

# Oracle Browser UI

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This document is tailored towards Oracle Service Cloud instances which are already set up and deployed. If you are unsure of any steps, please reach out to Quiq to assist with the configuration of your Oracle instance. In addition to the steps listed in this document, you will need to work with Quiq to ensure your tenant is fully configured for Oracle.

## Installing the Quiq Messaging Package

Before proceeding, ensure are logged into the Oracle Service Cloud Console as an administrator.

### Prepare the Add-In

1. Open a text editor on your computer, such as Notepad for Windows, or TextEdit for Mac
2. Copy the following code, and paste it in the editor

```
<!DOCTYPE html>
<html>
  <head>
    <script
      type="text/javascript"

src="/AgentWeb/module/extensibility/js/client/core/extension_loader.js"
    ></script>
  </head>
  <body>
    <script>
      localStorage.setItem("quiq-bui-origin", window.location.origin);
      window.ORACLE_SERVICE_CLOUD.extension_loader
        .load("QuiqMessaging", "1.0")
        .then(function (provider) {
          provider.registerUserInterfaceExtension(function (sidebar) {
            sidebar.getLeftSidePaneContext().then(function (leftPane) {
              leftPane.getSidePane("quiqNav").then(function
(leftPanelMenu) {
                leftPanelMenu.setLabel("Quiq Messaging");
                leftPanelMenu.setVisible(true);
                leftPanelMenu.setContentUrl(
"https://{YOUR_TENANT}.goquiq.com/app/messaging/integrations/buiLoader/con
sole?origin=" +
                  encodeURIComponent(window.location.origin)
                );
                var icon = leftPanelMenu.createIcon("font awesome");
                icon.setIconClass("fas fa-spinner fa-fw fa-pulse");
                icon.setIconColor("#578ff7");
                leftPanelMenu.addIcon(icon);
                leftPanelMenu.render();
              });
            });
          });
        });
    </script>
  </body>
</html>
```

```
        });  
    });  
});  
</script>  
</body>  
</html>
```

3. In the above, replace `{YOUR_TENANT}` with your Quiq tenant name. For instance, if your Quiq URL was `https://example.goquiq.com`, you would replace `YOUR_TENANT` with `example` in the above text.
4. Save the file in an accessible location as `console.html`

## Configure the Incident Console Add-In

1. In the OSC Console, under **Configuration->Site Configuration**, open **Add-In Manager**
2. Click **Agent Browser UI Extensions**
3. At the top of the console, click **New**
4. Locate the `console.html` file you saved above, select it, and click **Open**
5. In the new window that appeared, set the **Name** field to **Quiq Messaging**
6. Set **Extension Type** to **Console**
7. Next to the `console.html` file, ensure the **Init File** box is checked
8. At the top of the OSC Console, select **Profile Access**
9. Enable Add-In Access for any profiles that are intended to run the Agent Browser UI
10. At the top left of the OSC Console, click **Save**

## Configure the Incident Workspace Add-In

1. In the OSC Console, under **Configuration->Application Appearance**, open **Workspaces**
2. If you already have a Workspace configured for Browser UI, you can use that, otherwise you can copy an existing OSC Console workspace and adjust it for BUI.
  1. If you are copying, right click on the Workspace you want to copy, and select **Copy**
  2. Name it **Quiq Messaging BUI**
3. Click **Inser Control**
4. Drag the **Browser** Control to a free area where you want it to appear within your workspace
5. Double click the new **Browser** that you dragged out
6. Ensure **Delay Page Load** and **Suppress Errors and Authentication Dialogs** are checked
7. Ensure **Set Fixed Height**, **Send URL as Post Data**, and **Open Popups in a New Browser Control** are unchecked
8. Click **URL** and put the following, swapping `{YOUR_TENANT}` for the name of your Quiq Tenant

```
https://{YOUR_TENANT}.goquiq.com/app/messaging/integrations/buiLoader/  
workspace
```

9. At the top left of the Oracle Service Console, click **Save**

## Enable the Incident Workspace for Profiles

1. Under **Staff Management** click **Profiles**

2. For any profiles that intend to use the Agent Browser UI, repeat the following
  1. Open the profile
  2. Click **Permissions**
  3. Ensure **Account Authentication** is checked under **Agent Browser User Interface**
  4. Save
3. Under the **Workspaces** Tab, click the magnifying glass next to **Incident Browser**
4. Select the Workspace you created above and click **OK**
5. Under the **Agent Browser UI Extensions** Tab, ensure the **Quiq Messaging** add-in has a checkmark next to it, so it is enabled
6. At the top left of the Oracle Service Console, click **Save**

### Ensure it works

1. Go to the following, [https://{YOUR\\_ORACLE\\_SERVICE\\_CLOUD\\_URL}.com/AgentWeb](https://{YOUR_ORACLE_SERVICE_CLOUD_URL}.com/AgentWeb)
2. Login if needed
3. On the left hand side, you should see a blue spinner, you can click it to expand and collapse the Quiq Navigation Widget
4. Open an Incident
5. You should see the corresponding Quiq Conversation loaded in the Incident Workspace