Omni Installation Guide

Pre Requirment :-

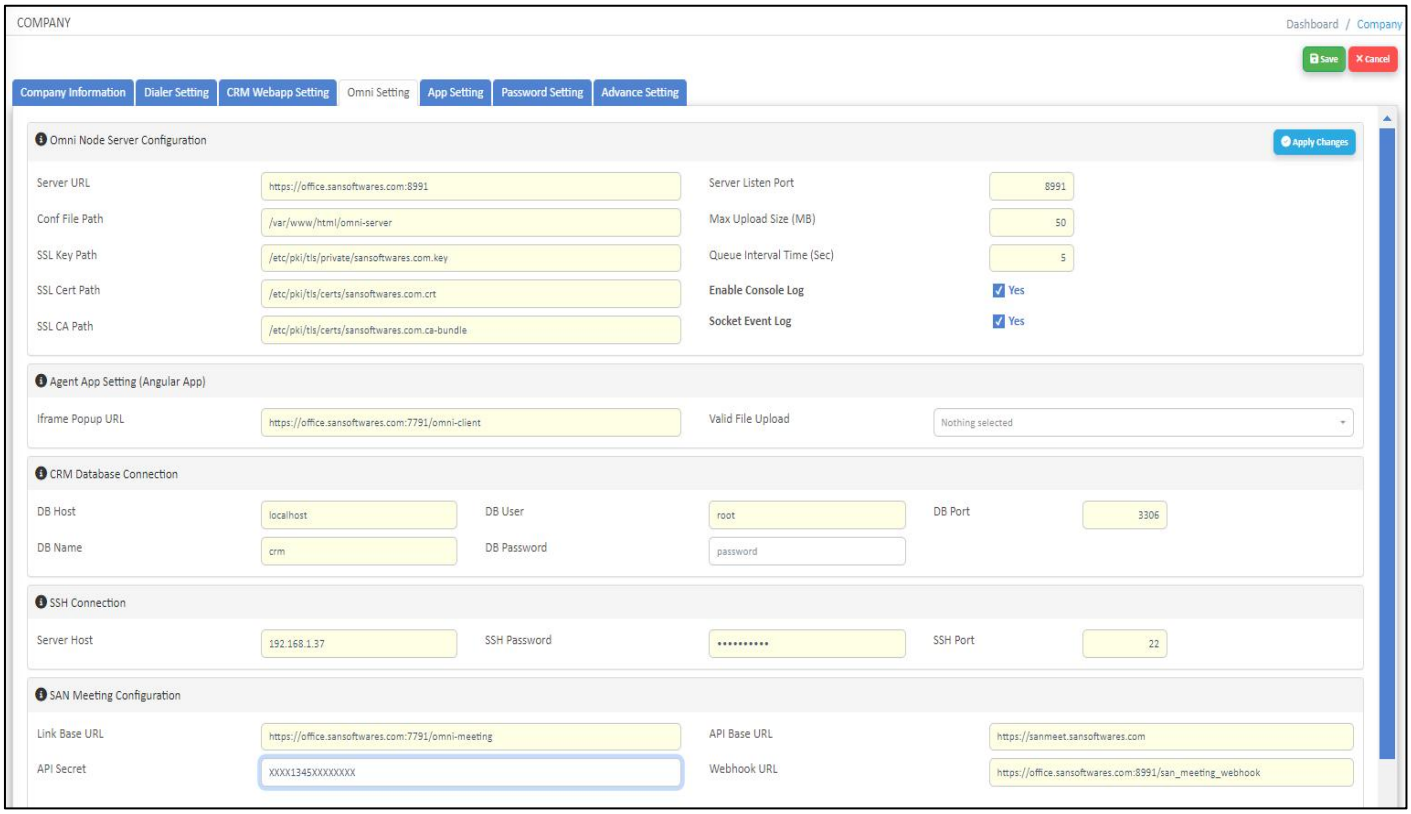
- SSL Key/Certificate
- Sub Domain
- Omni module license

After All the installation of CRM and you have extract Omni Server and client Application on /var/www/html/ and application path you can confirm form IT Team or devlopment Team.

Server Application Path:- /var/www/html/omni-server
Client Angular App Path:- /var/www/html/omni-client

Omni Server/Node App Configuration:-

For omni configuration, login with CRM with admin ID and Omni Setting (**Setting >> Company**).



Button Save :- After filling all the above information and click on save, all the configuration will be save in the database.

Button Apply Changes:- After save needed to click on Apply changes all the configuration will be write on omni-Server and omni-Client config path which is mentioned below screenshot.

Field description as per its need:-

Omni Node Server Configuration	
Server URL	**Omni Server Webhook URL**
Conf File Path	**Node Startup File Path**
SSL Key Path	**SSL Key Path on Server (/etc/pki/tls/private/sansoftwares.com.key)**
SSL Cert Path	**SSL Certificate Path on Server (/etc/pki/tls/certs/sansoftwares.com.crt)**
SSL CA Path	**SSL CA-Bundle Path on Server (/etc/pki/tls/certs/sansoftwares.com.ca-bundle)**
Server Listen Port	**Node Application listen Port**
Max Upload Size (MB)	**Here you can restrict maximum file upload**
Queue Interval Time (Sec)	**Chat queue refresh time when agent status is idle or chat disposed**
Enable Console Log	**By checking this you can enable console logs on agent screen**
Socket Event Log	**By checking this you can enable socket events to verify get Pass**
Agent App Setting (Angular App)	
Iframe Popup URL	**This is the Iframe URL which opened on agent screen where agent get chat popup.**
Valid File Upload	**From this dropdown, you can only required file extensions**
CRM Database Connection	
DB Host	**CRM server Database host/IP address**
DB Name	**CRM server Database Name**
DB User	**CRM server Database Username to authenticate**
DB Password	**CRM server Database Password to authenticate**
DB Port	**CRM server Database Port to connection**
SSH Connection	
Server Host	**Server host/IP required for Node startup/stop panel**
SSH Password	**Server Password required for Node start/stop panel**
SSH Port	**Server Port required for Node start/stop panel**
SAN Meeting Configuration	
Link Base URL	**Omni Server Webhook URL which**
API Secret	**API Secret you can get from San Meeting Server**
API Base URL	**Omni Server API URL to communicate with San Meeting Server**
Webhook URL	**Omni Server URL for socket events**

After all Settings, you can Start/Stop/Restart Application using below panel and With this panel you can Node application status and check uptime of omni node application.

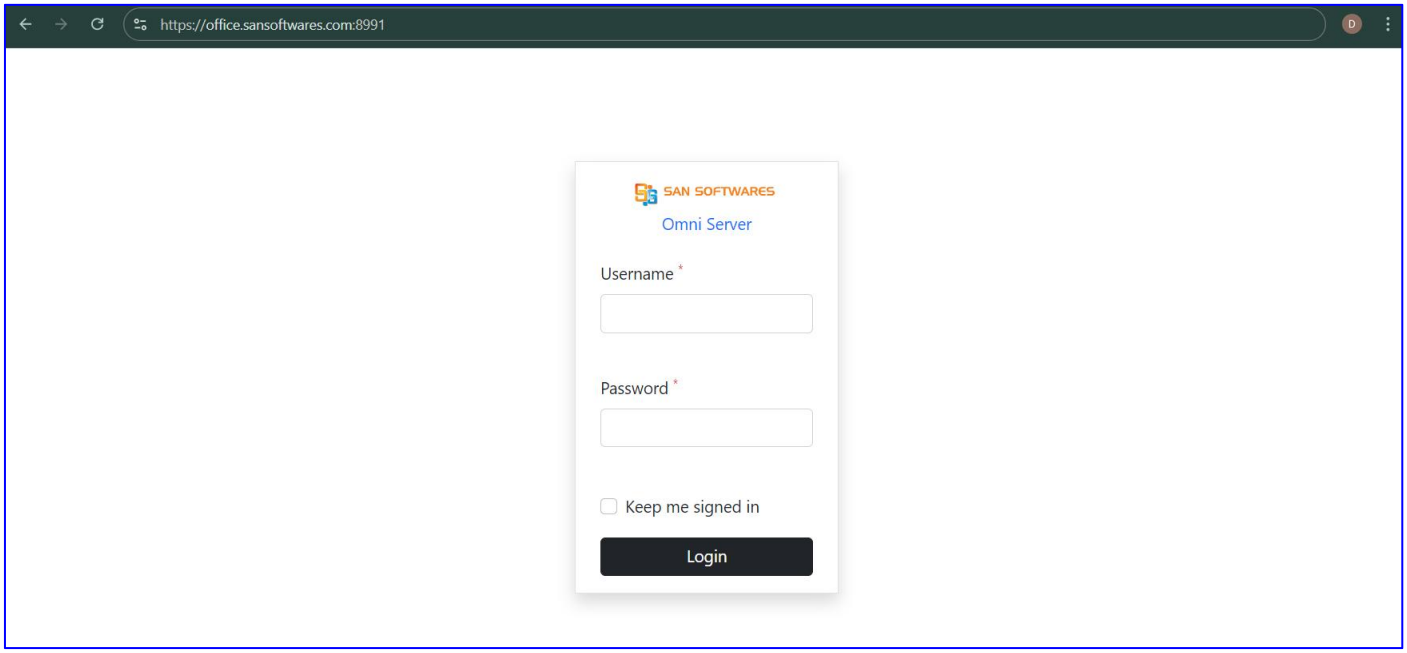
PATH (>> Omni >> OMNI NODE APP)



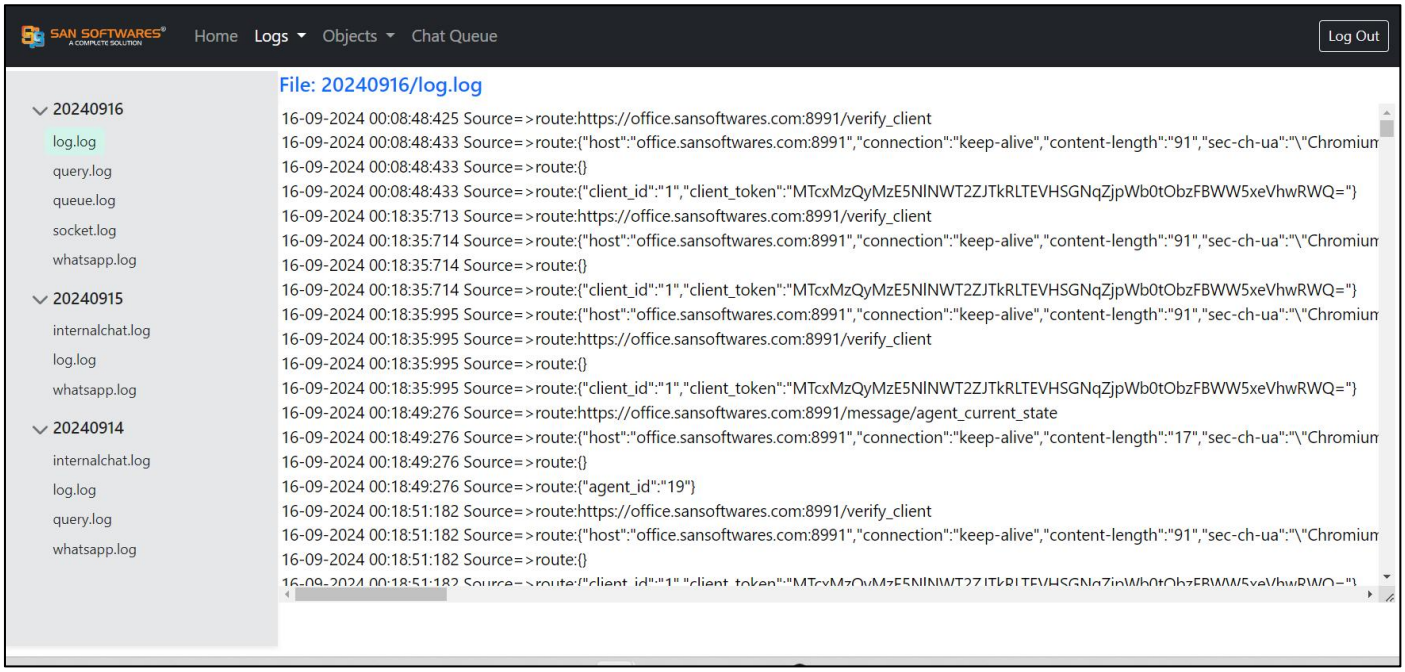
With above panel you can verify wheather omni Application running or not, for logs you can login omni server URL where you can check logs for omni.

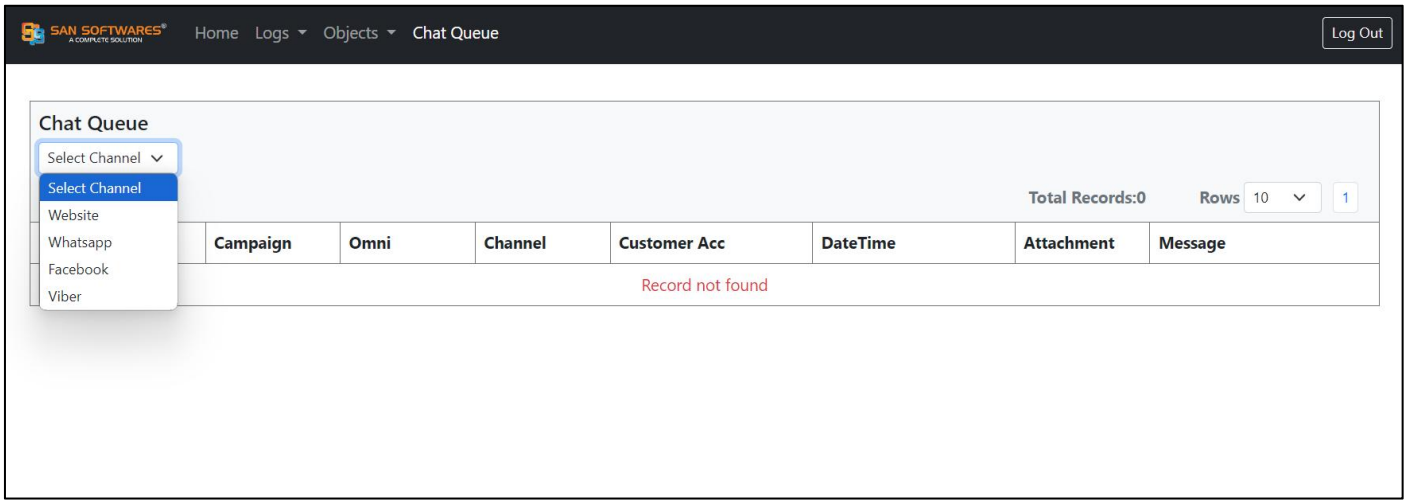
Example:-

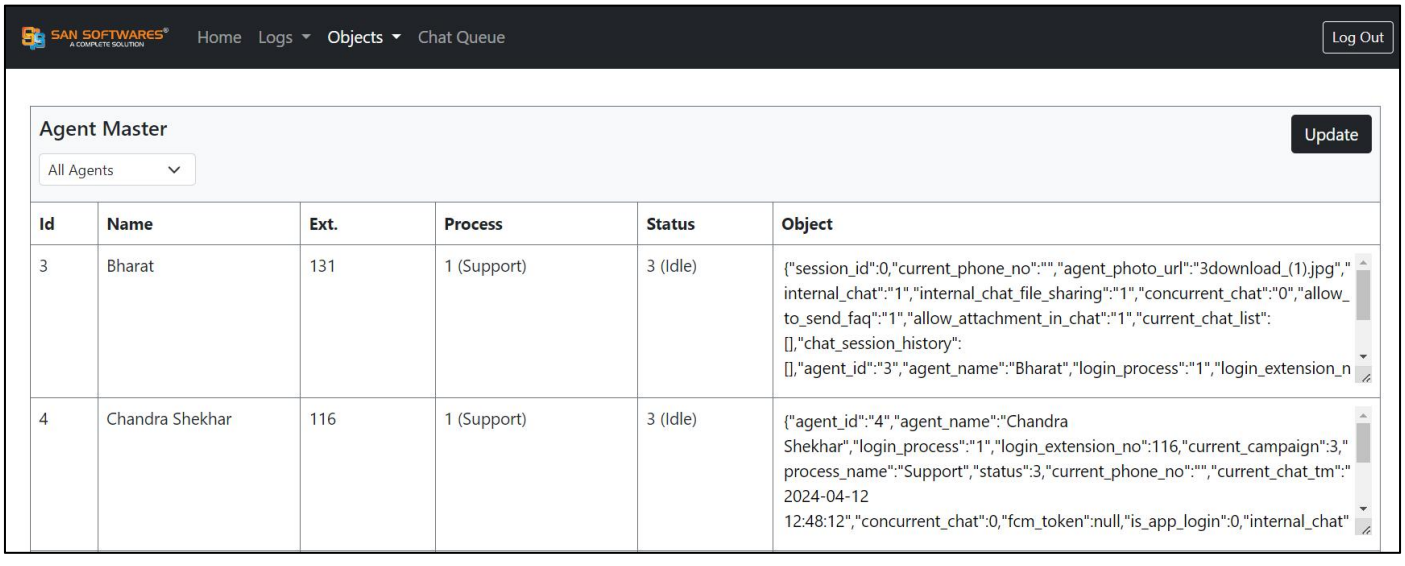
https://office.sansoftwares.com:8991/



After the login you can check sockets events, agent status, queue status and all channels logs which you have configured on omni and enable/disable log for debug.







After this you can verify the application from terminal also and also use command log check live events.

Pm2 list (to check all application status)

```
[root@ippbx37R8 ~]# pm2 list
```

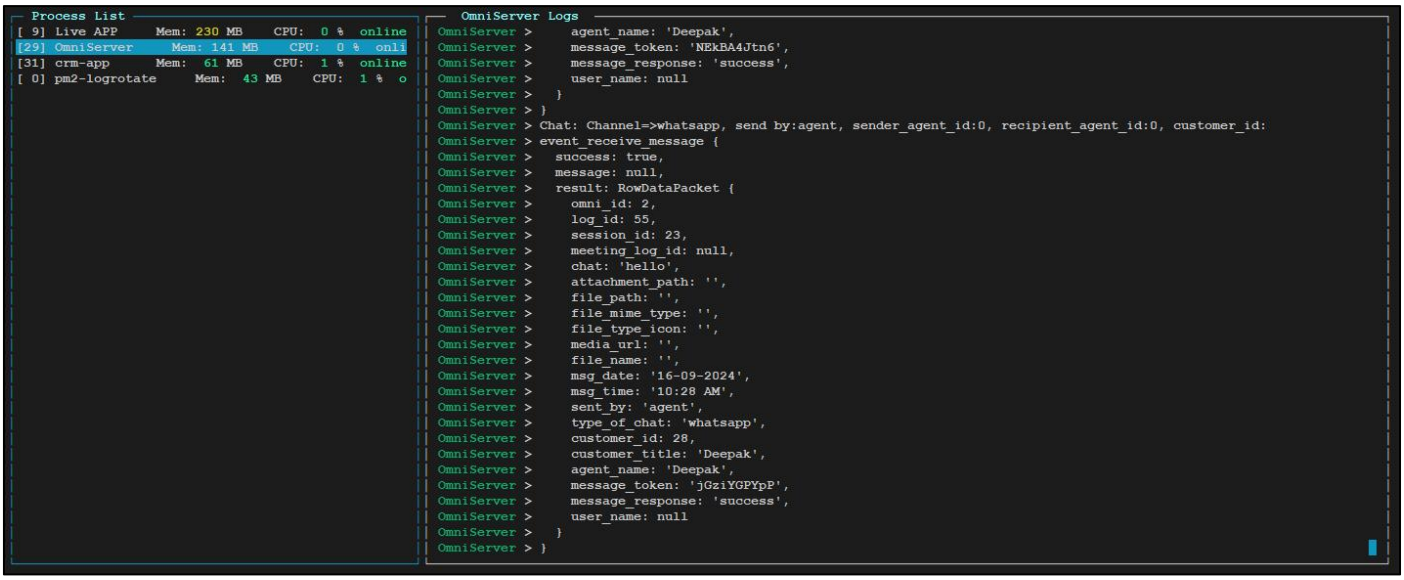
id	name	namespace	version	mode	pid	uptime	↺	status	cpu	mem	user	watching
9	Live APP	default	N/A	fork	3433002	24h	23	online	0%	230.5mb	root	disabled
29	OmniServer	default	N/A	fork	3264555	4D	4	online	0%	139.2mb	root	disabled
31	crm-app	default	N/A	fork	3328977	3D	0	online	0%	61.6mb	root	disabled

Module

id	module	version	pid	status	↺	cpu	mem	user
0	pm2-logrotate	2.7.0	2080	online	0	0%	43.2mb	root

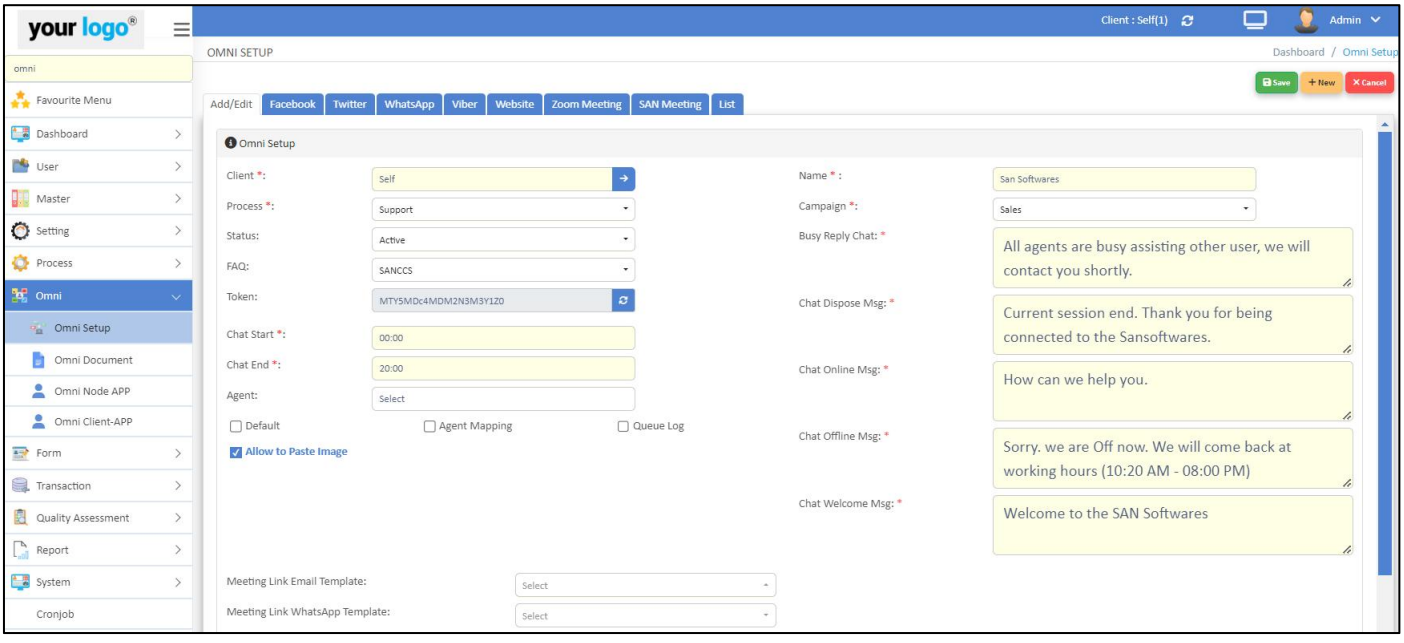
```
[root@ippbx37R8 ~]#
```

Pm2 Monit

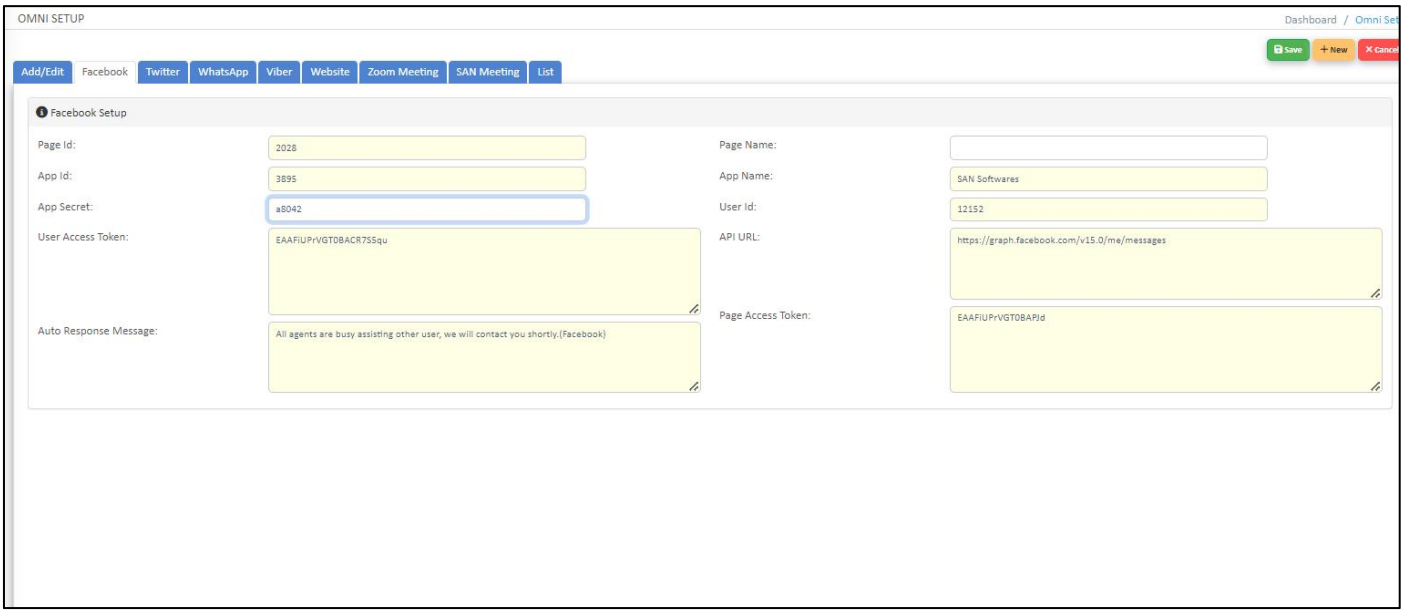


In below image you can see the omni channel configuration where you can configure facebook,whatsApp and other given channels accordings to the needs.

Omni Channel Setup:-

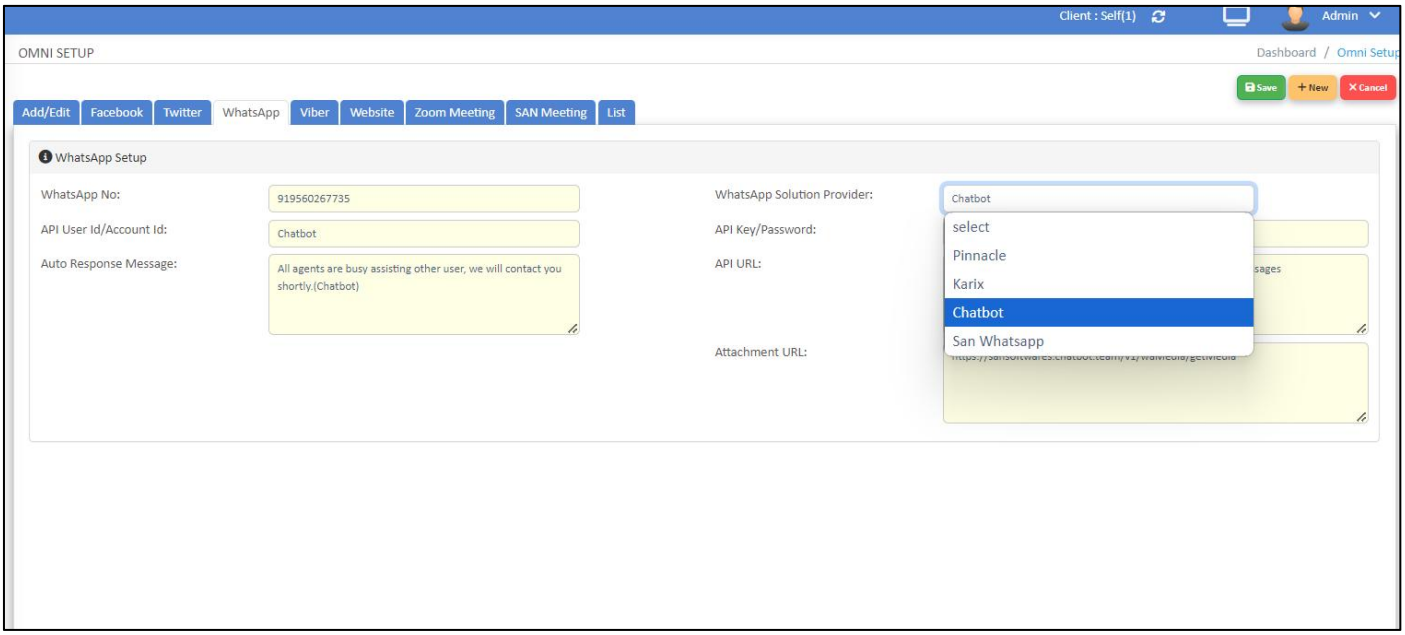


Facebook Configuration:- To configure facebook messanger with SANCCS you can grab all the information from https://developers.facebook.com/ after login with credentails.



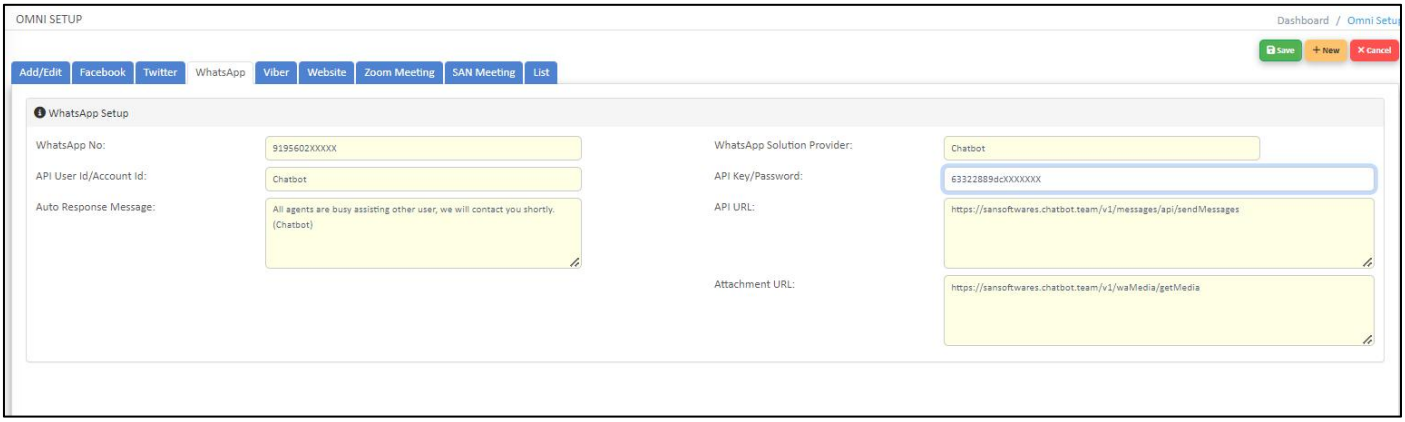
Points	Description
Page Id:	Page ID is ID of the page which you created on facebook where client reaches on it and send message.
App Id:	App ID is application which we have created to make our webhook enable to get data from facebook.
App Secret:	App Secret is used to authenticate our request by facebook
User Id:	User ID is used to communicate facebook
User Access Token:	User access token which provided by facebook to us to use while communication which facebook API's
Page Name:	Your Facebook Page Name
App Name:	App which you have created on facebook.
API URL:	Its basically facebook API URL (https://graph.facebook.com/v15.0/me/messages)
Page Access Token:	Page Access token to token for a which we have created to get data of client, like message and leads.
Auto Response Message:	This is automatic message when all agents are assisting other clients.

WhatApp Configuration :- To configure chat bot, you have to grap all the information from partnered account like Chatbot,karix,Teaminspector and then you can able chat with customer from our SANCCS and you also have to configure Server webhook on partnered panel to get events.



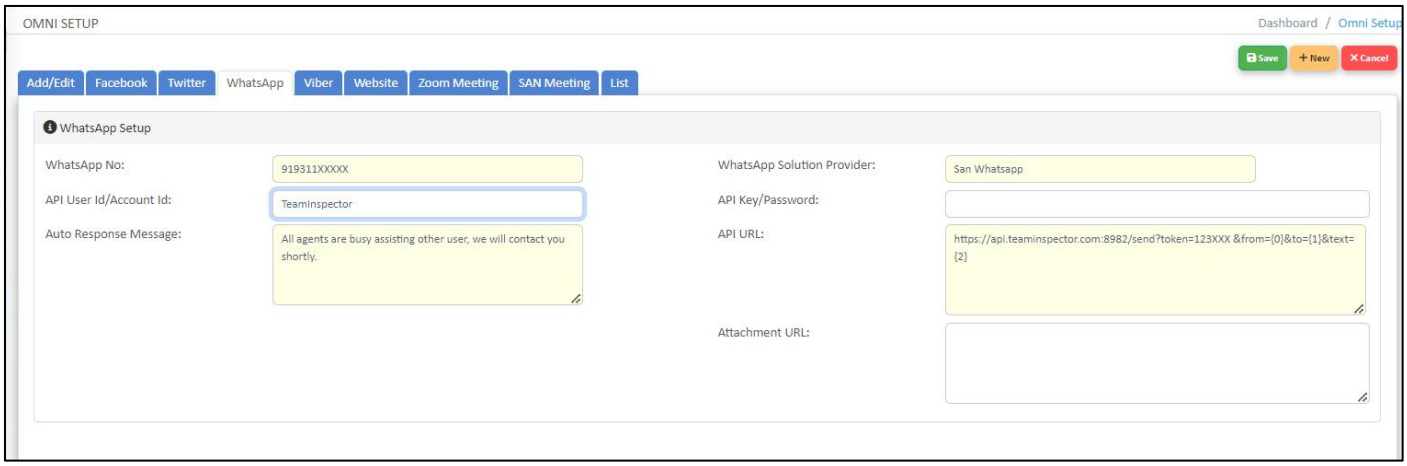
WhatsApp No:	WhatsApp account number which will use by client to interact over the chatbot and send message to call center team.
API User Id/Account Id:	This is user ID of Providor API
WhatsApp Solution Provider:	This is the dropdown and where you can select whatsApp providor. **(Chatbot,Karix,Teaminspector)**
API Key/Password:	API key you can get from providor to make safe API integuration.
API URL:	API URL to send message/data to Providor.
Attachment URL:	Attachment API to send attachment from agent chat panel.
Auto Response Message:	This is automatic message when all agents are assisting other clients.

Chatbot Configuration >>

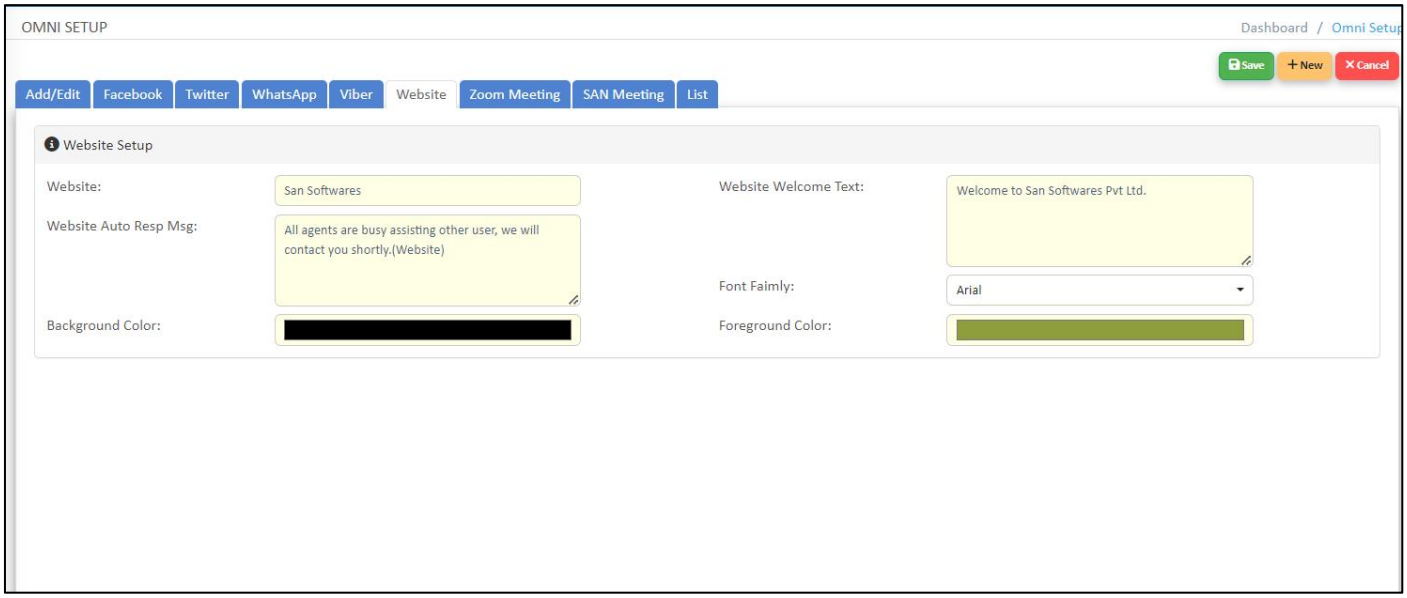


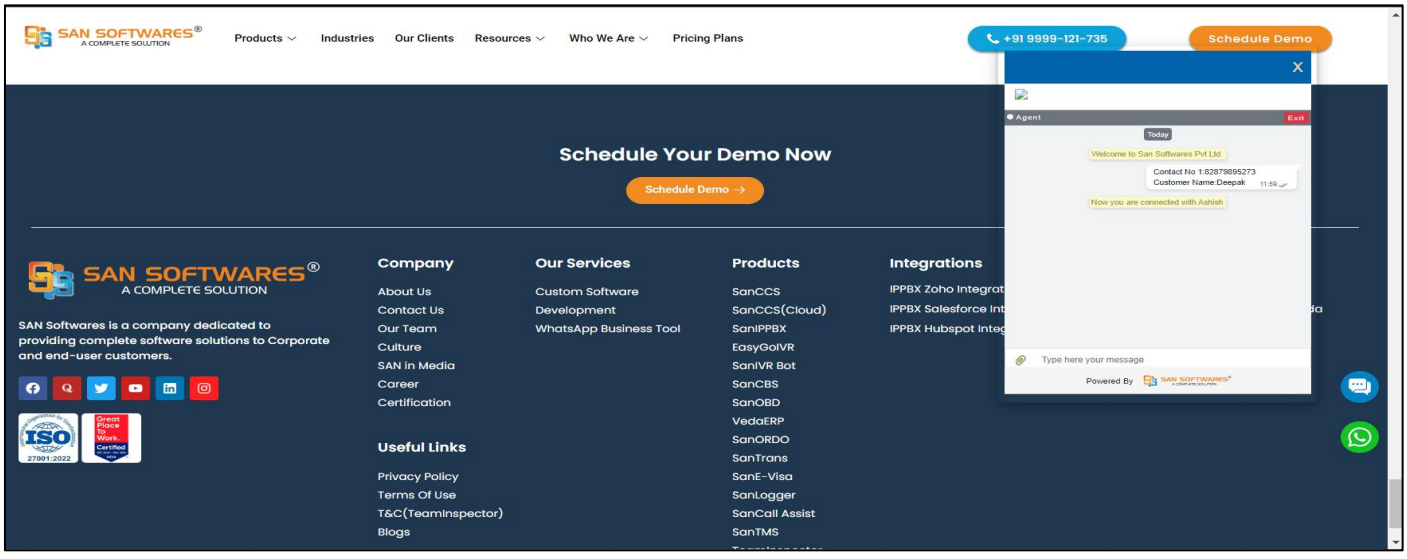
Teaminspector Setup >>

TeamInspector API :
https://api.teaminspector.com:8982/send?token=123XXX%20&from={0}&to={1}&text={2}



Website Chat Settings >>

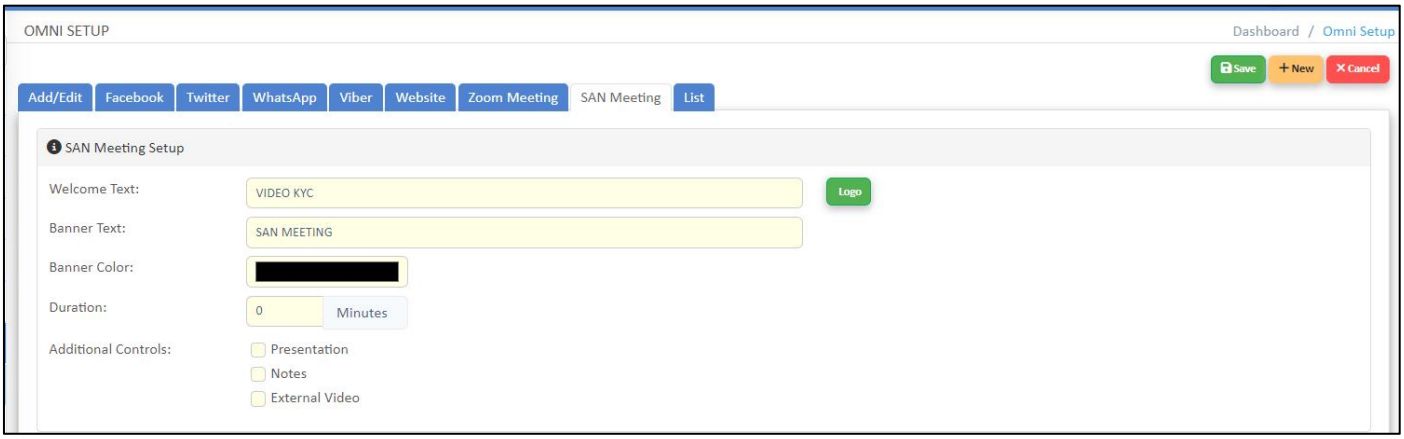




We can also integrate our chat module to any of website where they can do live chat agents and get resolved query As soon as possible.

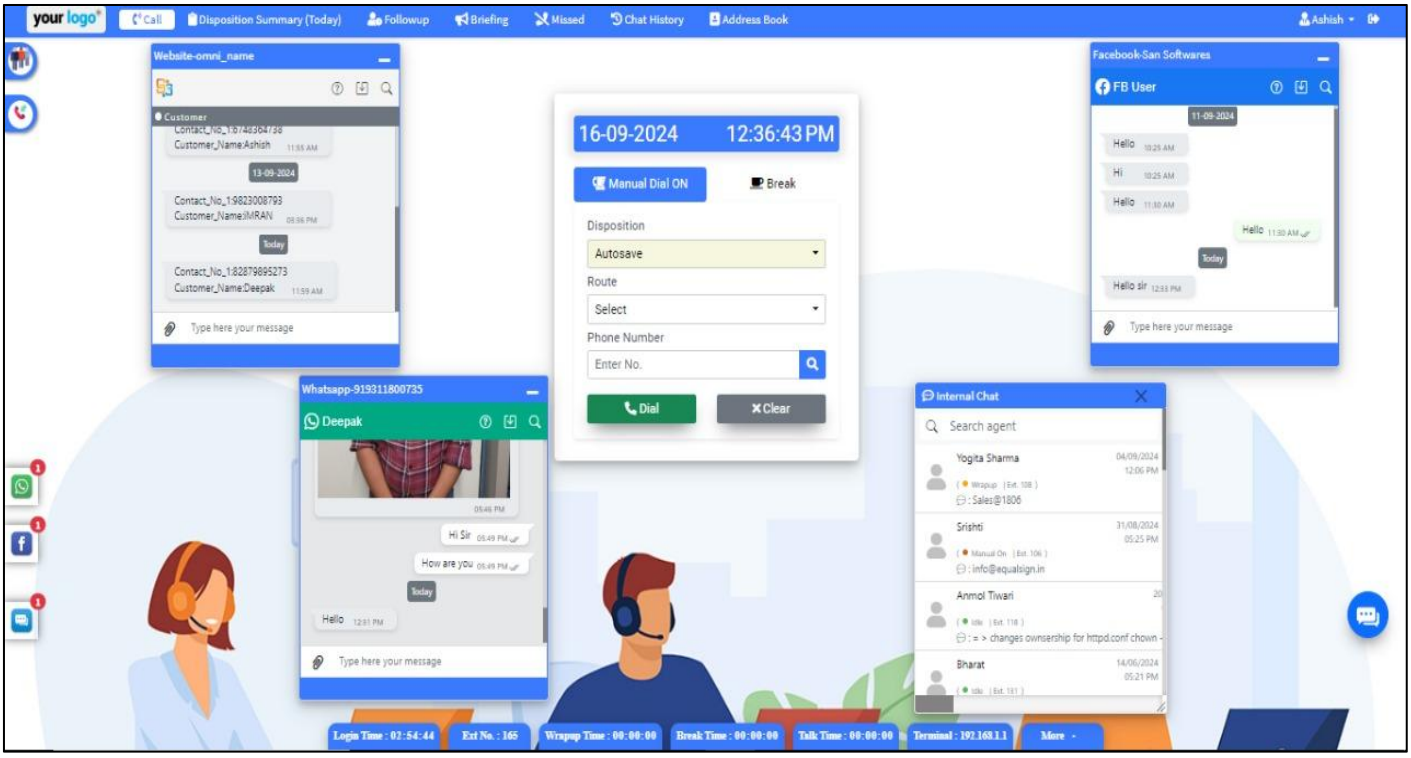
Website:	Website Name to identify for which website is this chat settings work and channel.
Website Auto Resp Msg:	This is automatic message when all agents are assisting other clients.
Foreground Color:	Here you can select foregroud color of chat window in Website
Background Color:	Here you can select backgroud color of chat window in Website
Website Welcome Text:	This will be welcome Greeting wherever client tried to connect us through website
Font Faimly:	Here you can select font of text .

SAN MEETING >>

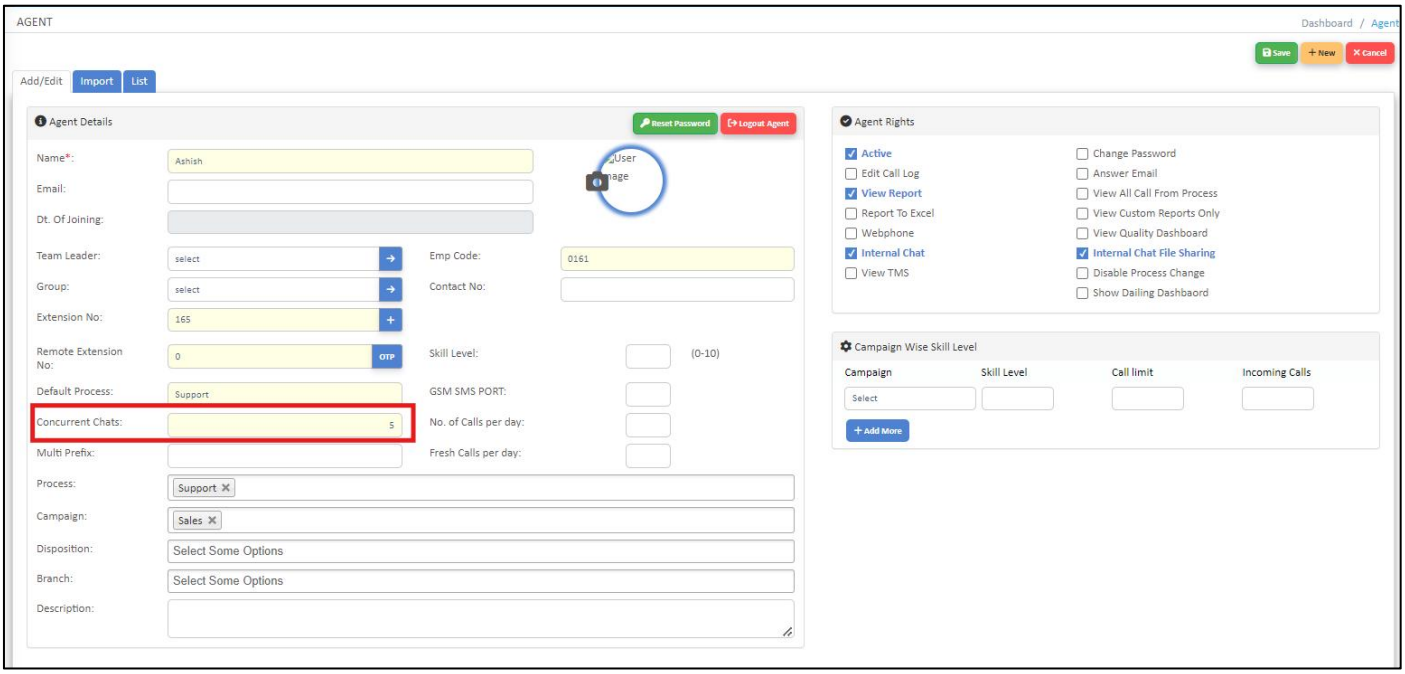


Welcome Text:	This will be welcome greeting to attendee
Banner Text:	Banner will apear on meeting screen.
Banner Color:	Here you can select text color of banner
Duration:	you can set maximum meeting duration minutes.
Additional Controls:	it help us control meeting as organizer

Agent Chat Panel:-



To enable chat to agents you can assign concurrunt chat count from agent Master.



Here are key `pm2` commands:

1. pm2 start <app>: Start an app.
2. pm2 stop <app>: Stop an app.
3. pm2 restart <app>: Restart an app.
4. pm2 list: List all apps.
5. pm2 logs <app>: Show app logs.
6. pm2 delete <app>: Delete an app.
7. pm2 save: Save current process list.
8. pm2 resurrect: Restore saved processes.
9. pm2 monit: Monitor app performance.
10. pm2 startup: Setup auto-start on boot.

These commands streamline app management and monitoring with PM2.