



# Cisco Enterprise Chat and Email

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## New Features

### Attachments to Email, Chat and Knowledge Base Articles

You must be an administrator to configure this feature.

As an administrator, you can specify the file types that can be attached to emails, chat messages, and articles in the knowledge base. You can choose to allow or block specific file types by creating a white list or black list. Additionally, for Chat, you can enable attachments, and specify maximum size for each attachment. Lastly, you can control the attachments for chat using queues and limit file sharing to chats received through specific queues.

Customers and agents can now send files to each other during a chat. The customers and agents can use the paper clip attachment button to browse to a file and attach it. Customers can also drag and drop files into the chat text editor.

### Agent Not Ready Codes

This release supports the Not Ready reason codes in the Administration Console. This allows you as an Administrator, to configure the deployments to require a reason from agents for not being available to handle activities, such as breaks, meetings, meals, or training.

When you enable this setting, it displays a popup to agents when they mark themselves not available for any of the channels for which they had previously marked themselves as available.

## Localization of Custom Attributes

You can localize the custom attribute names created from the Tools Console, using the user interface. In the cases where the custom attributes use enumerated values, you can localize the enumerated values also.

## Customer Facing API for Chat

This release provides new Chat Web Services APIs to hide or show the chat on the web sites, based on the availability and capacity of agents to handle new chats.

## REST Based Adapters

Enterprise Chat and Email supports new REST based Data Adapters. These data adapters provide capabilities to fetch information by executing RESTful Web Services exposed by third party applications.

## Encrypted Logs

This release supports encrypting all the logs. To enable encryption, update the Encrypt Logs setting at the partition level in the System partition, as a system administrator.

By default, the logs are not encrypted by the application. To decrypt the logs, use the `logs_decryption_utility`, available in the Utilities folder on the services server.

## SDK Support for Chat

This release provides JavaScript based SDK support for Chat, Callback, and Delayed Callback.

## Factory Reset of Custom Attributes

This Release provides the Factory Reset option for the Context Service feature. You can, as an administrator, reset the configuration files of the service to the original state and remove all the updates that have been installed by the service automatically. The configuration files are updated again to the latest version when you restart the Context Service.

## Updated Features

### TLS V1.2 Support

Enterprise Chat and Email supports TLS v1.2. As an Administrator, you can now configure email aliases with TLS authentication from the Administration Console.

You can also configure the partition setting or the Default SMTP server setting to use TLS, SSL or Plain text.

## Enhanced Chat Management

This release adds the following chat enhancements:

- A new chat template set called Aqua that enables the website visitors to conduct chat interactions with the agents using a docked chat window within the same browser window that they are currently viewing. The chat window remains in place while the customer moves from page to page. This feature offers seamless escalation from virtual assistant to chat agent.
- Alternative engagement options to contact the business (such as **Send an email, Visit the FAQ** page) can now be displayed to chat customers while they are waiting for agent to join the chat. Once an agent joins the chat, the options are removed from the chat window. You can display these options as soon as the customer starts the chat, or after a delay.
- Sharing files during chat as attachments.
- SAML v2 authentication for chat login helps you configure the chat entry points to transfer customer context information from the company website to ECE. This allows customers (who are already recognized on the company website to use a SSO-enabled entry point) to chat with an agent without the need to provide repetitive information. This feature is available for auto-login configuration only.

## Callback and Delayed Callback Enhancements

In this release, you need not configure the voice MRD in the Import Wizard.

This release provides a queue for the voice MRD. Configure this queue with a script selector to use it to process the Callback and Delayed Callback activities.

## Enhanced SMTP Settings

This release adds the following enhancements to the SMTP settings:

- Default SMTP server settings is a new setting available at the partition level. Administrators can configure the server from this one setting. The following settings are available through this new setting.
  - Default SMTP Server
  - Default SMTP Protocol
  - SMTP Flag
  - Default SMTP User Name
  - Default SMTP Password
- The Maximum Email Size for Dispatcher (MB) setting has been adjusted to allow the minimum value of the setting to be as low as 1.
- This release supports displaying 24-hour date/time format in the application. Configure this feature in the Date and time format setting at the department and user level.
- A new setting **Allow Activity Transfer to Agents Who Are Not Logged In** is now available to allow users to transfer activities to other agents who are not logged in to work on activities.
- The setting **Allow activity transfer to agents who are not available** has been split into two settings: **Allow chat transfer to agents who are not available** and **Allow email transfer to agents who are not available** to allow separate control for email and chat activities.

## Exception Queue for Additional Emails

Emails that the Retriever does not parse, are now routed to the Default exception queue.

The following settings are no longer required and have been removed:

- Action on exception emails.
- Exception mail redirection from address.
- Exception mail redirection to address.

## Important Notes

None.

## Deprecated Features

None.

## Removed and Unsupported Features

None.

## Third-Party Software Impact

See the Unified CCE Compatibility related information located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html> for information on third-party software.