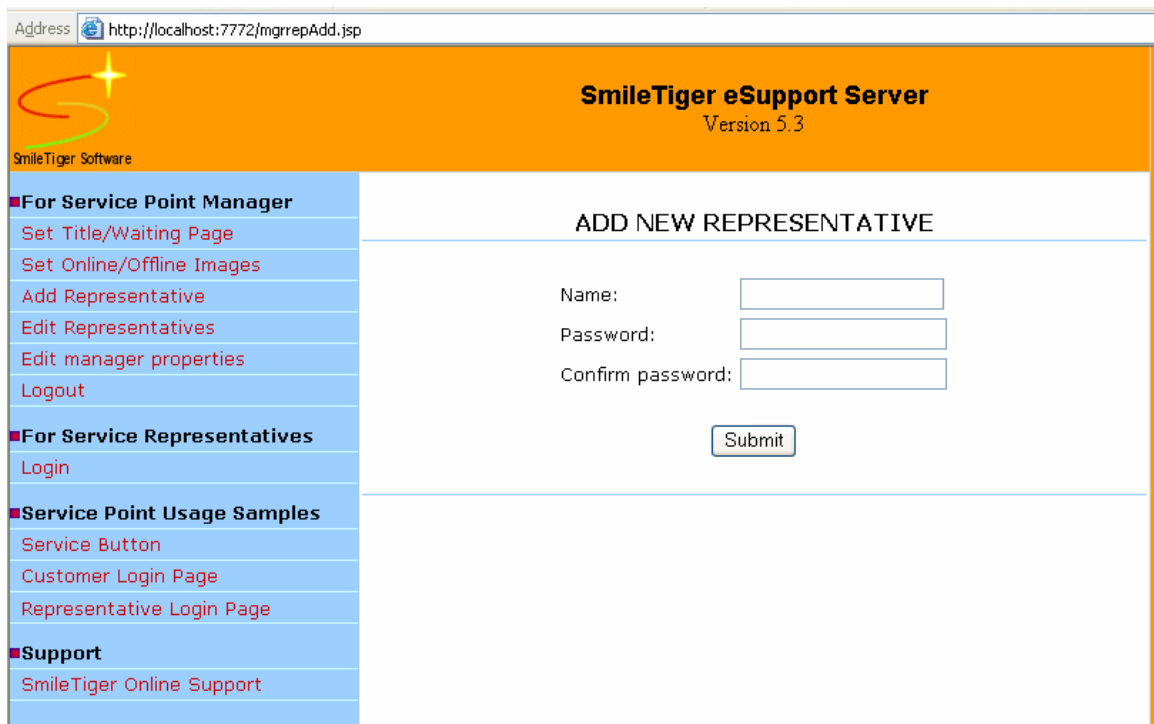
2. Type the image URLs into the fields, and then click **Update** button.

2.5 Manage Representative

You can add multiple representatives to a Service Point.

2.5.1 Add a New Representative

1. Click link "Add Representative" under **For Service Point Manager**. A new page appears.



Address <http://localhost:7772/mgprepAdd.jsp>

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For Service Point Manager

- Set Title/Waiting Page
- Set Online/Offline Images
- Add Representative
- Edit Representatives
- Edit manager properties
- Logout

For Service Representatives

- Login

Service Point Usage Samples

- Service Button
- Customer Login Page
- Representative Login Page

Support

- SmileTiger Online Support

ADD NEW REPRESENTATIVE

Name:

Password:

Confirm password:

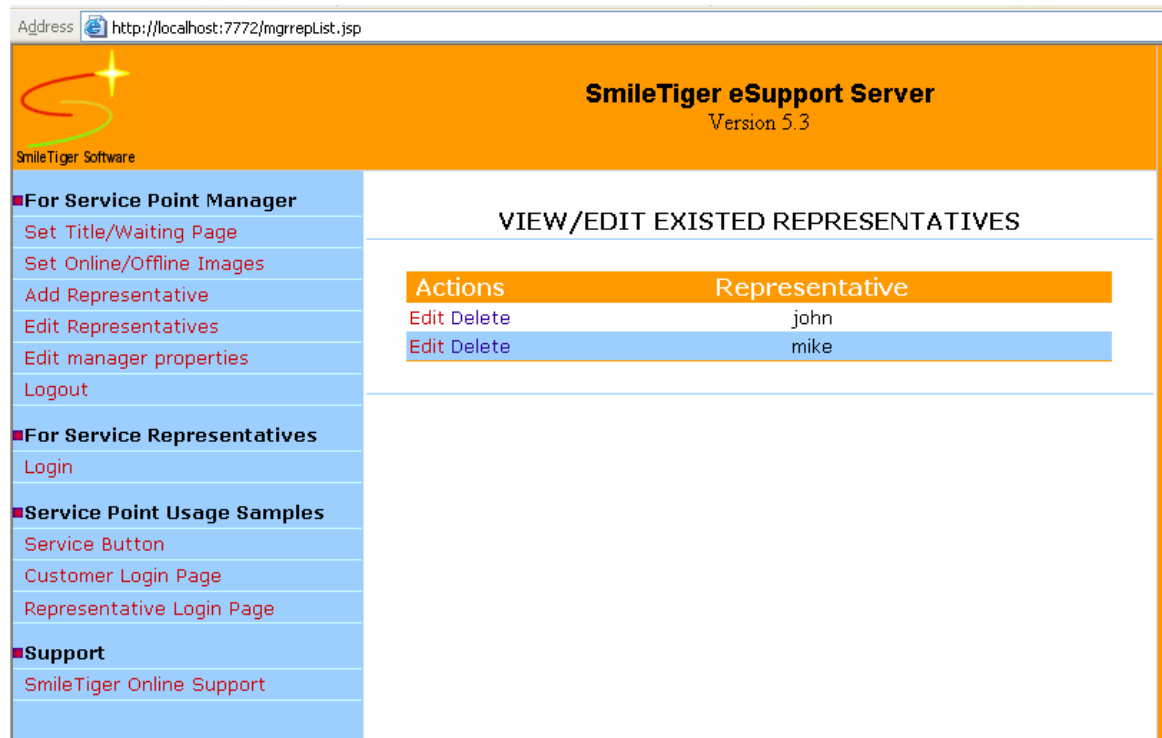
Figure 9 Add New Representative Page

2. Type in new representative name and password, then click **Submit** button.

2.5.2 Edit Existed Representatives

1. Click link "Edit Representatives" under **For Service Point Manager**. A new page appears.

It displays all existing representatives with **Edit** and **Delete** links in front of each representative's name.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/mgrrepList.jsp`. The page title is "SmileTiger eSupport Server Version 5.3". The main content area is titled "VIEW/EDIT EXISTED REPRESENTATIVES". On the left, there is a navigation menu with the following items:

- For Service Point Manager
 - Set Title/Waiting Page
 - Set Online/Offline Images
 - Add Representative
 - Edit Representatives
 - Edit manager properties
 - Logout
- For Service Representatives
 - Login
- Service Point Usage Samples
 - Service Button
 - Customer Login Page
 - Representative Login Page
- Support
 - SmileTiger Online Support

The main content area displays a table with the following data:

Actions	Representative
Edit Delete	john
Edit Delete	mike

Figure 10 Edit/Delete Representative Page

2. Click **Edit** link at your selected representative row. A new page appears.

Address <http://localhost:7772/mgrrepEdit.jsp?name=john>

SmileTiger eSupport Server
Version 5.3

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- For Service Point Manager**
 - [Set Title/Waiting Page](#)
 - [Set Online/Offline Images](#)
 - [Add Representative](#)
 - [Edit Representatives](#)
 - [Edit manager properties](#)
 - [Logout](#)
- For Service Representatives**
 - [Login](#)
- Service Point Usage Samples**
 - [Service Button](#)
 - [Customer Login Page](#)
 - [Representative Login Page](#)
- Support**
 - [SmileTiger Online Support](#)

EDIT REPRESENTATIVE

Representative: john

New password:

Confirm password:

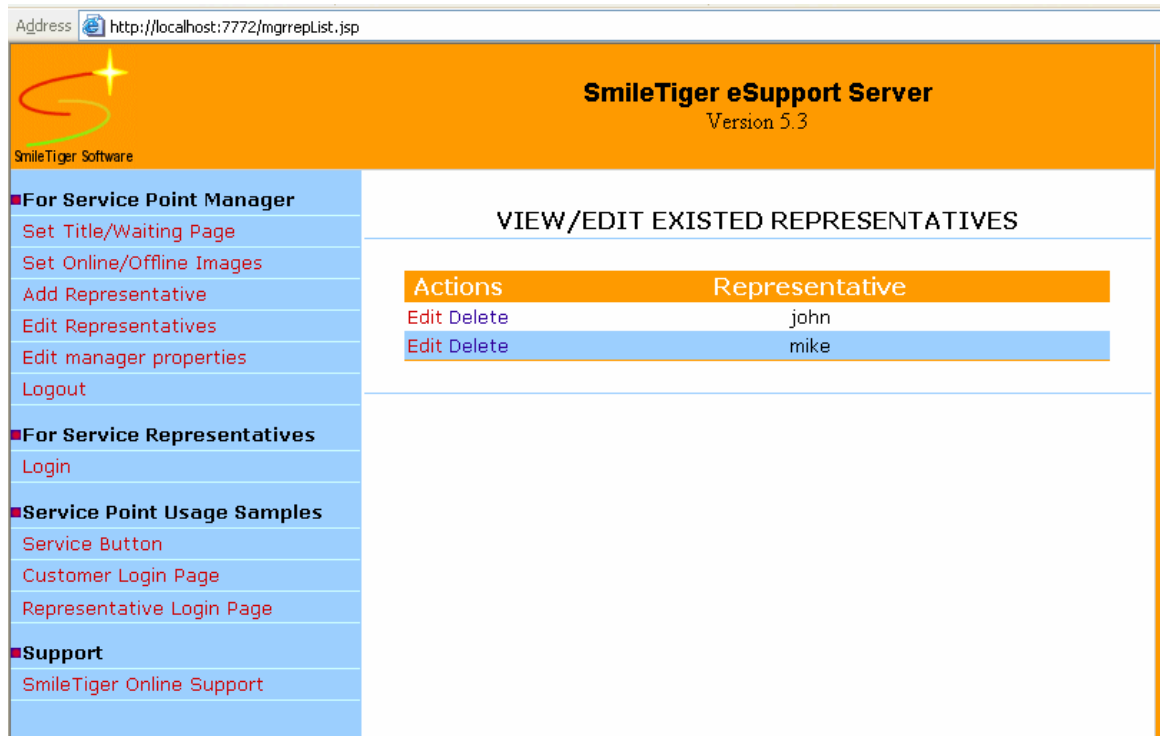
Figure 11 Edit Representative Properties Page

3. Type in new password.
4. Click **Update** button. The change takes effect immediately.

2.5.3 Delete a Representative

1. Click link "Edit Representatives" under **For Service Point Manager**. A new page appears.

It displays all existing representatives with **Edit** and **Delete** link in front of each representative's name.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/mgrrepList.jsp`. The page header features the SmileTiger logo and the text "SmileTiger eSupport Server Version 5.3". A navigation menu on the left is organized into sections: "For Service Point Manager" (with links for Set Title/Waiting Page, Set Online/Offline Images, Add Representative, Edit Representatives, Edit manager properties, and Logout), "For Service Representatives" (with a Login link), "Service Point Usage Samples" (with links for Service Button, Customer Login Page, and Representative Login Page), and "Support" (with a link for SmileTiger Online Support). The main content area is titled "VIEW/EDIT EXISTED REPRESENTATIVES" and contains a table with two columns: "Actions" and "Representative".

Actions	Representative
Edit Delete	john
Edit Delete	mike

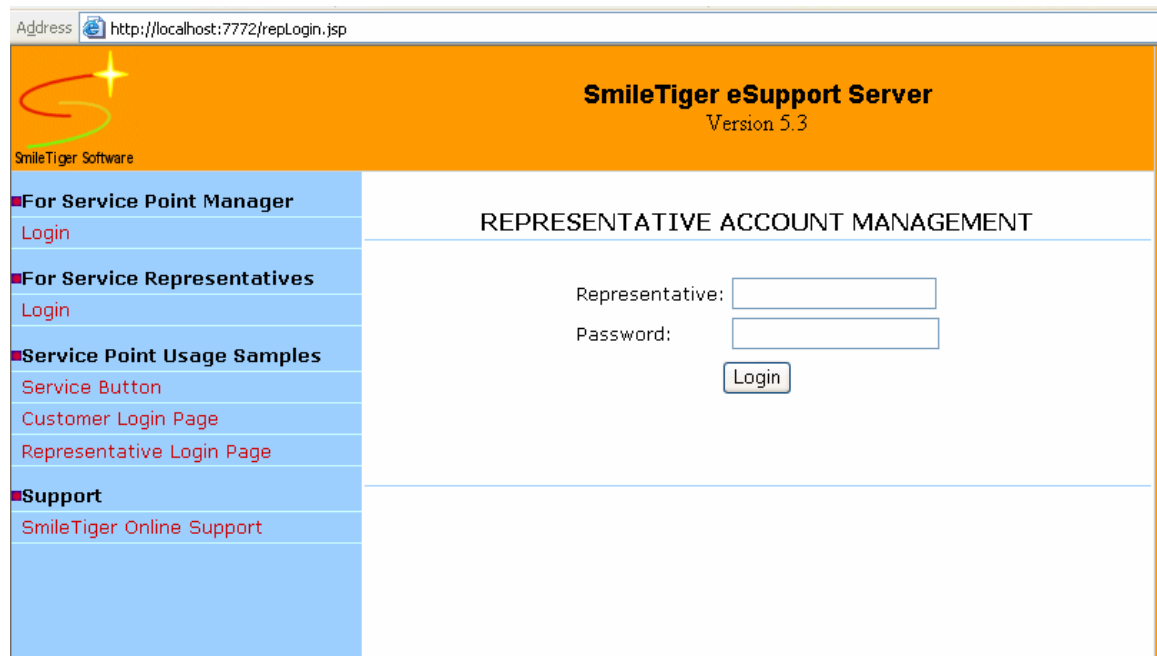
Figure 12 Edit/Delete Representative Page

2. Click **Delete** link at your selected representative row. This representative is deleted.

3 Manage Account and Virtual Rooms (For Representatives)

3.1 Login to Representative Account Page

3. Click the "Login" link under **For Service Representatives**. The authentication page displays. See *Figure 4*.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/repLogin.jsp`. The page has an orange header with the SmileTiger logo on the left and the text "SmileTiger eSupport Server Version 5.3" on the right. Below the header is a blue sidebar menu with the following items: "For Service Point Manager" (with a "Login" link), "For Service Representatives" (with a "Login" link), "Service Point Usage Samples" (with links for "Service Button", "Customer Login Page", and "Representative Login Page"), and "Support" (with a link for "SmileTiger Online Support"). The main content area is titled "REPRESENTATIVE ACCOUNT MANAGEMENT" and contains a login form with two input fields: "Representative:" and "Password:", followed by a "Login" button.

Figure 13 Representative Authentication Page

4. Enter the representative name and password, and click on **Login** button. The representative account page displays.

Click on the links under **For Service Representatives** to manage the account.

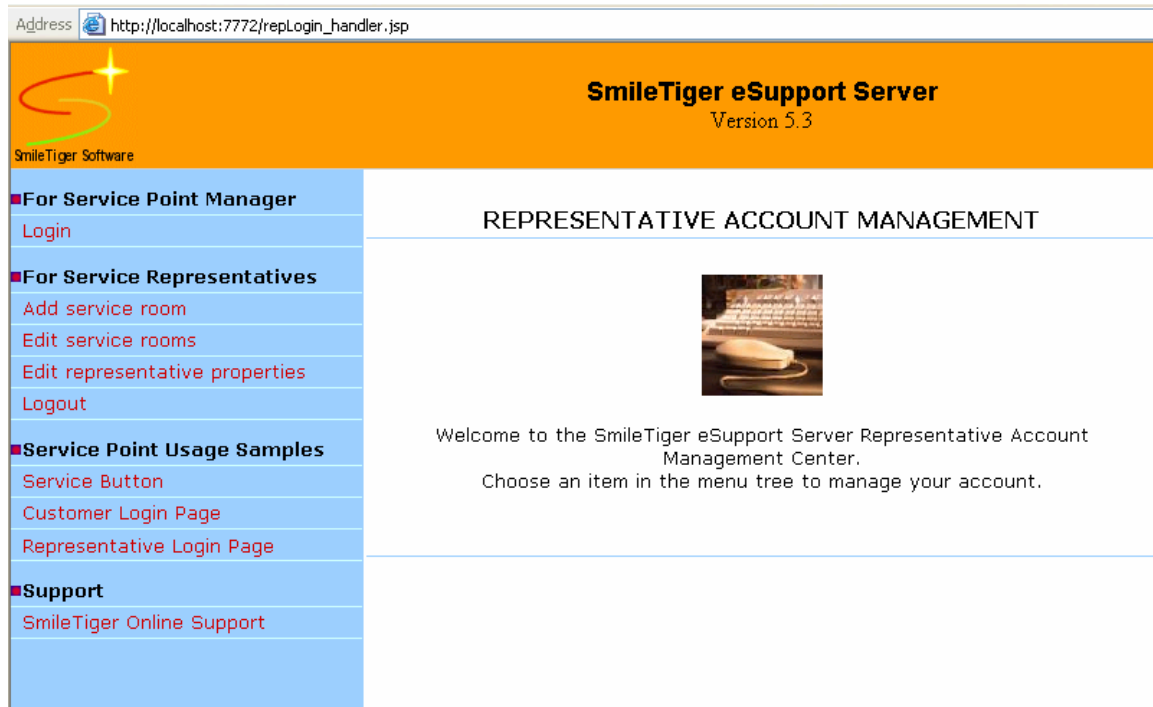


Figure 14 Representative Account Page

3.2 Edit Representative Properties

1. Click "Edit representative properties" under **For Service Representatives**. A new page appears.
2. Type in new representative password, then click the **Update** button.

Address <http://localhost:7772/repEdit.jsp>

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- **For Service Point Manager**
 - Login
- **For Service Representatives**
 - Add service room
 - Edit service rooms
 - Edit representative properties
 - Logout
- **Service Point Usage Samples**
 - Service Button
 - Customer Login Page
 - Representative Login Page
- **Support**
 - SmileTiger Online Support

EDIT REPRESENTATIVE PROPERTIES

Representative: john

New password:

Confirm password:

Figure 15 Edit Representative Properties Page

3.3 Manage Virtual Rooms

3.3.1 Add a New Virtual Room

1. Click link "Add service room" under **For Service Representatives**. A new page appears.

Address <http://localhost:7772/repconfAdd.jsp>

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Version 5.3

SmileTiger Software

For Service Point Manager
Login

For Service Representatives
Add service room
Edit service rooms
Edit representative properties
Logout

Service Point Usage Samples
Service Button
Customer Login Page
Representative Login Page

Support
SmileTiger Online Support

ADD VIRTUAL ROOM

ID:

Title:

Home Page:

Audio Buffer: %

Maximum File Pushing Speed: kbps

Maximum Application Sharing Speed: kbps

Figure 16 Add Virtual Room Page

2. Type in all required fields in the new page. Then click **Add** button.

ID: A unique string or number for identifying the room.

Title: The title of the virtual room window.

Home Page: The web page that appears at the inline browser when a customer and the representative enters a virtual room.

Audio Buffer: For dialup users, make it larger to get soother audio. If you do not have dialup users in the room, make it smaller to get less delay. This parameter can also be adjusted on the fly. Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

Maximum File Pushing Speed: Higher speed allows you to transfer files faster, but consumes more server/client bandwidth resource. If Local File Pushing is used together with audio, you should leave enough bandwidth for audio. 64kbps works for dial up users too. This parameter can also be adjusted on the fly.

Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

Maximum Application Sharing Speed: Higher speed allows you to view and remote control desktop faster, but consumes more server/client bandwidth resource. If Desktop Sharing is used together with audio, you should leave enough bandwidth for audio. 64kbps works for dial up users too. This Desktop Sharing speed also controls Remote Desktop Control. This parameter can also be adjusted on the fly. Please refer to SmileTiger WebPresentation User Guide on how to adjust the conference performance on the fly.

3.3.2 Edit Virtual Room Properties

1. Click link "Edit service rooms" under **For Service Representatives**. A new page appears.

It displays all existed rooms with **Edit** and **Delete** link in front of each room name.

Address <http://localhost:7772/repconfList.jsp>

SmileTiger eSupport Server
Version 5.3

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- **For Service Point Manager**
 - Login
- **For Service Representatives**
 - Add service room
 - Edit service rooms
 - Edit representative properties
 - Logout
- **Service Point Usage Samples**
 - Service Button
 - Customer Login Page
 - Representative Login Page
- **Support**
 - SmileTiger Online Support

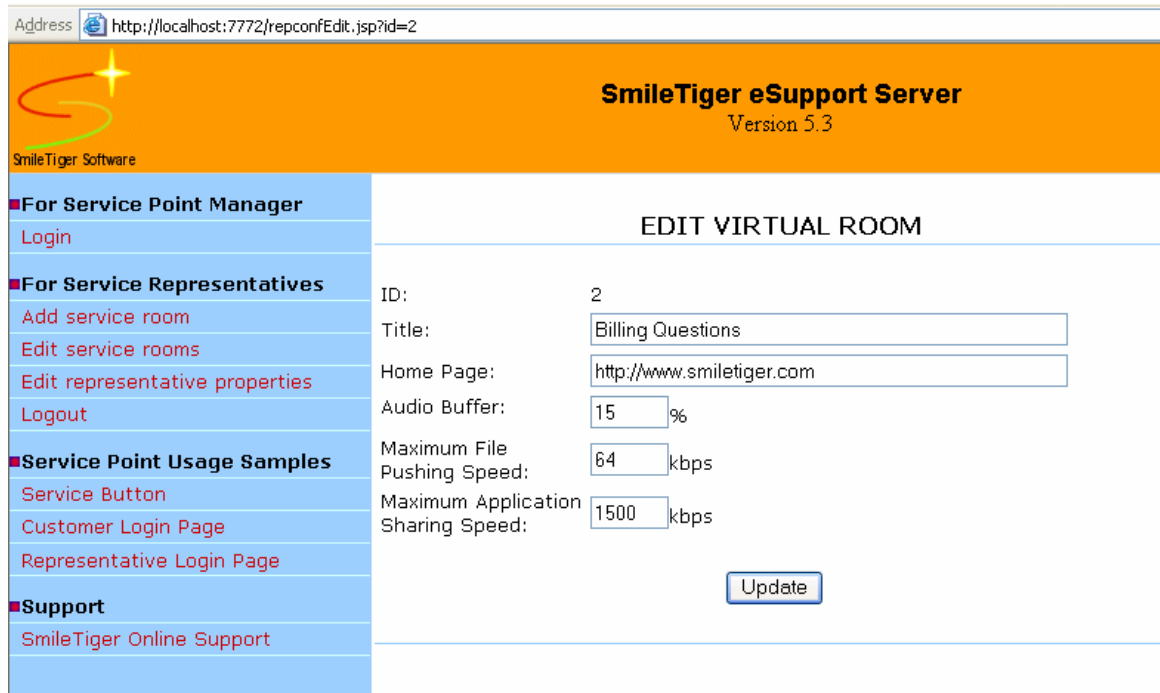
VIEW/EDIT EXISTED VIRTUAL ROOMS


Actions	Virtual Room
Edit Delete	General Support
Edit Delete	Billing Questions


Figure 17 Edit/Delete Virtual Room Page

2. Click **Edit** link at the selected room row. A new page appears.

It displays properties of this virtual room.



Address  http://localhost:7772/repconfEdit.jsp?id=2

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Version 5.3

For Service Point Manager
[Login](#)

For Service Representatives
[Add service room](#)
[Edit service rooms](#)
[Edit representative properties](#)
[Logout](#)

Service Point Usage Samples
[Service Button](#)
[Customer Login Page](#)
[Representative Login Page](#)

Support
[SmileTiger Online Support](#)

EDIT VIRTUAL ROOM

ID: 2

Title:

Home Page:

Audio Buffer: %

Maximum File Pushing Speed: kbps

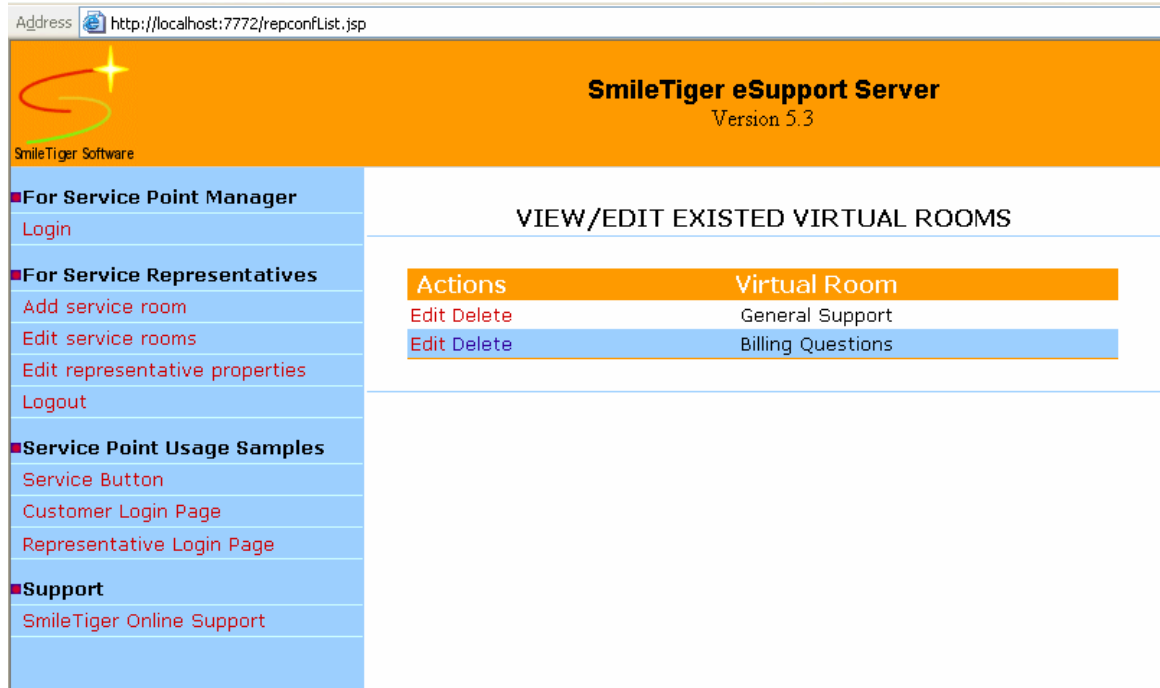
Maximum Application Sharing Speed: kbps

Figure 18 Edit Virtual Room Page

3.3.3 Delete a Virtual Room

1. Click link "Edit service rooms" under **For Service Representatives**. A new page appears.

It displays all existed virtual rooms with **Edit** and **Delete** links in front of each room name.



The screenshot shows a web browser window with the address bar displaying `http://localhost:7772/repconfList.jsp`. The page header is orange and contains the SmileTiger logo and the text "SmileTiger eSupport Server Version 5.3".

The left navigation menu is blue and contains the following items:

- For Service Point Manager
 - Login
- For Service Representatives
 - Add service room
 - Edit service rooms
 - Edit representative properties
 - Logout
- Service Point Usage Samples
 - Service Button
 - Customer Login Page
 - Representative Login Page
- Support
 - SmileTiger Online Support

The main content area is titled "VIEW/EDIT EXISTED VIRTUAL ROOMS" and contains a table with two columns: "Actions" and "Virtual Room".

Actions	Virtual Room
Edit Delete	General Support
Edit Delete	Billing Questions

Figure 19 Edit Virtual Room Page

2. Click **Delete** link at the selected room row. This virtual room is deleted.

4 Integrate with Your Company's Website

4.1 Add a Service Button to Your Website

When the eSupport server is used to offer service to customers who visit your website, you can put a service button on a webpage for customers to request service. The service button uses different images to indicate if any representative is online. Use the HTML tag below to create this button:

```
<A href="http://YOUR_ESUPPORT_SERVER:7772/wplogin.jsp?style=customer&user-  
name=customer&conference=default"><IMG  
src="http://YOUR_ESUPPORT_SERVER:7772/onlineImage.jsp" border="0"></A>  
<A href="mailto: service@YOUR_WEBSEVER.com"><IMG  
src="http://YOUR_ESUPPORT_SERVER:7772/offlineImage.jsp" border="0"></A>
```

The YOUR_ESUPPORT_SERVER need to be changed to your server's IP address or host name, and the service@YOUR_WERSERVER.com need to be changed to your email account.

4.2 Customize the Service Launching Page

Edit file <STESS HOME>/web/wplogin.html or replace it with another webpage file to customize the service launching page.

5 Service Log

Currently, service logs are stored in the hard drive of the SmileTiger eSupport Server. You can audit them on the server or create webpage to browser them.

5.1 Server Access Logs

- Go to the directory where you installed the Server.
- Go to directory <STESS HOME>/wvhome/default/.
- All server accesses are logged into file wps.log.

5.2 Text Chat Logs

1. Go to the directory where you installed the Server.
2. Go to directory <STESS HOME>/wvhome/default/conf-logs.

Each of the virtual registered at this Server has a directory here.

3. Open the related virtual room directory. The text chat log is archived daily in separate files. The file name is in year-month-day convention.
4. Audit the log you are interested in.

6 Support

In the Server Management Page, there is a link directly link to the online Demo room at SmileTiger Software Corporation website.

1. Click on link “SmileTiger Online Support” link under **Support**.. It brings you to the login page of the online demo.



Figure 20 Server Management Main Page

SmileTiger representatives are in the Live Demo room to assist you instantly Monday through Friday, 9:00am to 6:00pm US EST.

You are also welcome to contact us for any question through email at support@smiletiger.com, or phone at +1.704.321.9068.