Configuring and Building the UI SDK

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© Copyright IBM Corporation 201 Watson Customer Engagement UI SDK Configuration Considerations

- Determine configuration needs
 - -Same configuration across the whole site
 - -Separate configurations for different parts of the website

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-Any non-standard modules

- Determine deployment approach
 - -Single file
 - -Multiple files (libraries and configuration)

Building the UI Capture SDK

- Use the latest version
 - Latest fixes, features, and browser support
 Typically released every 6 months
- Download the library from
 - Administration Panel of Watson Customer
 Experience Analytics Tealeaf (using the configuration wizard)
 - -IBM Support Fix Central (for manual configuration):

<u>945.ibm.com/support/fixcentral/swg/selectFixes?parent=Enterprise%20Marketing%20Management&product=ibm/Other+software/Tealeaf+Cu stomer+Experience&release=All&platform=All&function=all</u> IEM

 Manually add pako.js (and optionally hammer.js) and any custom modules

Configuration and Download of the SDK from the Administration Panel

- Navigate to:
- Applications Tab
 UIC column



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Getting pako.js •

- Download **pako.min.js** library
 - –Newest version can be downloaded from <u>https://github.com/nodeca/pako/blob/master/dist/p</u> <u>ako.min.js</u>

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<pre>1 /* pako 1.0.3 nodeca/pako */ 2 !function(t){if("object"==typeof exports&&"undef:</pre>	ned"!=typeof module)modu	le.exports=t();ere if("		Open Link in New <u>W</u> indow
3 1,_+=n[s++]< <u,u+=8}if(a.nlen=(31&_)+257,_>>>=5,u-=5,a.ndist=(31&_)+1,_>> Right Click</u,u+=8}if(a.nlen=(31&_)+257,_>				Open Link in New Private Window
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2016 GitHub, Inc. Terms Privacy Security Status Help	0	Contact Gi		Copy Link's Name and URL
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				Search Google for "Raw"
				Inspect Element (<u>Q</u>)
				Convert Link Target to Adobe PDF
				Append Link Target to Existing PD

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Building the SDK

• Copy-Paste **pako.min.js** into the SDK file

pako.min.js



Configuration of UI SDK • Enable the compression engine for DOM capture – In Services > Queue > Queues add parameter "encoder": "gzip" [remember to add a COMMA in the previous line]

```
_TLT.init({
"services": {
          "browser": {
              "useCapture": true,
              "sizzleObject": "window.Sizzle"
          },
          "queue": {
Ē
              "queues": [{
                      "gid": "DEFAULT",
                      "endpoint": "//uscollector.tealeaf.ibmcloud.com/collector/collectorPost",
                      "maxEvents": 50,
                      "maxSize": 300000,
                      "timerinterval": 300000,
                      "checkEndpoint": true,
                      "endpointCheckTimeout": 300
                      "encoder": "gzip"
              "asyncRegOnUnload": false,
              "useBeacon": true,
              "xhrLogging": true
```

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Configuration of the UI Capture SDK for the Cloud Collector

- Enable TLCookie Module
- Define the Session Cookie name (default TLTSID)

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- Set the collector endpoint URL
- Set the Application Key value
- Enable useBeacon
- Enable compression of DOM data
- Enable DOM capture
- Review (adjust) default DOM capture options
- Review (adjust) default DOM capture triggers
- Configure UI Capture SDK privacy settings – (Will be covered in the next lesson)

UI SDK Privacy Confguration

• Configuration of the UI SDK Privacy will be discussed in a separate unit of the course

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Dynamic Configuration Examples

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Configuring Alternate settings for IE8, IE9 and IE10 Browsers

- IE8 does not support DOM Capture, pako GZIP or Cross Domain Posts (CORS)
- IE9 does not support DOM Diff Capture or pako GZIP
- IE10 does not support DOM Diff Capture

```
var legacyIE = false;
if (document.documentMode === 8) { //--- Disable SDK for IE8 (No DOM/CORS)
    legacyIE = true;
}
if (document.documentMode === 9) { //--- Alternate config for IE9 (No Diff/GZIP)
    TLT.getConfig().modules.replay.domCapture.enabled = false;
    TLT.getConfig().services.domCapture.diffEnabled = false;
}
if (document.documentMode === 10) { //--- Alternate config for IE10 (No Diff)
    TLT.getConfig().services.domCapture.diffEnabled = false;
    TLT.getConfig().services.domCapture.diffEnabled = false;
    TLT.getConfig().modules.replay.domCapture.triggers = [
        { event: "change" },
        { event: "load", delay: 500 }
    ];
}
```

TRM

Segmenting Traffic to a different tlAppKey based on the document.URL

The following example can be modified to support Application Key changes by domain name, URL, QueryString, hash value, cookie value, etc

TRM

```
var getLocation = function(href) {
  var getURL = document.createElement("a");
  getURL.href = href;
  return getURL;
var getHostname = getLocation(document.URL).hostname;
if (getHostname === "www.sample1.com" ||
     getHostname === "www.sample2.com") {
  TLT.getConfig().modules.TLCookie.tlAppKey
     else {
  TLT.getConfig().modules.TLCookie.tlAppKey
```

Testing the UI Capture SDK

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Testing the SDK • Captures your own sessions

Client Side Capture (CSC) Works in the browser (using script injection plugin)

 No changes on the server/in the application code
 From the browser perspective - no difference to a script hosted on the server

TRM

- Allows to
 - -Test if the script is working on a site
 - -Validate the script's configuration
 - -Verify SDK's privacy settings
 - Replay and analyze captured session on the server
- Performed multiple times during a project (demos, pre-sales, development, testing)

Client Side Capture with Injection of UI Capture



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Capture a Session

- In the web browser navigate to the web-site you want to analyze
 - You may want to use the private/incognito mode
 Make sure to DISABLE script and ad-blockers or
 - whitelist the collector's address
- Act as a "typical" user perform a representative session:
 - Browse products
 - -Use search, help, support etc.
 - Place the order or abandon the shopping cart
- Make sure to **close the browser tab** after the last step (captured data is sent on page UNLOAD)
- Review the session and replay quality on the server – Note there might be a processing delay

Troubleshooting and Validation

• UI SDK successfully loads on all pages in the scope of deployment (no JS errors in the console)

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- SDK can send data to the server
 - -Use TLT.flushAll() to force
 - -Request has the AppKey and SessionID headers
 - -HTTP 200 (OK) response with content
 {"result":"success"}
- Page interaction data (clicks, changes) is captured
- Sensitive information is being correctly masked
- Log in to the server's user interface and review captured session data

Please proceed to the next module

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