

# 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

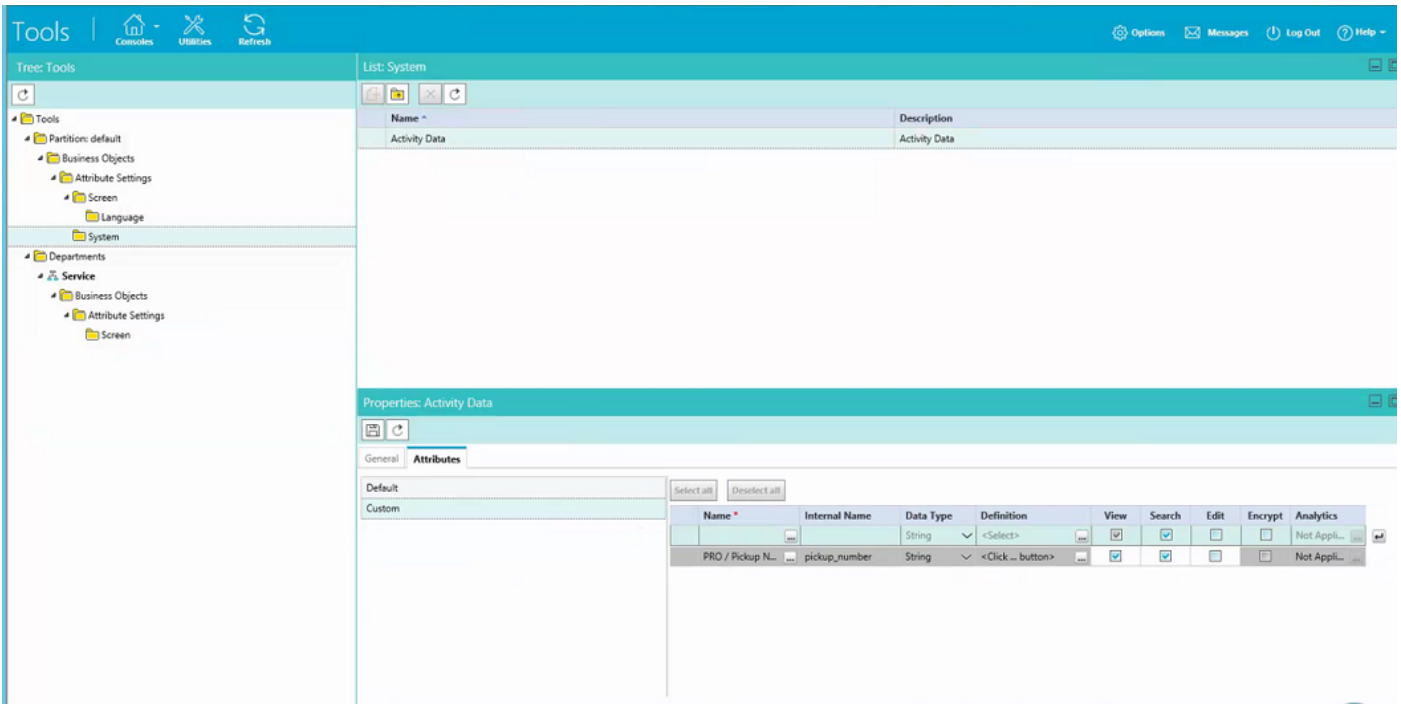
ECE System Console

ECE Administrator Console

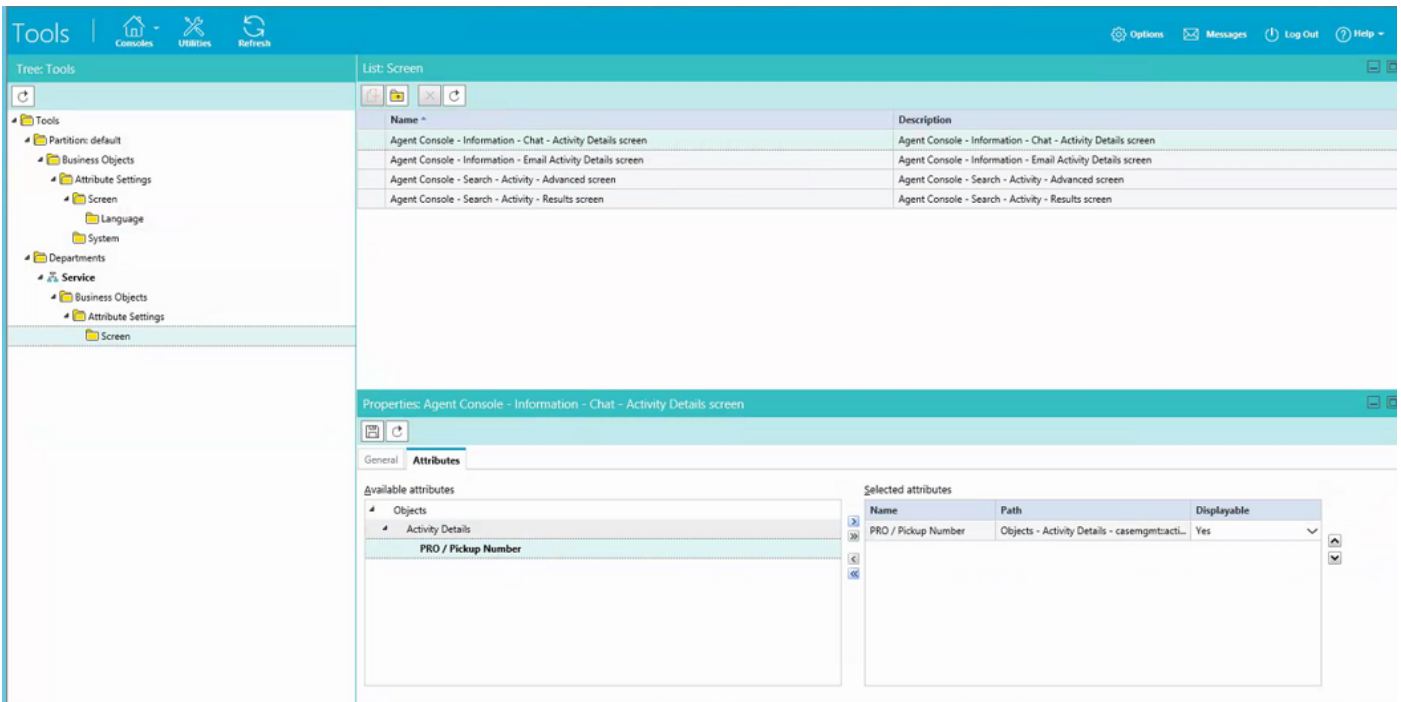
Finesse Agent Desktop

## Configure

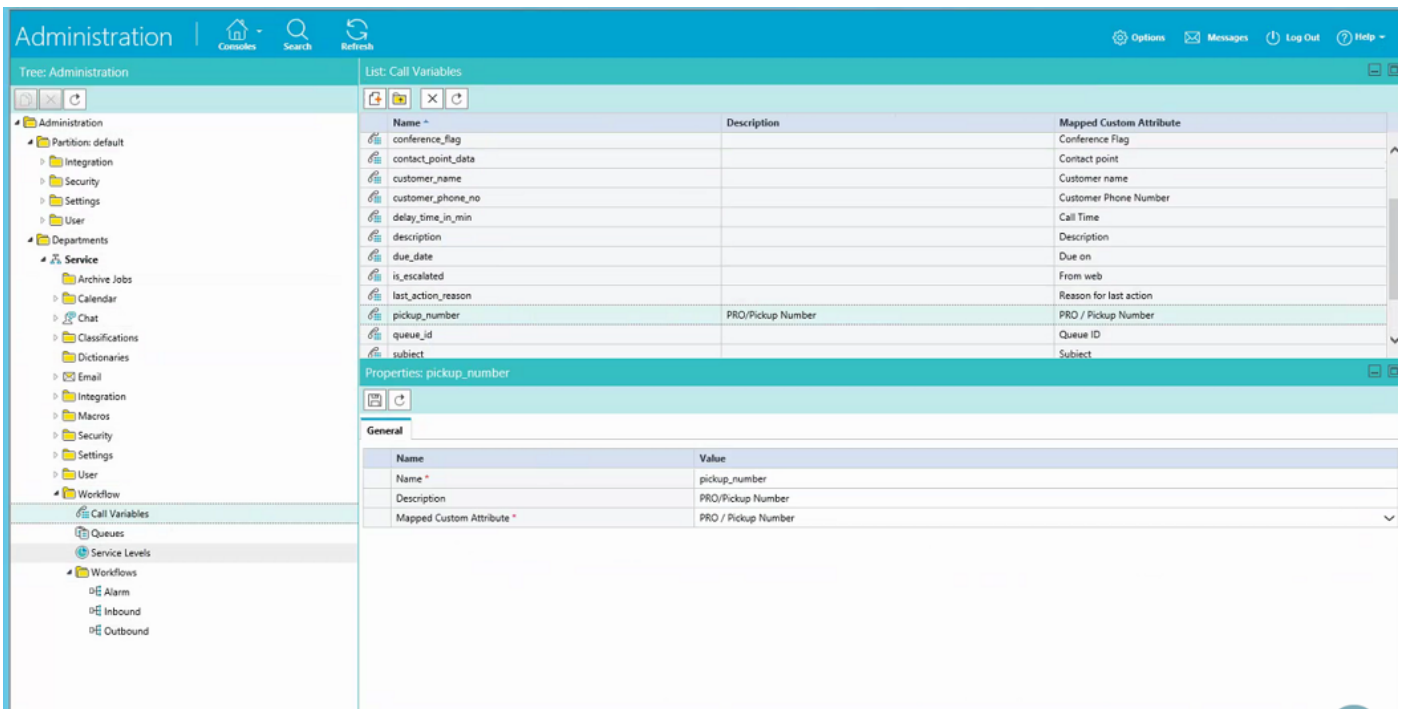
Step 1. **Open PA Console -> Tools -> Partition: default -> Business Object -> Attribute Settings -> System**



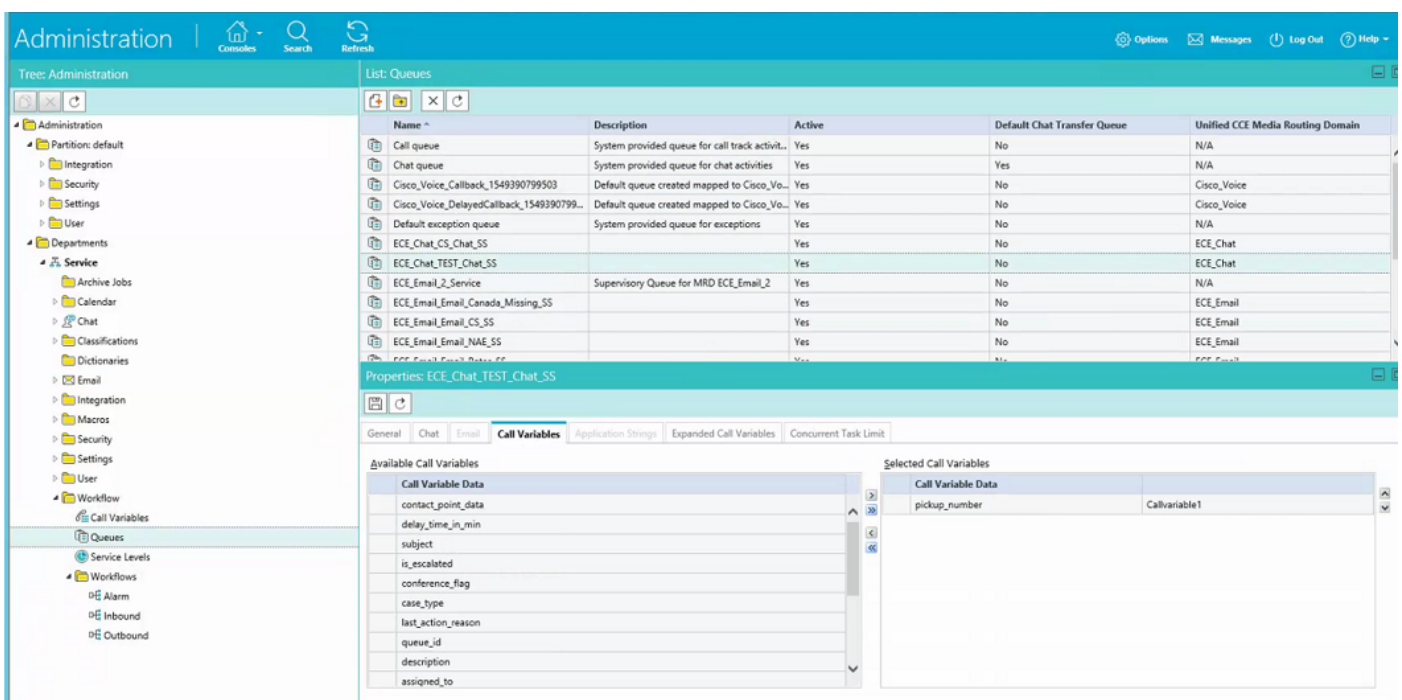
Step 2. Map the created attributes under **Screen** for **Agent Console – Chat Activity**



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



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



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',
}
```

```
validationString : ''  
}
```

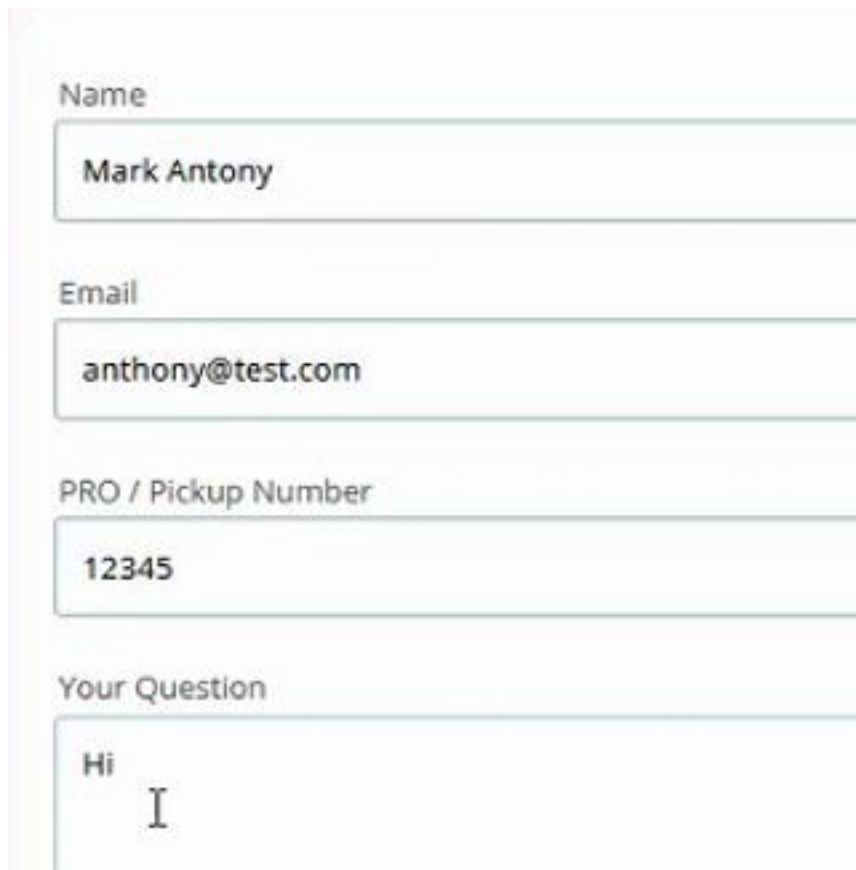
Step 6. Now you can add the config in the chat template for the customer in order to enter the value that was created under **C:\ECE\Service\templates\chat\** against any template you need to use.

Step 7. Add the parameter

**L10N\_PICKUP\_NUMBER\_PROMPT = "PRO / Pickup Number"**

## Verify

Chat window looks like this post modification:



The image shows a chat form with four input fields. The first field is labeled 'Name' and contains the text 'Mark Antony'. The second field is labeled 'Email' and contains the text 'anthony@test.com'. The third field is labeled 'PRO / Pickup Number' and contains the text '12345'. The fourth field is labeled 'Your Question' and contains the text 'Hi' followed by a cursor 'I'.

On Agent console, additional variable is visible:

Agent Test Agent5 (9995) - Extension 3880  
Not Ready 11:30  
Home Manage Chat and Email My History

Make a New Call

Manage Chat and Email

Chat

Transfer Notes

25565 Mark Antony  
Hi  
ECE\_Chat\_TEST\_Chat\_SS 0000:15  
0000:18

Activity Details Activity Body

Customer Name Mark Antony  
Assigned To Test Agent5  
Department Name Service  
Queue Name ECE\_Chat\_TEST\_Chat\_SS  
Created On 04/10/2019  
Substatus In Progress  
PRO / Pickup Number 2345

Save

Classifications

