IBM WebSphere Application Server Communications Enabled Applications

Collaboration dialog widget

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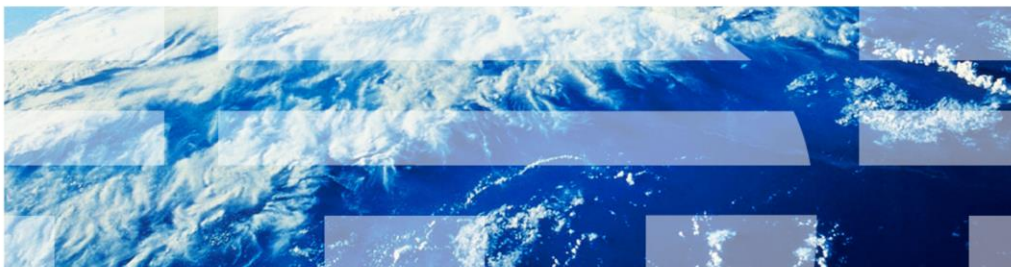
This presentation will discuss the collaboration dialog widget that is included in the Communications Enabled Applications feature of WebSphere Application Server.

Agenda

- Collaboration dialog widget overview
- Collaboration dialog widget
- Co-browse widget
- Summary

This presentation will begin with an overview of the collaboration dialog widget. You will then look at some examples and how to embed the co-browse widget into your web page to launch the collaboration dialog widget.

Section

Collaboration dialog widget overview

Collaboration dialog widget   © 2011 IBM Corporation

This section will discuss an overview of the collaboration dialog widget.

Collaboration dialog widget

- This widget generates a modal window that shares web session data between two users
- Other widgets extend this widget to embed the shared pop up window in a Web page
- Custom Web collaboration enabled widgets can be built quickly and easily by extending this CEA widget
- This widget is embedded in the click to call, call notification, and co-browsing widgets

The collaboration dialog widget is a Dojo pop up window that allows two parties to simultaneously view the same web pages and highlight items of interest. The two Web sessions are linked to allow pages and status information to be transferred between the parties. One party drives the co-browsing session, and the other party views the same pages. Both parties can highlight items of interest along the way. The collaboration dialog widget can be launched from a Web page that has an embedded co-browsing, click to call, or call notification widget.

Co-browsing example

- Two people chatting using instant messaging, user A and user B, both browsing the same hardware store web site
- Both looking at drills
- User A clicks co-browse option in the Web site
- Site provides a URL to user A which she instant messages to user B
- User B enters the URL from user A into their Web browser
- Collaboration dialog widget opens in User B's browser view and they can see the same browser page as User A
- Call A points out the cost of a drill by highlighting the cost in the page
- Both A and B agree that the drill is what they need

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Co-browsing can be a valuable tool added to a web site and can be used to allow two parties to view a Web page together.

An example of when this can be applied, is when two people are chatting using instant messaging while they are both browsing the same hardware store Web site.

They are both looking at drills on the Web site deciding which one to buy. User A clicks on the co-browse option in the Web page. They then pass a generated URL to user B by way of an instant message. User B enters the provided URL into their Web browser address input field, and the two callers are connected in a co-browsing session using the collaboration dialog widget. User A navigates the co-browse session to show user B a particular drill. When they are both looking at the drill, user A highlights the price in the page for user B.
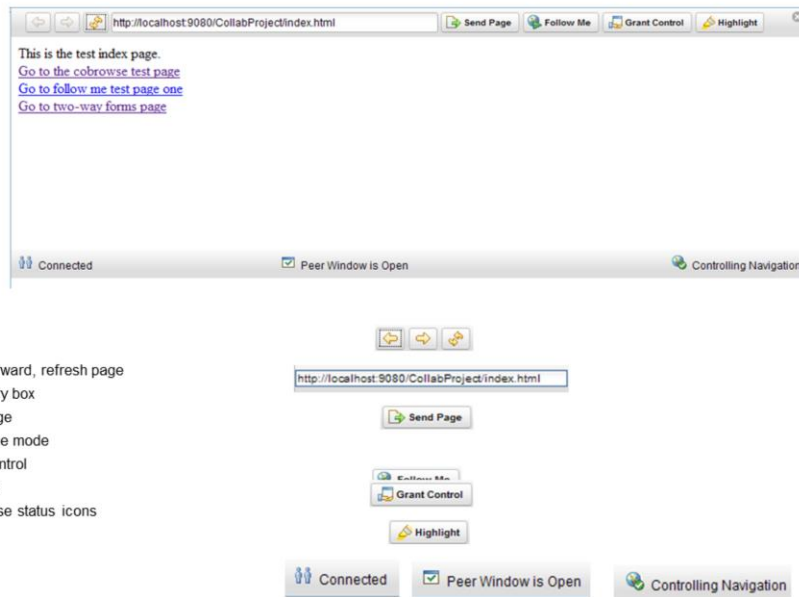
The co-browse widget generates a URL to pass to the peer in the co-browsing session to kick off the collaboration dialog widget.

Section

Collaboration dialog widget

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This section will discuss the collaboration dialog widget and its features.

Collaboration dialog widget

The collaboration dialog widget is a pop up Dojo widget that displays web page content between two users.

You can see in the images above, that the collaboration dialog widget has several icons and buttons for navigating a co-browsing session.
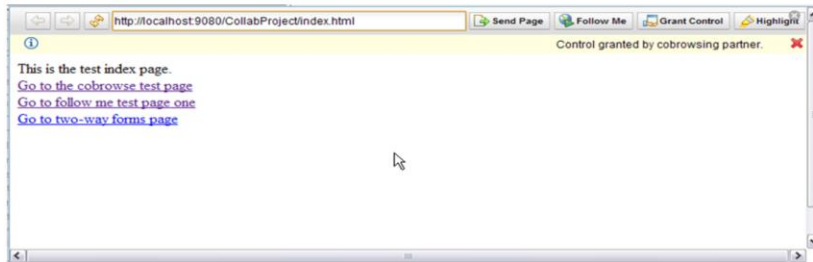
At the top of the page you can see that there is a URL entry box, similar to a Web browser. There are also Web navigation buttons that allows the co-browsing user to go back or forward while browsing Web pages in the collaboration dialog widget. There are buttons to handle the co-browsing behavior as well. The send page button sends the current page that a co-browser is viewing to the co-browsing peer collaboration dialog box. If **Follow Me** mode is enabled, then when the driving co-browser clicks on a link, the page navigation is automatically sent to the co-browsing peers collaboration dialog widget.

The Grant Control button allows the person driving the co-browsing session to grant control to the co-browsing peer. This will allow the peer to either send the co-browsing user a page using the send page option, or enable follow me mode themselves to guide the other co-browser while navigating the Web site.

Each party in the co-browsing session has access to the Highlight button. Pressing on the highlight button allows both parties to select HTML elements in the page being browsed and highlight them.

There are three icons at the bottom of the collaboration dialog widget that indicate the status of the co-browsing session. These icons indicate whether you are connected to a peer in the co-browsing session, if the peer has the collaboration dialog window open or not, and indicates who is controlling the navigation of the co-browsing session.

Control granted

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| http://localhost:9080/CollabProject/index.html | Send Page | Follow Me | Grant Control | Highlight |

ⓘ   Control granted by cobrowsing partner.   ✖

This is the test index page.
Go to the cobrowse test page
Go to follow me test page one
Go to two-way forms page

- Co-browse control granted message displayed

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When one party in the co-browsing session grants control to the other party to drive the web navigation, a control granted message is displayed. This will alert the peer co-browser that they now have access to be controlling the Web navigation.

Section

Co-browse widget

This section will discuss the co-browse widget that can be embedded in a web page to launch the collaboration dialog widget.

Co-browsing widget

- Launching point for the collaboration dialog widget
- The initiating party clicks the co-browse widget's create button and is given a URL to pass to their peer
- Peer clicks on the URL and is take to a page with the widget and joins the session
- At this time both parties see the collaboration dialog launched
- The co-browse session initiator can drive the session, change pages and use the highlight feature to point out things on the page

Collaboration dialog widget   © 2011 IBM Corporation

The co-browsing widget can be embedded into a web page to launch a co-browsing session between two peers.

The co-browsing widget has a button that generates a URL. The party that is initiating the co-browsing session will press that button to generate a URL that they pass to their co-browsing peer. When the peer enters that URL into their browser, the collaboration dialog will open in each of the co-browsing peers Web browsers.

The initiator of the co-browsing session is by default the member of the co-browsing session that has access to control the navigation of the co-browsing session. The collaboration dialog features can then be used to navigate the Web site and share control of the co-browsing session with the co-browsing peer.

Embedding the co-browse widget

Create an invitation link for a collaboration session   **Create**

- 1) Import CEA Dojo toolkit
  - `<script type="text/javascript" src="./ceadojo/dojo/dojo.js"`
  -                    `djconfig="parseOnLoad: true, isDebug: false"></script>`

  - 2) Add the style sheet declarations
  - `@import "./ceadojo/cea/widget/Cobrowse/Cobrowse.css";`
  - `@import "./ceadojo/cea/widget/CollaborationDialog/CollaborationDialog.css";`

- 3) Add the co-browse widget to the page
  - `<div ceadojoType="cea.widget.Cobrowse" joinCollaborationUri="./ceadojo/cea/tests/test_Cobrowse.html"`
    `defaultCollaborationUri="./cobrowseWelcome.html">`

11   Collaboration dialog widget   © 2011 IBM Corporation

When the co-browsing widget is embedded into a web page it is displayed as you see above.

There is a button labeled create that you can push to generate the co-browsing session URL.

To add the co-browsing widget to a Web page you must copy the ceadojo directory into your webContent folder of your Web project.

The ceadojo directory is located in the <was_home>/etc/cea/javascript directory.

To embed this widget into a Web page, there are three steps involved. First, you import the CEA Dojo toolkit into the page using the script declaration. Secondly, you add the style sheet declarations for the co-browse and collaboration dialog widgets. Finally, adding co-browse widget to the page using the div tag will add the co-browse widget to the page.

The joinCollaborationUri parameter must specify a page with the embedded co-browse widget, and must be capable of accepting an additional parameter.

CEA Mobile Widgets

- **Mobile web 2.0 Widgets:** Customizable, extensible & delivers consistent capability across desktop & mobile browsers:
  - Click to Call
  - Call Notification
  - Contact Center Cobrowsing
  - Peer to Peer Cobrowsing
  - Two-way Synchronized Forms
- **Supports Android and iPhone mobile browsers**
  - Mobile "App-like" look and feel
  - Widget interactions updated to support touch interactions and on mobile browsers
  - Mobile users can cobrowse with a desktop or mobile user

Mobile & Desktop user cobrowsing together

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Mobile web 2.0 versions of the Communications Enabled Applications (CEA) widgets are also provided, including click to call, call notification, contact center browsing, peer to peer cobrowsing, and two-way synchronized forms. Support is provided for both Android and iPhone mobile browsers. The widget interaction scheme has been updated to provide a look and feel that is consistent with mobile applications, including support for touch interactions and gestures within mobile browsers. The CEA feature allows a mobile user to cobrowse with another mobile user, or even a desktop user.

Adding Cobrowsing to Mobile Applications

1. Configure the widget page to be full screen and non-scalable using the viewport meta tag

```
<meta name="viewport" content="height=device-height, width=device-width,
initial-scale=1, maximum-scale=1, user-scalable=no"/>
```

2. Import the CEA widget toolkit

```
<script type="text/javascript" src="./ceadojo/dojo/dojo.js"
djConfig="parseOnLoad: true, isDebug: false"></script>
```

3. Add the CSS for the mobile cobrowse widget

```
<style type="text/css">
@import "ceadojo/dijit/themes/tundra/tundra.css";
@import "ceadojo/dojox/mobile/themes/iphone/iphone.css";
@import "ceadojo/cea/mobile/widget/Cobrowse/Cobrowse.css";
@import
"ceadojo/cea/mobile/widget/CollaborationDialog/CollaborationDialog.css";
@import "ceadojo/cea/mobile/widget/iFrame/iFrame.css";
</style>
```

4. Add the following JavaScript code to hide the location bar when the page loads

```
<script type="text/javascript">
window.onload = function() {
setTimeout(function(){window.scrollTo(0, 1);}, 100);
}
</script>
```

5. Last place the widget as the only element in the page using the following HTML snippet

```
<body class="tundra mbl iphone">
<div ceadojoType="cea.mobile.widget.Cobrowse"
joinCollaborationUri="/cea/cobrowse.html"
defaultCollaborationUri="/"></div>
</body>
```

13   Collaboration dialog widget   © 2011 IBM Corporation

Adding cobrowsing support to a new or existing mobile application is easy. First use the viewport meta tag to configure the widget page to be full screen and non-scalable. Then import the CEA widget toolkit and add CSS style information for the mobile cobrowse widget. Next, add JavaScript code to hide the location bar when the page loads. Finally, place the widget as the only element in the page.

Section

Summary

　　Collaboration dialog widget　　

This section will summarize the collaboration dialog widget presentation.

Summary

- Collaboration dialog widget shares web pages between two parties in a co-browsing session
- Follow me mode allows one party to drive the co-browsing session and the other party's collaboration dialog will display the pages being browsed
- Access can be granted to the co-browsing peer to allow them to drive the co-browsing session
- Co-browsing widget can be embedded into a Web page as a kick off point for the collaboration dialog widget

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The collaboration dialog widget allows two parties to share a web session.

One party can control the Web session. They can send the co-browsing peer individual pages using the send page function. They can also enable follow me mode so that the co-browsing peer sees the navigation of the Web page as the driving party navigates a Web site.

The driving party in the co-browsing session can grant control to the co-browsing peer to allow them to drive the Web navigation in the collaboration dialog widget.

Each party has the ability to highlight information in the Web pages being browsed.

Web navigation buttons allow the controlling party to drive the co-browsing session and navigate the collaboration dialog browsing as they can in a Web browser.

The co-browsing widget can be embedded in a Web page to allow users to kick off a collaboration dialog co-browsing Web session.