

Administrative Tasks

Erstellt von: Leonie Pehle

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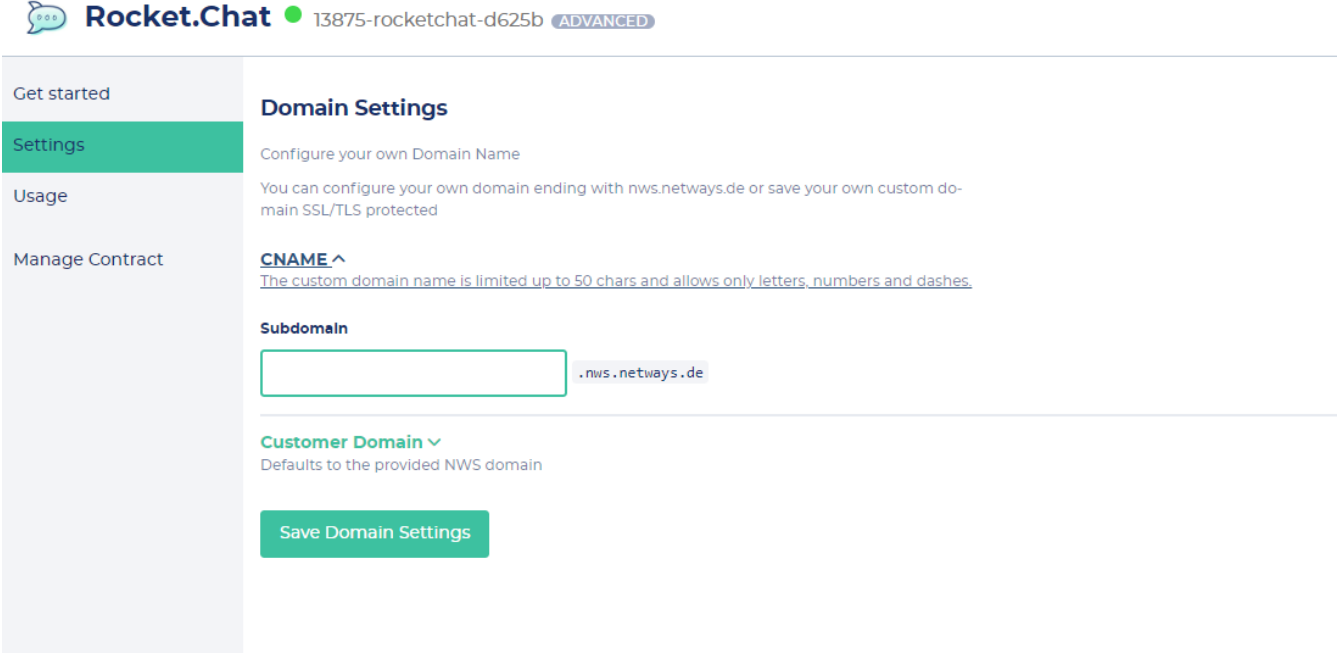
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Administrative Tasks

Customization

1. Subdomain

Just go to your Rocket.Chat app in the [NWS Customer Interface](#) and click on "Settings". Open the "CNAME"- tab and fill in your subdomain.



The screenshot shows the Rocket.Chat settings page for a user named '13875-rocketchat-d625b' with an 'ADVANCED' status. On the left is a sidebar with navigation links: 'Get started', 'Settings' (highlighted in green), 'Usage', and 'Manage Contract'. The main content area is titled 'Domain Settings' and contains the following elements:

- A heading 'Domain Settings' followed by the instruction 'Configure your own Domain Name'.
- A paragraph: 'You can configure your own domain ending with nws.netways.de or save your own custom domain SSL/TLS protected'.
- A section titled 'CNAME ^' with a note: 'The custom domain name is limited up to 50 chars and allows only letters, numbers and dashes.'
- A section titled 'Subdomain' with a text input field and a dropdown menu currently showing '.nws.netways.de'.
- A section titled 'Customer Domain v' with the text 'Defaults to the provided NWS domain'.
- A green button at the bottom labeled 'Save Domain Settings'.

2. Customer domain

Just go to your Rocket.Chat app in the [NWS Customer Interface](#) and click on "Settings". Open the "Customer domain"- tab and fill in your domain.

You also have to choose whether you want to take a Let's encrypt or a Custom SSL certificate.

Get started	Subdomain <input type="text"/> .nws.netways.de
Settings	Customer Domain ^ Defaults to the provided NWS domain Custom Domain Add the app with a custom domain <input type="text"/> www.yourdomain.com Let's Encrypt Use a certificate from "Let's Encrypt" <input type="checkbox"/> Custom SSL Cert Provide here your own domain SSL cert <div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> Custom SSL Key Provide here your own domain SSL key <div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>
Usage	
Manage Contract	

Upgrade to a bigger plan

Just go to your Rocket.Chat app in the [NWS Customer Interface](#) and click on "Manage contract". Here you can upgrade to *Advanced* or *Premium* plan. If the *Premium* plan is no longer sufficient, contact us via sales@netways.de and we will provide you with a customized solution on OpenStack.

Get started

Settings

Usage

Manage Contract

Manage Contract

Title

Leos RC

Technical mailing

Confirm

Purchased on January 13, 2023 07:59

Will be renewed on February 13, 2023 [Cancel](#)

Change Plan

Upgrades are performed immediately. If you go for an upgrade, you can use all features and limitations of the upgraded plan right now, but you will only get charged at your next date of billing. Downgrades are not possible.

Basic	Advanced	Premium
Storage space 20 User limit active 250 User limit all 250 Channels 10 File sharing 1 Helpdesk 0 Video 0 Recommended Startups	Storage space 100 User limit active 500 User limit all 500 Channels 25 File sharing 1 Helpdesk 1 Video 1 Recommended Smes	Storage space 250 User limit active 1000 User limit all 1000 Channels 50 File sharing 1 Helpdesk 1 Video 1 Recommended Enterprises
24.99 €/month	49.99 €/month	99.99 €/month

☐ I accept the [terms](#) and the [terms of privacy](#).

Update Contract

Adding user in Rocket.Chat

Go to your Rocket.Chat instance and click on your username, open the *Administration* section, select *Users* and enter the desired user data after clicking *+*.

+

Neu

Einladung

Status

Online

Offline

Benutzer hinzufügen

Name

Benutzername

@

E-Mail

Überprüft

Statusnachricht

Biografie

Kurzname

Passwort

Passwortänderung verlangen

Zufallspasswort festlegen und per E-Mail versenden

Rollen

Eine Rolle auswählen

Standard-Channels beitreten

Willkommens-E-Mail senden

Abbrechen

Speichern

Rocket.Chat LiveChat

The live chat feature is only available in the *Extended* and *Premium* plans and is enabled by default.

To activate/deactivate it:

Log in with your credentials, click on the three dots at the top right. Select Settings, then go to OmniChannel and change the LiveChat activation. At the top right you can save the changes. Close the administration screen at the top

left and reload the page in your browser. To make LiveChat available on your site, make sure the LiveChat switch on the left is set to green. Then click on the down arrow next to your username, select LiveChat and then Installation. If you follow the instructions on the page, you can use the same Java script to embed the LiveChat feature on multiple websites. Again, we have no hard limits. Here you can find more instructions about LiveChat.

Administration

Erlaube vollen Funktionsumfang
Info
Import
Benutzer
Rooms
Einladungen
Verbindungsdiagnose
Protokolle anzeigen
Benutzerdefinierte Töne
Federation Dashboard
Anwendungen
E-Mail-Posteingänge
Benutzerdefiniertes Emoji
Integrationen
OAuth-Apps
Mailer
Benutzerdefinierter Benutzerstatus
Berechtigungen
Einstellungen

Omnichannel

Richten Sie Omnichannel ein, um mit Ihren Kunden von einem Ort aus zu kommunizieren, unabhängig davon, wie sie mit Ihnen in Kontakt treten.

☒ Livechat

☒ Kommentar beim Schließen der Konversation anfordern
Wenn dies aktiviert ist, muss der Agent einen Kommentar eingeben, bevor das Gespräch geschlossen wird.

☒ Akzeptiere neue Omnichannel-Anfragen, wenn der Agent inaktiv ist

☐ Durchgehende Soundbenachrichtigungen für den neuen Livechat-Raum

☒ Hochladen von Dateien aktivieren

☐ Fragen Sie Besucher, ob Sie nach dem Schließen des Livechats eine Mitschrift zugesandt bekommen möchten

Nachricht, die bei der Nachfrage bzgl. einer Mitschrift gesendet wird

External Frame

Livechat

Livechat-Titel

Rocket.Chat

Hintergrundfarbe des Livechat-Titels

Variable name: Livechat_title_color

☐ Zeichenbegrenzung für Nachrichten aktivieren

Zeichenbegrenzung für Livechat-Nachricht

0

☒ Offline-Formular anzeigen

☐ Gasttätigkeit nach Beendigung des Chats löschen

Enabling Jitsi for Rocket.Chat

If you would like to use Jitsi with your Rocket.Chat, you need to download Jitsi from the Marketplace. For any further information and what to do it exactly, feel free to read Joshua's helpful [blogpost!](#)

NETWAYS Managed Services GmbH
Deutschherrnstrasse 15-19
90429 Nürnberg

Web: nws.netways.de
E-Mail: info@netways.de
Telefon: +49 (911) 92885 0

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