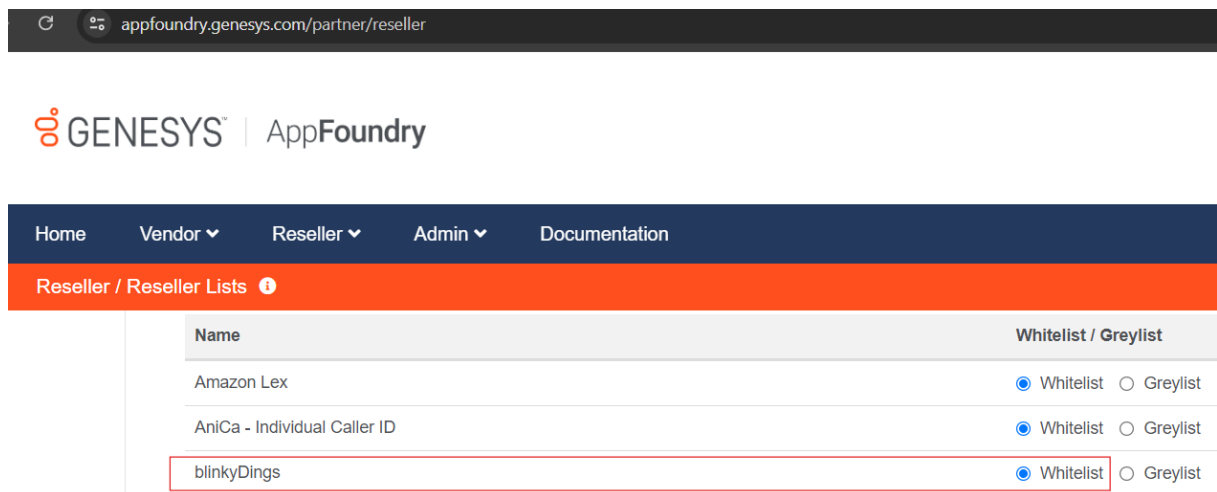


Installation guide for blinkyDings Version 2.4.0.0

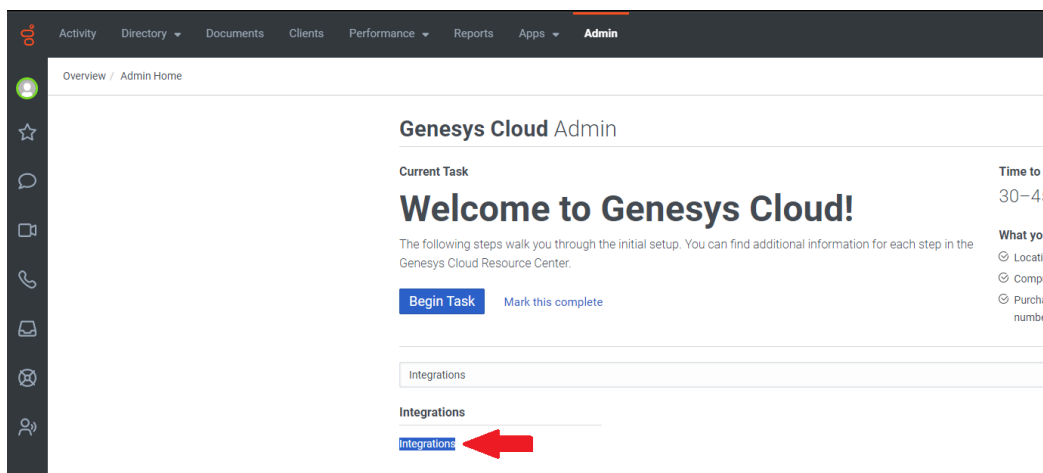
Before going through this guide, please activate blinkyDings for your organization in the AppFoundry.

If you cannot recognize, test & download the app from AppFoundry, please also clarify with your partner if the blinkyDings app is whitelisted in its reseller section for you.

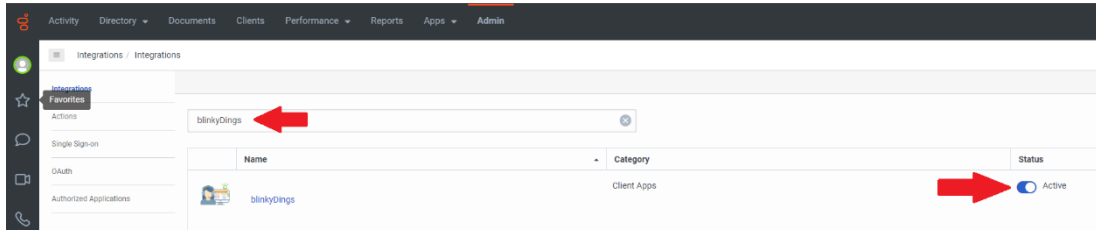


1. Activating the Integration

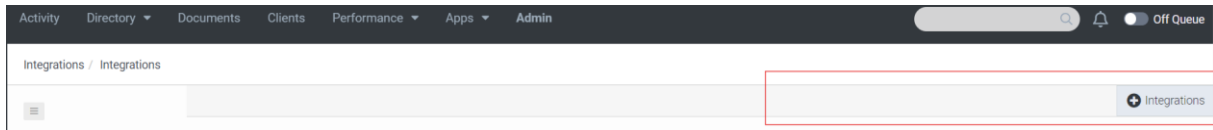
1.1. Navigate to the Admin tab and click on the *Integrations* link.



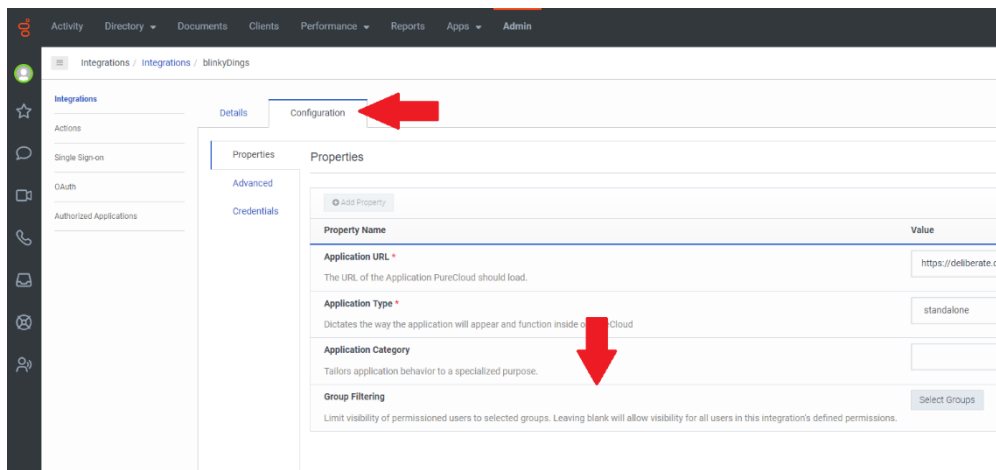
1.2. Enter blinkyDings into the search field and make sure the slider is set to *active*.



1.3.2 If the blinkyDings integration is not shown directly, please use the “+ Integration” button in the upper right corner to add it manually and then activate it and follow the next steps.

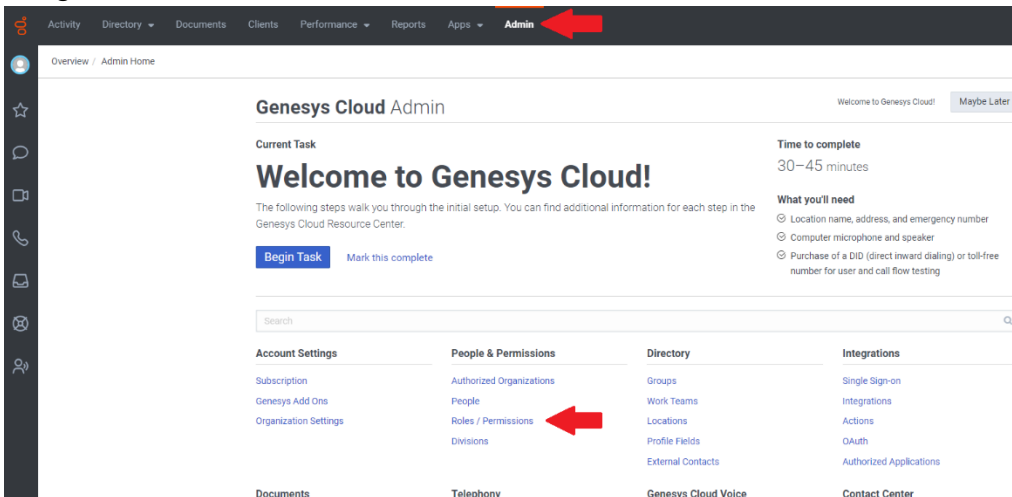


1.3. Click on the integration and navigate to the *Configuration* tab. The Group Filtering is empty by default, this means that all users with the permission for the integration will be able to see the integration. We recommend this setting.

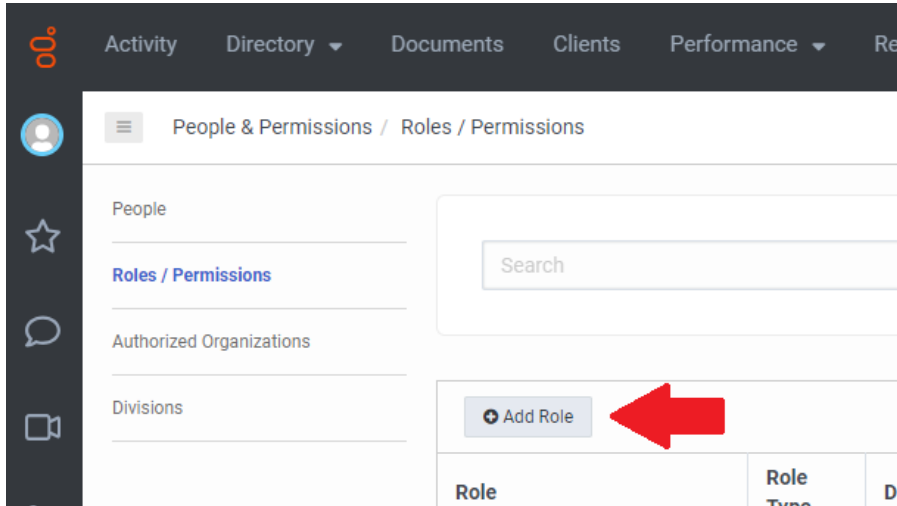


2. Create Admin Role

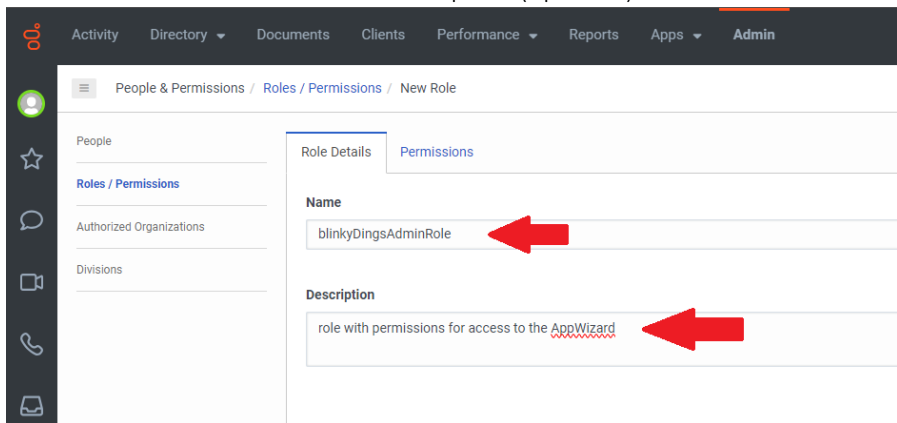
2.1. Navigate to the Admin tab and click on the Roles / Permissions link.



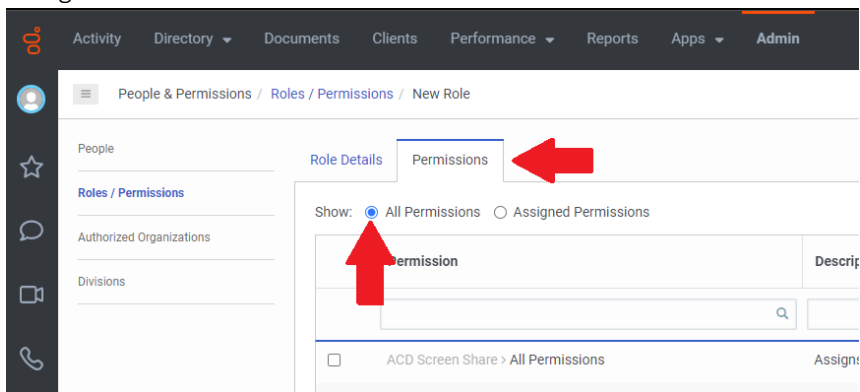
2.2. Click on the *Add Role* button.



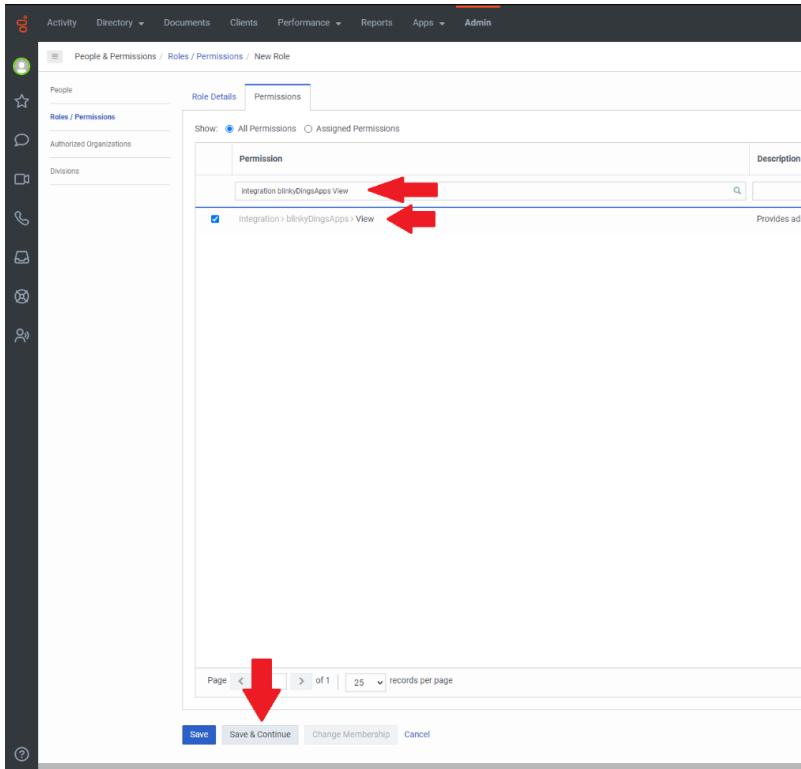
2.3. Give the role a name and add a description (optional).



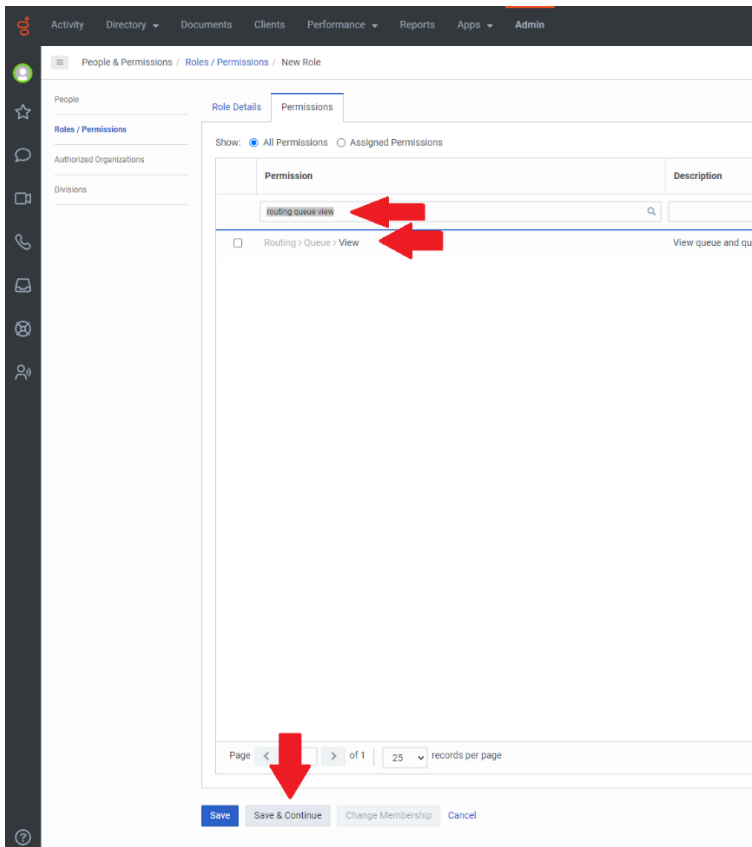
2.4. Navigate to the *Permissions* tab and make sure *Show: All Permissions* is selected.



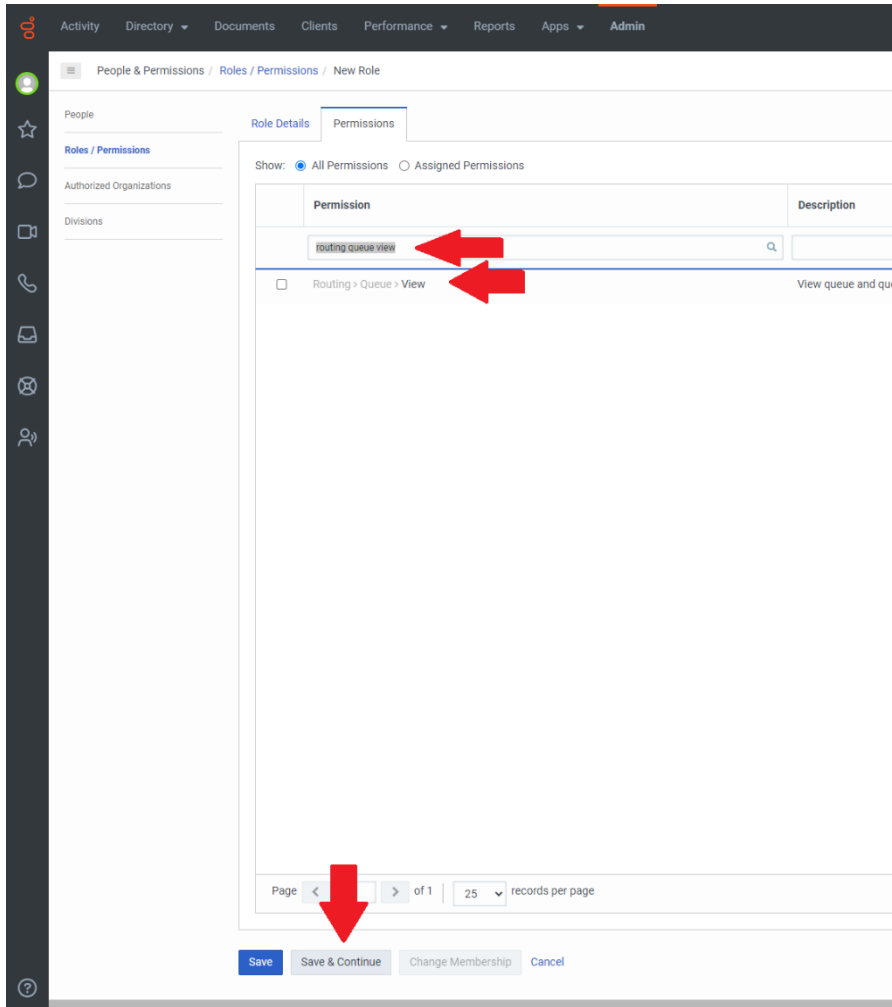
2.5. Search for “integration blinkyDingsApps view” and check the checkbox. Then click the *Save & Continue* button.



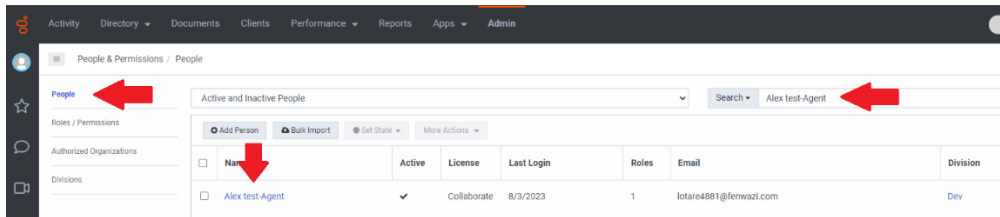
2.6. Search for “architect datatable all permissions” and check the checkbox. Then click the *Save & Continue* button.



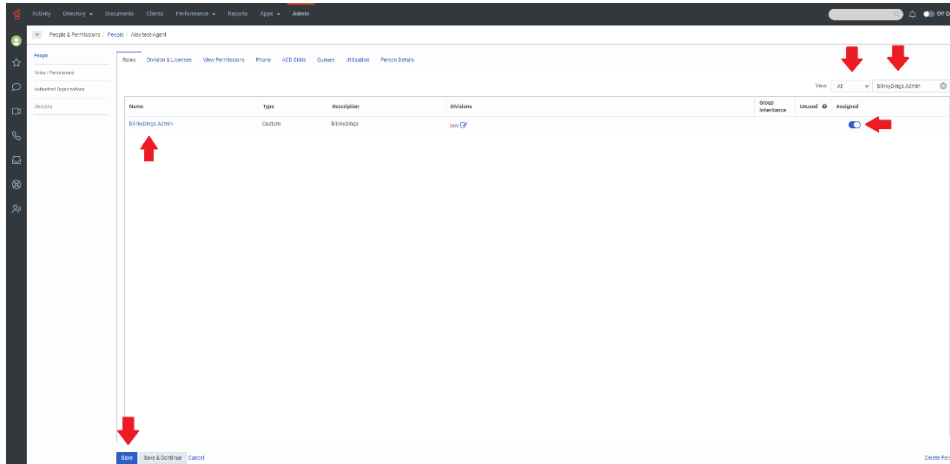
2.7. Search for “routing queue view” and check the checkbox. Then click the *Save & Continue* button.



2.8. Navigate to People, enter the name of the user you want to add this role to and select it from the list.



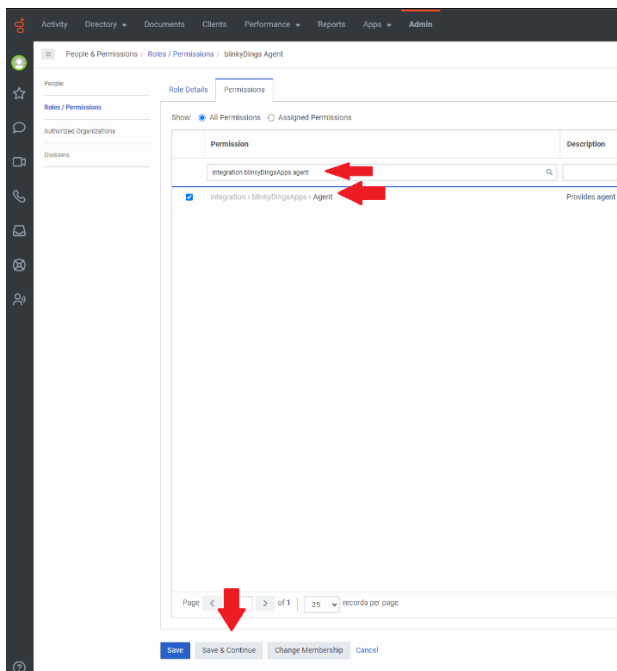
- 2.9. Under *View* select *All* from the dropdown list. Put the name you assigned to the role in step 1.4 in the search field and click on the *Assigned* switch to assign the role. Click the *Save* button.



3. Create Agent Role

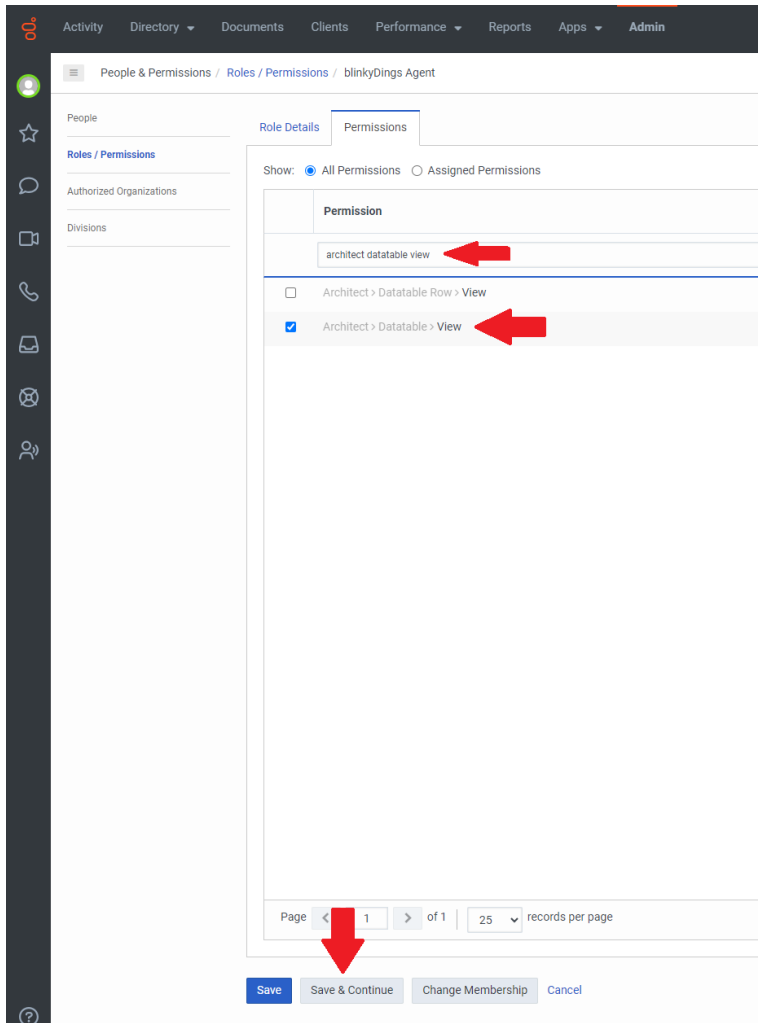
- 3.1. To create the role for agents, repeat steps 2.1. through 2.4.

- 3.2. Search for “Integration blinkyDingsApps agent” and check the checkbox. Then click the Save & Continue button.

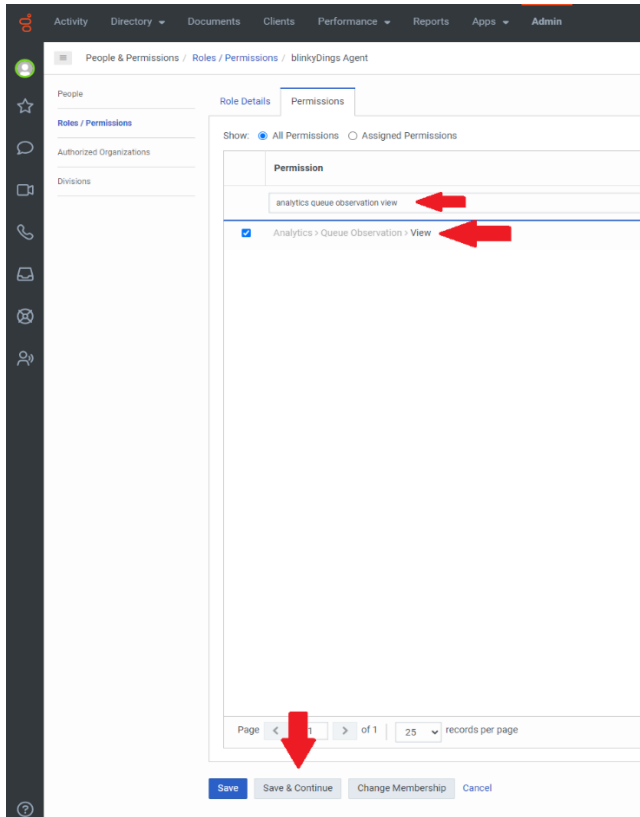


Note: The `integration:blinkuDings:agent` permission is the one that counts as usage and thus incurs additional costs.

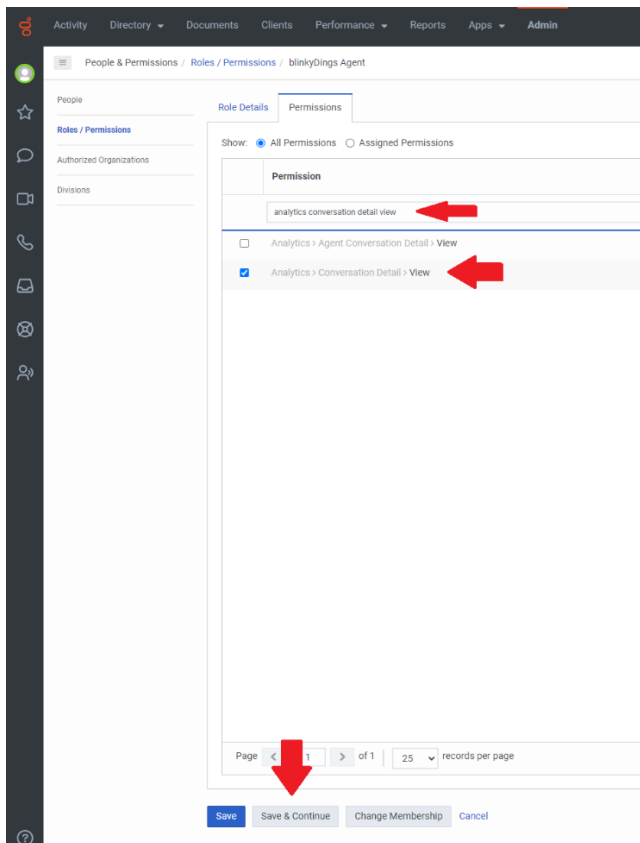
3.3. Search for “architect datatable view” and check the checkbox. Then click the Save & Continue button.



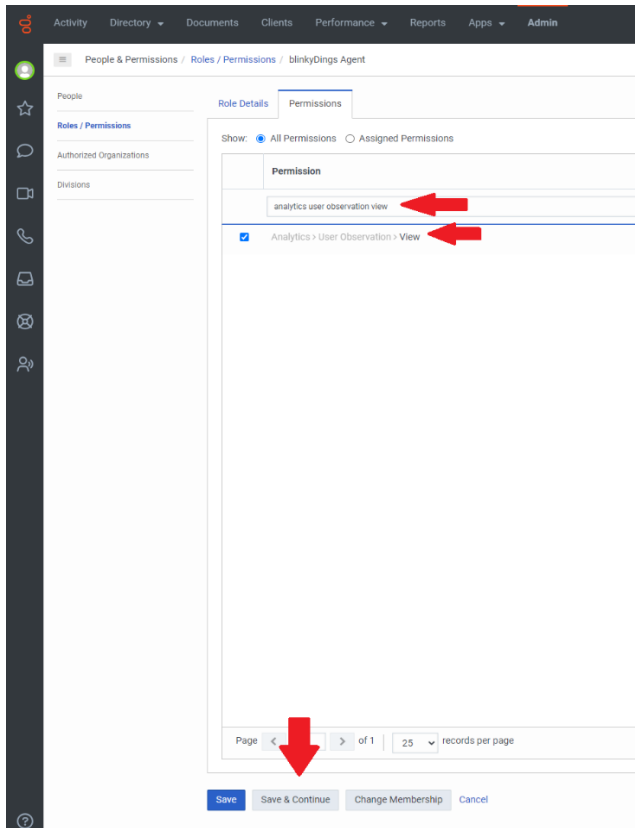
3.4. Search for “analytics queue observation view” and check the checkbox. Then click the Save & Continue button.



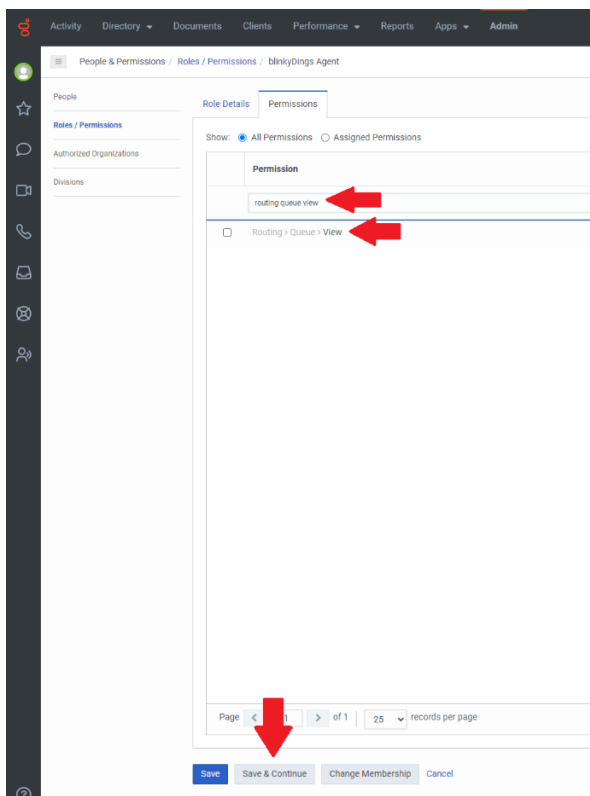
3.5. Search for “analytics conversation detail view” and check the checkbox. Then click the Save & Continue button.



3.6. Search for “analytics user observation view” and check the checkbox. Then click the Save & Continue button.

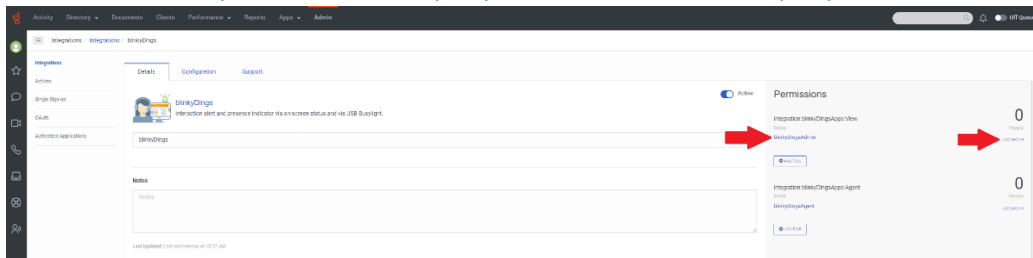


3.7. Search for “routing queue view” OR “routing queue join” and check the checkbox. Then click the Save & Continue button.

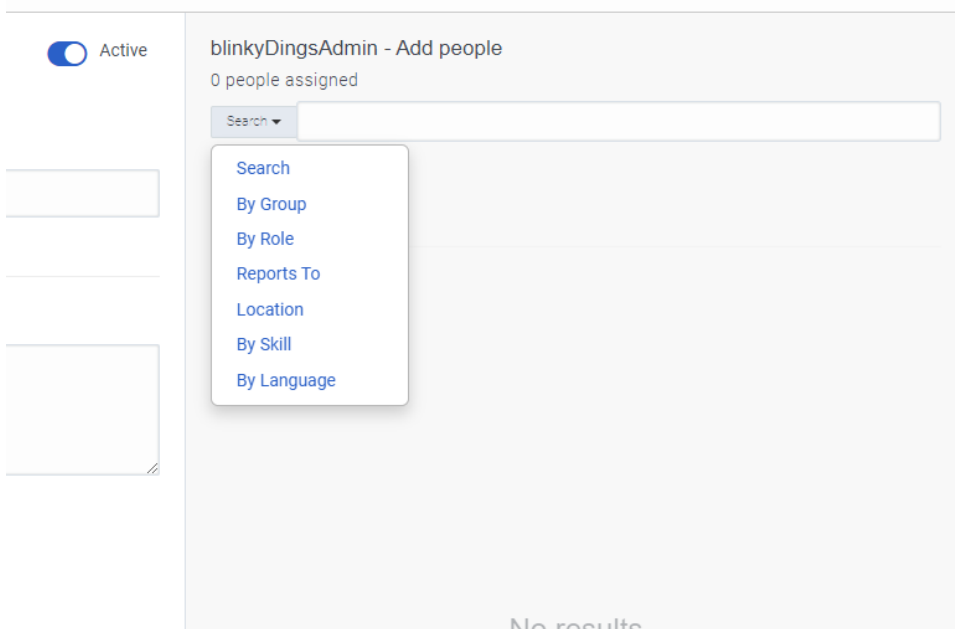


3.8. Return to the blinkyDings integration by going to Admin, Integrations and clicking on the blinkyDings entry in the list ([see steps 1.2 and 1.3](#)).

3.9. Choose the role you want to add people to and click on *Add people*.



3.10. Enter the name of the person you want to add to the role into the search field. Or search by any of the other parameters.

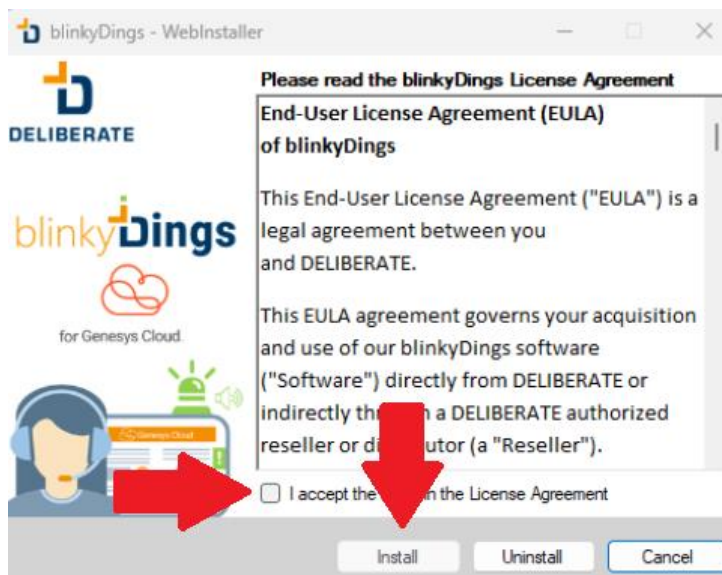


Note: If you want to see all people in your organization, enter a letter into the search field and delete it. The list will then show all people.

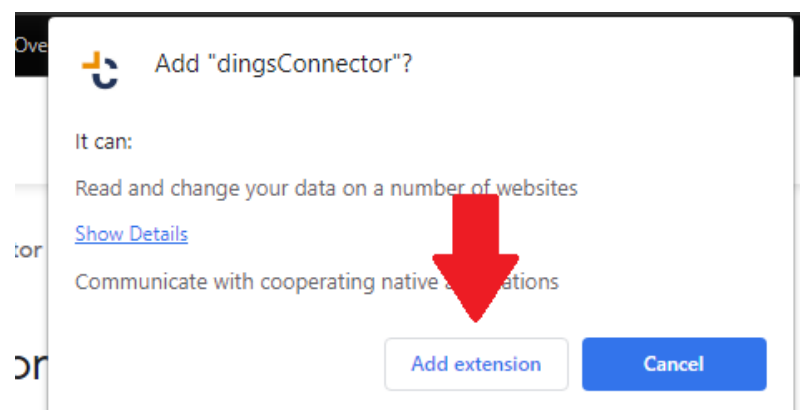
4. Installing the Desktop Application

Note: Administrator rights are required for the environment where the app is installed.

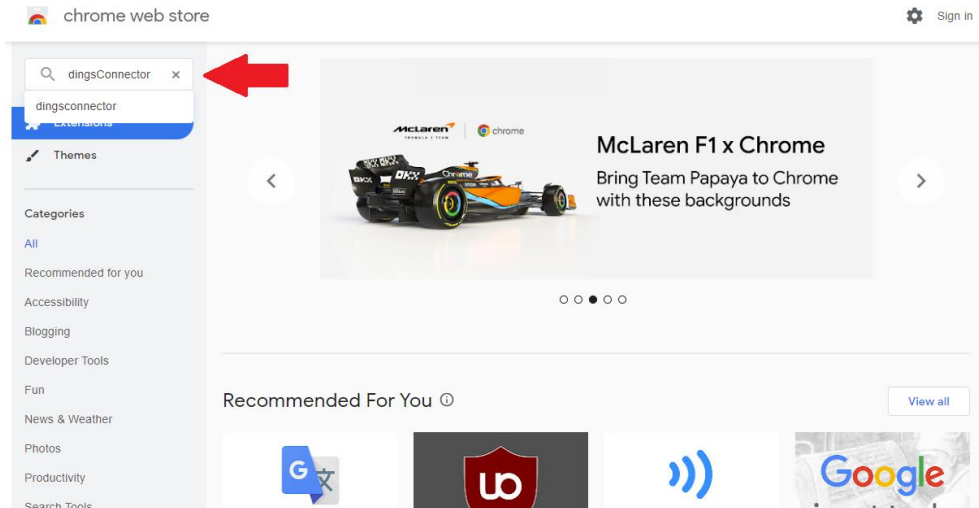
- 4.1. Download the [Windows-WebInstaller](#). This always downloads the latest version.
- 4.2. Locate the **blinkyDings-WebInstaller.exe** and run it.
- 4.3. Accept the terms of the license agreement and click the Install button. This will install all the necessary components.



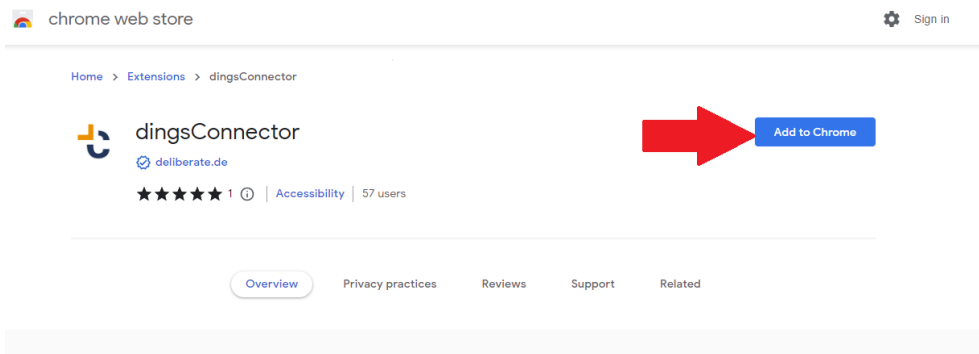
- 4.4. If you are asked to allow the web installer to add a Chrome extension to your browser, please agree.



4.4.1. blinkyDings will not work without the Chrome extension **dingsConnector**. If for some reason the installation of this extension fails, it can be installed via the [Chrome Web Store](#). Just search for **dingsConnector**.



4.4.2. Add it to Chrome.

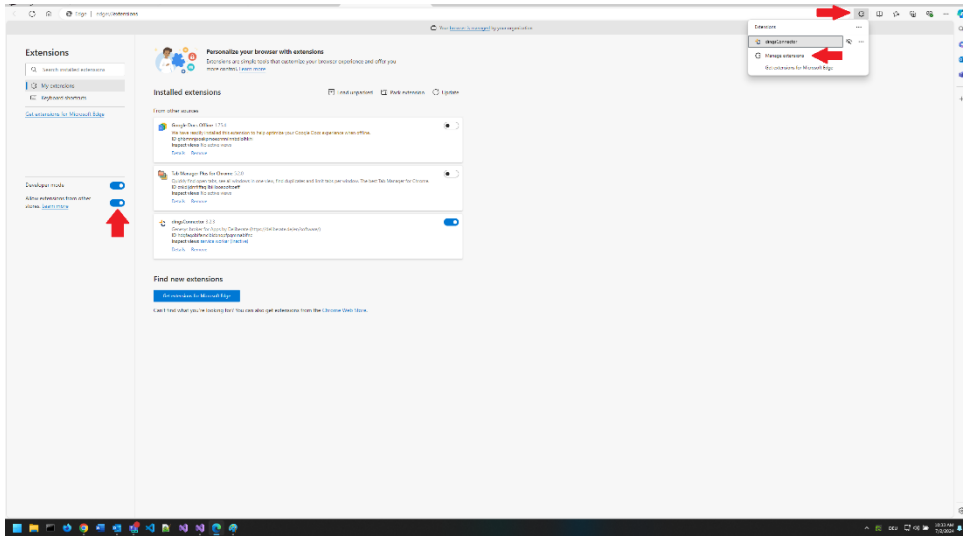


4.5. **If you use Microsoft Edge** instead of Google Chrome you have to manually install the chrome extension dingsConnector from the Google web store.

4.5.1. Open Edge and click on the Extensions (puzzle piece symbol) and click on *Manage Extensions*

4.5.2. Toggle the switch to *Allow extensions from other stores*.

4.5.3. Open the link to the [Chrome webstore](#) in Edge and follow the instructions in 4.4.1 and 4.4.2. (see above)



4.6. blinkyDings will open in the system tray and a shortcut will be created on the desktop.

