Configure Custom Chat Variables For ECE Chat

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Introduction

This document describes the process to configure Custom chat variable on Cisco Email and Chat (ECE) and can be passed to Agent Desktop.

Prerequisites

Requirements

ECE 11.5 or higher

Components Used

ECE System Console

ECE Administrator Console

Finesse Agent Desktop

Configure

Step 1. Open PA Console -> Tools -> Partition: default -> Business Object -> Attribute Settings -> System



Step 2. Map the created attributes under Screen for Agent Console – Chat Activity

Tools 🚓 💥 Refresh				Options	Messages	() Log Out	() Help +
C							
4 🛅 Tools	Name *						
4 🛅 Partition: default	Agent Console - Information - Chat - Activity Details screen Agent Console - Information - Chat - Acti						
4 🛅 Business Objects	Agent Console - Information - Email Activity Details screen Agent Console - Information - Email Activity						
4 🫅 Attribute Settings	Agent Console - Search - Activity - Advanced screen Agent Console - Search - Activity - Advanced						
4 🫅 Screen	Agent Console - Search - Activity - Results screen Agent Console - Search - Activity - Results screen						
🛅 Language							
C System							
4 🦰 Departments							
4 💑 Service							
4 🫅 Business Objects							
4 🫅 Attribute Settings							
Creen							
	Properties: Agent Console - Information - Chat - Activity Details screen						
	General Attributes						
	Available attributes	Selected attributes					
	4 Objects		Name	Path	Displayable		
	 Activity Details 	>	PRO / Pickup Number	Objects - Activity Details - casemgmt:acti	Yes	~	-
	PRO / Pickup Number						A
						×	

Step 3. Use the Internal name created in the step 1. Navigate to Administration console and create it as Call Variables.

at 🧿 Help +				
Properties pickup_number				
~				

Step 4. Assign previously created Call variable to the Chat Queue

Administration 👾 🐝	Refresh				🐵 Options 🖂 Messages 🕛 Log Out	(?) Help -
	List: Queues					
O×C						
4 🫅 Administration	Name *	Description	Active	Default Chat Transfer	r Queue Unified CCE Media Routing Do	omain
4 🛅 Partition: default	Call queue	System provided queue for call track activit	Yes	No	N/A	
Integration	Chat queue	System provided queue for chat activities	Yes	Yes	N/A	
Security	Cisco_Voice_Callback_1549390799503	Default queue created mapped to Cisco_Vo	Yes	No	Cisco_Voice	
El Settings	Cisco_Voice_DelayedCallback_1549390799	Default queue created mapped to Cisco_Vo	Yes	No	Cisco_Voice	
> 🫅 User	Default exception queue	System provided queue for exceptions	Yes	No	N/A	
Departments	ECE_Chat_CS_Chat_SS		Yes	No	ECE_Chat	
4 Z Service	ECE_Chat_TEST_Chat_SS		Yes	No	ECE_Chat	
C Archive Jobs	ECE_Email_2_Service	Supervisory Queue for MRD ECE_Email_2	Yes	No	N/A	
🖻 🧰 Calendar	ECE_Email_Email_Canada_Missing_SS		Yes	No	ECE_Email	
	ECE_Email_Email_CS_SS		Yes	No	ECE_Email	
Classifications	ECE_Email_Email_NAE_SS		Yes	No	ECE_Email	
Dictionaries	The per pairs have been pe		V	a	FCT 5-1-3	
> 🖂 Email	Properties: ECE_Chat_TEST_Chat_SS					
Integration	BC					
Macros						
Security	General Chat Email Call Variables Ap	pplication Strings Expanded Call Variables	Concurrent Task Limit			
E Settings	Available Call Variables		Se	ected Call Variables		
User	Call Variable Data	Call Variable Data				
4 🛅 Workflow	contact noist data	can vanaure cata			Callvariable1	^
Call Variables	delay time in min	contact, point_data			Carranaue r	~
(1) Queues	adviet	delay_bme_in_min				
() Service Levels	is acceleted	subject				
4 🛅 Workflows	conference flag					
0년 Alarm	care hos	care broe				
PE Inbound	last action searces	last action macon				
DE Outbound	queue id					
	description	description				
	arrianed to		~			

Step 5. Now add the config under eGainLiveConfig.Js in webserver

{

paramName : 'L10N_PICKUP_NUMBER_PROMPT', objectName : 'casemgmt::activity_data', attributeName : 'pickup_number', primaryKey : '0', required : '0', minLength : '0', maxLength : '15', fieldType : '1', Step 6. Now you can add the config in the chat template for the customer in order to enter the value that was created under C:\ECE\eService\templates\chat\ against any template you need to use.

Step 7. Add the parameter

}

L10N_PICKUP_NUMBER_PROMPT = "PRO / Pickup Number"

Verify

Chat window looks like this post modification:

Name	
Mark Antony	
Email	
anthony@test.com	
PRO / Pickup Number	
12345	
Your Question	
Hi I	

On Agent console, additional variable is visible:

sijisiji, Agent Test Agent5 (9995) - Extension 3860 CISCO e Not Ready + 11:36								
Home Manage Chall and Email My History								
💪 Make	🔍 Make a New Call							
Manage Ch	at and Email							
*	Chat			æ				
	Transfer Notes		Activity Details Activity Body					
	25565 Mark Antony Hi	© 00:00:15 🕥	Customer Name Mark Antony					
	ECE_Chat_TEST_Chat_SS	00:00:18	Assigned To Test Agent5					
Q			Department Name Service					
			Queue Name ECE_Chat_TEST_Chat_SS					
			Created On 04/10/2019	8 (9)				
			Substatus In Progress					
			PRO / Pickup Number 12345 I					
				Save				
			Classifications	* 1				