

Spread Call Avatar

Configuration and Integration into your Website



1 Overview	3
2 Configuration of the Spread Call Avatar	3
2.1 Basic Configuration for Spread Call Products.....	3
2.1.1 Language and Country Settings.....	3
2.1.2 Website Title (optional)	4
2.1.3 Sending Email (optional)	4
2.1.4 Linking into a Call-In Conference (Channel Package Required).....	4
2.1.5 spread-ID Transfer.....	5
2.1.6 Business Hours.....	5
2.1.7 Phone Numbers.....	5
2.1.8 Further Settings	5
2.2 Specific Configuration for the Spread Call Avatar	5
2.2.1 Character.....	5
2.2.2 Clothes	6
2.2.3 Clothes Colour	6
2.2.4 Behaviour of the Avatar’s Audio.....	6

2.3.5 Bubble Text.....	7
2.2.6 Background Patterns.....	7
2.2.7 Background Colours	7
2.2.8 Button Colours	8
2.2.9 Button Label Colours	8
2.2.10 Textcolours in the Forms and Message Windows	9
2.2.11 Colour of Bottom of Start Window.....	9
2.2.12 Background Colour of the Message Fields	9
2.2.13 Questionnaire in the Forms Screen (optional)	9
2.3 Summary.....	10
2.3.1 Basic Configuration for Spread Call Products.....	10
2.3.2 Specific Configuration for the Spread Call Avatar	10
3 Web Page Integration.....	11
3.1 Requirements.....	11
3.2 HTML Integration	12
4 Example of the Spread Call Integration	12

1 Overview

This document describes the configuration of the Spread Call Avatar through modifications of the variables in the supplied JavaScript code, the properties in the Spread Call Administration as well as the integration of the JavaScript code into a web page.

2 Configuration of the Spread Call Avatar

Spread allows you to alter the look of your Spread Call Avatar to facilitate seamless integration of Spread into your Website.

i The following modifications to your avatar, the start, form and message window are available:

- | | | |
|-----------------------------|---|---------------------------------------|
| → Language | → Bubble text | → Background colour in message window |
| → Country | → Background patterns | → Questions in the form page |
| → Title | → Background colours | → Business hours |
| → Sending an email | → Button colour | → Telephone numbers |
| → Linking into a conference | → Button label colour | |
| → Character (planned) | → Font colours in form and message window | |
| → Clothes style | → Footnote colour | |
| → Clothes colour | | |

Via „My Spread“ ► „Telephony“ ► „Spread Call“ you get the pages „Integration“ and „Properties.“ Here you can setup your Spread Call Avatar. The JavaScript on the page „Integration“ contains the settings for the Spread Call.

It starts with: `<script type="text/javascript">`
and ends with: `</script>`

All described variables must be contained between these start and end tags. Further settings can be done via the page „Properties“

2.1 Basic Configuration for Spread Call Products

We provide the following configuration possibilities for all Spread Call products:

2.1.1 Language and Country Settings

The variable ***spreadCall_language*** defines the writing of the Spread Call form field and, if defined, the language of the Avatar.

- i** You can choose from the following:
- German (***de***)
 - English (***en***).

With the variable **spreadCall_country** you can define the default country for your Spread Call. While this setting can be modified by individual users via a drop-down menu later on, our recommendation is to define a default to simplify navigation.

To define a German Spread Call with a German country setting please use the following script rows:

```
var spreadCall_language = ,de';  
var spreadCall_country = ,DE'
```

2.1.2 Website Title (optional)


You can assign a unique name to every Spread Call, which can be read to you when you are called. This allows you to identify the Spread Call in case you decided to use more than one Spread Call.

For example:

```
var spreadCall_title = ,startpage';
```

2.1.3 Sending Email (optional)

Your Spread Call can also inform you about a call via Email.

-  To modify the behaviour, set the variable **spreadCall_emailMode** to one of the following values:
- 0 (No Emails will be sent.)
 - 1 (In case of errors, Emails are sent.)
 - 2 (Every call generates an Email.)

If you do not define this variable in your script, no Email will be sent. The following example will send an Email in case of an error:

The following example will send an Email in case of an error:

```
var spreadCall_emailMode = ,1';
```

2.1.4 Linking into a Call-In Conference (Channel Package Required)

The user can, during a call, be directed to a conference in progress. The variable to set is **spreadCall_conference** with the value being the conference the user should be connected to.

The following example links to user to the conference with a meeting ID of 1234567:

```
var spreadCall_conference = ,1234567';
```

2.1.5 spread-ID Transfer

In order to use your own Spread Call you must be uniquely identified. This is accomplished via a ticket, which you need to pass to Spread Call through the variable ***spreadCall_ticket***.

To generate the unique ticket you need to go to the following website and cut and paste the result into the variable ***spreadCall_ticket*** as in the following example:

https://one.spread.com/portal_spread_phone/generateTicket?unlimited=1

The character string you receive needs to be set via the variable `spreadCall_Ticket`. For examples:

var spreadCall_ticket = ,characterstring';

2.1.6 Business Hours

Besides it is important to setup the business hours via „Properties“



Please know: If no business hours are defined, you are not available. No Spread Calls can be patched through.

2.1.7 Phone Numbers

Define the phone numbers to be called in the „Properties“. The phone numbers must be entered in international format starting with a „+“; e.g. +18774612631 for 1&1 USA.

2.1.8 Further Settings

Prove possible further configuration possibilities in your „Properties“ and the „Integration“



Please know! Specific parameters can be defined by using a variable as well as in the Spread Administration. In this process the variable always dominates. Thereby you can define a special setting global for several Spread Calls (via „Properties“ and „Integration“) and change it only for one Spread Call (via the according variable).

2.2 Specific Configuration for the Spread Call Avatar

The following scripts are required for the configuration of the Spread Call Avatar:

2.2.1 Character

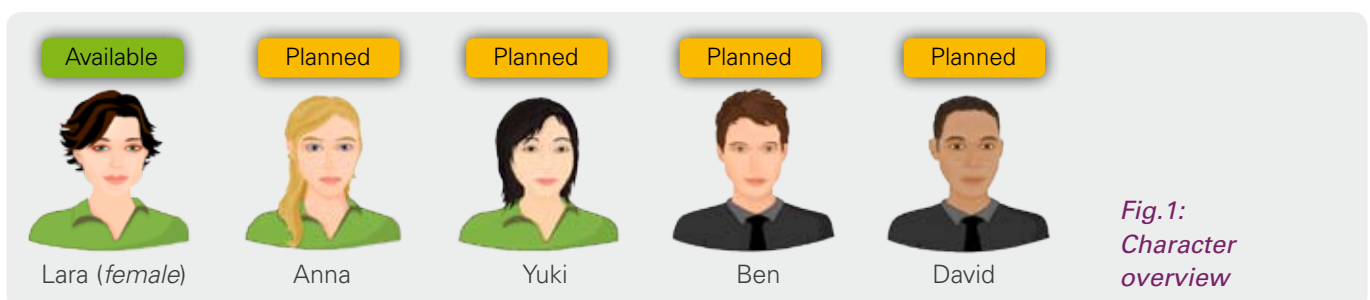


Fig.1:
Character
overview

The variable that alters the behaviour is ***spreadCall_avatarType***.

The implementation is done by the following code:

```
var spreadCall_avatarType = ,female';
```

2.2.2 Clothes

An Avatar can select from five types of clothing. For changing the default clothes please change the content of the variable **spreadCall_setAvatarCloth**.

Your choice will be implemented by selecting the desired clothes from figure 2.:

```
var spreadCall_setAvatarCloth = ,1';
```



2.2.3 Clothes Colour

Each of the available clothes can be coloured. You need to set the relevant variable to the Hex value for the required colour:

An example for red clothes:

```
var spreadCall_colorAvatar = ,0xff0000';
```

2.2.4 Behaviour of the Avatar's Audio

The avatar automatically welcomes the user with every visit on the website.

You can limit this behaviour using the following variable: **spreadCall_playRepeat**.

→ **var spreadCall_playRepeat = ,0';**

The audio does not start automatically. (Cookie - storage)

→ **var spreadCall_playRepeat = 'n';** (n= optional number > 0)

The audio starts with every visit up to the number (n) you define.

Example: **var spreadCall_playRepeat = '3';** With the first three visits on the website the audio starts. After the fourth the audio will not be played again.

→ **`var spreadCall_playRepeat = 'time specification';`** (time specification= daily|weekly|monthly)

The avatar's audio start time depends on the particular time specification.

Example: **`var spreadCall_playRepeat = 'weekly';`** The announcement starts with the first visit of the website. The audio is not active after further visits in the same week.

2.3.5 Bubble Text

Text can be inserted into the bubble in the Spread Call Avatar via the variable `spreadCall_bubble`

Example:

`var spreadCall_bubble = ,Hi, Welcome to our site.;`

If this variable is undefined, the default text is: „More Questions? We will call you back immediately“

2.2.6 Background Patterns



(1)



(2)

*Fig.3:
Available
Background
Patterns*

The start window of the Spread Call Avatar has a background picture, which offers different patterns. The variable that alters the behaviour is **`spreadCall_setPattern`**. Your choice will be implemented by selecting the desired pattern from Figure 3.:

The required JavaScriptCode is the following (according to the available background patterns in Fig.3):

`var spreadCall_setPattern = ,1';`

2.2.7 Background Colours

The Spread Call Avatar contains three background colour elements. Each of these can be set to a different Hex value.

The following variables control the different colour elements for the different components of the Spread Avatar:

- Background colour of the start window:
`var spreadCall_colorBgFirst = ,0xFFFFFFFF;`
- Colour for the background pattern of the start window:
`var spreadCall_colorPattern = ,0xE5EADE;`
- Background colour of the Form and message window:
`var spreadCall_colorBgWindow = ,0xE6E6DC;`

2.2.8 Button Colours

The buttons of the Spread Call Avatar have a colour and a colour gradient that can be modified by specifying two Hex values. An example of how the gradients affect the button colour, please review Figure 4.



... Base = '0x000000' (black)
... Gradient = '0xFFFFFFFF' (white)



... Base = '0xFF0000' (red)
... Gradient = '0xFFFF00' (yellow)

*Fig.4:
Influence the
button colour*

To modify the colour and the colour gradient the following variables need to be set in your JavaScript code:

- To change the buttons on the Avatars page ("Please call", Play-Button):
`var spreadCall_colorBgButtonOpenBase = ,0x279209;`
`var spreadCall_colorBgButtonOpenGradient = ,0x6FD900;`
- To change the success buttons of the form ("Call now"):
`var spreadCall_colorBgButtonActionBase = ,0x279209;`
`var spreadCall_colorBgButtonActionGradient = ,0x6FD900;`
- To change the cancel button of the form ("Cancel"):
`var spreadCall_colorBgButtonCancelBase = ,0xD2D2D2;`
`var spreadCall_colorBgButtonCancelGradient = ,0xF8F8F8;`

2.2.9 Button Label Colours

To ensure good readability it is also possible to alter the colour of the text of the buttons. The variable to use is **`spreadCall_colorTextButtonOpen`**, **`spreadCall_colorTextButtonAction`** and **`spreadCall_colorTextButtonCancel`**:

→ To change the colour of the text for the buttons on the Avatars page (“Please call”, Play-Button):

```
var spreadCall_colorTextButtonOpen = ,0xFFFFFFFF’;
```

→ To change the colour of the text for the success buttons of the form (“Call now”):

```
var spreadCall_colorTextButtonAction = ,0xFFFFFFFF’;
```

→ To change the colour of the text for the cancel button of the form (“Cancel”):

```
var spreadCall_colorTextButtonCancel = ,0x000000’;
```

2.2.10 Textcolours in the Forms and Message Windows

You can alter the colour of the text in the forms and message windows by changing the variable **spreadCall_colorLabelWindow**. The variables **spreadCall_colorTextSuccess** and **spreadCall_colorTextError** determine the text colour of the success and error messages.

→ To change the text colour in the form window:

```
var spreadCall_colorLabelWindow = ,0x606060’;
```

→ To change the text colour of the success message:

```
var spreadCall_colorTextSuccess = ,0x606060’;
```

→ To change the colour of the error message:

```
var spreadCall_colorTextError = ,0x606060’;
```

2.2.11 Colour of Bottom of Start Window

The curved bottom part of the start window of the Spread Call Avatar can also be modified.

Just use the variable **spreadCall_colorBgWave**:

```
var spreadCall_colorBgWave = ,0xBECBAD’;
```

2.2.12 Background Colour of the Message Fields

The background colour of the message fields can be set independently of each other.

The variable **spreadCall_colorBgSuccess** controls the background of the succeed message while the variable **spreadCall_colorBgError** determines the colour of the error message:

→ To change the background colour of the success message:

```
var spreadCall_colorBgSuccess = ,0xFFFFFFFF’;
```

→ To change the background colour of the error message:

```
var spreadCall_colorBgError = ,0xFFF3B2’;
```

2.2.13 Questionnaire in the Forms Screen (optional)

You can ask your clients a set of questions as option from a drop-down menu while they are using Spread Call. The variable to enable this feature is **spreadCall_questions** and the different questions must be separated by the „|“ character.

The variable for a drop-down menu with two questions looks as follow:

```
var spreadCall_questions = ,Question about a product | Question about the Organization';
```

Alternatively you can set the questionnaire for the Spread Call in the „Properties“:

i Please know: Is the described variable Variable **spreadCall_questions** defined, the questions in the „Properties“ will be ignored. Thereby you can define standard questions for several Spread Calls (via „Properties“) and set different questions for one specific Spread Call (via the variable).

The drop-down menus is disabled if his variable is undefined.

2.3 Summary

The following variables setup the lock and the behaviour of the Spread Call Avatar:

2.3.1 Basic Configuration for Spread Call Products

Variable	Description
spreadCall_language	Defines the language for form fields and the Avatar.
spreadCall_country	Sets the default Country and country area code.
spreadCall_title	Defines a title for the Spread Call that will be announced before a call (optional).
spreadCall_emailMode	Defines the email behaviour (optional).
spreadCall_conference	Sets the meeting ID that the users connects to when they call.
spreadCall_ticket	Sets the string that identifies you as a Spread user.

2.3.2 Specific Configuration for the Spread Call Avatar

Variable	Description
spreadCall_avatarType	Defines the character of the avatar (values: ‚female‘).
spreadCall_setAvatarCloth	Defines the clothes of the avatar (values 1-5)
spreadCall_colorAvatar	Defines the colour of the clothes of the avatar (Hex.)
spreadCall_playRepeat	Defines the behaviour of the avatars audio (0-1).
spreadCall_bubble	Defines the text to be displayed in the Spread Call bubble.
spreadCall_setPattern	Defines the pattern of the background of the start window (1-2).
spreadCall_colorBgFirst	Defines the colour of the background of the start window Hex.)
spreadCall_colorPattern	Defines the pattern colour of the start window (Hex.)
spreadCall_colorBgWindow	Defines the background colour of the forms window (Hex.)

<i>spreadCall_colorBgButtonOpenBase</i> <i>spreadCall_colorBgButtonOpenGradient</i>	Defines the colors and gradients of the buttons on the avatars page (Hex.).
<i>spreadCall_colorBgButtonActionBase</i> <i>spreadCall_colorBgButtonActionGradient</i>	Defines the colors and gradients of the success buttons of the form (Hex.).
<i>spreadCall_colorBgButtonCancelBase</i> <i>spreadCall_colorBgButtonCancelGradient</i>	Defines the colors and gradients of the cancel buttons of the form (Hex.).
<i>spreadCall_colorTextButtonOpen</i>	Defines the text colour of the buttons on the avatars page (Hex.).
<i>spreadCall_colorTextButtonAction</i>	Defines the text colour of the success buttons of the form (Hex.).
<i>spreadCall_colorTextButtonCancel</i>	Defines the text colour of the cancel buttons of the form (Hex.).
<i>spreadCall_colorLabelWindow</i>	Defines the text colour of the forms window (Hex.)
<i>spreadCall_colorTextSuccess</i>	Defines the text colour of the success message (Hex.)
<i>spreadCall_colorTextError</i>	Defines the text colour of the error message (Hex.)
<i>spreadCall_colorBgWave</i>	Defines the colour of the bottom of the start window (Hex.)
<i>spreadCall_colorBgSuccess</i>	Defines the background colour of the success message (Hex.)
<i>spreadCall_colorBgError</i>	Defines the background colour of the error message (Hex.)
<i>spreadCall_questions</i>	Defines questions in the questionnaire pull-down menu (optional).

3 Web Page Integration

To incorporate the Spread Call Avatar into your web page, you will need the complete configured JavaScript code as outlined under the heading „Configuration“. To ensure the smooth integration of the Avatar, please review the following section titled „Requirements“.

3.1 Requirements

Please take note that the Spread Call Avatar needs to occupy a fixed part of your Web page. Please review the dimensions in Figure 5.



Fig.5:
Dimension of the
Spread Call Avatar

3.2 HTML Integration

To integrate the Spread Call into your website place the created JavaScript code on the right position of your website:

```
<script type="text/javascript">
  var spreadCall_language = 'en';
  var spreadCall_country = 'US';
  var spreadCall_ticket = 'yourTICKET';
  <!-- Add optional parameters here -->
</script>
<script type="text/javascript" src="http://spread.com/Spread Call-integration.js">
</script>
```

4 Example of the Spread Call Integration

The following screen shots show examples of how the Spread Call Avatar can be incorporated into your website.

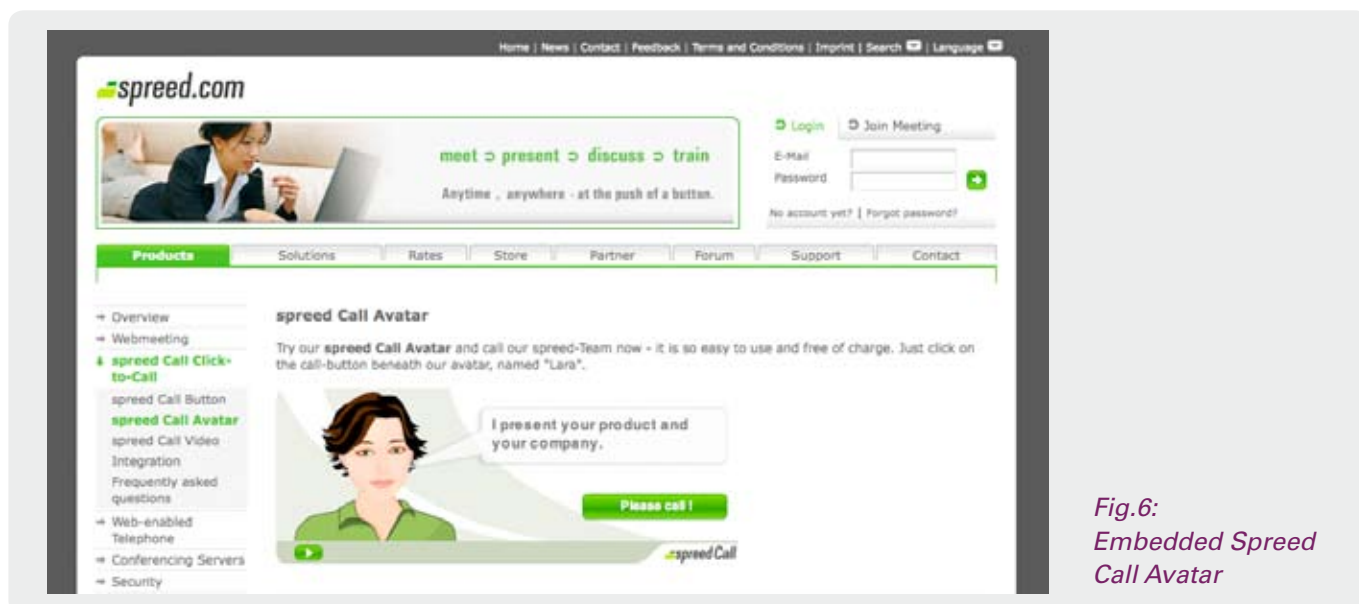
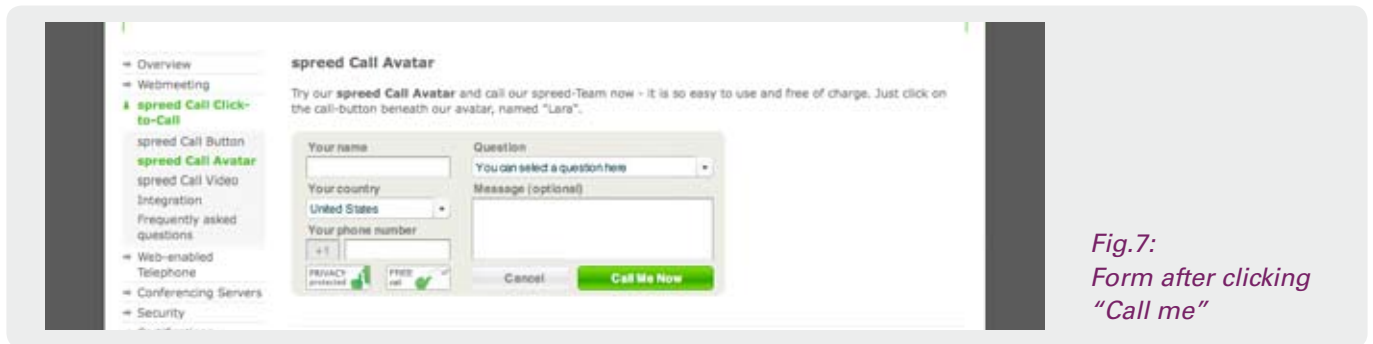


Fig.6:
Embedded Spread
Call Avatar



*Fig.7:
Form after clicking
"Call me"*

Now you can take advantage of the Spread Call telephone service by incorporating Spread Call into your web-site.

Please visit www.spread.com for more information.



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