

Glia Installation Documentation

Glia's platforms can be installed by adding a single script tag to any site.

There are 2 approaches to the installation:

- 1) **Easy Install** - this simple installation will suffice for most implementations
- 2) **Advanced Install + Set Visitor Information** - the advanced installation is only needed if you would like to update visitor information which can be used to:
 - Provide additional details about the visitor to the operator
 - Collect information as the visitor fills in forms to pass back to other systems

In addition, you'll find details about CoBrowsing privacy, if you would like to mask, hide, or disable fields or buttons from the operator during observation or an engagement. If your staging environment is behind a firewall, it is recommended that you whitelist Glia's IP addresses. You'll find information on how to do so in the configuring firewalls and whitelisting section.

Easy Install

Add the Glia script tag to the header of your Site pages or template(s) - on pages where you want Glia to be available. Also add the Script to any iframes on the same pages.

```
<script async src="https://api.glia.com/salemove_integration.js"></script>
```

CoBrowse Button/Create Element to Show Visitor Code

Alternatively, you may add a custom HTML element on your site, e.g. in the page footer to be found easily and not to confuse (or be confused by) the other elements of your site. Clicking on the custom element will open a modal showing the visitor code; for example, a button could be added:

```
<button
  class="omnibrowse-code-button"
  onclick="document.body.appendChild(document.createElement('sm-visitor-code'))">
  Get CoBrowsing code </button>
```

Advanced Install + Set Visitor Information

If there is a need to be notified and to update Visitor information when the Glia integration script has been fully loaded, the script below can be used. This script uses Glia's JS API to update the Visitor's information upon navigating to a new page. More information about the JS API can be found in [our documentation](#). You may adjust this code as needed to fire callbacks, as well.

In more complex applications, it is unlikely that the Visitor information will be available immediately after the Glia integration is loaded to the page; therefore, we strongly recommend adapting this code to your specific scenario and use case, rather than copy-and-pasting it.

```
<script>
  var installGlia=function(a){
    !function(a,b,c,d){
      var e = a.createElement(b),
          f = a.getElementsByTagName(b)[0];
      e.async=1,
      e.src=c,
      e.type="text/javascript",
      d&&e.addEventListener("load",d),
      f.parentNode.insertBefore(e,f)
    }
    (document,"script","https://api.glia.com/salemove_integration.js",a)
  };

  installGlia(function(){
    sm.getApi({version: 'v1'}).then(function(glia) {
      glia.updateInformation({
        phone: '+10000000000',
        email: "An Email",
        name: "A Name",
        externalId: "An External ID",
        customAttributes: {
          Attribute1: "Value 1",
          Attribute1: "Value 2"
        }
      }).then(function() {
        //Callback fired after the Visitor Information has
        //been successfully updated
      }).catch(function(error) {
        //Callback fired when the request for updating the
        //Visitor Information fails
      });
    });
  });
</script>
```

Note: All fields are optional while updating the Visitor Information. If a field is omitted in the request, its value will not change within the Glia database; however, if a field is included with an empty value, then that field will be updated within Glia to an empty value.

Configuring Visitor CoBrowsing Privacy

In order to protect your Visitors' privacy during observation and CoBrowsing, Glia allows you to mask sensitive data from your Operators and prevent them from interacting with elements on the page. To complete this step, a CSS class (see example below) must be added to relevant elements' HTML tags. This has no effect on your Visitors' experience. Additional information can be found in [our documentation](#).

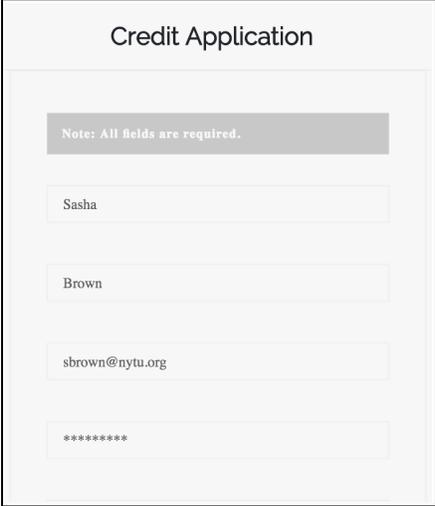
Common fields to mask using the class `"sm_cobrowsing_masked_field"` include:

- SSN
- Date of Birth
- License Number
- Credit Card Number

Common elements to disable using the class `"sm_cobrowsing_disabled_field"` include:

- Submission Button
- Disclaimer/Acknowledgement Check Boxes

Note: We also offer a class to hide content from your Operators entirely, but this is not recommended in most cases.



The screenshot shows a 'Credit Application' form. At the top, there is a grey box with the text 'Note: All fields are required.' Below this, there are four input fields. The first field contains the text 'Sasha'. The second field contains the text 'Brown'. The third field contains the email address 'sbrown@nytu.org'. The fourth field contains a series of asterisks '*****', indicating that the content has been masked.

Configuring Firewall and Whitelisting

Providing access to these environments allows Glia's Customer Success and Technical Support teams to access your staging sites in order to provide the highest level of support, including testing, troubleshooting, Operator training, and business rule configuration, with utmost efficiency.

You can review Glia's Firewall & Browser Requirements at this [link](#)

If you have global site blocks, please allow the following domains: [*.salemove.com](#) & [*.glia.com](#) (US/Canadian/Latin America Customers)

Glia's Support IP addresses to be whitelisted:

- 194.126.122.250
- 195.250.176.74
- 216.158.134.130
- 34.249.255.134
- 99.81.31.153
- 35.171.55.213
- 52.3.98.34

For email systems, please allow emails from the following domains: *.glia.com, *.salemove.com and *.glia.atlassian.net