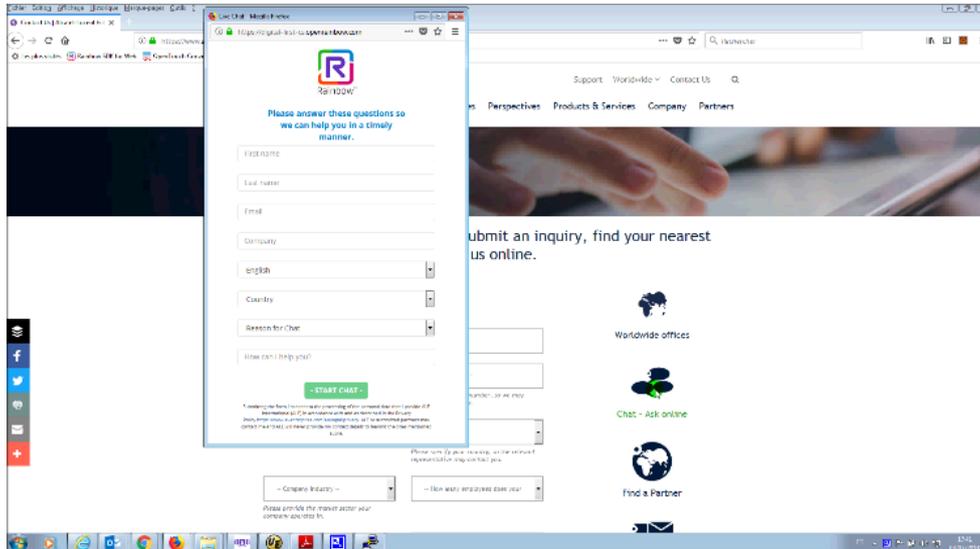# Rainbow Chat distribution on Skill

Principle:

From your web site, your customer can request a chat to interact with a skilled employee.

It is used bay ALE for its own web site www.al-enterprise.com

Technically:

That is a pure cloud solution.

Request the service to ALE to deploy an instance for your company.

Insert in your web site a widget or a link to our ALE URL.

Define the group of skill for your employee.

The edemo use case to present:

Book a demo slot on http://edemo.al-mydemo.com/?page_id=3125

Once approved, you will receive information that will permit you to access the demo during your slot:

> Your demo request for Digital first from START to END (CEST) has been approved!
>
> Rainbow Digital first Web access:
>
> - url: Digital first
> - Login: Personal.Login
> - Password: #########
> - Agent 1 (Chinese and English)
>   - Login: agent1.digitalfirst@al-mydemo.com
>   - Password: *******
> - Agent 2 (English and French)
>   - Login: agent2.digitalfirst@al-mydemo.com
>   - Password: *******
> - Agent 3 (German and Spanish)
>   - Login: agent3.digitalfirst@al-mydemo.com
>   - Password: *******

Then launch the customer url: Digital first and login to access to the page with the credentials received.

We have a page for customer to request a chat
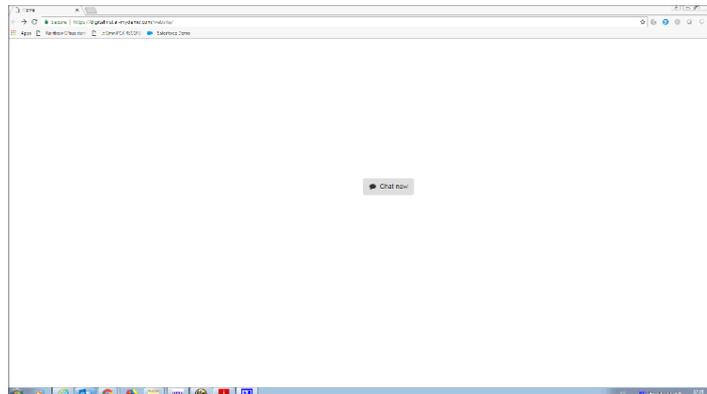
When you click on chat you get the form to fill-up. The skill selection is done on the language selected.

To process the chat you have to login advisor. You can login the 3 available advisors on a same screen (see video). Advisors MUST be "Online" (not "Busy") to be able to receive requests.

- Agent 1 (Chinese and English)
  - Login: agent1.digitalfirst@al-mydemo.com
- Agent 2 (English and French)
  - Login: agent2.digitalfirst@al-mydemo.com
- Agent 3 (German and Spanish)
  - Login: agent3.digitalfirst@al-mydemo.com

When the chat is requested, the advisor get the data collected by the form.
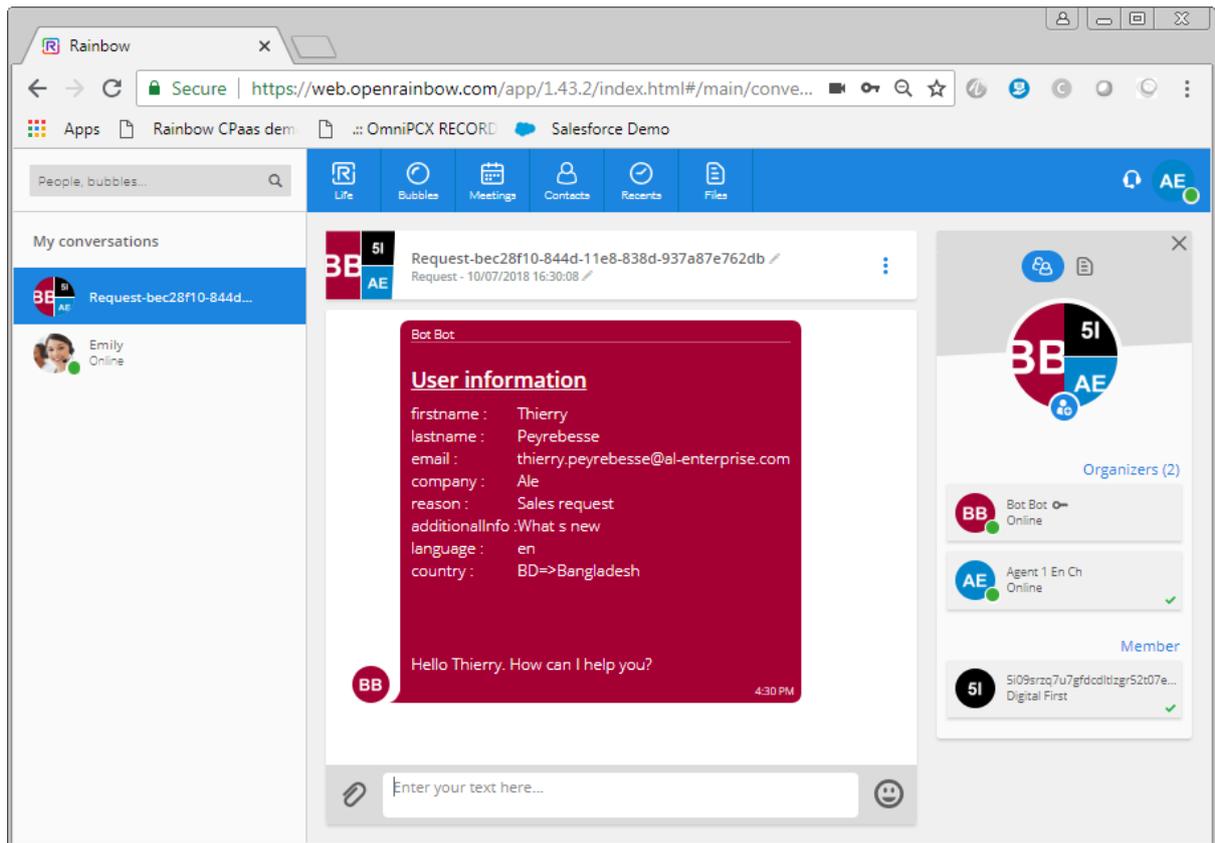
The customer and the advisor can chat. At the end of the interaction the advisor quit the session by typing #close in the chat.

Next, the agent can process up to 2 chats, that can be modify if needed. When all the agents are busy with chat or unavailable or logoff, the system pop up a screen to send an email.
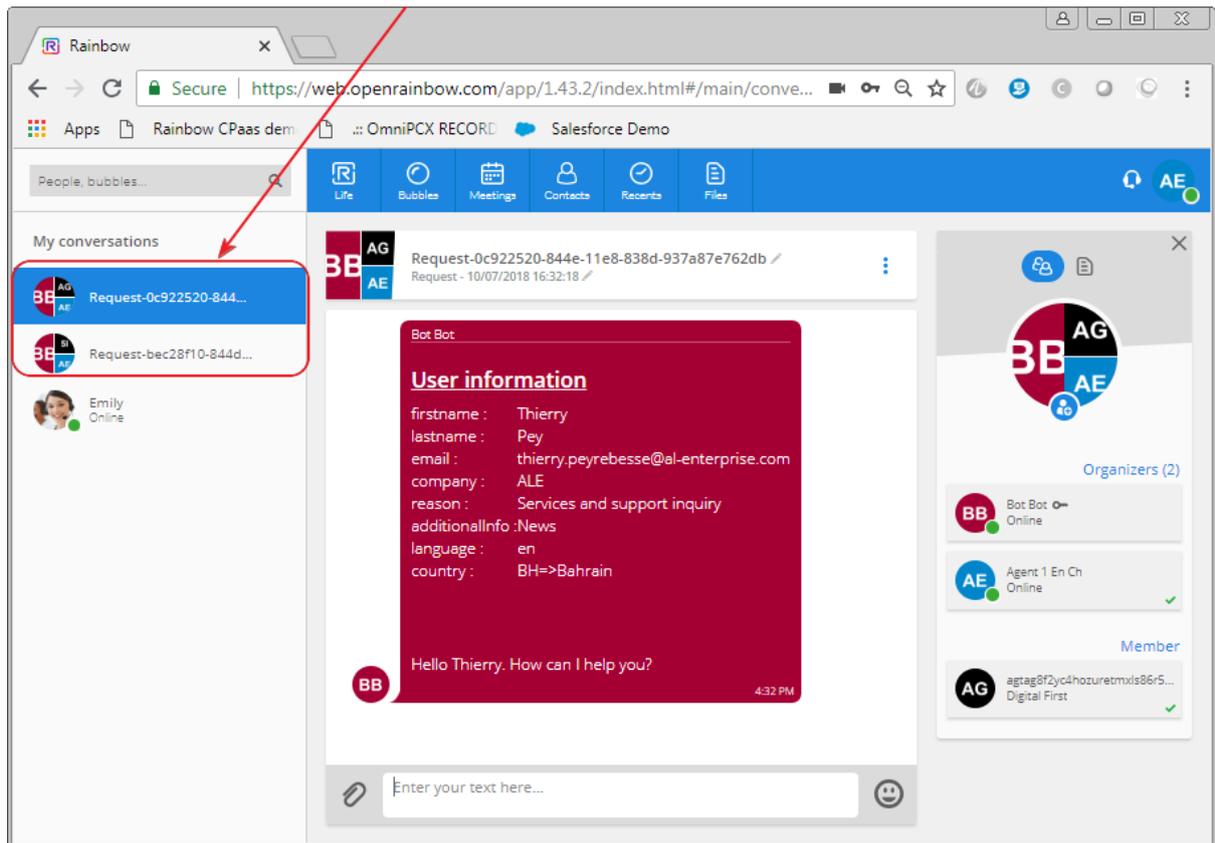
Agent with 2 chats

By using several times a click on chat icon, you can create as many request you want to.