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About Weemo

Application Name

Weemo for Salesforce

Version

Spring 2014

About Weemo

Weemo offers a telecom-grade video platform as a service with comprehensive APIs and Mobile SDKs which makes embedding video calling and video conferencing into any web or mobile application simple. Unlike other WebRTC solutions, Weemo overcomes browser and mobile device challenges providing users a complete video calling and video conferencing solution on any device.

For more information, go to weemo.com or follow the company on Twitter [@weemo](https://twitter.com/weemo).

Help and Support

Click [here](#) to access the Weemo knowledge base and support community.

Licenses

Weemo for Salesforce uses proprietary software and open source software. Open source licenses can be found [here](#).

Terms of Service

Click [here](#) to review the Weemo Terms of Service.

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Weemo Setup

Provisioning

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User Activation

Select User To Activate

All Agents All Users

Select All | Unselect All | Reset

| | |
|----------------|-------------------------------------|
| Adrien Vinches | <input checked="" type="checkbox"/> |
| Soufiane Hour | <input checked="" type="checkbox"/> |
| Agent 1 | <input checked="" type="checkbox"/> |
| Agent 2 | <input checked="" type="checkbox"/> |
| Admin | <input checked="" type="checkbox"/> |

I accept the [Terms of Service](#)

Salesforce Organization Details

Organisation Id 00D2000000nJ7OEAU

Salesforce Instance URL <https://weemo.eu0.visual.force.com>

Troubleshooting

Debug Level

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Weemo Setup

Provisioning

Documentation

1. Provisioning

Congratulations on installing the Weemo for Salesforce application. Please follow the steps below to complete the configuration:

1. Click on the **Provisioning** tab in Weemo Setup.



In this section you will find your Salesforce Organization details required to activate Weemo. You will also find a list of Salesforce users to enable for Weemo Video. You can choose to show a list of all your Agents, or the entire list of Salesforce users using the filter provided.

2. To enable Weemo for a user, select the checkbox located to the right of the full name in the user list table or "Select All" agents or users.

3. Once you have enabled your users, go to the bottom of your page and click **Activate**. This will prompt you to send the request to Weemo for processing.



This same page can be used in the future to enable additional users for Weemo Video by selecting the users and clicking the "Save" button. You may also enable users for Weemo in **Manage Users** and selecting **Weemo User Type** in the **Additional Information** section. A separate request may need to be made to Weemo to activate additional users unless the total number of activated users is below the maximum allowed for your chosen package.

2. Create the Weemo Custom Chat Visualforce Pages



Before proceeding, we recommend you open Salesforce **Administration Setup** in a new browser window or tab in order to configure your org while you have access to this documentation.

Weemo supports a number of default use cases you can choose from for your implementation. The use cases are:

- **Text to Two-Way Video Chat Escalation: WeemoTextToVideo**
Agent chooses to initiate a two-way video call with a visitor after a text chat exchange.
- **Direct Two-Way Video Chat: WeemoDirectToVideo**
A video call is directly initiated the moment the visitor clicks on a Video chat button on a web site.
- **Text to One-Way Video Chat Escalation: WeemoTextToVideoOneWay**
Agent chooses to initiate a one-way video (two-way voice) call with a visitor after a text chat exchange. The visitor will be able to see the agent but will not be emitting video.
- **Direct One-Way Video Chat: WeemoDirectToVideoOneWay**
A video call is directly initiated the moment the visitor clicks on a Video chat button on a web site. The visitor will be able to see the agent but will not be emitting video.

You can implement one or all of the use cases listed above by creating the associated Visualforce pages as follows:

1. From Setup, click **Develop | Pages**.
2. Click **New** button
3. Copy and Paste the code provided below and use the associated heading for the **Label** and **Name** of your Visualforce pages:

- **WeemoTextToVideo**

```
<apex:page showHeader="false">
<link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
<link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
<script src="{!URLFOR($Resource.Weemo__WeemoLanguage, '/WeemoLanguage/WeemoLanguage.js')} ">
<div class="liveAgentMainWindowContainer">
<liveAgent:clientchat >
<liveAgent:clientChatSaveButton label="Save Chat" />
<liveAgent:clientChatEndButton label="End Chat" />
<div class="liveAgentSecondWindowContainer">
<liveAgent:clientChatAlertMessage />
<liveAgent:clientChatStatusMessage />
<div class="clientChatLogContainer">
<liveAgent:clientChatLog />
</div>
<table id="waitingMessage" cellpadding="0" cellspacing="0">
<tr>
<td id="weemo-waiting-message" data-language="waitingMessage"></td>
</tr>
</table>
<div class="bottomBlocLiveAgentInputSend">
<liveagent:clientChatInput />
<liveAgent:clientChatSendButton label="Send" />
</div>
</div>
```

```

        </liveAgent:clientchat>
    </div>
    <Weemo:jsComponentChat/>
</apex:page>

```

- WeemoDirectToVideo

```

<apex:page showHeader="false">
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <script src="{!URLFOR($Resource.Weemo__WeemoLanguage, '/WeemoLanguage/WeemoLanguage.js)'"
    <div class="weemoWaitingMessageContainer">
        <table id="waitingMessage" class="weemoWaitingMessage" cellpadding="0" cellspacing="0"
            <tr>
                <td id="weemo-waiting-message" data-language="waitingMessage"></td>
            </tr>
        </table>
    </div>
    <div class="liveAgentMainWindowContainer" style="display: none;">
        <liveAgent:clientchat >
            <liveAgent:clientChatSaveButton label="Save Chat" />
            <liveAgent:clientChatEndButton label="End Chat" />
            <div class="liveAgenSecondWindowContainer">
                <liveAgent:clientChatAlertMessage />
                <liveAgent:clientChatStatusMessage />
                <div class="clientChatLogContainer">
                    <liveAgent:clientChatLog />
                </div>
                <div class="bottomBlocLiveAgentInputSend">
                    <liveagent:clientChatInput />
                    <liveAgent:clientChatSendButton label="Send"/>
                </div>
            </div>
        </liveAgent:clientchat>
    </div>
    <Weemo:jsComponentNoChat/>
</apex:page>

```

- WeemoTextToVideoOneWay

```

<apex:page showHeader="false">
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <script src="{!URLFOR($Resource.Weemo__WeemoLanguage, '/WeemoLanguage/WeemoLanguage.js)'"
    <div class="liveAgentMainWindowContainer">
        <liveAgent:clientchat >
            <liveAgent:clientChatSaveButton label="Save Chat" />
            <liveAgent:clientChatEndButton label="End Chat" />
            <div class="liveAgenSecondWindowContainer">
                <liveAgent:clientChatAlertMessage />
                <liveAgent:clientChatStatusMessage />
                <div class="clientChatLogContainer">
                    <liveAgent:clientChatLog />
                </div>
                <table id="waitingMessage" cellpadding="0" cellspacing="0">
                    <tr>
                        <td id="weemo-waiting-message" data-language="waitingMessage"></td>
                    </tr>
                </table>
                <div class="bottomBlocLiveAgentInputSend">
                    <liveagent:clientChatInput />
                    <liveAgent:clientChatSendButton label="Send"/>
                </div>
            </div>
        </liveAgent:clientchat>
    </div>
    <Weemo:jsComponentChatOneWay/>
</apex:page>

```

- WeemoDirectToVideoOneWay

```

<apex:page showHeader="false">
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <link rel="stylesheet" type="text/css" href="{!URLFOR($Resource.Weemo__WeemoCss, '/WeemoCss
    <script src="{!URLFOR($Resource.Weemo__WeemoLanguage, '/WeemoLanguage/WeemoLanguage.js)'"
    <div class="weemoWaitingMessageContainer">
        <table id="waitingMessage" class="weemoWaitingMessage" cellpadding="0" cellspacing="0"
            <tr>
                <td id="weemo-waiting-message" data-language="waitingMessage"></td>
            </tr>
        </table>
    </div>
    <div class="liveAgentMainWindowContainer" style="display: none;">
        <liveAgent:clientchat >
            <liveAgent:clientChatSaveButton label="Save Chat" />
            <liveAgent:clientChatEndButton label="End Chat" />
            <div class="liveAgenSecondWindowContainer">
                <liveAgent:clientChatAlertMessage />
                <liveAgent:clientChatStatusMessage />
                <div class="clientChatLogContainer">
                    <liveAgent:clientChatLog />
                </div>
                <div class="bottomBlocLiveAgentInputSend">
                    <liveagent:clientChatInput />
                    <liveAgent:clientChatSendButton label="Send"/>
                </div>
            </div>
        </liveAgent:clientchat>
    </div>

```

```
</liveAgent:clientchat>
</div>
<Weemo:jsComponentNoChatOneWay/>
</apex:page>
```

4. Click **Save** and continue to the next step.

3. Enable Public access to the Weemo Custom Chat Visualforce Pages

1. Create a **Site** or use an existing one by clicking on the **Site Label** of your pre-existing site.

**Note**

We will use this site in order to grant public access to the Weemo custom chat Visualforce pages.

You can find more information on how to create a site [here](#). If you have just created a site, don't forget to activate it.

2. In the details page of your **Site** click on the **Public Access Settings** button and go to the **Enabled Visualforce Page Access** section and click **Edit**

3. Move one or more of previously created Visualforce pages from the **Available Visualforce Pages** list to the **Enabled Visualforce Pages** list:

- WeemoTextToVideo
- WeemoDirectToVideo
- WeemoTextToVideoOneWay
- WeemoDirectToVideoOneWay

4. Click **Save**.

4. Apply Weemo Custom Chat to a Live Agent button

1. Go into your Live Agent Button settings, click **Customize | Live Agent Chat | Chat Buttons and Invitations** and click **Edit** on the button you want to customize with Weemo Video Chat.

2. Go to the **Chat Button Customization** section and set the following:

- a. Set the field **Site for Resources** with the site in which you enabled public access to the Weemo Custom Chat Visualforce pages (Step 2).
- b. Set the field **Custom Chat Page** with one of the following pages you want:
 - WeemoTextToVideo
 - WeemoDirectToVideo
 - WeemoTextToVideoOneWay
 - WeemoDirectToVideoOneWay

Note

The choice of which Visualforce page you will choose in this step will depend on the use case you are interested in implementing.

3. Click **Save**.

5. Add the Custom Console Component into your console

1. Go to **Create | Apps** and click **Edit** on the Console App you want to edit.

2. Go to the **Choose Console Components** section and select the component "WeemoCustomConsoleComponent" and move it from the **Available Items** list to the **Selected Items** list.

3. Click **Save**.

Note

Once you are done with the provisioning and configuration of the Weemo App and you have a confirmation from Weemo that your service is active, follow these steps to verify your deployment.

1. Go into the Agent Console, the one you added the "WeemoCustomConsoleComponent" to.

2. Set your status to "Online" in the "Live Agent" tab (bottom right corner of your console).

3. Initiate a chat request by clicking on the button you setup in Step 3 from another device.

4. Accept the incoming chat request in the Agent Console and open the "Weemo" tab to start a video chat, unless you are testing a direct to video use case.