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Overview

The Vidyo Addin is a client addin for the Interaction Client .NET Edition that provides agent desktop integration functionality. The addin provides a VidyoWeb screen pop, information about the Vidyo conversation, and the ability to create guest links.
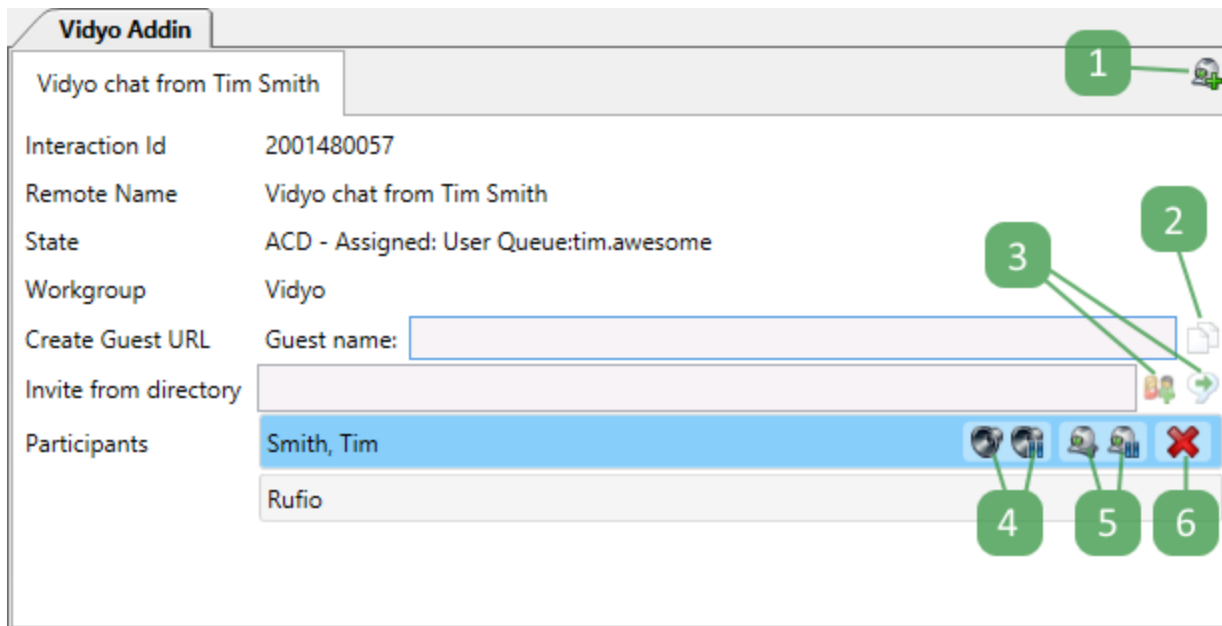
Adding the Vidyo Addin Tab

1. In the .NET client, select File > New View…
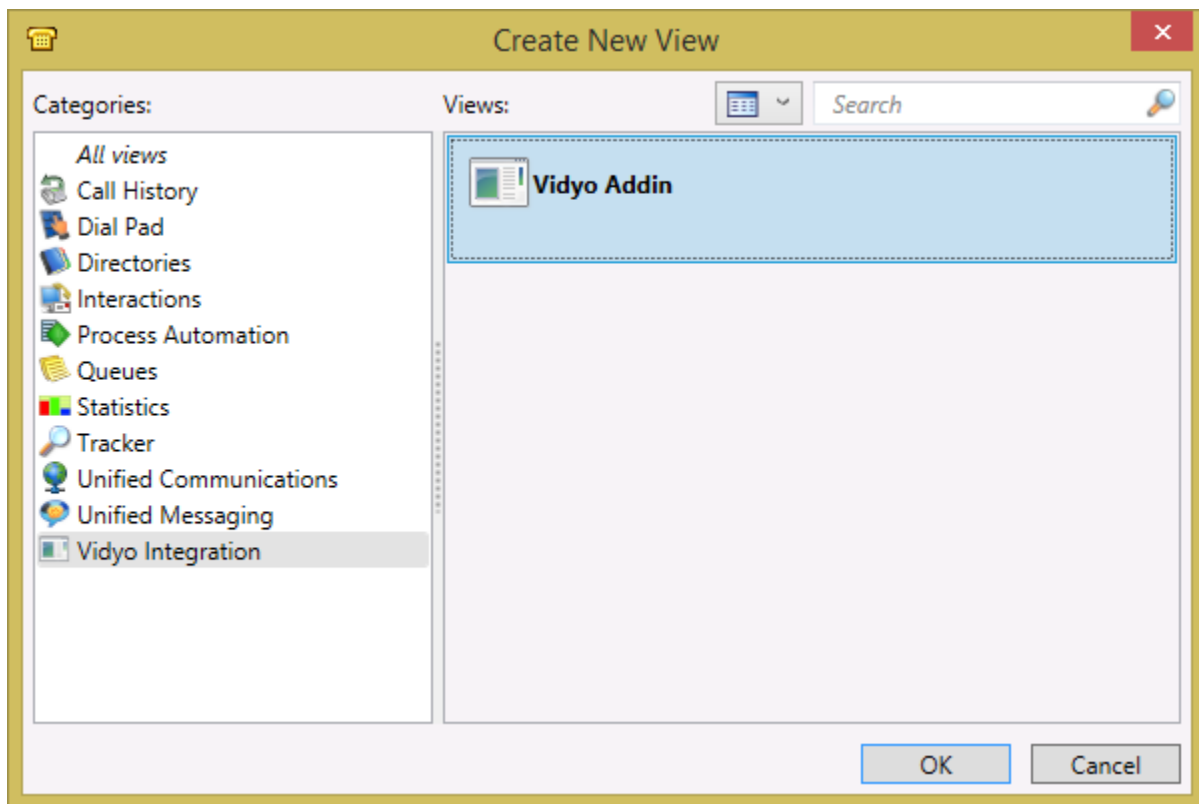
2. Choose the Vidyo Integration category, select Vidyo Addin, and click OK to add the view to the client. The Vidyo Addin tab will be added with no content (because there are no current Vidyo interactions).

Using the tab

1. **Create new Vidyo conversation/Escalate media type** – Clicking the Add Video button (🖳) creates a new Vidyo conversation on the agent's queue. This will also create a new tab in the Vidyo Addin window where the agent can generate guest links for the customer. This feature enables generic interactions, callbacks, and chats to be escalated to a vidyo chat as well as new generic interactions to be created with a video chat attached.

    1. If attaching to an existing interaction, the agent will first select the interaction in the My Interactions tab. When the Add Video button is clicked, a dialog will confirm the user's intent to create a new video conversation with yes/no/cancel options. Yes will attach a video conversation to the existing interaction. No will create a new video interaction (generic interaction) on the user's queue. Cancel will cancel the operation without creating a video conversation.
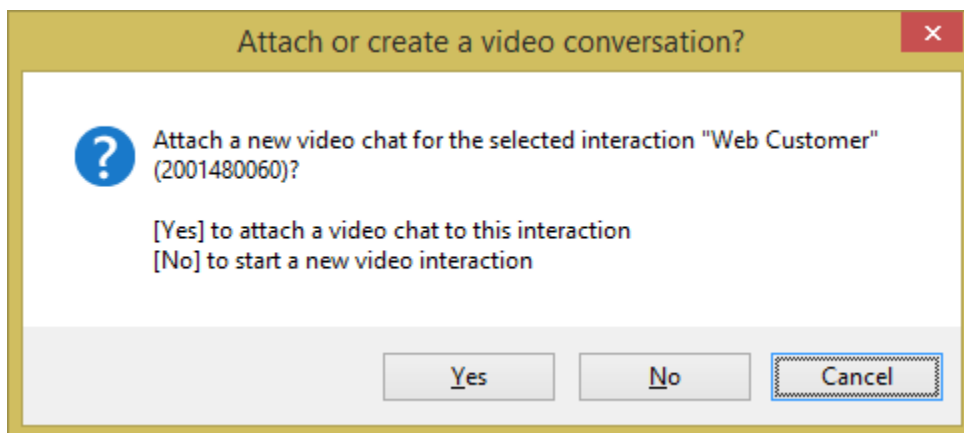

    1. If the interaction selected in My Interactions is not a valid target for attaching a video conversation (not a GI, chat, or callback, the interaction is disconnected, or already has a video conversation attached), the user will be prompted to create a new video conversation (generic interaction).
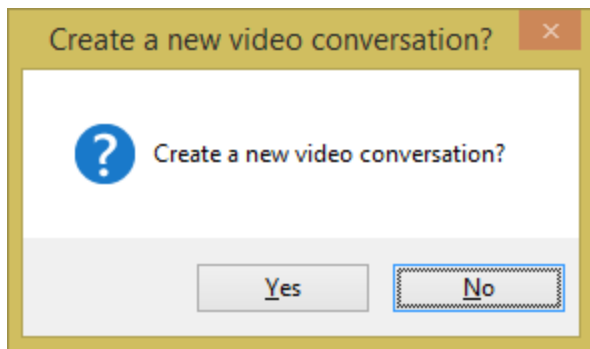
2. **Guest URL** – This allows the agent to generate links for guests (or anyone who would like to join). The agent will type in the display name of the participant and click the copy button ( ) to copy the URL to the clipboard. The agent can then distribute this URL via any available means.

3. **Transfer** – This allows quick access to transfer to a CIC user or workgroup. The agent will type in any part of the user's first or last name, part of the workgroup name, or a user or workgroup extension and will be presented with up to 30 matching entities. After selecting an entity, the agent can choose to:

   1. **Invite to conference** ( ) – This will notify the target user, if they are running the Vidyo Addin, and ask them to join the video conference. If the user selects yes, they will be added to the video conference (screen pop to the VidyoWeb page). If the user selects no, a rejection message will be sent to the requester to let them know that the request was not accepted.
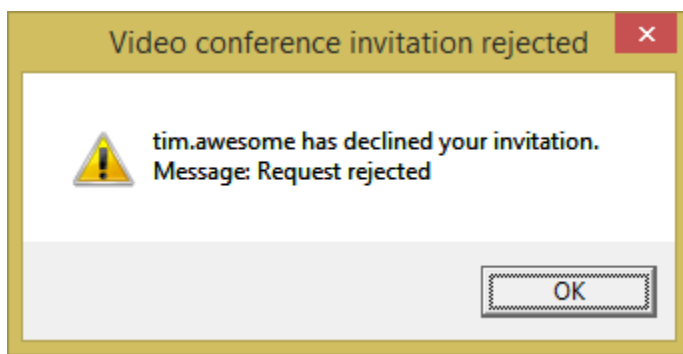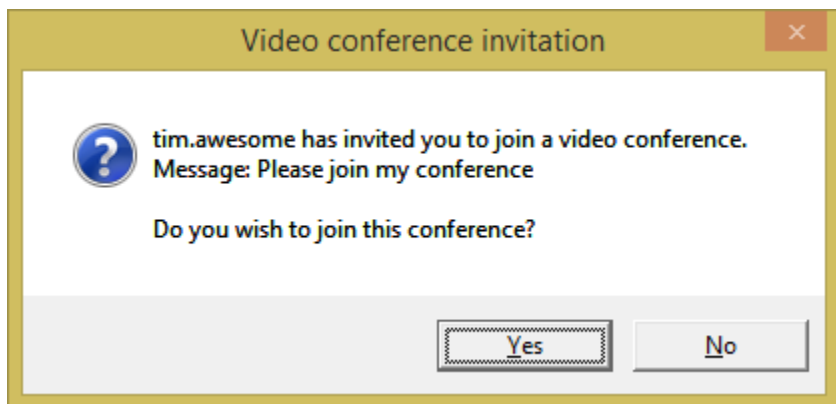
   1. **Blind transfer** ( ) – This will blind transfer the interaction to the target user or workgroup.
4. **Mute/Unmute Audio** – The agent can choose to mute () or unmute() each participant's audio

by clicking the appropriate icon on the participant.

5. **Mute/Unmute Video** – The agent can choose to mute () or unmute () each participant's video by clicking on the appropriate icon on the participant.
6. **Kick Participant** - -The agent can kick a participant by clicking the kick button (✖) for the participant.

Other agent integration functionality

- When the agent disconnects the generic interaction for the conversation, the Vidyo Integration Service will clean up the conference by removing all parties in the room and deleting the room.
- When the agent blind transfers the generic interaction to a workgroup, it will be ACD routed to an agent. The receiving agent will get a screen pop with their personal agent guest URL and will be joined in the room. The first agent may choose to remain in the room while the interaction is queueing to do a warm handoff to the next agent.
- When the agent blind transfers the interaction to another user, the receiving user will get a screen pop with their personal agent guest URL and will be joined in the room. The first agent may choose to remain in the room while the second agent joins.
- When the interaction is put on hold, the integration service will mute the audio and video for all participants. When the interaction is unmuted, the video and audio will be unmuted for all participants. This does not prevent participants or the agents from individually unmuting before the interaction is picked up from hold.
- If the Vidyo Integration Service loses connectivity to CIC for any reason (network issue, switchover, etc.), it will reprocess all known conversations to reconcile the conversation data with the interactions on the system.
    - If the interaction is missing but participants are still in the Vidyo room, the generic interaction will be recreated (generic interactions do not survive a switchover event).
    - If the interaction still exists, if it is still connected, no action is taken. If it is disconnected, the Vidyo room will be emptied and deleted