

LiveChat Integration

Version 0.3 June 2022



LiveChat Integration Guide

LiveChat is an online chat app that you can use to interact with your customers whilst they browse your website.

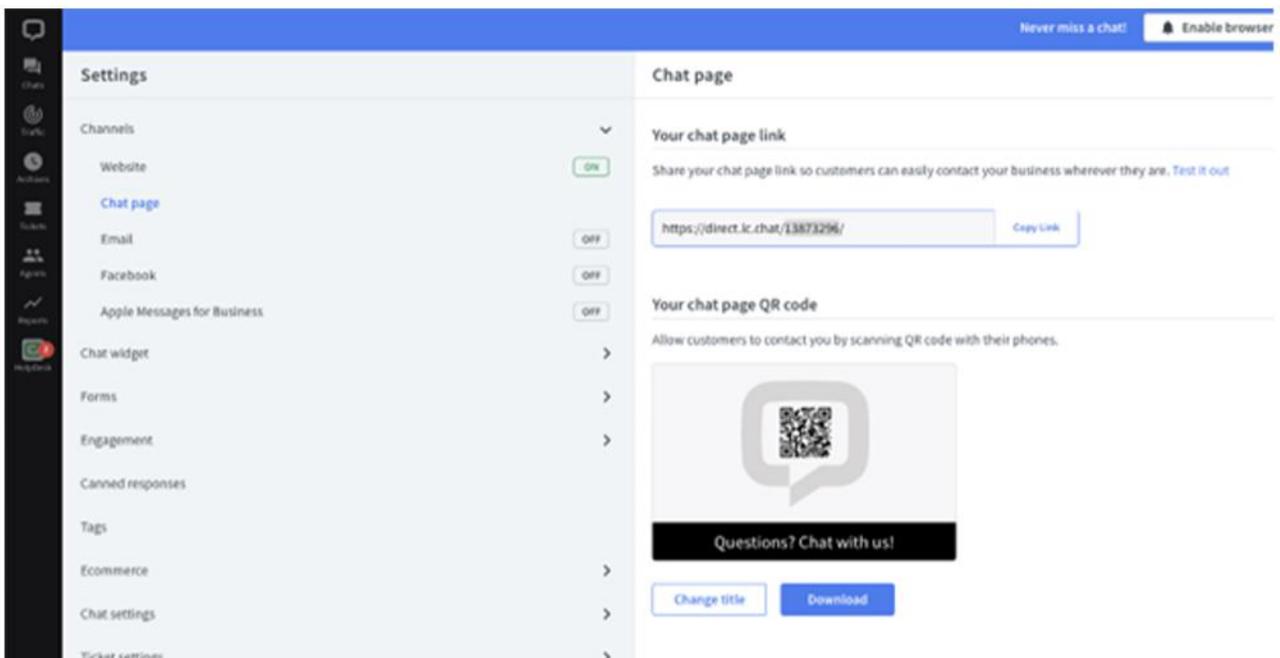
Rdentify integrates directly with LiveChat to allow you agents visibility of vulnerable customers and conversations from within the LiveChat dashboard, without having to navigate away.

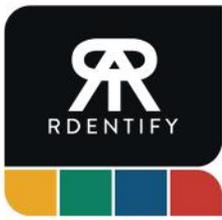
It's simple to get up and running and you only need a couple of things to get started:

- An active LiveChat subscription;
- An active Rdentify account with Workspace Admin privileges;
- Your LiveChat license number.

Finding your LiveChat license number

Navigate to your LiveChat account, and go to Settings > Channels > Chat Page. Here you'll see a number at the end of your chat page link. This is your license number.

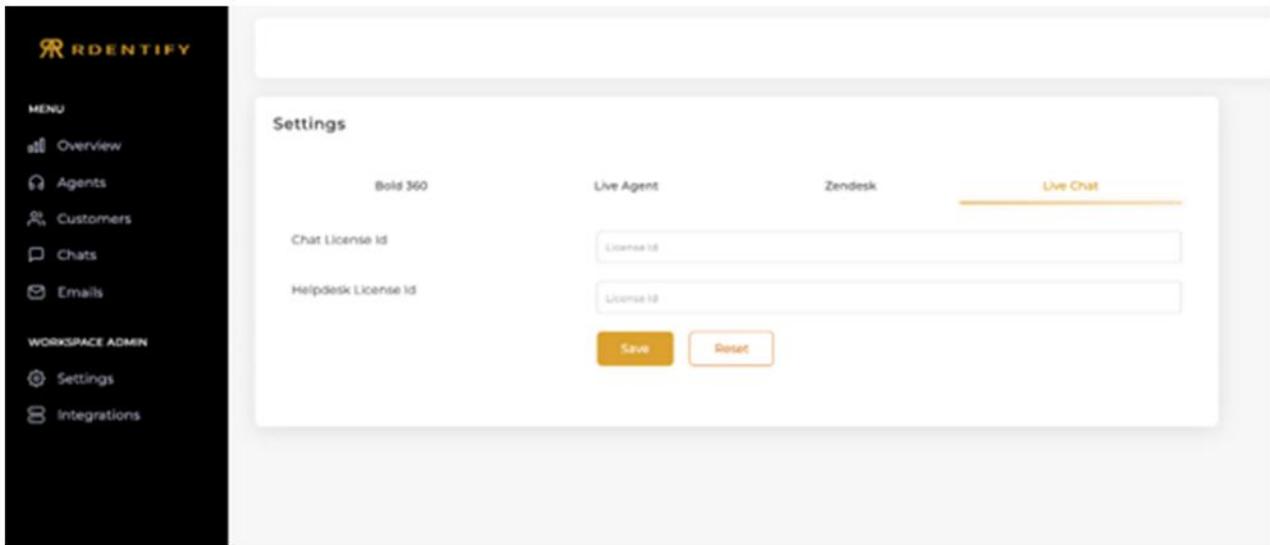




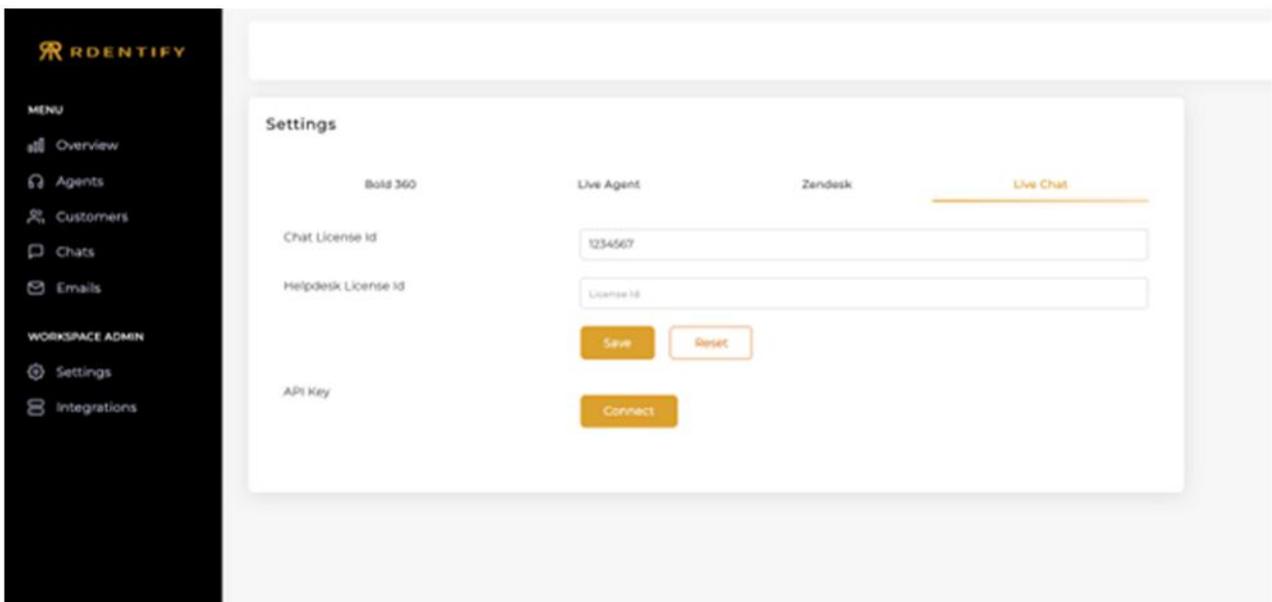
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Setting up your integration

1. Navigate to your Rdentify account and go to Integrations > LiveChat



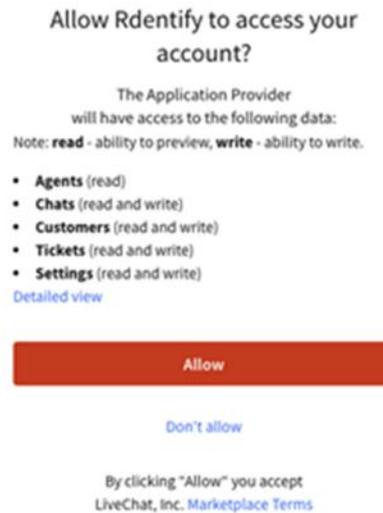
2. Enter your license number that you found previously and hit "Save". Once saved, click "Connect"





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- You'll be redirected to LiveChat and asked to login if you haven't already. Then you'll need to authorize Rdentify to access your LiveChat account



- Once you've allowed access, you'll be redirected back to Rdentify to complete the integration
- Next, you'll need to install the Rdentify app on your LiveChat account (this is what your agents will use to view real time scores). Head to your LiveChat account and navigate to the Marketplace. Here you can search for Rdentify and add it to your account





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6. That's it! You're now fully integrated with Rdentify. You can use the Rdentify app in LiveChat by opening a chat conversation and clicking the Rdentify logo in the details panel on the right

The screenshot shows a details panel for a chat conversation. At the top, there is a header with the Rdentify logo and a close button. The main content area is titled 'Rdentify' and features a green bar with the text '22% - Low Risk Chat Risk Score'. Below this, there are three sections: 'Self Exclusion Probability' (11% Low), 'Customer Risk Score' (23% Low), and 'Chat started at'. The 'Feedback' section contains three questions with thumbs up and thumbs down icons: 'Did this chat show signs of problem gambling?', 'Did a self exclusion occur in this chat?', and 'Is the customer's overall risk score relevant?'. At the bottom, there is a 'Quick Links' section with links for 'Chat Report', 'Customer Profile', and 'Agent Profile'.



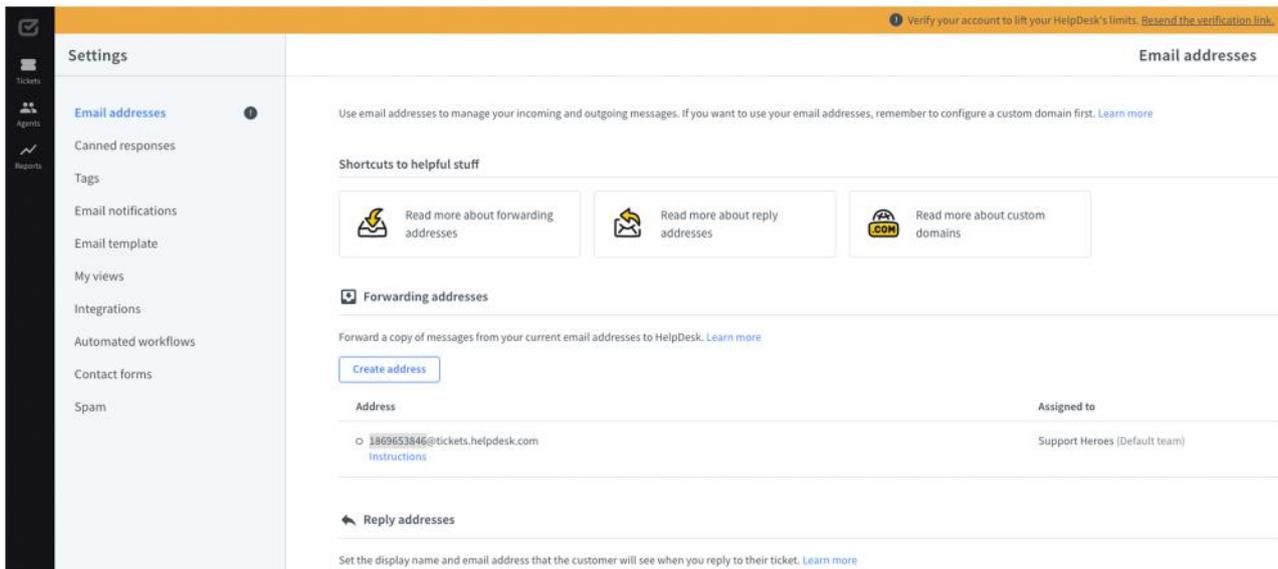
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(Optional) Connect your HelpDesk account.

If you're also using HelpDesk (provided by LiveChat) you can connect this account to Rdentify and it will also monitor your customer tickets.

Please Note: Our HelpDesk integration requires a paid Zapier account. You can create an account at <https://zapier.com/>. You will need to select a subscription based on the volume of support tickets you expect to run through Rdentify. Please discuss this with your account manager if necessary.

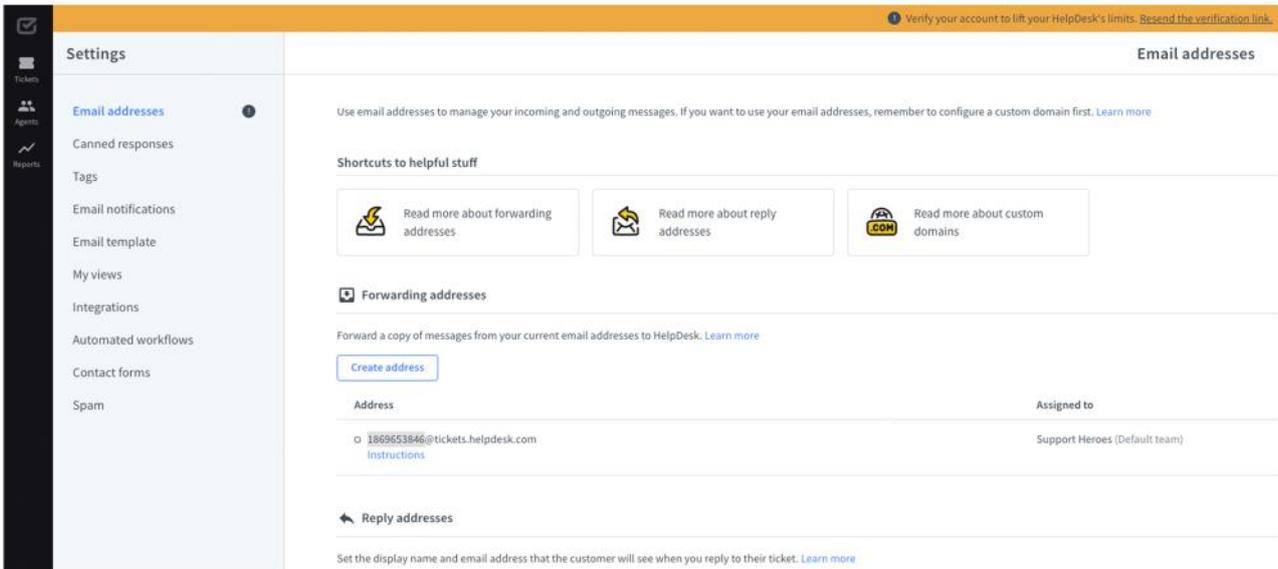
1. To get started, get your HelpDesk license number, by going to Settings > Email Addresses and copying the long number under forwarding addresses.



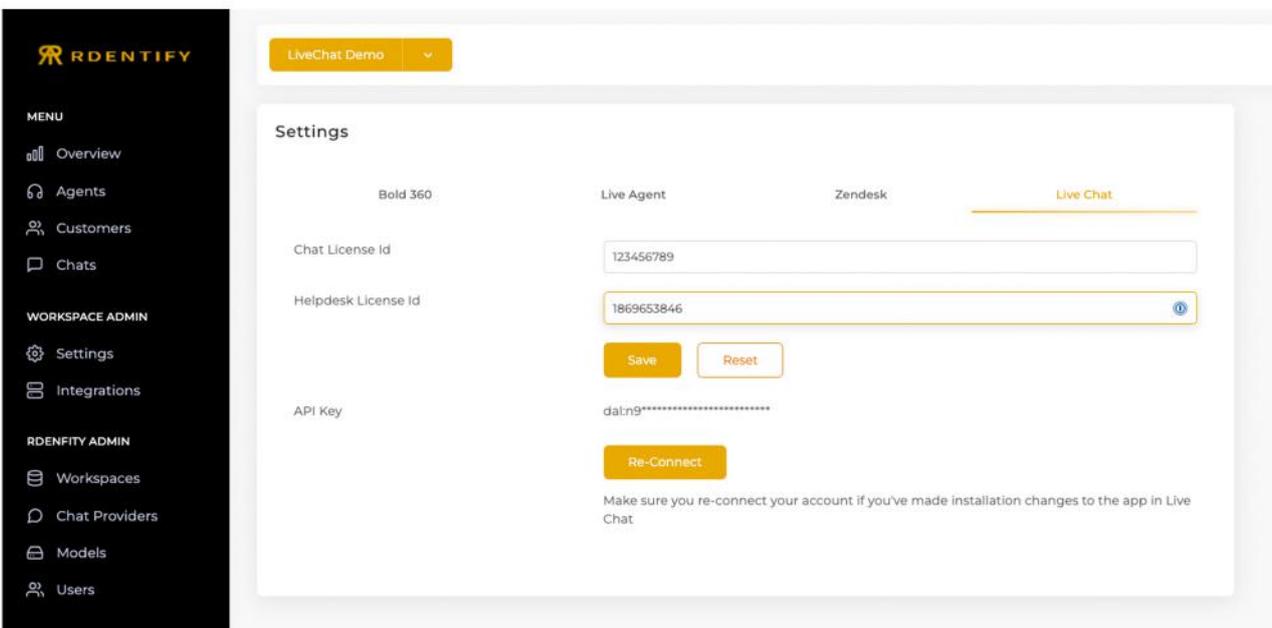


LiveChat Integration

1. To get started, get your HelpDesk license number, by going to Settings > Email Addresses and copying the long number under forwarding addresses.



2. Go back to your Rdentify account and then to Integrations > LiveChat. Input your license number and hit "Save".





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- Once saved, you will need to connect your Zapier account to Helpdesk. Login to Zapier and search for HelpDesk and connect it to Webhooks by Zapier.

Welcome to Zapier!

Create your own workflow

Know exactly what you want to build? Select the apps you want to connect to start your custom setup.

Connect this app... **HelpDesk** with this one! **Webhooks by Zapier**

When this happens... **Select a Trigger** then do this! **Select an Action**

On the next step, you'll be able to build, test, and turn on your workflow. [Make a Zap!](#)

- Select "New message in ticket" under "When this happens" and "Post" under "then do this". Once done click "Try it".

Welcome to Zapier!

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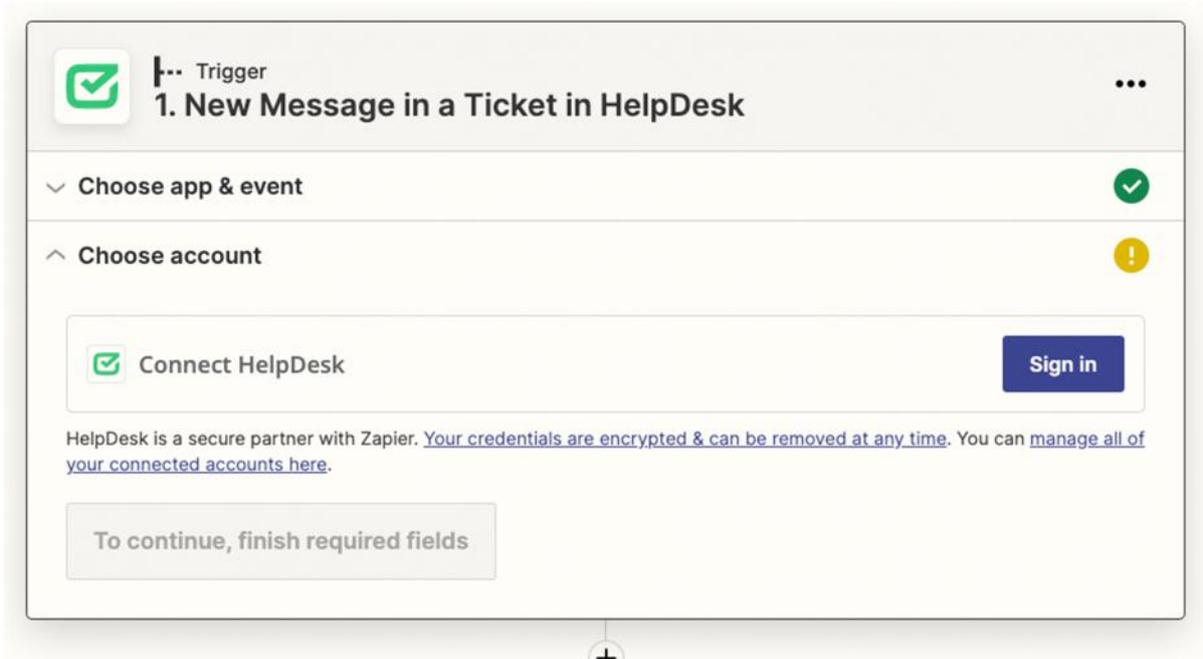
When this happens... **New Message in a Ticket** then do this! **POST**

Post in Webhooks by Zapier when new message in a ticket in HelpDesk
HelpDesk + Webhooks by Zapier [Try it](#)

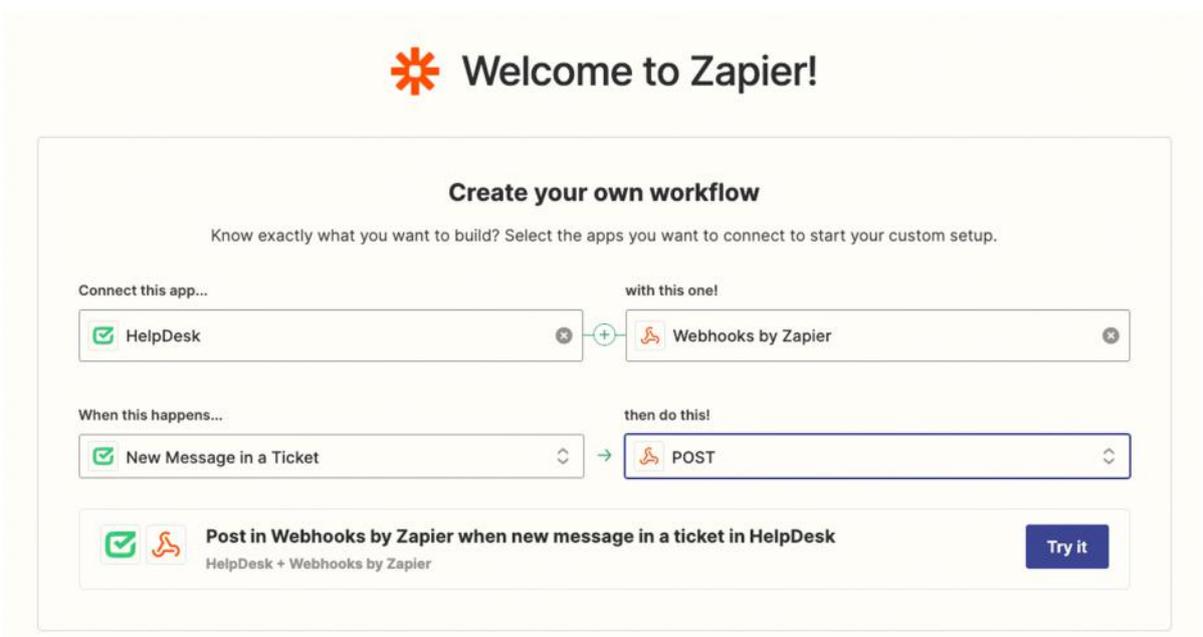


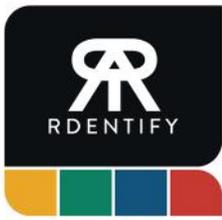
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5. Connect your HelpDesk account to Zapier.



6. Test your trigger and Zapier will automatically pull a recent ticket that you can use to match up to the webhook settings.





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7. Click continue and make sure you have Webhooks by Zapier and Post selected for your action.

A screenshot of the Zapier interface showing the configuration for an action. The action is titled '2. POST in Webhooks by Zapier'. Under the 'Choose app & event' section, 'Webhooks by Zapier' is selected as the app (marked as Premium) and 'POST' is selected as the event. A green checkmark is visible in the top right corner of this section. A large blue 'Continue' button is located below the event selection. At the bottom of the configuration panel, there is a 'Set up action' section with a yellow warning icon.

⋮ Action
2. POST in Webhooks by Zapier ⋮

^ Choose app & event ✓

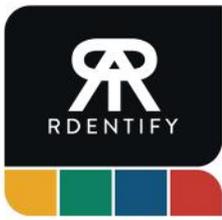
Webhooks by Zapier Premium Change

Event (required)
POST

This is performed when the Zap runs.

Continue

∨ Set up action !



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8. Enter the following information for your Post action:

URL: <https://app.rdentify.com/api/v1/providers/livechat/webhook/tickets>

Payload Type: json

Data:

- id: Ticket Id (dynamic field from the HelpDesk connection)
- licenselid: You HelpDesk license id (the same number you saved in the Rdentify dashboard)

The screenshot shows the Zapier configuration interface for a '2. POST in Webhooks by Zapier' action. The 'Choose app & event' and 'Set up action' sections are both marked with green checkmarks. The 'URL (required)' field contains the URL: <https://app.rdentify.com/api/v1/providers/livechat/webhook/tickets>. Below the URL field, a note states: 'Any URL with a querystring will be re-encoded properly.' The 'Payload Type' dropdown menu is set to 'json'. A note below the dropdown says: 'Pay special attention to the proper mapping of the data below.' The 'Data' section contains two key-value pairs: 'id' with the value '1. Ticket ID: 5ae8d6d4-b872-4...e1-bf47dae5d8e3' and 'licenselid' with the value '123456789'. There are 'x' buttons to remove each pair and a '+' button to add more. At the bottom, a note reads: 'These are key-value pairs that will form the data portion of the request. If you leave these empty, all fields from the...' followed by a 'more' link.

9. All other options can be left as their defaults. Click continue.

10. At this point, you can test your Zap, by clicking either button. Zapier will take the example ticket it found earlier and send it to Rdentify. To know if it was successful, you'll see a new ticket created in the Rdentify dashboard under the Email section.

11. Lastly, publish Zap to save your settings. And that's it, you're ready to use Rdentify!

12. If you need any assistance with either integration, your Rdentify account manager will be able to help!



LiveChat Integration

Disclaimer

This document covers the current beta setup process of connecting a LiveChat account to Rdentify's services. This means that the process in this document can change at any time, we do our best to provide an up to date guide to match the current version of Rdentify and process required in connecting with LiveChat.

The setup process requires no development work to be undertaken on the clients systems. All the integrations are created using existing tools such as API's, Webhooks and Rdentify's marketplace App that is already developed.

Where applicable, the Rdentify Account Managers will provide the client with any additional technical information such as Webhook URL's and files needed for plugins and account credentials.

