为ECE聊天配置自定义聊天变量

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简介

本文档介绍在思科电子邮件和聊天(ECE)上配置自定义聊天变量并可传递到Agent Desktop的过程。

先决条件

要求

ECE 11.5或更高版本

使用的组件

ECE系统控制台

ECE管理员控制台

Finesse座席桌面

配置

步骤1.打**开PA控制台 — >工具 — >分区:default -> Business Object -> Attribute Settings ->** System



步骤2.在"Screen for Agent Console - Chat Activity"(代理控制台 — 聊天活动)下映射已创建的属性

Tools 🚓 💥 Ketresh				Options	Messages	🕛 Log Out	(?) Help -		
C									
4 🫅 Tools	Name *								
a 🛅 Partition: default	Agent Console - Information - Chat - Activity Details screen	Agent	Agent Console - Information - Chat - Activity Details screen						
Business Objects	Agent Console - Information - Email Activity Details screen	Agent	Agent Console - Information - Email Activity Details screen						
Attribute Settings	Agent Console - Search - Activity - Advanced screen Agent Console - Search - Activity - Advanced								
4 🫅 Screen	Agent Console - Search - Activity - Results screen	Agent	t Console - Search	n - Activity - Results screen					
🛅 Language									
C System									
Departments									
4 🖧 Service									
4 🫅 Business Objects									
4 🫅 Attribute Settings									
	Properties: Agent Console - Information - Chat - Activity Details screen								
	General Attributes								
	Available attributes	Selected attributes							
	 Objects 	Name		Path	Displayable				
	Activity Details	PRO / Pickup	p Number	Objects - Activity Details - casemgmt:acti.	. Yes	~			
	PRO / Pickup Number	(a) (a)							

步骤3.使用在步骤1中创建的内部名称。导航至"管理"控制台,并将其创建为"呼叫变量"。

Administration 🛛 👜 - 🤤	G		🛞 Options 🖂 Messages 🕛 Log Out ⊘ Help -
Tree: Administration			
D × C	[] 🖿 🖿 × C		
4 C Administration	Name *	Description	Mapped Custom Attribute
4 🦰 Partition: default	δ [™] conference_flag		Conference Flag
Integration			Contact point
Security	Customer_name		Customer name
E Settings	Si customer_phone_no		Customer Phone Number
Diser User	Si delay_time_in_min		Call Time
Departments	Si description		Description
4 🖧 Service	Si due_date		Due on
Archive Jobs	Si is_escalated		From web
D Calendar	C last_action_reason		Reason for last action
> SP Chat	C pickup_number	PRO/Pickup Number	PRO / Pickup Number
Classifications	Cm queue_id		Queue ID
Dictionaries	8m subject		Subject
> 🖾 Email	Properties: pickup_number		
Integration			
Dia Macros			
Security	General		
Settings	Name	Value	
D 🚍 User	Name *	nickup sumber	
- C Workflow	Description	PRO/Pickup Number	
€ Call Variables	Manned Custom Attribute *	PRO/Pickip Number	
(1) Queues	mapped coston runtere	Price / Price prisman	
(Service Levels			
4 🫅 Workflows			
DE Alarm			
P€ Inbound			
P€ Outbound			

步骤4.将之前创建的呼叫变量分配给聊天队列

Administration 🛛 🚔 🤤	G.					Options (Messages	🕛 Log Out	(?) Help -
Tree: Administration									
0×C	G 🖮 × C								
4 🫅 Administration	Name ^	Description	Active		Default Chat Transfer	Queue	Unified CCE Med	lia Routing Do	main
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		
Em 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		
Carchive 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		
Cictionaries	The per cause cause basis of		v		A1-		505 S		
Email	Properties: ECE_Chat_TEST_Chat_SS								
Integration	BC								
Macros									
Security	General Chat Email Call Variables Ap	plication Strings Expanded Call Variables	Concurrent Task Li	mit					
El Settings	Available Call Variables	Available Call Variables			Selected Call Variables				
User	Call Variable Data				Call Variable Data				
🔺 🛅 Workflow	contact point data	can variable bata			nickun number	Calivariabl	e1		^
8 Call Variables	delay time in min	delau time in min			hereb using t	containable			×
C Queues	subject	whiet							
C Service Levels	is escalated			05					
4 🛅 Workflows	conference flag								
PE Alarm	contenest, ang								
D€ Inbound	last action reason								
PE Outbound	oueue id								
	description								
	assigned to		~						

步骤5.现在在webserver中将配置添加到eGainLiveConfig.Js下

{

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

}

步骤6.现在,您可以将配置添加到客户的聊天模板中,以便根据您需要使用的任何模板输入在 C:\ECE\eService\templates\chat\下创建的值。

步骤7.添加参数

L10N_PICKUP_NUMBER_PROMPT = "PRO /代答号"

验证

"聊天"窗口类似于此修改后:

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

在代理控制台上,可以看到其他变量:

ازاراً، از معالم المعالم المعالم المعالم المعالم									
Home Manage Chall and Email My History									
C Make a New Call									
Manage Chat 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					