

# 8

## eBdesk Web Chat

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### **Requirements:**

Internet Explorer Version 4.0 or higher.

### **Introduction**

You can easily communicate with your colleagues by using eBdesk Web Chat. It is simple and real-time. Time and distance will become no longer an obstacle for you and your colleagues to build an effective way of communication. You can also send messages with option for private message allowed mode or not.

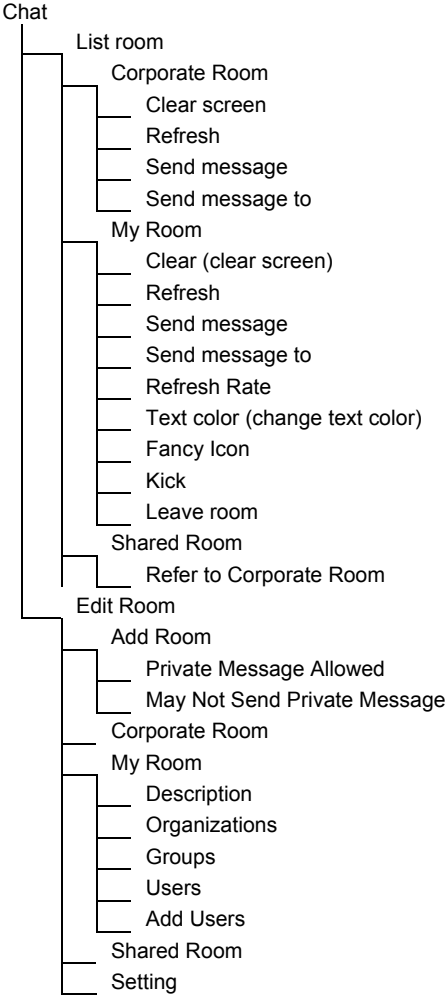
This chapter explains how to operate the main functions of eBdesk Char:

1. Conducting a chatting session with your colleagues.
2. Creating New Chat Room
3. Inviting your Organization, Group, and User into your Chat Room
4. Kicking Certain Chatter
5. Editing your own Chat Room

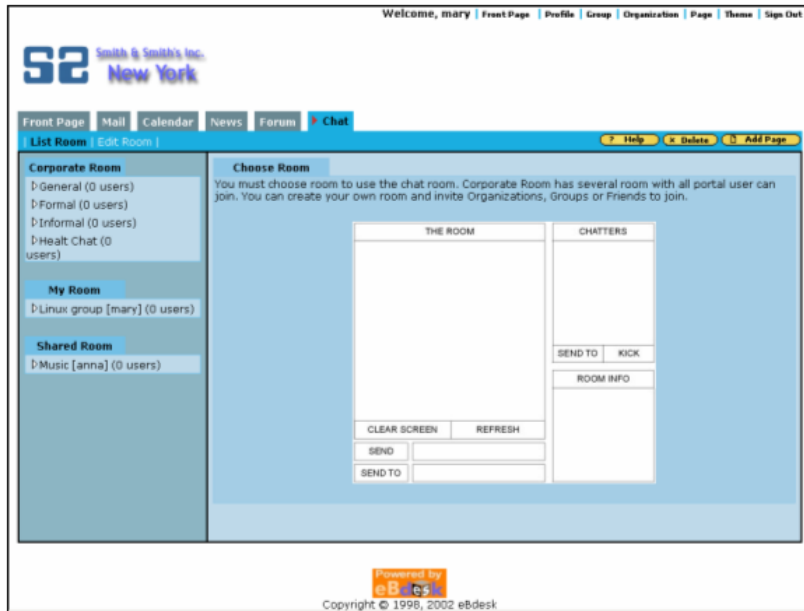
In order to make it easy, let's assume that your company name is **Smith & Smiths Inc.** and your company site is [www.corp.com](http://www.corp.com).

After opening and login to your company site, you can directly open eBdesk web chat by clicking **Chat** menu.

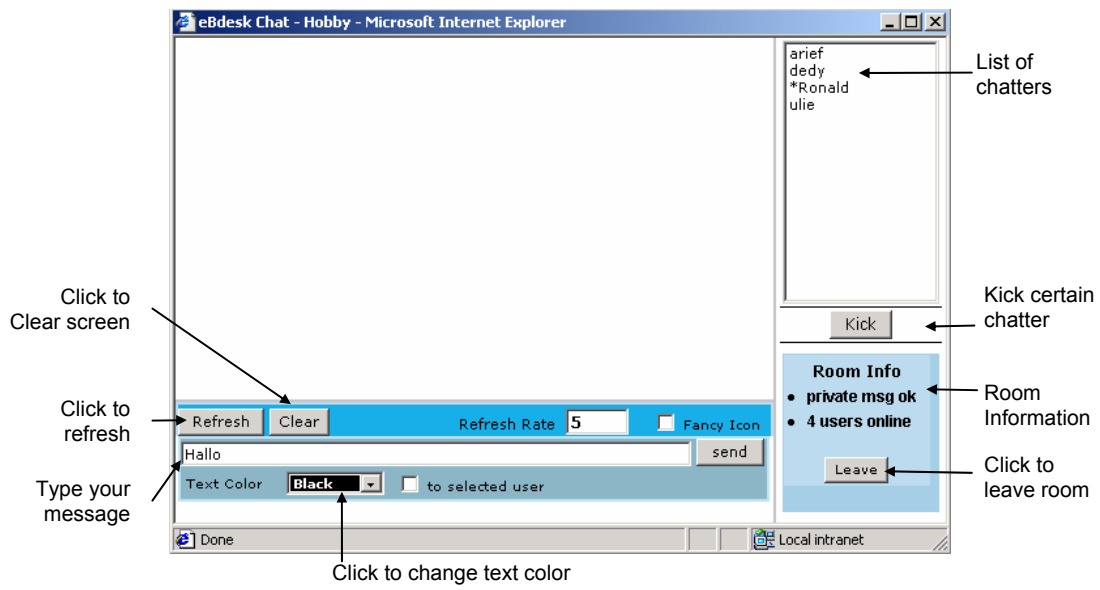
# Chat Structure Menu



# Quick Guideline



Picture 8 - 1 : Map of eBdesk Chat



Picture 8 - 2: Example of Chat Room

Welcome, Marry | [Front Page](#) | [Profile](#) | [Group](#) | [Organization](#) | [Page](#) | [Color](#) | [Sign Out](#)

**SS** Smith & Smith's Inc. New York

[Front Page](#) | [Mail](#) | [Calendar](#) | [News](#) | [Forum](#) | **Chat**

[List Room](#) | **Edit Room** | [Help](#) | [Delete](#) | [Add Page](#)

**Add Room**

Name :

Private message allowed  
 May not send private message

[Create](#)

**Corporate Room**

- General
- Formal
- Informal

**My Room**

- Linux [Marry]
- Game [Marry]

**Shared Room**

- baqir [baqir]
- lia [lia]
- friends [lia]
- Hobby [Ronald]

**Room Properties**

Below are the Room attributes. Click [Finish] button when you finish. You can share this room to organizations, groups, or other users.

[Finish](#) | [Cancel](#)

**Description**

Room Name : Linux  
Room Owner : Marry  
Private Message : Yes  
Ownership :

**Organizations** | [Add](#) | [Check all](#) | [None](#)

Share	Name	Member	Admin	Description
<input checked="" type="checkbox"/>	QA	5	Marry	
<input type="checkbox"/>	Front Office	11	syaiful	

**Groups** | [Check all](#) | [None](#)

Share	Name	Member	Owner	Description
<input checked="" type="checkbox"/>	Hobby	8	Marry	Grup Marry

**Users** | [Check all](#) | [None](#)

Share	First Name	Last Name	E-mail
<input checked="" type="checkbox"/>	ady		ady@technical.ebdesk
<input checked="" type="checkbox"/>	bjarief		arief@technical.ebdesk
<input checked="" type="checkbox"/>	Ronald		Ronald@technical.ebdesk

**Add Users** | [Add](#) | [Users..](#)

You can add manually by typing user\_ID here, separate by semicolon(;) or (comma). For example `anna;john;andrew.`

Annotations:

- Type in your room (points to Name field)
- Click to create new room (points to Create button)
- Corporate Room (points to Corporate Room section)
- Your Room (points to My Room section)
- Shared Room (points to Shared Room section)
- Enter user ID to be added (points to Add Users text input)
- Click to finish (points to Finish button)
- Ownership (points to Ownership dropdown)
- Select organizations, groups, & users (points to Organization table)
- Click to remove all (points to Check all button for Groups)
- Click to see list of user (points to Users.. button)
- Click to add user (points to Add button for Users)

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Picture 8 - 3: Example of Editing Your Room

Welcome hi, Ronald | [Front Page](#) | [Profile](#) | [Group](#) | [Organization](#) | [Page](#) | [Color](#) | [Sign Out](#)

**SS** Smith & Smith's Inc. New York

[Front Page](#) | [Mail](#) | [Calendar](#) | [News](#) | [Forum](#) | **Chat**

[List Room](#) | [Edit Room](#) | [? Help](#) | [x Delete](#) | [Add Page](#)

**Add Room**

Name :

Private message allowed  
 May not send private message

[Create](#)

**Corporate Room**

- ▷ General
- ▷ Formal
- ▷ Informal

**My Room**

- ▷ Hobby [Ronald] [x](#)
- ▷ Soccer [Ronald] [x](#)

**Shared Room**

- ▷ Linux [Marry] [x](#)
- ▷ Game [Marry] [x](#)

**Room Properties**

Below are the Room attributes. Click [Finish] button when you finish. [Finish](#)

**Description**

Room Name : Linux  
Room Owner : Marry  
Private Message : Yes  
Ownership : Personal,

**Organizations**

Name	Member	Admin	Description
QA	5	Marry	

**Groups**

Name	Member	Owner	Description
Hobby	8	Marry	Grup Marry

**Users**

First Name	Last Name	E-mail
bjarief		arief@technical.ebdesk
Ronald		Ronald@technical.ebdesk

Shared room →

Click to finish →

Click to send e-mail →

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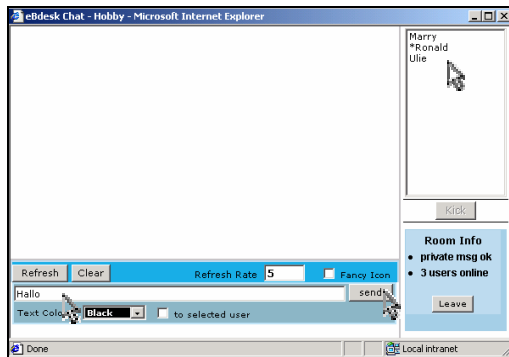
Picture 8 - 4: Example of Editing Shared Room

## 1. Conducting a Chat Session with

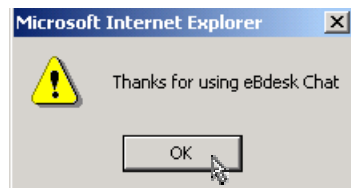
When you open the eBdesk **Chat** page, system will display chat room and its attributes.

To start chat session:

1. Select chat room you wish to conduct a conversation with on the **Corporate Room**, **My Room**, or **Shared Rooms**.
2. To send a message to all chatters, simply type your message and then click  or press **Enter**.
3. You can send private messages by selecting the chatter name and click checkbox in the **to selected user** field. Type your message and then click  or press **Enter**.
4. Click  to refresh your room or click  to clear screen.
5. To change text color, select color from drop down box in the **text color** field.
6. To set refresh rate, enter rate times in the **Refresh rate** field.
7. You can use expression icon by clicking check box in the **Fancy icon** field.



Picture 8 - 5: Example of Your Chat Session



Picture 8 - 6 : Click to close room

## 2. Leaving Chat Session

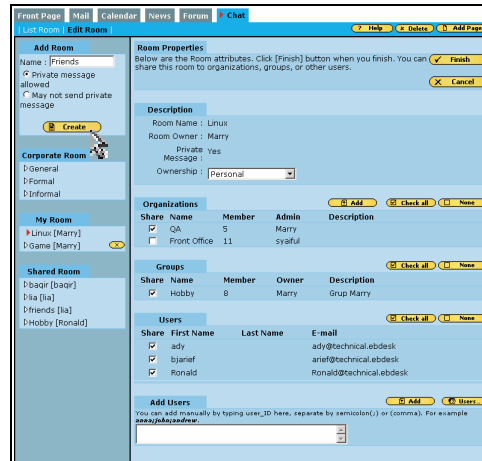
To leave chat room:

1. Locate cursor on the **Room Info** field, then click  button to leave room.
2. The confirmation dialogue box will be displayed. See picture 8 – 6.
3. Click **OK** to close room.

### 3. Creating New Chat Room

Instead of using available chat rooms, you can also create a new one. To create new chat room:

1. Open the **Edit Room** page. Enter the room name on the **Add Room** field.
2. Select the following options “**Private Message Allowed**” or “**May Not Send Private Message**” by clicking  on the left side of each options.
3. “**Private Message Allowed**” mode allow you to enable the private message mode, while “**May Not Send Private Message**” mode disable that function.
4. Select organizations, groups, and users you want to share.
5. Finish by clicking  **Finish** button or click the  **Cancel** to cancel.



Picture 8 - 7: Example of Creating New Room

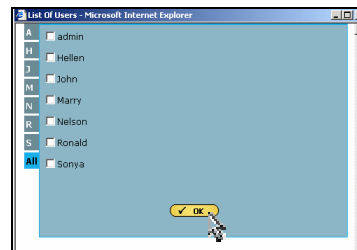
#### Note

You can add a chat room via Edit Room only for My Room.

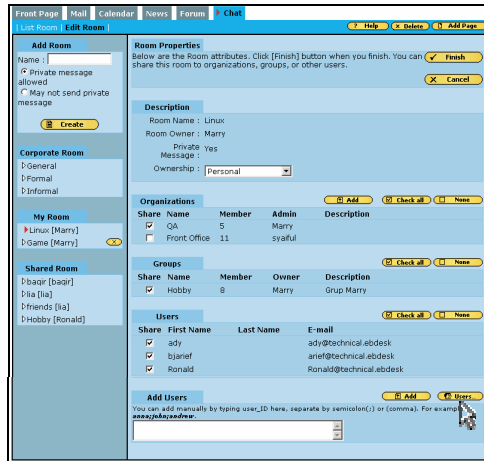
### 4. Inviting your Organization, Group, and User into your Chat Room

When you open the **Edit Room** page, you can see list of your organizations, groups, and users. If you want to share your chat room with them, simply select them by clicking  on the left side of selected item, then click  **Finish**.

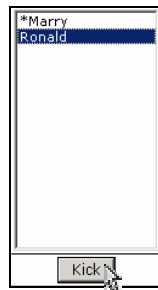
If you want to add new organization and group, please refer to the **Group and Organization** chapter.



Picture 8 - 8: List of users from A – Z



Picture 8 - 9: Click to Add user



Picture 8 - 10: Example of Kicking Chatter

If you want to add new user, just do the following steps;

1. Click the **Users** on the **Users** field.
2. **The List of Users** page will be displayed (see picture 8 – 8).
3. Select the user you want to add by clicking the  on the left side of the user ID.
4. Click **OK** button when you finish.
5. The added user will be displayed on the **Users** field.
6. Finish by clicking **Add**.

## 5. Kicking Certain Chatter

If you create a new room, you become the owner of the room, so you can manage everything related with your room.

For example, you can kick certain chatter by doing the following steps:

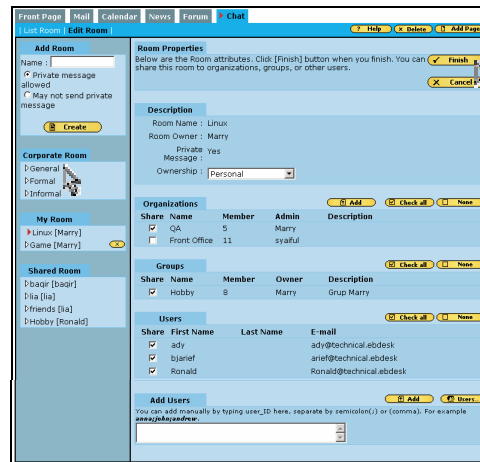
1. Select the chatter you wish to kick by clicking the chatter name.
2. Click **Kick** button.
3. The chatter/user will be removed from the list.

## 6. Editing Chat Room

You can only edit your own chat room (chat rooms on the **My Room** field).

To edit your chat room:

1. Open the **Edit Room** page.
2. Select the room you want to edit.
3. Edit the organizations, groups, and users.
4. Click **Finish** button to finish.
5. Or click **Cancel** button to cancel.



Picture 8 - 11: Example of your Editing Room