# ECE 채팅용 맞춤형 채팅 변수 구성

### 목차

<u>소개</u> <u>사전 요구 사항</u> <u>요구 사항</u> <u>사용되는 구성 요소</u> <u>구성</u> <u>다음을 확인합니다.</u>

### 소개

이 문서에서는 Cisco ECE(Email and Chat)에서 사용자 지정 채팅 변수를 구성하고 Agent Desktop으로 전달할 수 있는 프로세스에 대해 설명합니다.

### 사전 요구 사항

### 요구 사항

ECE 11.5 이상

#### 사용되는 구성 요소

ECE 시스템 콘솔

ECE 관리자 콘솔

Finesse Agent Desktop

### 구성

1단계. PA 콘솔 열기 -> 도구 -> 파티션:기본값 -> 비즈니스 객체 -> 속성 설정 -> 시스템



2단계. Agent Console - Chat Activity에 대한 화면에 생성된 특성 매핑

Tools   🚓 💥 Refresh				<ul> <li>Options</li> </ul>	Messages	() Log Out	(?) Help +
C	- C =						
4 🫅 Tools	Name *	-	Description				
4 🫅 Partition: default	Agent Console - Information - Chat - Activity Details screen Agent Console - Information - Chat - Activity Details						
Business Objects	Agent Console - Information - Email Activity Details screen Agent Console - Information - Email Activity D Agent Console - Search - Activity - Advanced screen Agent Console - Search - Activity - Advanced screen			nation - Email Activity Details screen			
4 🛅 Attribute Settings				- Activity - Advanced screen	ced screen		
4 🦳 Screen	Agent Console - Search - Activity - Results screen Agent Console - Search - Activity - Results screen						
🦰 Language							
C System							
Departments							
4 🖧 Service							
4 🫅 Business Objects							
4 🫅 Attribute Settings							
Screen							
	Properties: Agent Console - Information - Chat - Activity Details screen						
	General Attributes						
	<u>Available attributes</u>	Selected attributes					
	4 Objects	Name	e	Path	Displayable		
	<ul> <li>Activity Details</li> </ul>	>> PRO /	/ Pickup Number	Objects - Activity Details - casemgmt:acti	Yes	~	-
	PRO / Pickup Number						
		c				•	
		-					

3단계. 1단계에서 생성한 내부 이름을 사용합니다. 관리 콘솔로 이동하여 통화 변수로 생성합니다.

Administration   👜 - 🤤	G Refresh		🛞 Options 🖂 Messages 🕛 Log Out 🕜 Helt	
Tree: Administration			G	3 6
B×C	🕒 🖮 🗙 C			
4 🔁 Administration	Name *	Description	Mapped Custom Attribute	
4 🫅 Partition: default			Conference Flag	
> 🦳 Integration	Contact_point_data		Contact point	1
Security	6 customer_name		Customer name	
E Settings	Citt customer_phone_no		Customer Phone Number	
Diser User	Ci delay_time_in_min		Call Time	
4 🛅 Departments	lescription description		Description	
4 Th Service	Si due_date		Due on	
Archive Jobs	Sin is_escalated		From web	
Calendar	Se last_action_reason		Reason for last action	
> P Chat	Si pickup_number	PRO/Pickup Number	PRO / Pickup Number	
Classifications	Si queue_id		Queue ID	Ξ.
Dictionaries	Bin subject		Subject	
> 🖾 Email	Properties: pickup_number	Properties: pickup_number		
Integration	(m) (+)			
Macros				
Security	General			
Settings	Mama	Mahan		
Der User	Name	value		
4 Workflow	Name -	pickup_number		
6 Call Variables	Manand Custom Attribute T	PRO/Pickup Number		
(1) Queues	Mapped Custom Attribute	PRO / Pickup Number		~
Service Levels				
✓ To Workflows				
PE Alarm				
PE Inbound				
PE Outbound				

#### 4단계. 이전에 생성한 통화 변수를 채팅 대기열에 할당

Administration   🚓 🤤	Geresh				② Options 🖂 Messages () Log Out ⑦ Help -
Tree: Administration					E
0×C	Ge × C				
4 🛅 Administration	Name *	Description	Active	Default Chat Transfer Que	eue Unified CCE Media Routing Domain
a 🛅 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
> 🖉 Chat	ECE_Email_Email_CS_SS		Yes	No	ECE_Email
Classifications	ECE_Email_Email_NAE_SS		Yes	No	ECE_Email
Dictionaries	The per cause cars have be		v	N-	PCT 03
> 🖂 Email	Properties: ECE_Chat_TEST_Chat_SS				-
Integration	BC				
Macros					
Escurity	General Chat Email Call Variables Ap	oplication Strings Expanded Call Variables	Concurrent Task Limit		
En Settings	Available Call Variables Selected Call Variables				
> 🦳 User	Call Variable Data			Call Variable Data	
4 🛅 Workflow	Can variable Data		2	nickun number	Calkeriable1
6 Call Variables	contact_point_data		<u>^</u> »	protop_number	Carranauer V
C Queues	oeay_time_n_min		<		
( Service Levels	subject				
4 🛅 Workflows	sectores for				
DE Alarm	contentie_nay				
DE Inbound	case_type				
DE Outbound	assues id				
	description				
	assigned_to				

5단계. 이제 웹 서버의 eGainLiveConfig.**Js** 아래에 컨피그레이션을 추가합니다.

{

```
paramName : 'L10N_PICKUP_NUMBER_PROMPT',
objectName : 'casemgmt::activity_data',
attributeName : 'pickup_number',
primaryKey : '0',
required : '0',
minLength : '0',
maxLength : '15',
fieldType : '1',
```

6단계. 이제 고객을 위한 채팅 템플릿에 컨피그레이션을 추가하여 사용해야 할 템플릿에 대해 C:\ECE\eService\templates\chat\에서 생성한 값을 입력할 수 있습니다.

7단계. 매개변수를 추가합니다.

}

L10N\_PICKUP\_NUMBER\_PROMPT = "PRO / 수거 번호"

## 다음을 확인합니다.

채팅 창은 다음과 같이 수정 후 표시됩니다.

Mark Antony	
Email	
anthony@test.com	
PRO / Pickup Number	
PRO / Pickup Number 12345	

에이전트 콘솔에서 추가 변수가 표시됩니다.

il انداز، Agent Test Agent5 (1995) - Extension 3860 CISCO و Not Ready + 11:35							
Home Manage Challand Email My History							
💪 Make	a New Call						
Manage Ch	at and Email						
<b>*</b>	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 <b>(9)</b>			
			Substatus In Progress				
			PRO / Pickup Number 12345 I				
				Save			
			Classifications	* 1			