

# Document for integration ONLINE CHANNELS

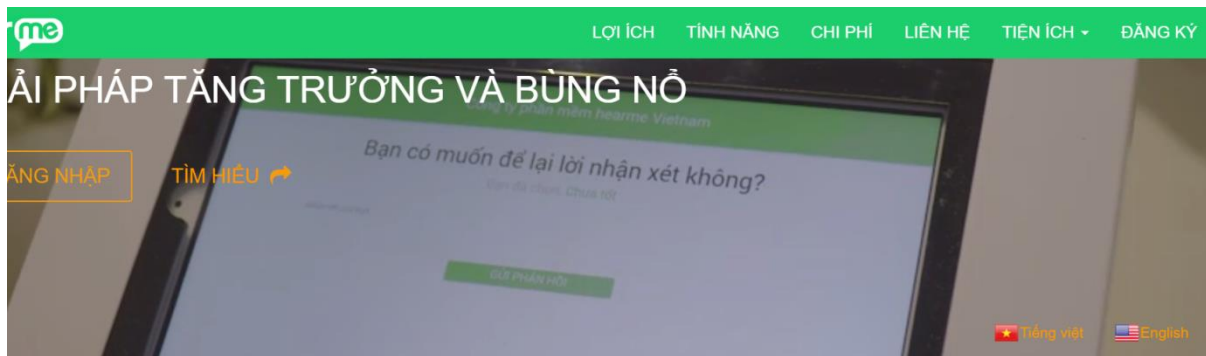
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Updated from 30 Mar 2020

## Feedback widget

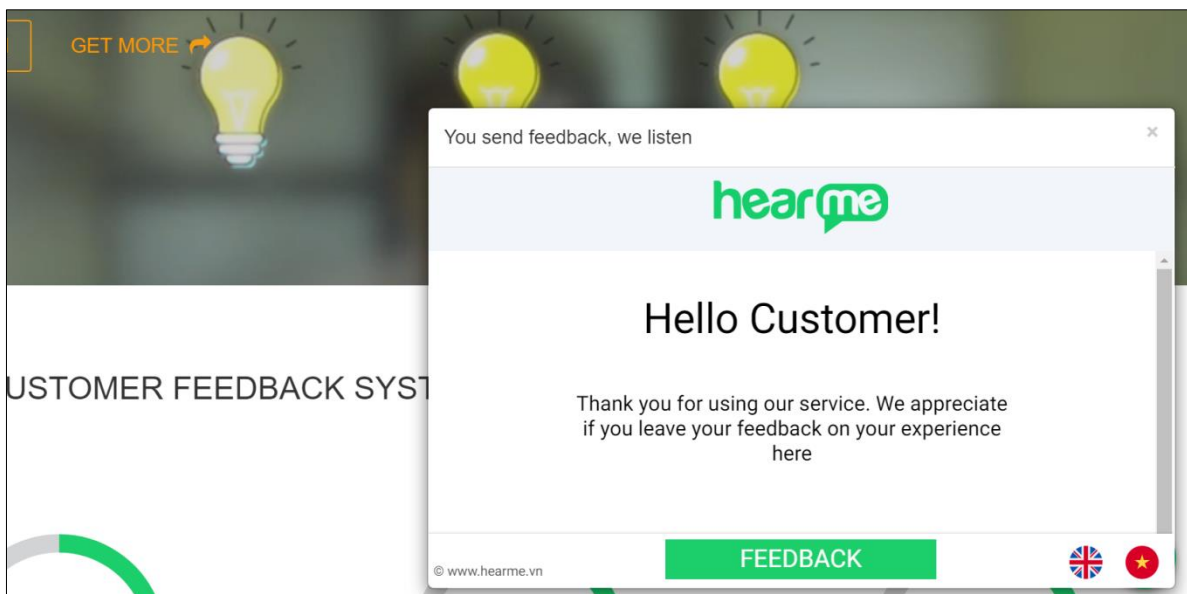
### Quick steps

Purpose: making widget in your website, allow customer to send feedback to you inside your web page



HỆ THỐNG GỬI PHẢN HỒI VÀ ĐO LƯỜNG SỰ HÀI LÒNG KHÁCH HÀNG

Feedback widget



Steps for integration:

1. Get survey link in hearme administration system

After this step, we can have survey link like this:

```
https://cx.hearme.vn/?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlNTQyNzk4OTksDgIfQ.VZqWi\_7fQk9TBrvn9k1p\_tz3Hw4AEinNJajrmNE1URM
```

## 2. Open html file and import css file into header

```
<link rel="stylesheet" href="https://hearme.vn/css/hm_feedback.css">
```

## 3. Import Javascript file into body

```
<script src="https://hearme.vn/js/hm_fb.js"></script>
```

## 4. Init library by inserting following lines of code into your web page:

```
<script src="https://hearme.vn/js/hm_fb.js"></script>
<script>
  var cx_options = {
    cx_url: "survey_link_above_step_1",
    visible: true,
    title: "WELCOME TO HEARME",
    width: 945,
    height: 551,
    bottom: 160,
    left: 200,
    icon_bottom: 20,
    icon_right: 90,
    icon_title: "Phản hồi"
  }
  var hf = hm_register(cx_options);
</script>
```

Change variables values for what you want

- cx\_url(required): value from step 1
- options(optional)- optional parameters:
  - ✓ visible: initial visible state for feedback dialog
  - ✓ title: title for feedback dialog
  - ✓ width: width of feedback dialog
  - ✓ height: height of feedback dialog
  - ✓ top: top of feedback dialog
  - ✓ left: left of feedback dialog
  - ✓ right: right of feedback dialog
  - ✓ bottom: bottom of feedback dialog
  - ✓ icon\_top: top of feedback icon
  - ✓ icon\_right: right of feedback icon
  - ✓ icon\_bottom: bottom of feedback icon
  - ✓ icon\_left: left of feedback icon
  - ✓ icon\_title: text title for feedback icon

## 5. Restart your website

## Feedback Button

Class: `FButton`

Create new button: `button_handle = new FButton(dialog_handle, options);`

`dialog_handle`: handle of dialog

`options`: parameter to create button – in JSON type. Some option values:

- `widget`: optional – Widget types

o 0: 

o 1: sticky on page side



- `icon_top`  
- `icon_right`  
- `icon_bottom`  
- `icon_left`  
- `icon_title`  
- `icon_zindex`

## Feedback dialog

### Create object

Class: `FDialog`

Create new dialog: `let dialog_handle = new FDialog(cx_url, options);`

`cx_url`: survey URL in web channel

`options`: dialog options with following values

- `cb_dialog`: call back function for dialog
- `lang_id`: default language id in feedback screen. It can be following values:
  - o 0: for Vietnamese language
  - o 1: for English language
- `title`: dialog title. Default value is “You feedback, we listen”
- `visible`: if true, this dialog will be open after creating this object
- `bottom`: dialog bottom position
- `right`
- `left`

- `top`
- `z-index`

### Some methods

- `openFBPopup()` : open feedback pop-up
- `closePopUp()` : close feedback pop-up
- `sendSessionInfo(customer, attached_info)` : send session information to feedback pup-up. This information will be received by feedback channel, displayed into survey screen and attached to feedback.

This method has two paramaters:

- `customer`: JSON type; include customer information
- `attached_info`: JSON. This information will be attached into feedback

Event code of survey application in postMessage

```
/**
Define Application status
EVENT FROM SURRVEY PAGE
*/
STATUS_NOT_INIT: 10,
STATUS_NOT_LOGGED: 0,
STATUS_LOGGED: 1,
STATUS_ATTACHED: 2,
STATUS_ATTACHED_FAILED: 3,
STATUS_ACTIVE: 4,
STATUS_INACTIVE: 5,
STATUS_NO_SURVEY: 6,
STATUS_AVTIVE_SURVEY: 7,
STATUS_SEND_FEEDBACK: 8,
STATUS_SURVEY_FINISHED: 9,
STATUS_SURVEY_READY: 11,

STATUS_WIDGET_LOADED: 100
```

### Event callback

Same as Feedback survey class

### Life cycle

1. Widget ready

Happened when widget is allready loaded.

Possible event number:

```
STATUS_WIDGET_LOADED: 100
```

## 2. Other events

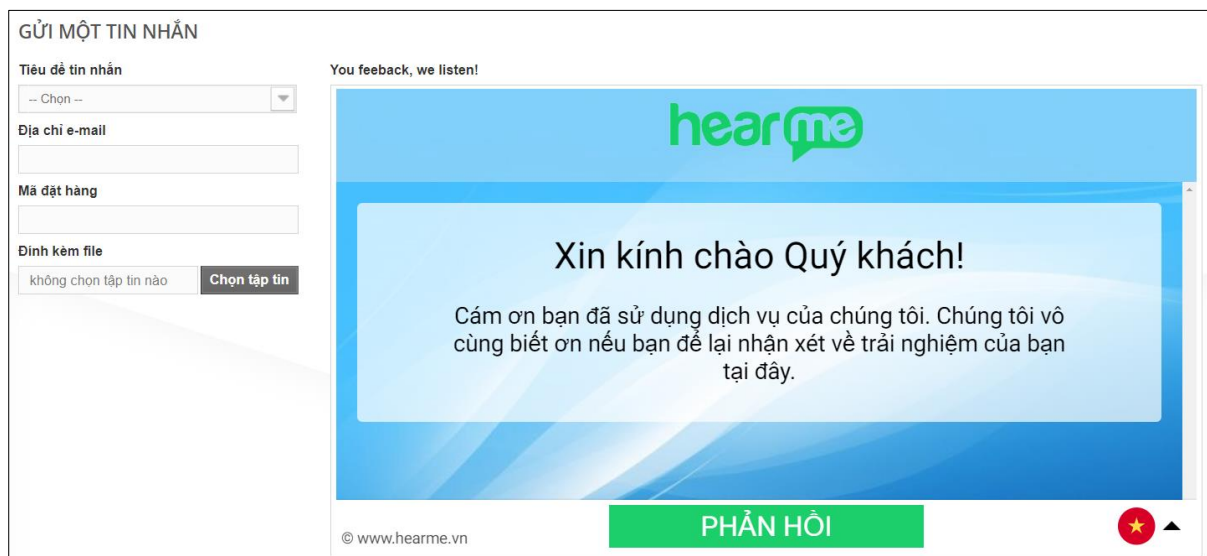
All events from Feedback survey class will be happened, then.

## Feedback survey

### General and creation

Class: FBSurvey

Purpose: create object to attach survey screen into html container



*Survey screen is attached into web page*

Create and attach survey screen into container:

```
let survey = new FBSurvey(container_id, cx_url, options);
```

- `container_id`: id of html element that will contain survey screen
- `cx_url`: URL of survey in web channel.
- `options`: some options for attaching into html page. In JSON type. Member variables:
  - o `cb_feedback`: callback function. It will be call when each event in survey screen happens
- `lang_id`: default language id in feedback screen. It can be following values:
  - o 0: for Vietnamese language
  - o 1: for English language

## Methods

- `start()`: start to attach survey into container
- `end()`: close iframe and clear survey contain in container
- `sendSessionInfo(customer, attached_info)`: send customer and attached information into survey session

## Others

customer object should follows these field in order to be imported into customer DB later:

1	name
2	phone
3	phone2
4	email
5	address
6	url
7	company
8	birthday
9	status
10	notes
11	created
12	ext_id

## Event callback

```
cb_function(data) {  
}
```

data parameter is transferred to callback function with following field:

- `status`: event number
- `message`: content of each event.

## Life cycle

After creating `FBSurvey`, it will have following events. Each event happens, it will call the callback function with data:

1. Init survey

Possible event number:

```
STATUS_NOT_INIT: 10,  
STATUS_NOT_LOGGED: 0,  
STATUS_LOGGED: 1,  
STATUS_ATTACHED: 2,  
STATUS_ATTACHED_FAILED: 3,  
STATUS_ACTIVE: 4,  
STATUS_INACTIVE: 5,  
STATUS_NO_SURVEY: 6,
```

```
STATUS_AVTIVE_SURVEY: 7,
```

## 2. Survey ready

Possible event number:

```
STATUS_SURVEY_READY: 11
```

## 3. Feedback sent

Possible event number:

```
STATUS_SEND_FEEDBACK: 8
```

In this event, `message` in callback function will be content of feedback, example:

```
{
  "device_id": "r9cktrhpoxkid5om",
  "grp_id": "8deae17198c3261a2aeb7f9a72931d5f",
  "feedback": {
    "rating": 0,
    "sur_id": "9f6747b3c6449cc8a6039684eb7d2a3e",
    "sur_path": "",
    "type": 8,
    "status": 0,
    "children": [
      {
        "rating": 4,
        "sur_id": "ee8f78480069bc6544a4873aec79dc19",
        "sur_path": "9f6747b3c6449cc8a6039684eb7d2a3e",
        "type": 0,
        "status": 0
      },
      { ... }
    ],
    "id": "98258ac93211b8980e948f0da5ffa8f9"
  },
  "status": 0,
  "device_date": "Wed Dec 04 2019 16:00:02 GMT+0700 (Indochina Time)",
  "created": "2019-12-04T16:00:02.959Z"
}
```

## 4. Survey finished

After this event, container's content will be destroyed

Possible event number:

```
STATUS_SURVEY_FINISHED: 9
```

## Feedback URL parameters

When create `cx_url` paramters, you can add parameter for this url value:

- `tran_id`: transaction id, in string type

- `orientation`: portrait / landscape; otherwise application will detect orientation by window size
- `welcome`: value is 0 / 1. This parameter tell that application will display welcome page or not – default is 1)
- `no_tm`: value 1 or any (default: with trade\_mark; if 1, 'yes' or any value: ignore trade mark in footer)
- `lang_id`: 0 (Vietnamese) / 1 (English)
- `c`: id of short link. If this parameter is in URL, token is not necessary

## hearme feedback widget

### Init widget

```
var hf = hm_register(cx_options);
```

### Some methods

Returned value in feedback widget is object of `FBDialog` class. It has following methods:

- `openFBPopup()`: open feedback pop-up
- `closePopUp()`: close feedback pop-up
- `sendSessionInfo(customer, attached_info)`: send session information to feedback pup-up.

## hearme console

- Purpose: for administration operations
- Developer URL: <http://sandbox.hearme.vn:7005>
- Production URL: <http://hearme.vn/user/>

## Virtual device

- Purpose: provide virtual end-user device (device emulator) when you work with sandbox system.
- Run in browser, without mobile device.
- Device URL: <http://sandbox.hearme.vn:7007>