

Chat Optimization Q&A

Question	Answer
<p>Is Engagement Engine the upgrade for Site rules ? will Engagement Engine be a replacement for Site rule ? Site Rules that are part of OSvC, we heard that Rules in there are getting an upgrade.</p>	<p>No, Business Rules provide a different functionality than Engagement Engine Rules. However, they can be used together.</p>
<p>What if you have your own custom domain pointed to oracle OSvC infrastructure (not 'custhelp.com' one). do you still use the '<cust_domain>.widget.custhelp.com' domain with the initial custom domain that was provided to us, or can the '.widget' portion be mapped on your instances of web servers to work with our custom domain name?</p>	<p>Widget domains do not use your custom vhost. To see what the widget code should be pointed at, please visit the widget form builder located in your Customer Portal Administration Dashboard. (<custom vhost>ci/tags/syndicated_widgets/standard/ConditionalChatLink)</p>
<p>What was that answer number again?</p>	<p>From our knowledgebase: Answer ID 7153: Getting Started Guide for Engagement Engine</p>
<p>Do you recommend changing the numbering if rules are reordered after creation and use?</p>	<p>Keeping up the numbering system you develop for ordering your rules on the EE dashboard will be a light administrative task. Remember, the alphabetical ordering of rules on the EE Dashboard is not the same as the rule evaluation order for a site.</p>
<p>Where should the widget code be placed on our website?</p>	<p>Per the recommendation in the syndicated widget section of your Customer Portal's Administration Dashboard: "For performance reasons the recommended best practice is to place the code just before the closing </body> tag."</p>
<p>I came late and missed it but what was that documentation tab (third tab from the right) you had open that started with "Oracle Service Cloud Popular..."</p>	<p>From our knowledgebase: Answer ID 7154: Popular Business Rules in Engagement Engine</p>
<p>some of my customers use their a custom domain name. e.g. site01.abc.com vs site01.custhelp.com</p>	<p>Yes, see answer above.</p>

<p>would there be any problem setting up site01.widget.abc.com ?</p> <p>I think this is a similar question that Adam had</p>	
<p>Can you repeat the answer ID to the engagement engine and document you mentioned?</p>	<p>Answer ID 7153: Getting Started Guide for Engagement Engine Answer ID 7154: Popular Business Rules in Engagement Engine</p>
<p>The .widget you mentioned in the URL for optimizing the code, is that accessible for all version?</p>	<p>Yes, because chat versioning is independent of OSvC versioning, you'll always have the latest chat version, and the current version of chat accepts your URLs containing the .widget subdomain.</p>
<p>Some time ago, there was a push to access EE via the Rightnow Client. I noticed you are not doing that, and I've had trouble with some of the functionality - such as re-ordering rules - when accessing EE via the RN console. Is accessing via the web directly now the approved method?</p>	<p>Unfortunately no, the web portal is being obsoleted, which is why the push for using the EE Editor in the .Net console was initiated. The EE product team is aware of the drawbacks of using the Editor in the console, and are working to bring improvements to it, to make it a better (and more efficient) part of the product.</p>
<p>it's regarding site with custom domain name</p>	<p>See answer above</p>
<p>for the widget domain name, can it be set to the custom domain name as well?</p>	<p>See answer above</p>
<p>We haven't implemented Chat yet, 19C - best starting place?</p>	<p>From our knowledgebase: Answer ID 11116: Best Practices for Implementing Chat Widgets</p>
<p>Is it possible to implement chat on sites other than Service Cloud Customer Portal?</p>	<p>Yes! Please use either Syndicated Widgets, more information about them can be found here: From our knowledgebase: Answer ID 11116: Best Practices for Implementing Chat Widgets for more information Or even consider Chat Inlays!</p>
<p>Is Engagement Engine the upgrade for Site rules ?</p>	<p>No, see above answer</p>
<p>will Engagement Engine be a replacement for Site rule ?</p>	<p>No, see above answer</p>
<p>What if you have your own custom domain pointed to oracle OSvC infrastructure (not 'custhelp.com' one). do you still use the '<cust_domain>.widget.custhelp.com' domain with the initial custom</p>	<p>See answer above</p>

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What was that answer number again?	I believe this was in reference to 11116. Answer ID 11116: Best Practices for Implementing Chat Widgets