

Support Boundaries: MiContact Center Web Chat

INFORMATION

The implementation of a web chat queue involves both configuration of the MiContact Center server, and a public web server. Mitel supports our web chat within the MiContact Center software itself. If you are experiencing difficulties, test the internal URL provided for your web chat. If it is functioning correctly to that point, then our own support will consider this functioning.

From the internal URL to the external connection is the responsibility of the customer (Dealer, or end customer) and their web administration team. Our recommended implementations are either a relative URL, or a reverse proxy.

For more information regarding setting up a reverse proxy please see the following articles:

- [HowTo - Set up a Reverse Proxy in Microsoft IIS](#)
- [HowTo - Set up a Reverse Proxy in Apache](#)

APPLIES TO

MCC, all versions

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