Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources

For Unified Contact Center Enterprise

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Preface

Welcome to Cisco® Unified EIM & WIM™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Unified EIM & WIM includes a common platform and one or both of the following applications:

- Cisco Unified Web Interaction Manager (Unified WIM)
- Cisco Unified E-Mail Interaction Manager (Unified EIM)

About This Guide

Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources introduces you to chat and collaboration infrastructure within the application. It includes instructions on how to set up template sets, and entry points.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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Log into www.cisco.com and then access the tool at http://www.cisco.com/cisco/support/notifications.html

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
`Monospace`	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Acronyms and Initialisms

The following acronyms and initialisms are used in this document.

- ARM: Agent Reporting and Management
- CSA: Cisco Security Agent
- CTI: Computer Telephony Integration
- EAAS: External Agent Assignment Service
- ICM: Intelligent Contact Management
- IPCC: Internet Protocol Contact Center
- IPTA: ICM-picks-the-agent
- JDBC: Java Database Connectivity
- MR: Media Routing
- MRD: Media Routing Domain
- ODBC: Open Database Connectivity
- PG: Peripheral Gateway
- PIM: Peripheral Interface Manager
- SNMP: Simple Network Management Protocol

- UI: User Interface

Other Learning Resources

Various learning tools are available within the product, as well as on the product CD and our website. You can also request formal end-user or technical training.

Online Help

The product includes topic-based as well as context-sensitive help.

Use	To view
Help button	Topics in *Cisco Unified Web and E-Mail Interaction Manager Help*; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document Set

The Cisco Unified Web and E-Mail Interaction Manager documentation is available in the `Documents` folder on the product CD. The latest versions of all Cisco documentation can be found online at http://www.cisco.com

- All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

The document set contains the following guides:

- *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*
- *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*

User guides for agents and supervisors

- *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*
- *Cisco Unified Web and E-Mail Interaction Manager Supervisor's Guide*

User guides for Knowledge Base managers and authors

- *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide*
- *Cisco Unified Web and E-Mail Interaction Manager Knowledge Manager's Guide*

User guides for administrators

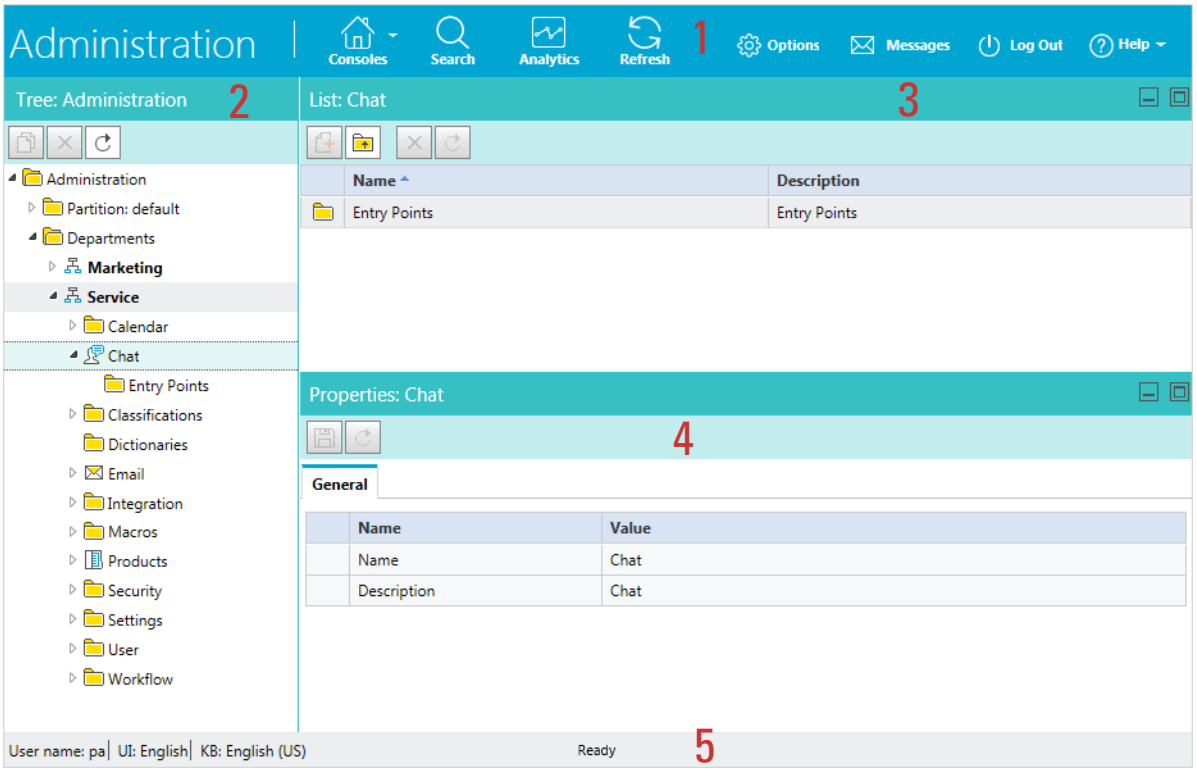
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email Resources*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Offers Console*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Reports Console*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*
- *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console*

1 Chat and Collaboration Basics

This chapter deals with the basics of using the Administration Console to set up the chat and collaboration infrastructure.

Elements of the Consoles

The components of chat and collaboration are available in the Administration Console. To get to know the console user interface better, let us begin by dividing it into five functional areas.



Elements of the Administration Console user interface

1. **Console toolbar:** The main toolbar of the console appears at the top of the screen. Each button on this toolbar allows you to perform a specific function. Some of these are: navigate to other consoles, send and receive internal messages, log out of the system, and access the online help for the Administration Console.

2. **Tree pane:** The Tree pane lists all the business objects in the application, allowing you to select the node (folder) that you wish to work in. When you select a folder, its first-level contents are displayed in the List pane.

   To expand all first and second level nodes with a single click, press SHIFT and click the plus [+] button next to the topmost node. The contents of all first and second level nodes are displayed in the Tree pane.

3. **List pane:** The List pane displays first-level contents of the folder selected in the Tree pane. You can view the name, description, date of creation, etc., of the displayed items. In this pane, you can create items or select existing ones to modify or delete them.

4. **Properties pane:** The Properties pane displays the contents of the business object selected in the List pane. In this pane, you can edit the properties of the selected item.

5. **Status bar:** The status bar is present at the bottom of every screen. It displays the following information:
   - The user name with which the user has logged in the system.
   - The language currently in use.
   - The status of the system (**Loading, Ready,** etcetera).

Key Terms and Concepts

- **Chat activities:** An activity created for a chat session between a customer and an agent. A chat is a real time interaction between an agent and a customer where they exchange text messages. As part of a chat, agents can also push web pages to customers. Based on how chat activities are routed to agents, they can be categorized as Standalone chats and Integrated chats.
  - A standalone chat is routed to a standalone queue. Based on the queue configuration, the activity is either routed to, or pulled by a standalone agent.
  - An integrated chat is routed to an integrated queue, and a message is sent to Unified CCE. Unified CCE processes the activity and assigns the chat to an available IPTA agent. If there is no IPTA agent available at that time, Unified CCE informs Unified EIM & WIM to route the activity to an available NIPTA agent.
- **Callback activities:** An activity created for a web callback session between an agent and a customer. In callback activities, the customer provides personal details (including the phone number) in a customized web form, and the system automatically generates a call activity and assigns the activity to an agent.
- **Delayed callback activities:** An activity created for a delayed web callback session between an agent and a customer. In delayed callback activities, customer provides the personal details (including the phone number and a delay time, after which he wants to receive the call) in a customized web form, and the system automatically creates a call activity after the specified delayed time and assigns the activity to an agent.
- **Template sets:** Template sets consist of HTML, CSS (cascading style sheets) and JS (JavaScript) files. The CSS files control the look and feel of the Chat and Callback windows. The JS files contain the logic used to render data in the Chat and Callback windows. Templates are also used to determine the type of information collected on the web form and used to identify the customer (e.g. name, email address, phone number). You can also compose messages that the customer will see under certain circumstances (e.g. if they request a chat session out of hours). The system comes with two template sets, Sunburst for chats and Rainbow for callback and delayed callback activities. For more details, see "Chat Template Sets" on page 19 and "Callback Template Sets" on page 57.
- **Entry points:** An entry point defines the starting point from which customers initiate chat and web callback interactions. Every help link on a website is mapped to an entry point and each entry point has a queue associated with it. Different template sets can be used with the same entry point. The queue is used to route activities to agents while the template set determines the look and feel of the different pages displayed to chat customers. For more details, see "Entry Points" on page 73.

Configuring the System for Chat

This section describes the objects you need to create to set up your system for chat (both standalone and integrated), callback, and delayed callback activities.

For Chat Activities

- An email address (A valid email address on your Mail server): Contact your system administrator to get this configured.
- Articles (From the Knowledge Base Console, Content node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide.*
- Users (From the Administration Console, User node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*
- Queues (From the Administration Console, Workflow node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows.*
- Templates (From the web server): For details, see Chapter 2, "Chat Template Sets".
- Entry points (From the Administration Console, Chat node): For details, see Chapter 4, "Entry Points".
- Transfer codes (From the Administration Console, Workflow node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows.*
- Share chat transcripts with other departments (From the Administration Console, Departments node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*
- Configuring the dynamic messages to be displayed for integrated chats activities. For details, see "Configuring Dynamic Messages for Chats and Callback" on page 88.
- Enable the website for chat by inserting a code snippet. The "Begin Chat" or "Chat with an agent" link is here.

For Callback and Delayed Callback Activities

To be able to set up your system for these activities, you need to create the following objects:

- Users (From the Administration Console, User node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*
- Queues (From the Administration Console, Workflow node): For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows.*
- Templates (From the web server): For details, see Chapter 3, "Callback Template Sets".
- Entry points (From the Administration Console, Chat node): For details, see Chapter 4, "Entry Points".
- Enable the website for callback by inserting a code snippet.

Data Masking for Chat

Data masking allows businesses to ensure that sensitive information, like credit card numbers, Social Security Numbers, bank account numbers, etc. is not transmitted from the system to the customers and vice versa. If the customer and agent do add any sensitive data in the email content and chat messages, all such data is masked before it is displayed to customers and agents and before it is stored in the Unified EIM & WIM System.

Data masking is the process of scanning the content for sensitive information and applying regular expressions to mask the sensitive information and hide the original data with characters, like, * ^ #. Data is masked using patterns, which are defined using Javascript and Java regular expressions.

Masking patterns are defined by the partition administrators and then are applied to the email and chat channel. The partition administrator can decide to manage the channels for all departments at the partition level, or can allow each department to manage their own configurations.

For chat, you have the option to allow customers to disable data masking for selective messages. The Off-the-record feature allows agents and customers to exchange sensitive information as data masking rules do not apply to these messages. Any information exchanged while off-record is not stored in the Unified EIM & WIM system. Off the record conversation can be started and stopped only by customers.

For details about setting up data masking, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*

Important: **Data masking rules also apply to the message typed by customers in the callback request form.**

Services for Chat and Collaboration

Make sure that the following services in the System Console are configured properly and are in running state. For details about configuring these services, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console.*

- Agent Assignment Service (AAS) (Only for standalone chat activities.)
- External Agent Assignment Service (EAAS) (For integrated emails, integrated chats, callback, and delayed callback activities only. Not required for standalone chat activities.)
- Listener service (For integrated emails, integrated chats, callback, and delayed callback activities only. Not required for standalone chat activities.)

Settings for Chat and Collaboration

Make sure that the following partition and department level settings are configured properly. For details about these settings, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*

Settings at the Partition Level

- Chat Watchdog Interval (Seconds)
- Enable Chat Queueing

- Starvation Time for Activities
- Chat Auto-Pushback Settings
  - Enable auto-pushback of chats
  - Expiry time for auto-pushback for chats (minutes)
  - Make agent unavailable on auto-pushback of chats

Settings at the Department Level

- Chat - User max load
- Chat - Override user max load setting for pull
- Chat - My Monitor - Max join load
- Chat - My Monitor - Activity refresh interval (seconds)
- Chat - Automatic case creation
- Chat - Inbox sort column
- Chat - Inbox sort order
- Chat - Force resolution code
- Chat - Force activity categorization
- Chat - Display timestamp in agent chat console
- Chat - Display timestamp in completed chat transcript
- Chat - Automatic session closure interval (seconds)
- Chat - Restore agent console when a message arrives
- Chat - Agent chat message maximum length
- Chat - Agent availability choice enabled
- Chat - MeadCo download on agent console
- Chat - Disable typing area and page push area on customer exit
- Chat - SLA threshold interval (seconds)
- Chat - Daily service level sample set definition
- Chat - Auto block check
- Chat - Auto spellcheck
- Chat - Notification mail dispatching from address
- Chat - Agent Availability Buffer Value
- Chat - Agent Availability Check Mechanism
- Chat - Enable Sound Alert
- Reason for chat transfer

The following settings are used only for templates that are upgraded to Unified WIM 11.0(2) from previous versions of Unified WIM 4.4.

- Chat - Restore customer console when a message arrives
- Chat - Customer chat message maximum length
- Chat - MeadCo download on customer console
- Chat - Customer intermittent interval (seconds)
- Chat - Customer offline interval
- Chat - Display timestamp in customer chat console

2 Chat Template Sets

- Setting Maximum Length for Chat Messages
- Disabling Rich Text Editor
- Hiding Emoticons
- Changing Agent and Customer Images
- Changing Chat Bubble Colors
- Changing Sound Alert
- Configuring Widgets
- Configuring Survey Questions
- Turning Off Surveys
- Configuring the More Help Options Page
- Changing the Off Hours Message
- Changing Chat Transcript Options
- Deleting Template Sets

This chapter will assist you in understanding how to set up chat template sets. For template sets for callback activities, see "Callback Template Sets" on page 57.

About Template Sets

Template sets consist of CSS (cascading style sheets) and JS (JavaScript) files. The CSS files control the look and feel of the Chat Console. The JS files contain the business logic used to render data in the Chat Console. Templates are also used to determine what information is requested to identify the customer (e.g. name, email address, phone number). You can also compose messages that the customer will see under certain circumstances (e.g. if they request a chat session out of hours).

An entry point can be mapped to multiple template sets and multiple entry points can use the same template set. One template set, Cisco Sunburst, is shipped with the application and can readily be mapped to any number of entry points.

Important: **The system supplied templates should not be deleted.**

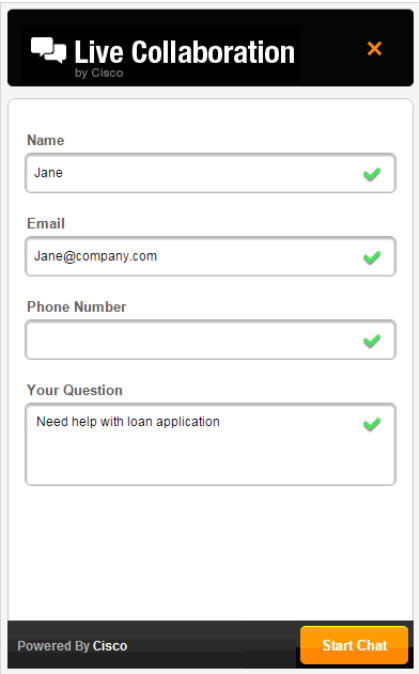
The template sets are managed from the web server and not from the Administration Console.

What Makes up a Template?

A template consists of a set of pages that are designed to work together. Typically, a chat template has five pages - a pre chat form, the chat area, post chat survey form, the off-hours page, and the alternative help options page. All these pages can be customized to meet your business needs.

Pre chat form

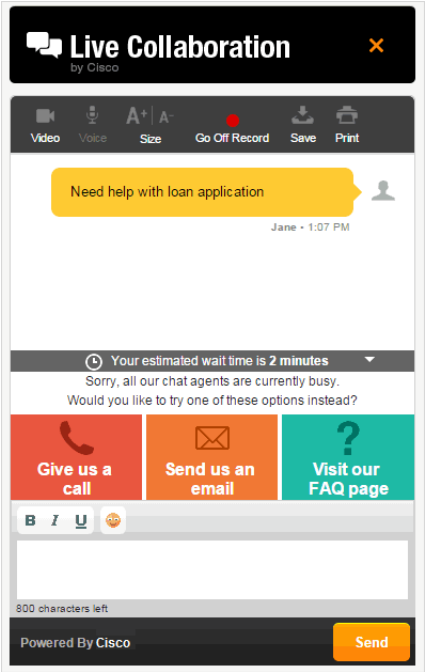
Customers fill up this form to start a chat.



Pre chat form

Chat Area

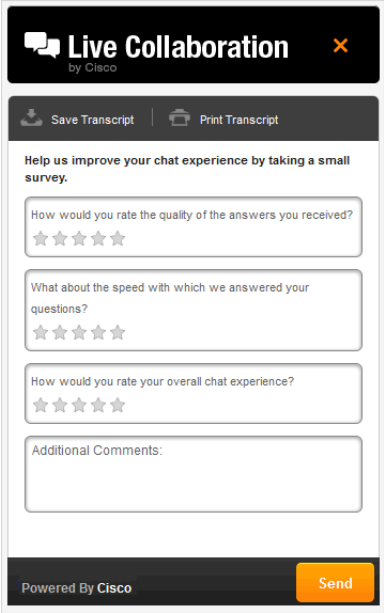
Agent and customer exchange chat messages in the chat area.



The chat area

Post Chat Survey

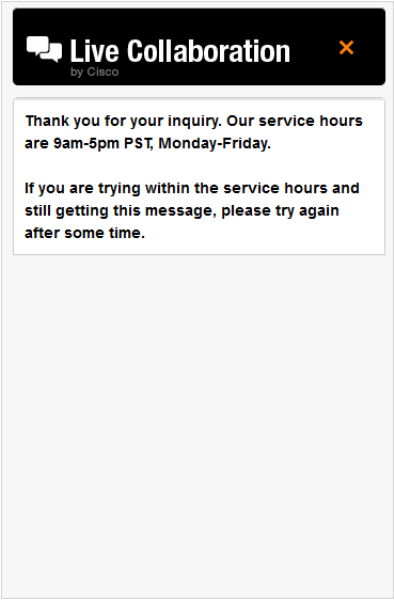
Customer is presented a survey form at the end of the chat.



Post chat survey form

Off Hours Page

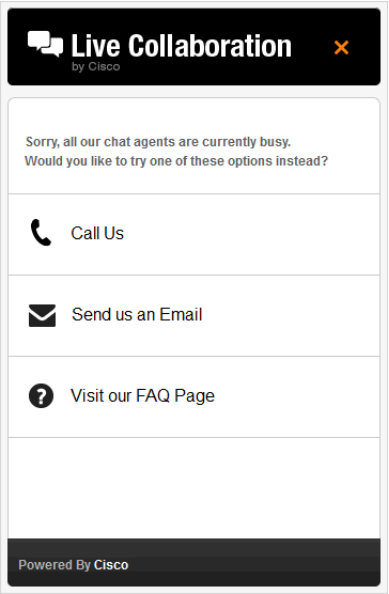
An off-hours page is displayed to customers, typically when the customer tries to chat during business off hours.



The off hours page

More Help Options Page

This page is displayed to customers when the queue cannot hold any more chats waiting to be serviced. Customers cannot start new chats and are presented with alternative ways of getting help. This feature is available only for standalone chats.



The more help options page

Do I need to create new templates or just use the default ones?

The template set, Cisco Sunburst, is shipped with the application. You *must* always create a copy of the default template set and customize it to look like your website.

You can choose to use one template set for all your chat entry points for a consistent look and feel. Alternatively, you can use different templates, so that the look and feel of each one is targeted towards a specific audience.

How easy are the templates to modify?

The templates are easy to modify. All the properties of the templates sets are modified using the files available on the web server. It is possible to make a number of layout and wording changes as well as branding changes to match them with the look and feel of your website.

Some important things to note:

- You must have a good knowledge of the HTML and CSS languages to make changes in the HTML and CSS files.
- Always create a backup copy of the files before making any changes.

The following table describes the files that can be changed. All the files are available on the web server at *Cisco_Home*`\eService\templates\chat\`*Template_Name*.

Use	To
`\Properties\chat_`*Locale*`.properties`	▸ Update the text displayed on the chat pages.
`\eGainLiveConfig.js`	▸ Change the fields displayed on the login page. ▸ Enable anonymous chats. ▸ Enable auto login. ▸ Show emoticons. ▸ Configure the height of the chat window. ▸ Configure the maximum length allowed for customer messages. ▸ Configure sound alert for chat messages. ▸ Hide rich text editor.
`css\ transcript.css, mailtranscript.css` `\chat\less\chat-main.less`	▸ Configure the look and feel of the chat pages, the chat typing area, and the text editor toolbar.
`\chat.html`	▸ Change the layout of the chat page.
Images folders: ▸ *Template_Name*`\images` ▸ *Template_Name*`\templates\chat\img`	▸ Change the images used. **Note:** The size of the custom images should match the size of the default images. However, if you are changing the size of the chat windows, you can adjust the images size to match the new windows.

Creating Template Set Folders

You need access to the web server to perform this task.

Important: **Anytime you update or create new templates, you must copy the templates files on all web servers in your installation.**

Create a separate template set for each of the following types of activities:

- Standalone chat activities
- Integrated chat activities

To create a new template set:

1. On the web server, browse to *Cisco_Home*`\eService\templates\chat.`
2. Create a copy of the **Sunburst** folder and rename the folder.
3. The new template set is created. You can now edit the files in the template folder to configure your template settings and to customize the look of your templates. Except for the following files, all the files can be changed.
   - `connection.js`
   - `session.js`

- `messenger.js`
- `audio.js`
- `transcript.js`
- `video.js`
- `blank.html`
- `v11.version`
- All file in the `libs` folder

After creating the template set, some of the things that you can do are:

- Configure the login page parameters (page 29)
- Enable anonymous chats (page 33)
- Hide the emoticons option (page 55)
- Set the maximum length of chat messages (page 40)
- Configure widgets (page 48)
- Configure the survey questions (page 48)
- Change the off hours message (page 53)

Changing General Settings

To change the general properties for templates:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. Edit the values for the following properties:
   - **L10N_DOCUMENT_TITLE:** Change the title of the chat window. The default value is Live Collaboration by Cisco.
   - **L10N_BROWSER_CLOSE_MESSAGE:** Change the message displayed to the customer when he closes the chat window during a chat session.
   - **L10N_CLOSE_MESSAGE:** Change the message displayed to the agent when the customer closes the chat session.
   - **L10N_NEW_MESSAGE:** Change the text that is displayed in the task bar and the title window of chat when the agent sends a new message to the customer.
   - **L10N_START_CHAT_BUTTON:** Change the text of the button for starting chat. The default value is Start Chat.
   - **L10N_SUBMIT:** Change the text of the button for sending chat messages. The default value is **Send.**
   - **L10N_WINDOW_CLOSE_BUTTON:** Change the text of the button for closing the chat window. The default value is **Close window.**
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes.

Changing Header and Footer Colors

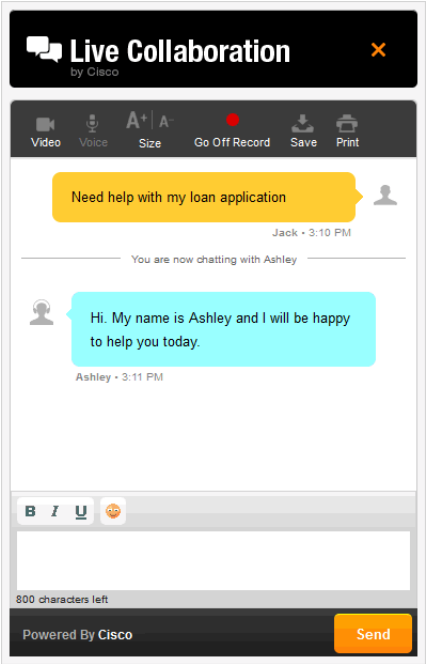
This section talks about changing the header and footer of all pages in the Chat Customer Console, that is, the Login page, the Chat page, and the Survey page.

To change the header and footer colors:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\less\chat-main.less` file in a text editor.
2. To change the header color, locate the `#eg-chat-header` class and in the `.wrap` class change the value of the `background` property.
3. To change the footer color, locate the `.submit-section` class and change the value of the `background` property.
4. Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

Changing Color of Buttons

This section talks about changing the colors for **Start Chat, Send,** and **Close** buttons.

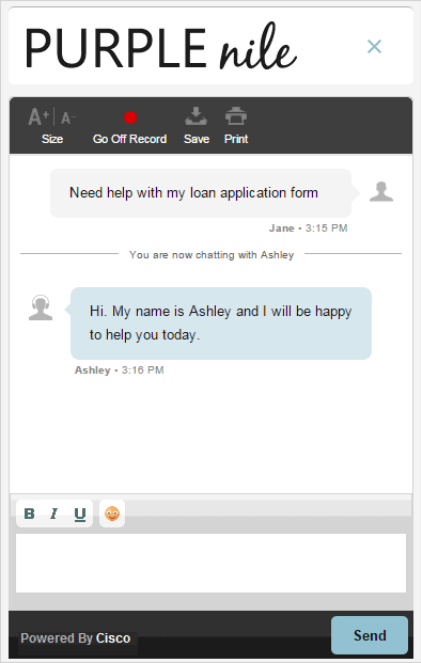


Out-of-the-box color of buttons

To change button colors:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\less\chat-main.less` file in a text editor.

2. Locate the `.orangeSubmit` class and change the value of the `.gradientBackground` property.
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes.



Custom color of buttons

Changing the Size of Chat Window

This section talks about defining the size of the chat window.

To change the size of the chat window:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Edit the values for the following properties:
   - **chatWindowWidth:** Set the width of the chat window. The width for the login, chat, survey, and thank you pages are the same. The default value is 419 pixels.
   - **chatWindowHeight:** Set the height of the chat window. The default value is 678 pixels.
   - **chatLoginWindowHeight:** Set the height of the login page. The default value is 623 pixels.
   - **chatSurveyWindowHeight:** Set the height of the survey page. The default value is 615 pixels.
   - **chatThanksWindowHeight:** Set the height of the thank you page. The default value is 450 pixels.
   - **chatWindowWidthWithWidget:** Set the width of the chat window when widgets are displayed on the login page and during the chat session. The default value is 830 pixels.
   - **minWidthForShowingSidebar:** Set the minimum width for showing the widget. The default value is 796 pixels.

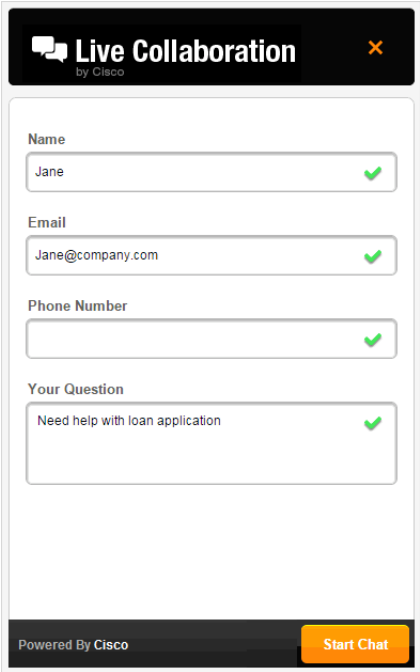
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes.

Configuring Login Page Parameters

Build the web form which customers must fill in to initiate a chat. The system uses the customer's contact details (for example, email address, phone number, etc.) to identify existing customers and add the chat session to their customer records automatically. It also creates customer record for new customers.

You can:

- Change the text of the options
- Remove fields
- Change the order of fields
- Change the primary key



Out-of-the-box login page

To configure the login page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `loginParameters` property, and do the following.
   a. To remove an existing field, select the code for the field and delete it from the file. For example, to remove the phone number from the login page, delete the following lines:

```
{
paramName : 'L1ON_PHONE_NUMBER_PROMPT',
objectName : 'casemgmt::phone_number_data',
attributeName : 'phone_number',
primaryKey : '0',
required : '0',
minLength : '0',
maxLength : '13',
fieldType : '1',
validationString : ''
},
```

Important: **Do not remove a field that is set as the primary key.**

b. To change the order of the fields, remove the code for the field you want to move and paste it at the new location. Make sure to copy the complete set of lines for a field and move them to the new location.

c. To change the required fields, locate the attribute which you want to change and do the following:

   i. For the attribute, locate the property `required` and change the value to `1` to make it a required field, or change the value to `0` to make it an optional field.

   If you are setting a field as required, you must set the minimum length allowed for the field.

   ii. In the attribute section, locate the property `minLength` and set a minimum length for the field. You can also set the maximum length by configuring the `maxLength` setting.

d. By default, the email address is set as the primary key for the login page. You can choose to change the primary key to phone number. No other field can be set as the primary key. Also, note that only one field can be set as the primary key. To change the primary key, do the following:

Important: **Only the customer phone number or email address can be set as the primary key.**

   i. Locate the section for email address by searching for `attributeName : 'email_address'`. In this section, locate the `primaryKey` property and set the value to `0`.

   ii. Next, locate the section for phone number by searching for `attributeName : 'phone_number'`. In this section, locate the `primaryKey` property and set the value to `1`.

   Also, the attribute that is set as the primary key needs to be marked as a required field.

   iii. In the phone number section, locate the property `required` and change the value to `1`.

3. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.

   a. You can change the error message for the fields displayed on the login page. Locate the following properties and provide new labels for the fields:

- **ERROR_NAME:** Change the error message of the name field.
- **ERROR_EMAIL:** Change the error message of the email field.
- **ERROR_PHONE:** Change the error message of the phone field.
- **ERROR_SUBJECT:** Change the error message of the question field.

b. You can also change the text of the fields displayed on the login page. Locate the following properties and provide new labels for the fields.

- **L10N_NAME_PROMPT:** Change the label of the name field.
- **L10N_EMAIL_PROMPT:** Change the label of the email field.
- **L10N_PHONE_NUMBER_PROMPT:** Change the label of the phone number field.
- **L10N_YOUR_QUESTION_PROMPT:** Change the label of the text field.
- **L10N_CHARACTER_COUNT:** Change the text of the message displayed to indicate the character count for the test box. Make sure you do not delete `{0}` from the message.
- **L10N_MESSAGE_LENGTH_ERROR:** Change the message displayed when the message of the customer exceeds the allowed message length. As part of the message, if you want to display the allowed length and the number of characters the user has typed, make sure you retain `(MESSAGE_LENGTH)` and `(MAX_LENGTH)` in the new message.

4. Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

Adding New Fields

Along with full name, email address, and phone number, you can use custom attributes on the login page.

Custom attributes created for the following objects can be added to the login screen. For details about creating these attributes, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console.*

- Customer Data
- Contact Point Data
- Activity Data

The following table lists the fields that can be added to the login page. It also lists the attribute names and object names for each field. You will need this information to add new fields to the login screen.

For	Object Name	Attribute Name
Full Name	casemgmt::individual_customer_data	full_name
Email Address	casemgmt::email_address_contact_point_data	email_address
Phone Number	casemgmt::phone_number_data	phone_number

For	Object Name	Attribute Name
Subject, Custom attributes added to activity data	casemgmt::activity_data	subject If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `More details`, the attribute name will be `more_details`.
Custom attributes added to customer data	casemgmt::customer_data	If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `Family name`, the attribute name will be `family_name`.
Custom attributes added to contact point data	casemgmt::contact_point_data	If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `Mobile number`, the attribute name will be `mobile_number`.

To add new fields:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor and do the following:

   a. Locate the `loginParameters` property, and copy a section for one of the existing parameters and paste it where you want to add the custom field. Edit the following properties.

   - **paramName:** Create a parameter name using the format `L10N_`*Name*`_PROMPT`.
   - **objectName:** Provide the object name. See the table on page 31 for details about the object name you need to provide.
   - **attributeName:** Provide the attribute name. See the table on page 31 for details about the attribute name you need to provide.
   - **primaryKey:** Set the value as `0`.
   - **required:** If you want to set the field as required set the value as `0`. To make the field mandatory, set the value `1`.
   - **minLength:** Set the minimum required characters for the field. If a field is not required, set the minimum length as 0.
   - **maxLength:** Set the maximum allowed characters for the field. The value should not be set more than the value set in the Tools Console while creating the custom attribute.
   - **fieldType:** Set the field type.
     - For single line text fields, set the value as **1**.
     - For multi-line text fields, set the value as **2.**
     - For dropdown fields, set the value as **3.**
     - For multi-select dropdown list, set the value as **4**.
   - **validationString:** Provide the expression against which the information provided by the customer is to be checked. For example, for phone number you can give an expression like, `^\s*\(?\s*\d{3}\s*\)?\s*[-.]?\s*\d{3}\s*[-.]?\s*\d{4}\s*$`. And, for email you can use the expression like, `^[0-9a-zA-Z\.\-\_]+\@[0-9a-zA-Z\.\-]+$` - this expression refers to the format X@Y. Z (john@mycompany.com). For fields that require an integer value, you need to atleast set the validation string as `\\d+$`.

   b. Save the changes.

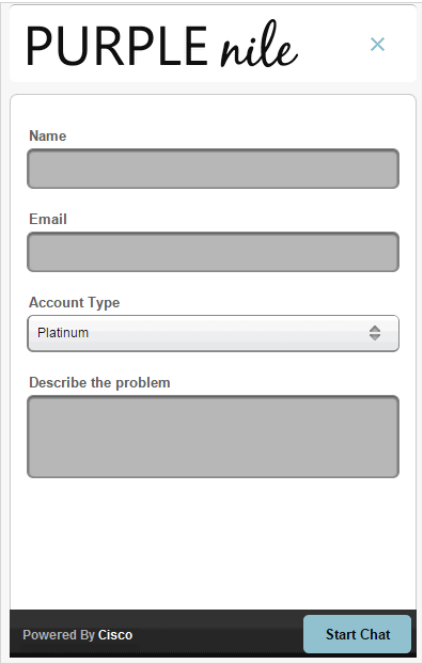
2. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\properties\chat_en_us.properties` file in a text editor and do the following:

   a. Add the following line in the property file: `L10N_`*Name*`_PROMPT = "`*Display name for the attribute*`"`

      Where: `L10N_`*Name*`_PROMPT` should match the value set in **paramName** in step 1 on page 32.

   b. Save the changes.

3. Clear the browser cache and access the chat link to test the changes. The login page should show the new fields.



Custom login form

Enabling Anonymous Chats

Anonymous chats allow customers to chat with agents without providing any personal details, like name, email address, phone number, etc. When the customer clicks the chat link or button, he is not displayed the login page.

To enable anonymous chats:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `loginParameters` property and delete all the parameters between the square brackets. The property will look like: `loginParameters : []`
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes. The chat should start without showing the login page.

Enabling Auto-Login

When the chat link is provided in an authenticated section of the website, the auto-login feature can be used to automatically login the customer for chat. When the customer clicks the chat link or button, he is not displayed the login page.

The auto-login feature is available for standalone and integrated chats.

Important: **A template where auto-login is enabled should not be used for regular chats.**

To enable auto-login for chats:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `autoLogin` property and set the value to `1` to enable auto-login.
3. Save the changes.
4. Change the entry point code so that the customer information collected at the time of login on the website is passed on to the Unified EIM & WIM application when the customer initiates a chat session. For details, see Step 8 on page 87.

Displaying Queue Position or Wait Time

Customers waiting in the queue to be serviced by agents can be informed about the wait time or their position in the queue.

Wait time is the average time taken to assign the last 20 activities from the queue. This number is refreshed every 5 seconds.

Queue position is the number of chats waiting for assignment in the queue. This includes, new chats, auto-pushed back chats, and transferred chats. This number is refreshed every 5 seconds.

The wait time or queue position is displayed only when the activity is added to the queue for the first time. When the activity has been serviced once and is transferred to a queue or another department, the wait time or queue position is not displayed.

Important: **This section applies only for standalone chats.**

To display the queue depth or wait time:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `sessionStastics` property and do the following:
   - Set the value to **0** and nothing is displayed to the customer.
   - Set the value to **1** to display the wait time to customers. (default option)

- Set the value to **2** to display the queue depth.

3. Save the changes.

   You can also change the text used to display the queue depth or wait time to the customer.

4. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.

5. Edit the values for the following properties:
   - **L10N_WAIT_TIME:** Change the message used to display the wait time. Make sure you retain `TOREPLACE` in the message as this gets replaced with an actual number when displayed to the customer.
   - **L10N_WAIT_TIME_SINGULAR:** Change the message displayed when the wait time is one minute.
   - **L10N_QUEUE_LOAD_INFO:** Change the message used to display the queue depth. Make sure you retain `TOREPLACE` in the message as this gets replaced with an actual number when displayed to the customer.

6. Save the changes.

7. Clear the browser cache and access the chat link to test the changes.

Configuring Alternative Engagement Options

Important: **This feature applies only to standalone chats.**

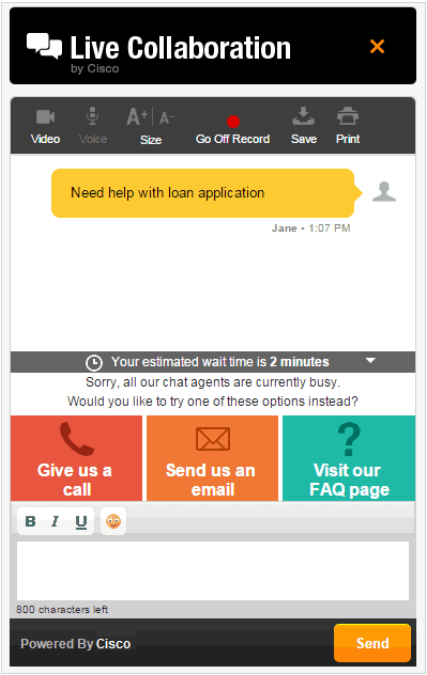
Out-of-the-box templates come with three alternative engagement options for the chat window. These options are displayed to customers while they are waiting in queue (new chats or transferred chats) to be serviced by an agent. Once an agent joins the chat, the options are removed from the chat window. You can display these options as soon as the customer starts the chat, or after a delay. To enable these options for a queue, see *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows.*

- Give us a call
- Send us an email
- Visit our FAQ page

These options have placeholder links. You must update these links before using this feature. You can also:

- Update the text.
- Remove options.

- Add new options.



Out-of-the-box options

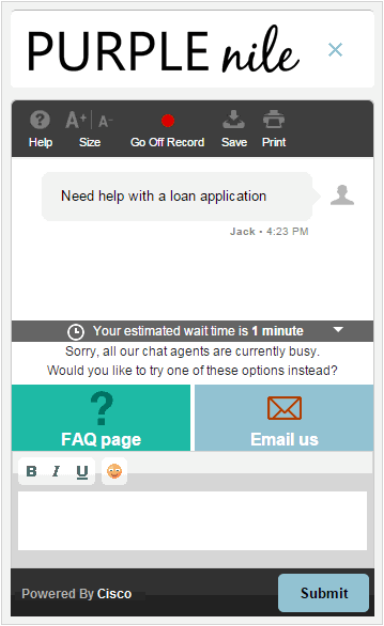
To update links on the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file, search for **altEngagementOptions** and in this section set the following properties:
   - Search for text **:'L10N_ALT_ENGMT_TEXT1'** and for the URL parameter provide the link for the callback page.
   - Search for text **:'L10N_ALT_ENGMT_TEXT2'** and for the URL parameter provide the email address which customers can use to send emails. Make sure you do not delete the `mailto:` text.
   - Search for text **:'L10N_ALT_ENGMT_TEXT3'** and for the URL parameter provide the link to the FAQ page on your website.
3. Clear the browser cache and access the chat link to test the changes.

To update the text on the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_en_us.properties` file in a text editor and do the following:
   - Locate the **L10N_ALT_ENGMT_MESSAGE** property and change the value of this property to the new message you want to display for the alternative engagement options.
   - Similarly, locate the **L10N_ALT_ENGMT_TEXT1, L10N_ALT_ENGMT_TEXT2,** and **L10N_ALT_ENGMT_TEXT3** properties and update the text for each of the options, that is, **Give us a call, Send us an email**, and **Visit our FAQ page.**
2. Save the changes.

3. Clear the browser cache and access the chat link to test the changes.



Customized text and options

To update the background colors and buttons for the options:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file search for **altEngagementOptions** and in this section locate the option for which you want to change the background color and images. Change the following properties:
   - Search for `bgcolor` and set the new background color for the section.
   - Search for `image` and provide the name of the new image.
   - Search for `hoverImage` and provide the name of the new hover image for the button.
3. Place the new images at the following location:
   Cisco_Home`\eService\templates\chat\`*Template_Folder*`\chat\img`
4. Clear the browser cache and access the chat link to test the changes.

To remove an option:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file search for **altEngagementOptions** and from this section delete the code lines for the help option you do not want to display. For example, to remove the **Send us an Email** option, delete the following lines of code:

```
{
text:'L10N_ALT_ENGMT_TEXT2',
image:'chat/img/icon_email.png',
hoverImage:'chat/img/mail_hover.png',
```

```
bgcolor:'#f27935',
url:'mailto:support@company.com'
},
```

3. Clear the browser cache and access the chat link to test the changes.

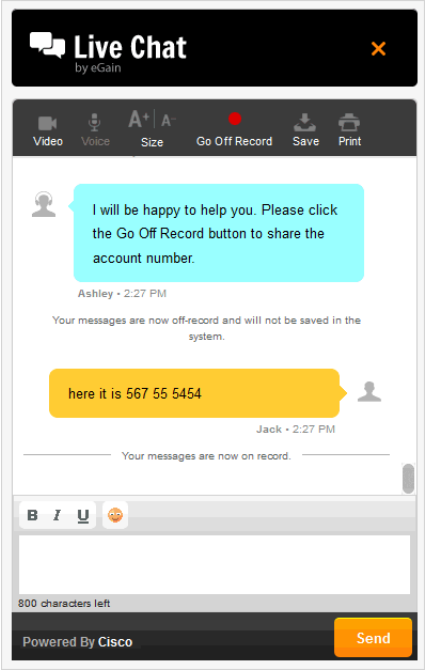
To add new options:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file locate the `altEngagementOptions` property, and copy a section for one of the existing help options and paste it where you want the new section. Edit the following properties.
   - **text:** Create a new parameter using the name as L10N_ALT_ENGMT_Name
   - **image:** Set the value as *'chat/img/icon_email.png',*
   - **hoverImage:** Set the value as *'chat/img/mail_hover.png',*
   - **bgcolor:** Set the value as *'#f27935',*
   - **url:** Provide the URL for the option.
3. Place the images to be used for the new section at the following location: *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\img`
4. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*en_us*`.properties` file in a text editor and do the following:
   a. Add the following line in the property file: `L10N_ALT_ENGMT_`*Name*`="`*Text for the section*`"` Where `L10N_ALT_ENGMT_`*Name* should match the value set in text in step 2.
   b. Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

Configuring Off-the-Record Options

When data masking is enabled, masking rules prevent agents and customers from sending sensitive information like credit card numbers, social security numbers, etc. during the chat session. The Off-the-record feature allows agents and customers to exchange sensitive information as data masking rules do not apply to these messages. Any information exchanged while off-record is not stored in the Unified EIM & WIM system. Off the record conversation can be started and stopped only by customers. This feature is enabled while configuring data

masking for the chat channel. For details, see *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*

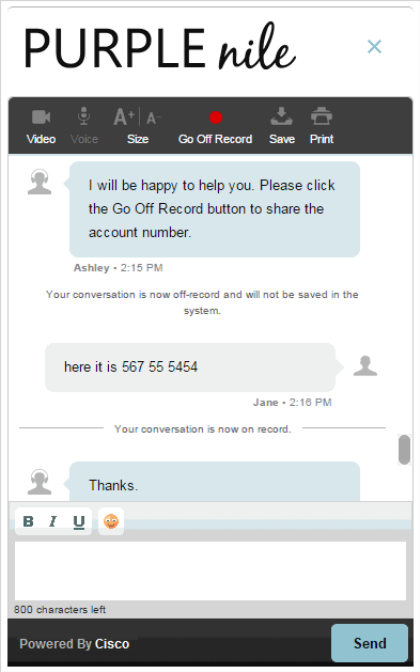


Off the record messages

To change the text for various options:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. To change the text that appears when a customer goes on-record and off-record, locate the following properties and change the values:
   - **L10N_OFF_RECORD_MESSAGE:** The default value is `Your messages are now off-record and will not be saved in the system.`
   - **L10N_ON_RECORD_MESSAGE:** The default value is `Your messages are now on record.`
3. To change the text that appears when data is masked, change the value of the following property:
   - **L10N_SENSITIVE_DATA_MASKED:** The default value is `Don't worry. Your sensitive data has been masked.`
4. To change the text that appears in the chat transcript when messages have been removed due to masking, change the value of the following property:
   - **L10N_OFF_RECORD_MESSAGE_REMOVED:** The default value is `Message has been removed.`
5. Save the changes.

6. Clear the browser cache and access the chat link to test the changes.



Customized messages

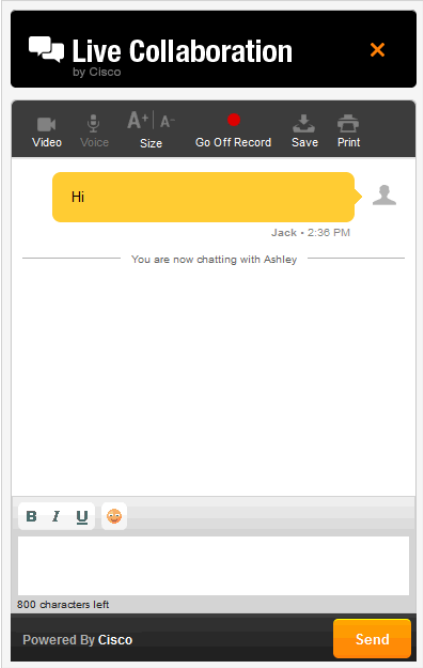
Setting Maximum Length for Chat Messages

To set the maximum length for chat messages:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `maxMessageSize` property and change the value of the property to the number of characters you want to allow for each chat message. By default the value is set to 800. This setting is also used to control the message length in the **Additional Comments** field in the survey form. The maximum value can be set to 2000.
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes.

Disabling Rich Text Editor

By default the chat typing area of the Chat Customer Console has a rich text editor. You can enable the plain text editor, if you do not want customers to use the rich text editor.

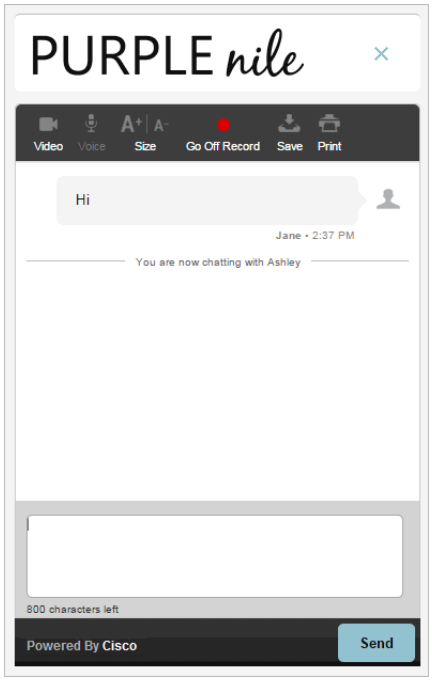


Out-of-the-box rich text editor toolbar

To disable the rich text editor:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `useTextEditor` property and set the value to `1` to enable the plain text editor. The default value is `0`, which means that the rich text editor is enabled.
3. Save the changes.

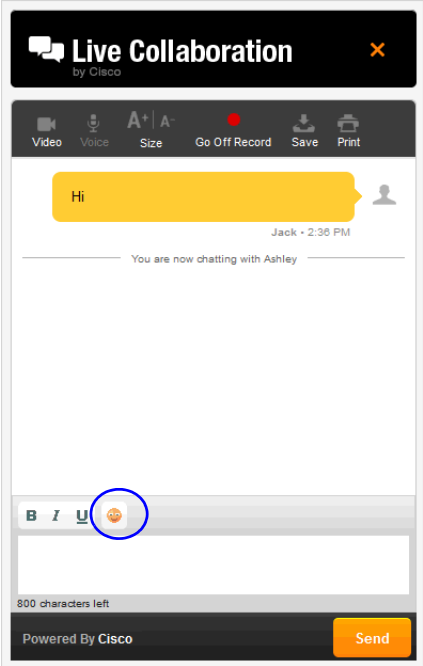
4. Clear the browser cache and access the chat link to test the changes.



Disable the rich text editor

Hiding Emoticons

The chat typing area toolbar of the customer console has a **Smiley** button that can be used to add emoticons in the chat messages. You can hide the button if you do not want customers to use it.

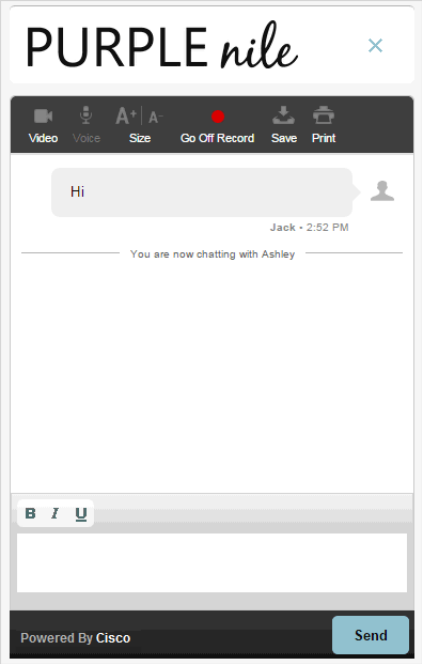


The Emoticons button

To hide emoticons:

1. Open the *_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `showSmileyTool` property and change the value of the property to `false` to hide the emoticons.
3. Save the changes.

4. Clear the browser cache and access the chat link to test the changes.

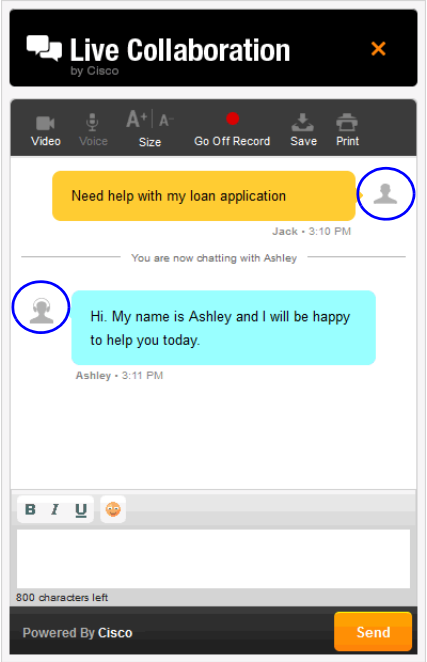


Hide the Emoticons button

Changing Agent and Customer Images

The Chat Customer Console contains a static agent and customer image, which is displayed next to each chat message in the chat area. You can replace the out-of-the-box images with custom images.

Before you begin, get the new images that you want to use. The height of the new images should be 28 pixels and the width should be 26 pixels.



Out-of-the-box customer and agent images

To change the customer image:

1. Place the new image in the *Cisco_Home*`\eService\templates\`*Template_Folder*`\chat\img` folder.
2. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\chat\less\chat-main.less` file in a text editor.
3. Locate the `&.customer` class and in it locate the `.author > &.typing` class.
4. Change the value of the `background-image` property.
5. Save the changes.
6. Clear the browser cache and access the chat link to test the changes.

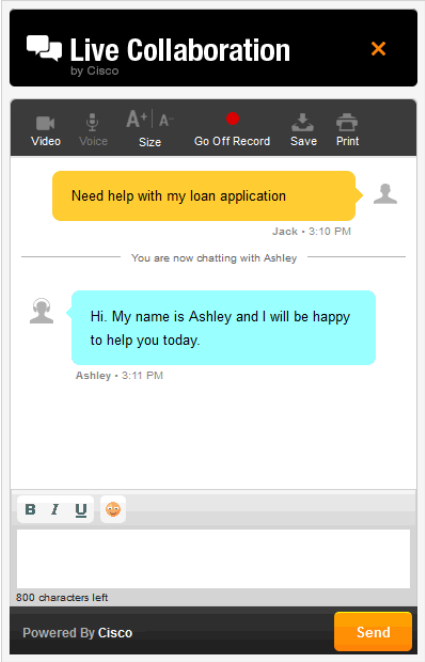
To change the agent image:

1. Place the new image in the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\img` folder.
2. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\chat\less\chat-main.less` file in a text editor.
3. Locate the `.eg-chat-message, .eg-chat-temporary-message` class and in the `.author` and `&.typing` classes change the value of the `background-image` property.

4. Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

Changing Chat Bubble Colors

Five different bubble colors are used to identify the messages sent by the customer and all agents in the chat session. You can change the color of all these bubbles.

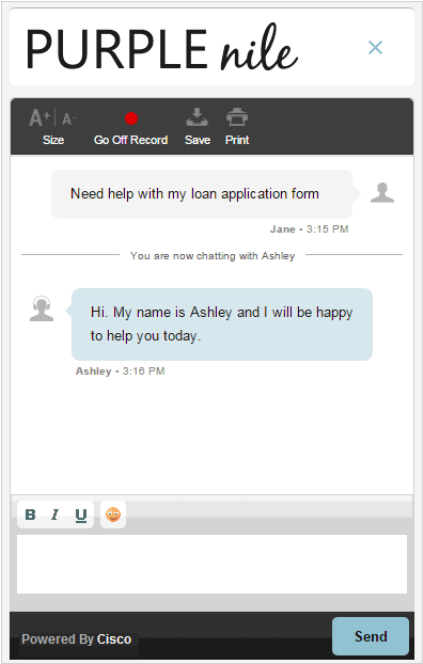


Out-of-the-box bubble colors

To change the chat message bubble colors:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\less\chat-main.less` file in a text editor.
2. To change the chat message bubble color for customers: Locate the `&.customer` class and in the `.bubble` class change the value of the background property. Also, in the `.arrow-wrap` class change the value of the `border-left` property.
3. To change the chat message bubble color for the first agent: Locate the `.eg-chat-message` class and in the `.bubble` class change the value of the `background` property. Next, locate the `.eg-chat-message, .eg-chat-temporary-message` class and in the `.arrow` class change the value of the `border-right` property.
4. To change the chat message bubble color for all other agents who can join the chat as supervisors: Locate the `&.agent1, &.agent2,` and `&.agent3` classes and in the `.bubble` class change the value of the `background` property. In the `.arrow` class change the value of the `border-right` property.
5. Save the changes.

6. Clear the browser cache and access the chat link to test the changes.



Customized bubble colors

Changing Sound Alert

A sound alert is played on the customer side when a new chat message comes. You can change this sound alert.

To change the sound alert:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `chatsoundURL` property and change the value of the property to the path of the new chat sound file. Only `.wav` files are supported.
3. Save the changes.
4. Clear the browser cache and access the chat link to test the changes.

Configuring Widgets

Widgets with useful information such as, frequently asked questions, can be added to the login page and to the chat page.

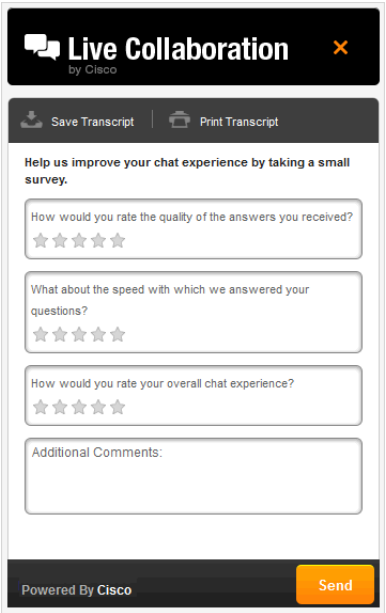
To configure widgets:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. Configure the following settings:
   - **CONFIG_LOGIN_FORM_WIDGET_URL:** Provide the URL of the widget you want to display on the login page for chat.
   - **CONFIG_DIALOGUE_WIDGET_URL:** Provide the URL of the widget you want to display during the chat session.
3. Save the file.
4. Clear the browser cache and access the chat link to test the changes.

Configuring Survey Questions

At the end of the chat session a survey form is presented to customers to measure the usefulness of the chat. The survey form has three questions and a text box for providing additional comments. You can change the text of these questions, however, you cannot add or remove questions from the survey form.

You can turn off the survey, if you do not wish to use it. For details, see "Turning Off Surveys" on page 50.

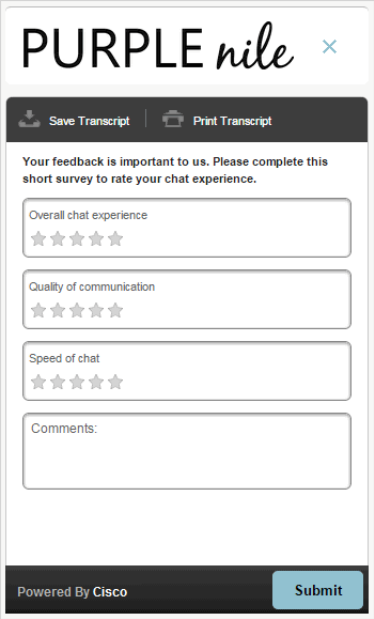


Out-of-the-box chat survey form

To change the text of survey questions:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. Locate the section for survey questions by searching for `L10N_SURVEY_INTRO`. In this section change the following properties:
   - **L10N_SURVEY_INTRO:** Change the text for presenting the survey form.
   - **L10N_SURVEY_Q1, L10N_SURVEY_Q2,** and **L10N_SURVEY_Q3:** Change the text of the survey questions.
   - **L10N_POOR, L10N_FAIR, L10N_GOOD, L10N_VERY_GOOD, L10N_EXCELLENT:** Change the text of the tool tip for the stars shown on the survey form.
   - **L10N_SURVEY_ADDITIONAL:** Change the title of the text box.
   - **L10N_SURVEY_VALIDATION_ERROR:** Provide the message to be displayed when the text in the comments box exceeds the allowed size.
   - **L10N_THANKS:** Change the message displayed to users after they have completed the survey.
   - **L10N_SUBMIT:** Change the text of the button used for submitting the survey.

   Save the changes.
3. Clear the browser cache and access the chat link to test the survey form changes.



Customized chat survey form

Turning Off Surveys

You can turn off the survey if you do not wish to display a survey form at the end of chat sessions.

To turn off surveys:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file locate the `turnOffChatSurveyPage` property and change its value to `true`. Save the changes.
3. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
4. In the file locate the `L10N_THANKS_WITHOUT_SURVEY` property and change the text to be displayed to customers when they end the chat session. The default value is `Thank you for chatting with us.`

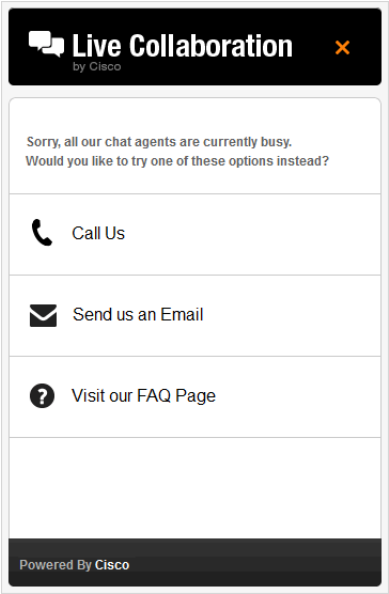
   Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

Configuring the More Help Options Page

Administrators can define the number of chats that can wait in a queue. For details about configuring the maximum chat queue depth for queues, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows.*

After the queue depth reaches the defined number, a "More Help Options" page is displayed to the customer notifying that all the agents are busy. On this page, you can configure links for other support channels, like email, phone, etc.

Important: **This section applies only for standalone chats.**



Out-of-the-box page

The More help options page has placeholder links. You must update these links (page 51) before using this feature.

You can also:

- Update the text on the page. (page 52)
- Remove sections from the page. (page 52)
- Add new sections to the page. (page 53)
- Use the More Help Options page as the off hours page. (page 53)

To update links on the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file, search for `callBackParams` and in this section set the following properties:
   a. Search for `text :'L1ON_CALLBACK_TEXT1'` and for the `URL` parameter provide the link for the callback page.
   b. Search for `text :'L1ON_CALLBACK_TEXT2'` and for the `URL` parameter provide the email address which customers can use to send emails. Make sure you do not delete the `mailto:` text.
   c. Search for `text :'L1ON_CALLBACK_TEXT3'` and for the `URL` parameter provide the link to the FAQ page on your website.
3. Clear the browser cache and access the chat link to test the changes.

To update the text on the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*en_us*`.properties` file in a text editor and do the following:

   a. Locate the **L10N_CALLBACK_MESSAGE** property and change the value of this property to the new text you want to display on the page.

   b. Similarly, locate the **L10N_CALLBACK_TEXT1, L10N_CALLBACK_TEXT2,** and **L10N_CALLBACK_TEXT3** properties and update the text for each of the help options.

   c. Save the changes.

2. Clear the browser cache and access the chat link to test the changes.

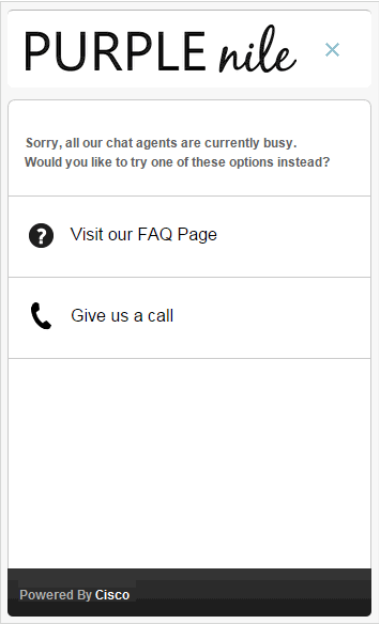
To remove a help option from the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.

2. In the file search for `callBackParams` and from this section delete the code lines for the help option you do not want to display. For example, to remove the Send us an Email option, delete the following lines of code:

```
{
 text:'L10N_CALLBACK_TEXT2',
 image:'chat/img/mail.png',
 hoverImage:'chat/img/mail_hover.png',
 url:'mailto:support@company.com'
},
```

3. Clear the browser cache and access the chat link to test the changes.



Custom page

To add new help options to the page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file locate the `callBackParams` property, and copy a section for one of the existing help options and paste it where you want the new section. Edit the following properties.
   - **text:** Create a new parameter using the name as `L10N_CALLBACK_`*Name*
   - **image:** Set the value as `'chat/img/`*mail.png*`',`
   - **hoverImage:** Set the value as `'chat/img/`*mail_hover.png*`',`
   - **url:** Provide the URL for the help option.
3. Place the images to be used for the new section at the following location: *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\chat\img`
4. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\properties\chat_`*en_us*`.properties` file in a text editor and do the following:
   a. Add the following line in the property file: `L10N_CALLBACK_`*Name*`="`*Text for the section*"

      Where `L10N_CALLBACK_`*Name* should match the value set in **text** in step 2 on page 53.

   b. Save the changes.
5. Clear the browser cache and access the chat link to test the changes.

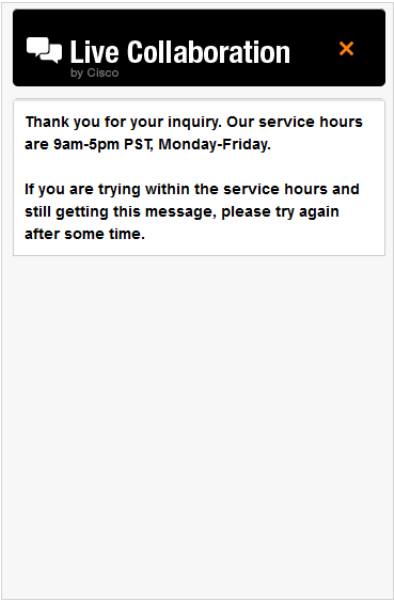
To use the more help options page as the off hours page:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. In the file, locate the **useCallBackPageDuringOffHours** property and set the value to **yes.**
3. Clear the browser cache and access the chat link to test the changes.

Changing the Off Hours Message

An off hours message can be displayed to customers when agents are not available for handling chats. Alternatively, you can display the More Help Options page as the off hours page. For details, see "Configuring

the More Help Options Page" on page 50.

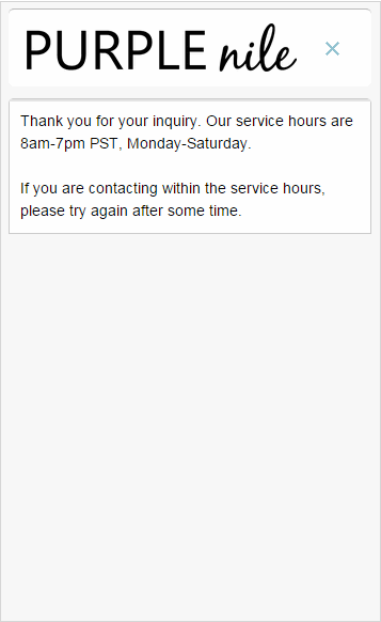


Off hours message

To change the off hours message:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. Locate the property `L1ON_OFF_HOURS` and change the message to be displayed during off hours.
3. Save the changes.

4. Clear the browser cache and access the chat link to test the changes.



Custom message

Changing Chat Transcript Options

During a chat session and at the end of a chat session, customers have access to the Print Transcript and Save Transcript buttons. Customers can use these buttons to print or save the chat transcript for future reference.

You can change the tool tips for these buttons and you can add a header, footer, and title for the transcript window. You cannot remove these buttons from the chat window.

To change the chat transcript options:

1. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\chat_`*Locale*`.properties` file in a text editor.
2. Edit the values for the following properties:
   - **L10N_SAVE_TRANSCRIPT_BUTTON:** Change the tool tip of the **Save Transcript** button.
   - **L10N_PRINT_TRANSCRIPT_BUTTON:** Change the tool tip of the **Print Transcript** button.
   - **L10N_TRANSCRIPT_TITLE:** Provide a title for the transcript page.
   - **TRANSCRIPT_HEADER_LIVE_CHAT:** Provide the header for the transcript page.
   - **L10N_CUSTOMER:** Do not change the value of this property.
   - **L10N_AGENT:** Do not change the value of this property.
3. Open the *Cisco_Home*`\eService\templates\chat\`*Template_Folder*`\properties\messaging_`*Locale*`.properties` file in a text editor.

4. Edit the value for the following property:
   - **MAIL_HEADER_LIVE_CHAT:** Change the header of the transcript emailed by the system.
5. Save the changes.
6. Clear the browser cache and access the chat link to test the changes.

Deleting Template Sets

Important: **You must delete the templates files from all web servers in your installation.**

To delete a template set:

1. On the web server, browse to *Cisco_Home*`\eService\templates\chat.`
2. Delete the template folder that you do not want to use. If you are using these templates for any entry point, make sure to update the HTML code on web pages with the new template sets you want to use.

3 Callback Template Sets

This chapter will assist you in understanding how to set up callback template sets. For template sets for chat activities, see "Chat Template Sets" on page 19.

About Template Sets

Template sets consist of CSS (cascading style sheets) and JS (JavaScript) files. The CSS files control the look and feel of the Callback Console. The JS files contain the business logic used to render data in the Callback Console. Templates are also used to determine what information is requested to identify the customer (e.g. name, email address, phone number). You can also compose messages that the customer will see under certain circumstances (e.g. if they request a callback session out of hours).

An entry point can be mapped to multiple template sets and multiple entry points can use the same template set. One template set, Cisco Rainbow, is shipped with the application and can readily be mapped to any number of entry points.

Important: **The system supplied templates should not be deleted.**

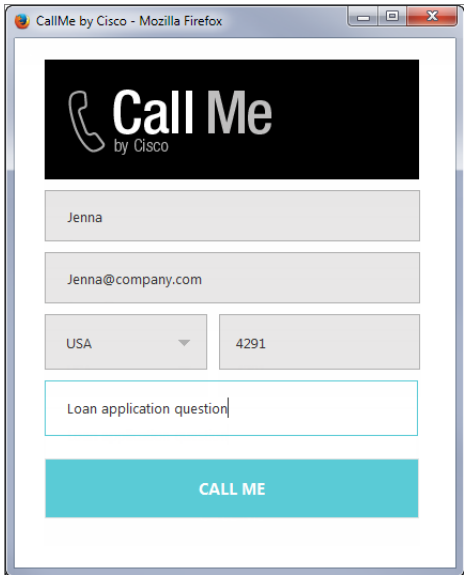
The template sets are managed from the web server and not from the Administration Console.

What Makes up a Template?

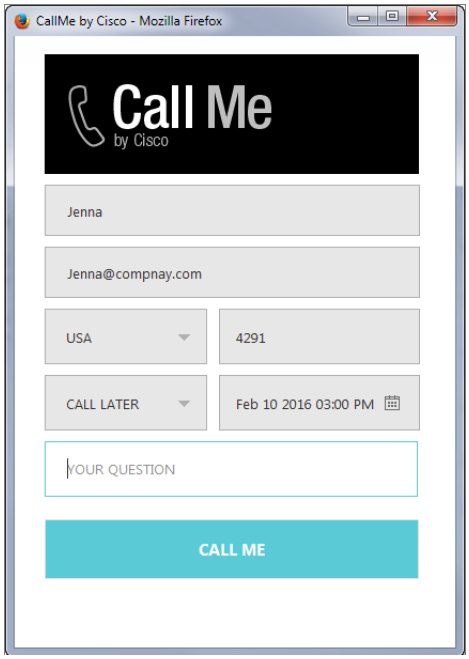
A template consists of a set of pages that are designed to work together. Typically, a callback template has three pages - a callback or delayed callback request form, the call status page, and the off-hours page. All these pages can be customized to meet your business needs.

Callback request form

Customers fill up this form to start a callback session.



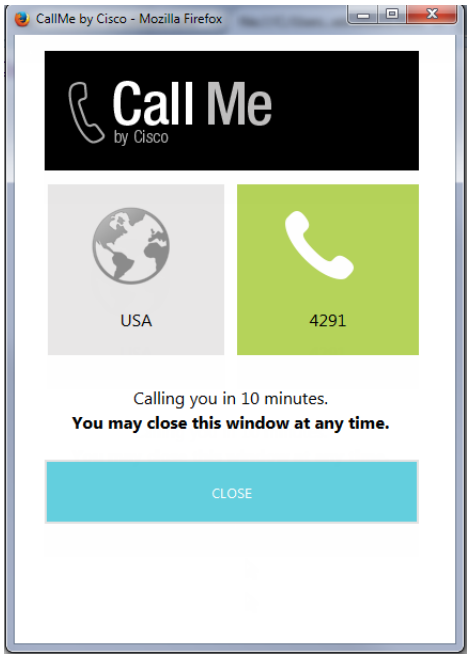
Callback request form



Delayed callback request form

Callback Status Area

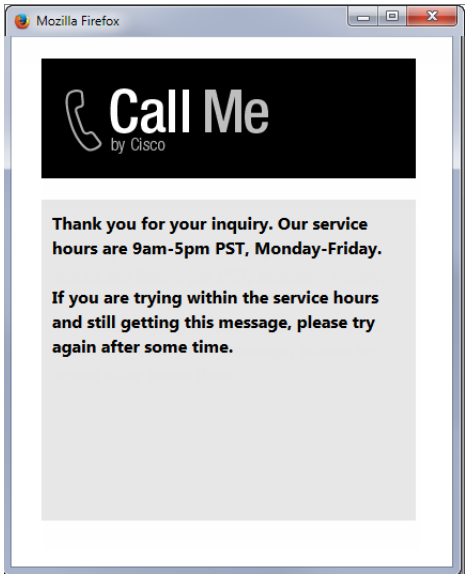
Status of call session is displayed here.



The callback status area

Off Hours Page

An off-hours message is displayed to customers when Unified WIM is not able to connect to Unified CCE to place a call.



The off hours page

Do I need to create new templates or just use the default ones?

The template set, Cisco Rainbow, is shipped with the application. You *must* always create a copy of the default template set and customize it to look like your website.

You can choose to use one template set for all your callback entry points for a consistent look and feel. Alternatively, you can use different templates, so that the look and feel of each one is targeted towards a specific audience.

How easy are the templates to modify?

The templates are easy to modify. All the properties of the templates sets are modified using the files available on the web server. It is possible to make a number of layout and wording changes as well as branding changes to match them with the look and feel of your website.

Some important things to note:

- You must have a good knowledge of the HTML and CSS languages to make changes in the HTML and CSS files.
- Always create a backup copy of the files before making any changes.

The following table describes the files that can be changed. All the files are available on the web server at *Cisco_Home*`\eService\templates\callback\`*Template_Name*.

Use	To
`\l10n\custom_callback_`*Locale*`.properties`	▸ Update the text displayed on the callback pages. **Note:** All custom messages should be added in the `custom_callback_`*Locale*`.properties` file. Do not make any changes to the callback_*Locale*.properties
`\eGainLiveConfig.js`	▸ Change the fields displayed on the login page. ▸ Enable auto login. ▸ Configure the height of the callback window. ▸ Configure the maximum length allowed for the customer message.
`css\callback.css`	▸ Configure the look and feel of the callback pages.
`\call.html`	▸ Change the layout of the callback page.
Images folders: ▸ *Template_Name*`\image`	▸ Change the images used. **Note:** The size of the custom images should match the size of the default images. However, if you are changing the size of the callback windows, you can adjust the images size to match the new windows.

Creating Template Set Folders

You need access to the web server to perform this task.

> Important: **Anytime you update or create new templates, you must copy the templates files on all web servers in your installation.**

Create a separate template set for each of the following types of activities:

- Callback activities
- Delayed callback activities

To create a new template set:

1. On the web server, browse to *Cisco_Home*`\eService\templates\callback.`
2. Create a copy of the **Rainbow** folder and rename the folder.
3. The new template set is created. You can now edit the files in the template folder to configure your template settings and to customize the look of your templates. You can change any files *except* for files in the following folders:
   - `script`
   - `libs`

After creating the template set, some of the things that you can do are:

- Configure the login page parameters (page 65)
- Change the off hours message (page 71)

Changing General Settings

To change the general properties for templates:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\l10n\custom_callback_`*Locale*`.properties` file in a text editor.
2. Add the following properties and set the values as required.
   - **L10N_DOCUMENT_TITLE:** Change the title of the callback window. The default value is CallMe by Cisco.
   - **L10N_BROWSER_CLOSE_MESSAGE:** Change the message displayed to the customer when he closes the callback window.
   - **L10N_CLICK_TO_CALL:** Change the text of the button for initiating callback session. The default value is **Call Me**.
   - **L10N_CLOSE:** Change the text of the button for closing the callback window. The default value is **Close.**
3. Save the changes.

4. Clear the browser cache and access the callback link to test the changes.

Changing Header Image

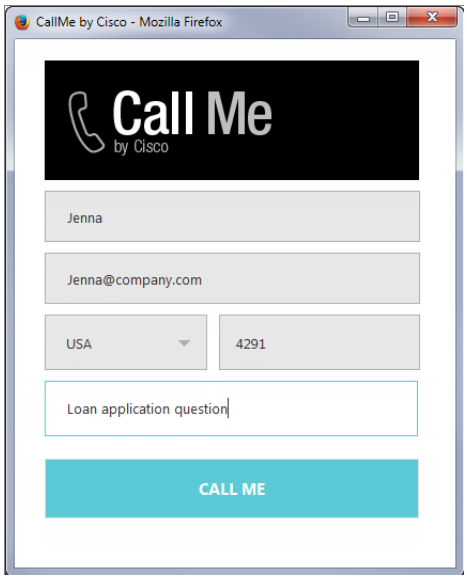
This section talks about changing the header image for the callback templates.

To change the header image:

1. Change the `logo_click_to_call.png` image file in the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\image` folder with your custom image.
2. Clear the browser cache and access the callback link to test the changes.

Changing Color of Buttons

This section talks about changing the colors for **Call Me** and **Close** buttons.

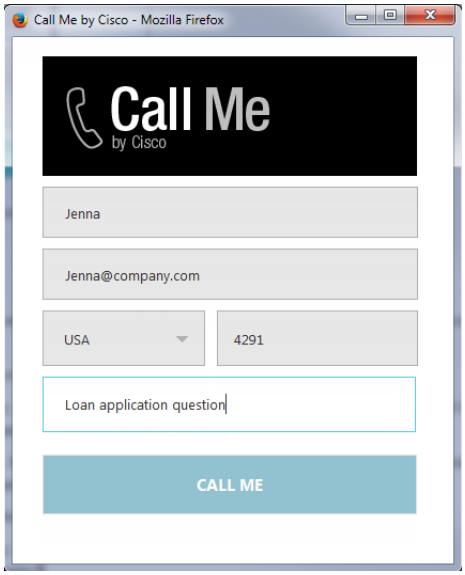


Out-of-the-box color of buttons

To change button colors:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\css\callback.css` file in a text editor.
2. To change the **Call Me** button colors, do the following:
   a. To change the button color, locate the `call_button_class` class and change the value of the `background-color` property.
   b. To change the hover color, locate the `call_button_class:hover` class and change the value of the `background-color` property.

3. To change the **Close** button colors, do the following:
   a. To change the button color, locate the close-button-class class and change the value of the `background-color` property.
   b. To change the hover color, locate the `close_button_class:hover` class and change the value of the `background-color` property.
4. Save the changes.
5. Clear the browser cache and access the callback link to test the changes.



Custom color of buttons

Changing the Size of Callback Windows

This section talks about defining the size of the windows.

To change the size of the callback windows:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Edit the values for the following properties:
   - **windowWidth:** Set the width of the callback and delayed callback windows. The default value is 425 pixels.
   - **windowHeightCallback:** Set the height of the callback page. The default value is 600 pixels.
   - **windowHeightDelayedCallback:** Set the height of the delayed callback page. The default value is 680 pixels.
3. Save the changes.
4. Clear the browser cache and access the callback link to test the changes.

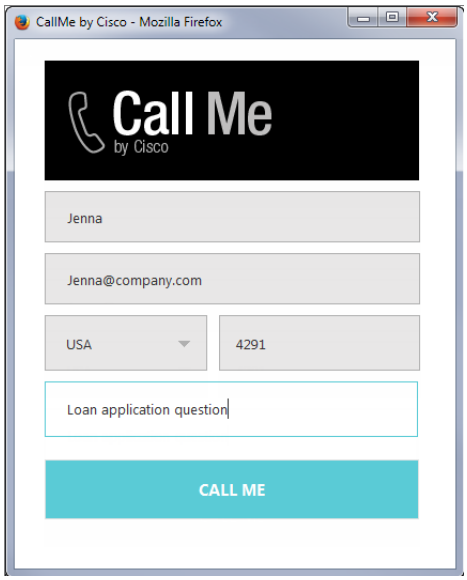
Configuring Call Request Page Parameters

Build the web form which customers must fill in to initiate a web callback interaction. The system uses the customer's contact details (for example, email address, phone number, etc.) to identify existing customers and add the session to their customer records automatically. It also creates customer records for new customers.

Phone number is a required attribute for callback and delayed callback activities. Schedule call is a required attribute for delayed callback activities and should not be removed from templates configured for delayed callback activities.

You can:

- Change the text of the options
- Remove fields
- Change the order of fields
- Change the primary key



Out-of-the-box login page

To configure the call request page:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `loginParameters` property, and do the following.
   a. To remove an existing field, select the code for the field and delete it from the file. For example, to remove the question field from the page, delete the following lines:

```
{
paramName : 'L1ON_YOUR_QUESTION_PROMPT',
objectName : 'casemgmt::activity_data',
attributeName : 'subject',
primaryKey : '0',
```

```
required : '0',
minLength : '1',
maxLength : '800',
fieldType : '2',
validationString : '',
errorMessage : '',
className : 'textarea_field'
}
```

Important: **Do not remove a field that is set as the primary key.**

b. To change the order of the fields, remove the code for the field you want to move and paste it at the new location. Make sure to copy the complete set of lines for a field and move them to the new location.

c. To change the required fields, locate the attribute which you want to change and do the following:

   i. For the attribute, locate the property `required` and change the value to `1` to make it a required field, or change the value to `0` to make it an optional field.

   If you are setting a field as required, you must set the minimum length allowed for the field.

   ii. In the attribute section, locate the property `minLength` and set a minimum length for the field. You can also set the maximum length by configuring the `maxLength` setting.

d. By default, the email address is set as the primary key for the login page. You can choose to change the primary key to phone number. No other field can be set as the primary key. Also, note that only one field can be set as the primary key. To change the primary key, do the following:

Important: **Only the customer phone number or email address can be set as the primary key.**

   i. Locate the section for email address by searching for `attributeName : 'email_address'`. In this section, locate the `primaryKey` property and set the value to `0`.

   ii. Next, locate the section for phone number by searching for `attributeName : 'phone_number'`. In this section, locate the `primaryKey` property and set the value to `1`.

   Also, the attribute that is set as the primary key needs to be marked as a required field.

   iii. In the phone number section, locate the property `required` and change the value to `1`.

3. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\l10n\custom_callback_`*Locale*`.properties` file in a text editor.

   a. You can change the error message for the fields displayed on the call request page. Add the following properties and provide new error messages:

   - **L10N_ERROR_NAME:** Change the error message of the name field.
   - **L10N_ERROR_EMAIL:** Change the error message of the email field.
   - **L10N_ERROR_PHONE:** Change the error message of the phone field.
   - **L10N_ERROR_DELAYED_TIME:** Change the error message in case delay time is not valid.

- **L10N_ERROR_SUBJECT:** Change the error message of the question field.

b. You can also change the text of the fields displayed on the call request page. Add the following properties and provide new labels for the fields.

- **L10N_NAME_PROMPT:** Change the label of the name field.
- **L10N_EMAIL_PROMPT:** Change the label of the email field.
- **L10N_PHONE_NUMBER_PROMPT:** Change the label of the phone number field.
- **L10N_YOUR_QUESTION_PROMPT:** Change the label of the text field.
- **L10N_CALL_NOW:** Change the label of **Call Now** in the dropdown. This applies to delayed callback only.
- **L10N_CALL_LATER:** Change the label of **Call Later** in the dropdown. This applies to delayed callback only.
- **L10N_CALL_IN_MINS:** Change the label of the options **Call in** *Specified_Time* **minutes** dropdown. While setting the value, do not remove the variable `{0}` as that defines the time after which the call will be placed.
- **L10N_SCHEDULE:** Change the label of **Schedule Call** field. This applies to delayed callback only.

4. Save the changes.
5. Clear the browser cache and access the callback link to test the changes.

Adding New Fields

Along with full name, email address, and phone number, you can use custom attributes on the login page.

Custom attributes created for the following objects can be added to the login screen. For details about creating these attributes, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console.*

- Customer Data
- Contact Point Data
- Activity Data

The following table lists the fields that can be added to the login page. It also lists the attribute names and object names for each field. You will need this information to add new fields to the login screen.

For	Object Name	Attribute Name
Full Name	casemgmt::individual_customer_data	full_name
Email Address	casemgmt::email_address_contact_point_data	email_address
Phone Number	casemgmt::phone_number_data	phone_number

For	Object Name	Attribute Name
Subject, Custom attributes added to activity data	casemgmt::activity_data	subject If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `More details`, the attribute name will be `more_details`.
Custom attributes added to customer data	casemgmt::customer_data	If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `Family name`, the attribute name will be `family_name`.
Custom attributes added to contact point data	casemgmt::contact_point_data	If the custom attributes added to the object has two words, replace the space with underscore (_). For example, if the attribute created in Tools Console is `Mobile number`, the attribute name will be `mobile_number`.

To add new fields:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor and do the following:

   a. Locate the `loginParameters` property, and copy a section for one of the existing parameters and paste it where you want to add the custom field. Edit the following properties.

   - **paramName:** Create a parameter name using the format `L10N_`*Name*`_PROMPT`.
   - **objectName:** Provide the object name. See the table on page 67 for details about the object name you need to provide.
   - **attributeName:** Provide the attribute name. See the table on page 67 for details about the attribute name you need to provide.
   - **primaryKey:** Set the value as `0`.
   - **required:** If you want to set the field as required set the value as `0`. To make the field mandatory, set the value `1`.
   - **minLength:** Set the minimum required characters for the field. If a field is not required, set the minimum length as 0.
   - **maxLength:** Set the maximum allowed characters for the field. The value should not be set more than the value set in the Tools Console while creating the custom attribute.
   - **fieldType:** Set the field type.
     - For single line text fields, set the value as **1**.
     - For multi-line text fields, set the value as **2.**
     - For dropdown fields, set the value as **3.**
     - For multi-select dropdown list, set the value as **4**.
   - **validationString:** Provide the expression against which the information provided by the customer is to be checked. For example, for phone number you can give an expression like, `^\s*\(?\s*\d{3}\s*\)?\s*[-.]?\s*\d{3}\s*[-.]?\s*\d{4}\s*$`. And, for email you can use the expression like, `^[0-9a-zA-Z\.\-\_]+\@[0-9a-zA-Z\.\-]+$` - this expression refers to the format X@Y. Z (john@mycompany.com). For fields that require an integer value, you need to atleast set the validation string as `\\d+$`.
   - **className:** Provide the `css` class you want to use for the field. These are defined in the `callback.css` file available in the `css` folder. You can use an existing class or create a new one.

b. Save the changes.

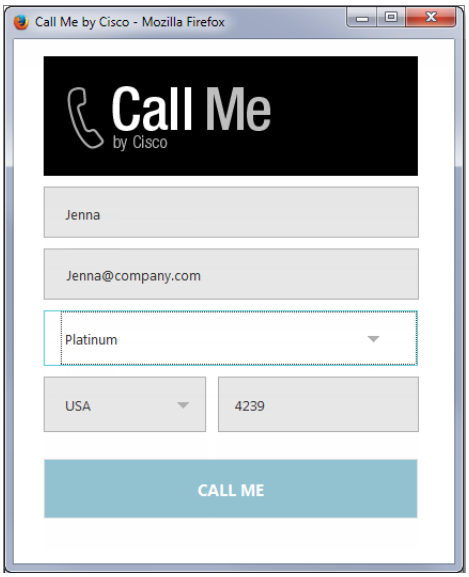
2. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\l10n\custom_callback_`*locale*`.properties` file in a text editor and do the following:

   a. Add the following line in the property file: `L10N_`*Name*`_PROMPT = "`*Display name for the attribute*`"`

      Where: `L10N_`*Name*`_PROMPT` should match the value set in **paramName** in step 1 on page 68.

   b. Save the changes.

3. Clear the browser cache and access the callback link to test the changes. The login page should show the new fields.



Custom login form

Adding New Countries

By default United States and United Kingdom are the two countries available on the callback form. You can add or remove countries from this list.

To add a new county:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.

2. Locate the `countryCodes` property, and copy a section for one of the existing country and paste it where you want to add the new country. Edit the following properties:

   - **name**: Create a name like `l10n_`*Name*
   - **value**: Provide the country code.

3. Open the *Cisco_Home*`\eService\templates\`*Template_Folder*`\l10n\custom_callback_`*Locale*`.properties` file in a text editor and do the following:

a. Add the following line in the property file: `L10N_`*Name*`= "`*Country_Name*`"` Where: `L10N_`*Name* should match the value set in Step 2.

b. Save the changes.

4. Clear the browser cache and access the call link to test the changes. The call request page should show the new country.

To remove a country:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `countryCodes` property, and select the code for a country and delete it from the file. For example, to remove United States, and delete the following lines:

```
{
name: 'l10n_US',
value: '1'
}
```

3. Clear the browser cache and access the call link to test the changes. The call request page should not show the country removed from the file.

To change the order of countries:

The order of the country codes in the call request form is determined by the order in which the fields are configured in the `eGainLiveConfig.js`. To change the order, just move the section for a country in the file to the new location.

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `countryCodes` property, and rearrange the country codes. For example, to move United Kingdom before United States change the order as:

```
countryCodes : [
{
name: "L10N_UK",
value: "44"
},
{
name: "L10N_US",
value: "1"
}
]
```

3. Clear the browser cache and access the call link to test the changes. The call request page should show the new order of country codes.

Enabling Auto-Login

When the callback link is provided in an authenticated section of the website, the auto-login feature can be used to automatically login the customer for call. When the customer clicks the callback link or button, he is not displayed the login page.

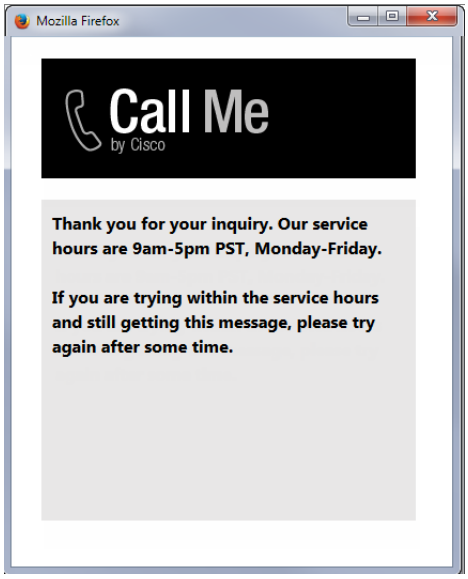
> Important: **A template where auto-login is enabled should not be used for regular callback.**

To enable auto-login:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\eGainLiveConfig.js` file in a text editor.
2. Locate the `autoLogin` property and set the value to `1` to enable auto-login.
3. Save the changes.
4. Change the entry point code so that the customer information collected at the time of login on the website is passed on to the Unified EIM & WIM application when the customer initiates a callback session. For details, see Step 8 on page 87.

Changing the Off Hours Message

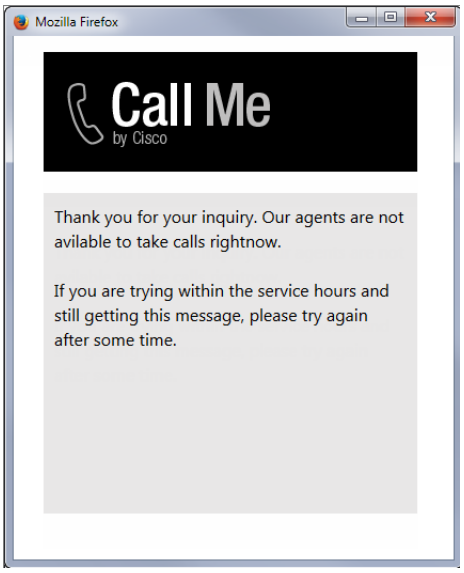
An off hours message is displayed to customers when Unified WIM is not able to connect to Unified CCE to place a call.



Off hours message

To change the off hours message:

1. Open the *Cisco_Home*`\eService\templates\callback\`*Template_Folder*`\l10n\custom_callback_`*Locale*`.properties` file in a text editor.
2. Add the property `L10N_OFF_HOURS` and change the message to be displayed to customers.
3. Save the changes.
4. Clear the browser cache and access the callback link to test the changes.



Custom message

Deleting Template Sets

Important: **You must delete the templates files from all web servers in your installation.**

To delete a template set:

1. On the web server, browse to *Cisco_Home*`\eService\templates\callback.`
2. Delete the template folder that you do not want to use. If you are using these templates for any entry point, make sure to update the HTML code on web pages with the new template sets you want to use.

4 Entry Points

This chapter will assist you in understanding how to set up chat and collaboration entry points.

About Entry Points

An entry point defines the starting point from which customers initiate chat and web callback interactions. Every help link on a website is mapped to an entry point. Each entry point has a queue associated with it and the queue is used to route activities to agents. A default entry point is provided in each department.

Important: **Multiple help links on a website can point to the same entry point.**

Creating Entry Points

Before creating an entry point, create the queues and template sets to be used for the entry points. For details on creating queues, see *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*.

Chat Activities and Callback Activities use two different starting template sets: Sunburst and Callback Rainbow. For details on creating templates for chat, see "Chat Template Sets" on page 19. For details on creating templates for callback activities, see "Callback Template Sets" on page 57.

You must create separate entry points with the Sunburst template set for each of the following types of activities:

- Standalone chat activities (page 74)
- Integrated chat activities (page 77)

You must create separate entry points with the Callback Rainbow template set for each of the following types of activities:

- Callback activities (page 78)
- Delayed callback activities (page 79)

Creating Entry Points for Standalone Chats

To create an entry point for standalone chats:

1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane toolbar, click the **New** button.
3. In the Properties pane, on the General tab, provide the following details.
   - **Name:** Type the name of the entry point. This is required information.
   - **Description:** Type a brief description.
   - **Active:** Select **Yes** to make the entry point active.

Important: **For a customer to be able to chat, the entry point mapped to the chat help link should be made active, else the customer would be displayed a no service page.**

- **Subactivity:** From the dropdown list, select **Chat.**
- **Routing type:** From the dropdown list, select **Unified EIM & WIM.**
- **Queue:** Select a standalone queue. This is required information. To select a queue, click the **Assistance** button. From the Select Queue window, select a queue. The queues available in this window are decided based on the subactivity and routing type configured for the queue. For example, when the subactivity selected is chat and the routing type selected is Unified EIM & WIM, only standalone queues are displayed. The queues available can be active or inactive. If the entry point is marked as active, then an active queue must be selected for the entry point.

Important: **An active entry point cannot be mapped to an inactive queue.**

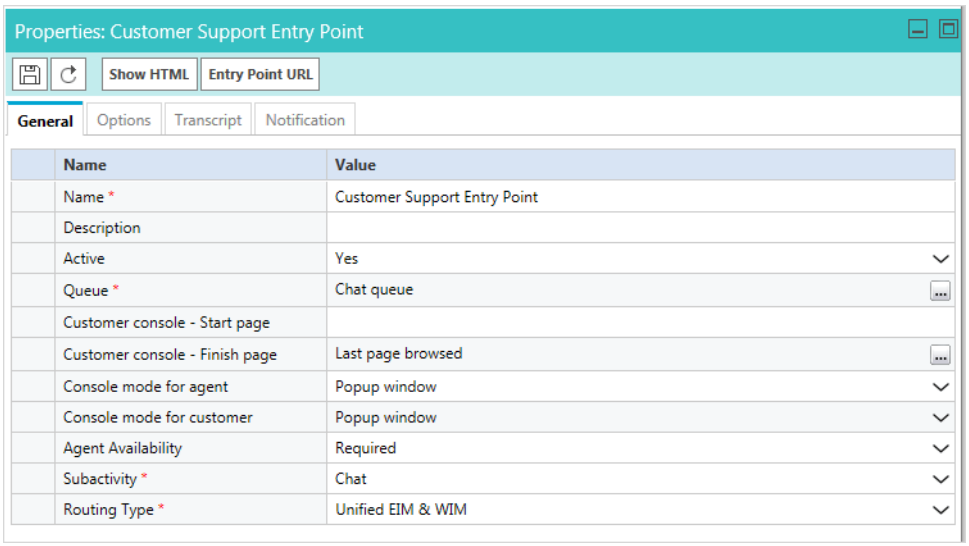
- **Customer console - Start page:** This setting defines the first page to be displayed in the agent's viewport, when a chat session begins. The start page is displayed only on the agent side, and not on the customer side. Type the URL of the page you want to set as the start page. For example, http://www.mycompany.com.
- **Customer console - Finish page:** This setting is not in use.
- **Console mode for agent:** This setting defines the mode for the agent viewport. The options available are – Popup window and Same window. If the Same window option is selected, the viewport opens in the Page Push section of the Information pane of the Agent Console. If the Popup window option is selected, a new window with the viewport opens for each chat session. By default **Popup window** is selected.

Important: **When you change this setting, ensure that there are no active chats going on at that moment, else it can result in errors in page pushing.**

- **Console mode for customer:** This setting defines the mode for the customer viewport. This field is disabled and the value is set to **Popup window.**
- **Agent Availability:** With this option you can decide if the agent availability is to be checked when a customer initiates a chat session. There are two options available:
  - **Required:** Customers will be able to initiate a chat session only if an agent is available (Availability setting from the Agent Console is selected) for handling chats. If no agent is available, the off hours message is shown to customers.

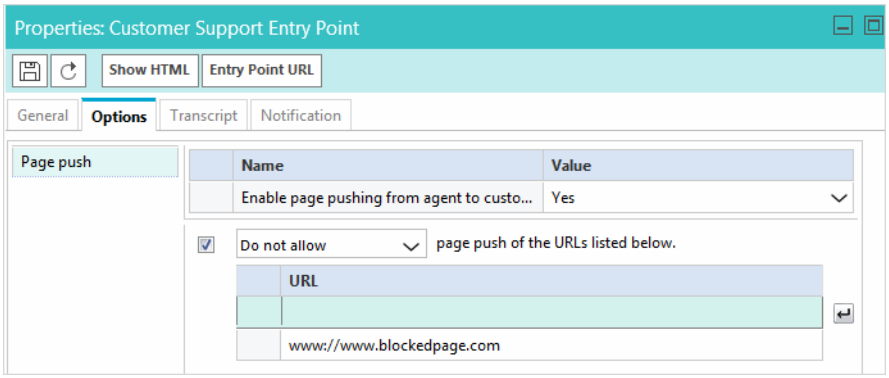
- **Not required:** Customers will be able to initiate chat sessions even when no agent (Availability setting from the Agent Console is not selected) is available for handling chats. Customers are not shown the off hours message and the login page is displayed.

Important: **While creating entry points for use in chat offers, you must set the agent availability as Required.**



Set general properties

4. In the Properties pane, on the Options tab, go to the Page push section to enable page pushing. It allows agents to send web pages to customers.
   - **Enable page pushing from agent to customer:** Enable this option to allow agents to send web pages to customers. By default **Yes** is selected. Select **No** to disable it. When page pushing is not allowed, the Page Push section of the Information pane of the Agent Console is disabled.



Configure page pushing settings

You can also control the URLs allowed for page pushing.

a. Select the **page push of the URLs listed below** option.

b. From the dropdown list, select one of the following options.

- **Do not allow:** The listed URLs will not be allowed for page pushing.
- **Allow:** Only the listed URLs will be allowed for page pushing.

c. In the field, type the URL. Press Enter and type the next URL.

5. Click the **Save** button.

After creating the entry point, set the notifications and transcript emails (page 82), test the entry point (page 81), and add the help link to your website (page 85).

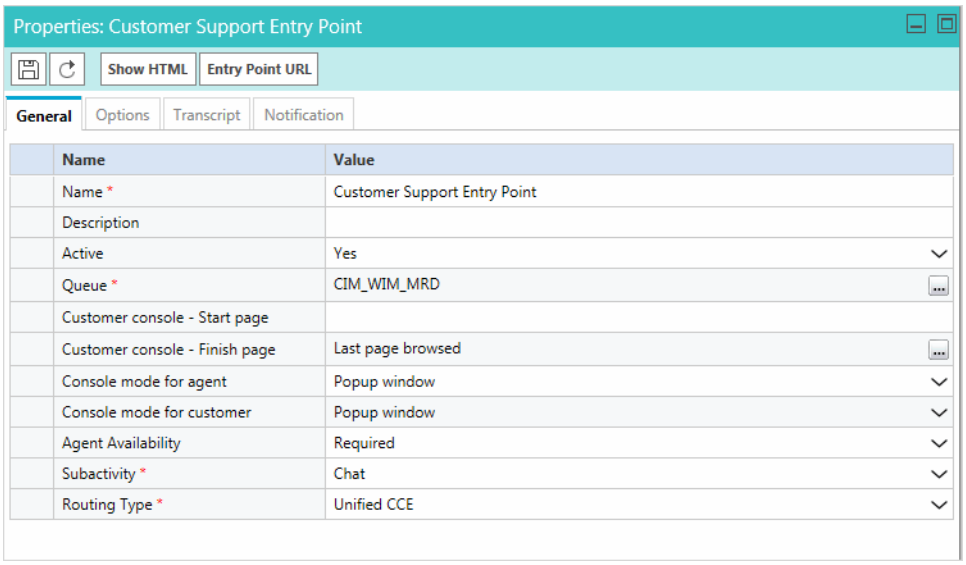
Creating Entry Points for Chats Integrated with Unified CCE

To create an entry point for chats integrated with Unified CCE:

- Follow all the steps in the "Creating Entry Points for Standalone Chats" on page 74. In Step 3, for the Routing type, Agent Availability, and Queue fields, make sure you set the following values:
  - **Routing type:** From the dropdown list, select **Unified CCE.**
  - **Queue:** Select a queue mapped to a Unified CCE Media Routing Domain that belongs to the CIM_WIM Media Class. This is required information. To select a queue, click the **Assistance** button. From the Select Queue window, select a queue. The queues available in this window are decided based on the subactivity and routing type configured for the queue. When the subactivity selected is chat and the routing type selected is Unified CCE, only the queues mapped to a Unified CCE Media Routing Domain that belong to the CIM_WIM Media Class are displayed. The queues available can be active or inactive. If the entry point is marked as active, then an active queue must be selected for the entry point.
  - **Agent Availability:** With this option you can decide if the agent availability is to be checked when a customer initiates a chat session. There are two options available:
    - **Required:** Customers will be able to initiate a chat session only if an agent is available (Availability setting from the Agent Console is selected) for handling chats. If no agent is available, the off hours message is shown to customers.
    - **Not required:** Customers will be able to initiate chat sessions even when no agent (Availability setting from the Agent Console is not selected) is available for handling chats. Customers are not shown the off hours message and the login page is displayed.

Important: **While creating entry points for use in chat offers, you must set the agent availability as Required.**

If a chat is submitted when an agent is not available, it stays in the queue for a time interval that defined in the Chat Watchdog Interval (Seconds) setting (defined in Administration Console, partition settings). After that, it is marked as abandoned in the queue and Unified CCE is notified. Also note that if there is a wait node configured in the Unified CCE Script for the Chat MRD mapped to the Chat queue, the wait node interval must be set to a value that is less than the Chat Watchdog Interval (Seconds) setting.



Set general properties

Creating Entry Points for Callback

To create an entry point for callback:

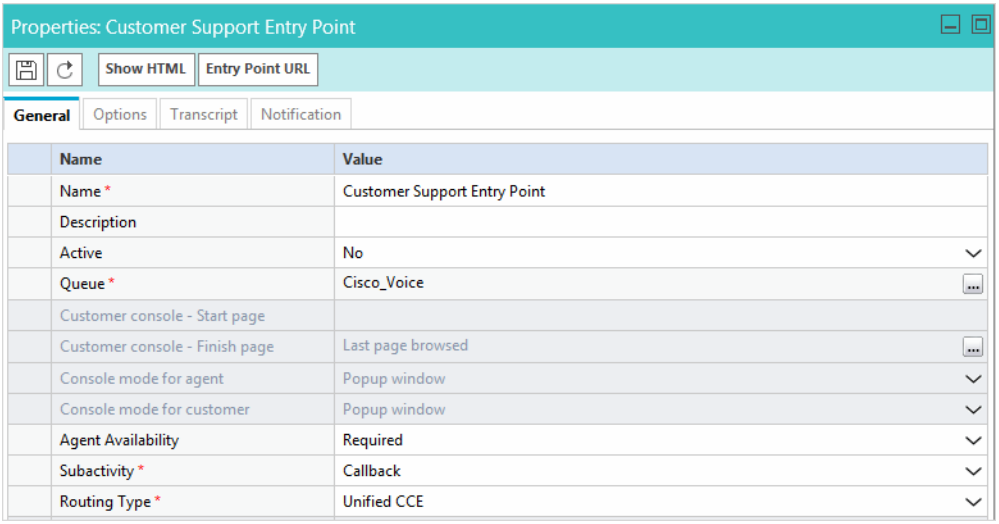
1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane toolbar, click the **New** button.
3. In the Properties pane, on the General tab, provide the following details.
   - **Name:** Type the name of the entry point. This is required information.
   - **Description:** Type a brief description.
   - **Active:** Select **Yes** to make the entry point active.

Important: **For a customer to be able to chat, the entry point mapped to the help link should be made active, else the customer would be displayed a no service page.**

   - **Subactivity:** From the dropdown list, select **Callback.**
   - **Routing type:** From the dropdown list, select **Unified CCE**.
   - **Queue:** Select a queue mapped to a Unified CCE Media Routing Domain that belongs to the Cisco_Voice Media Class. This is required information. To select a queue, click the **Assistance** button. From the Select Queue window, select a queue. The queues available in this window are decided based on the subactivity and routing type configured for the queue. When the subactivity selected is callback and the routing type selected is Unified CCE, only the queues mapped to a Unified CCE Media Routing Domain that belong to the Cisco_Voice Media Class are displayed. The queues available can be active or inactive. If the entry point is marked as active, then an active queue must be selected for the entry point.

Important: **An active entry point cannot be mapped to an inactive queue.**

- **Customer console - Start page:** This option is not available for callback entry points.
- **Customer console - Finish page:** This option is not available for callback entry points.
- **Console mode for agent:** This option is not available for callback entry points.
- **Console mode for customer:** This option is not available for callback entry points.
- **Agent Availability:** This field is not used for callback activities as availability is determined in realtime by Unified CCE and not Unified WIM. Activity assignment is also handled by Unified CCE.



Set the general properties

4. Click the **Save** button.

   After creating the entry point, test it (page 81) and add the help link to your website (page 85).

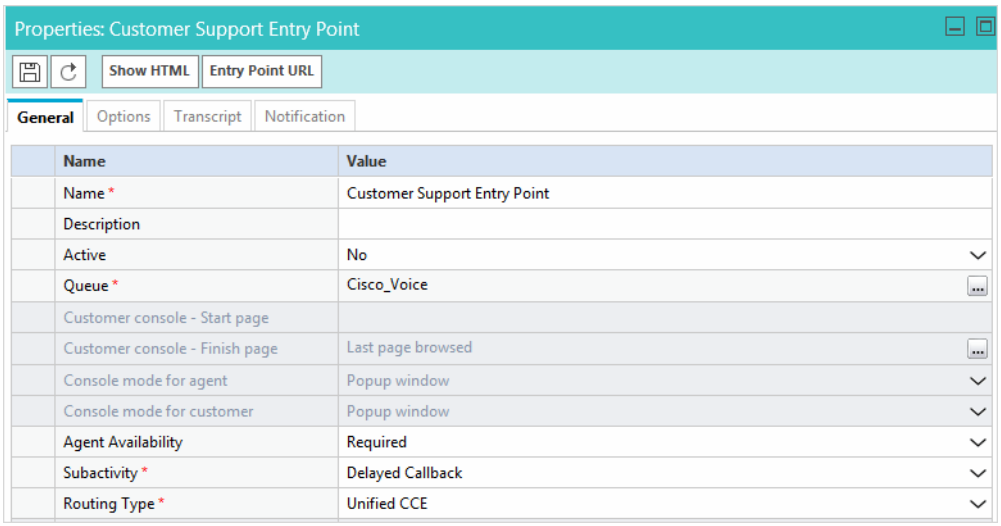
Creating Entry Points for Delayed Callback

To create an entry point for delayed callback:

- Follow all the steps in the "Creating Entry Points for Callback" on page 78. In Step 3, for the Subactivity and Queue fields, make sure you set the following values:
  - **Subactivity:** From the dropdown list, select **Delayed Callback.**
  - **Queue:** Select a queue mapped to Unified CCE Media Routing Domain that belongs to the Cisco_Voice Media Class. This is required information. To select a queue, click the **Assistance** button. From the Select Queue window, select a queue. The queues available in this window are decided based on the subactivity and routing type configured for the queue. When the subactivity selected is delayed callback and the routing type selected is Unified CCE, only the queues mapped to a Unified CCE Media Routing Domain that belong to the Cisco_Voice Media Class are displayed. The queues available can be active

or inactive. If the entry point is marked as active, then an active queue must be selected for the entry point.

Important: **An active entry point cannot be mapped to an inactive queue.**



Set the general properties

Deleting Entry Points

Before you delete the entry point make sure you remove all the chat links related to the entry point from your website.

Important: **The default entry point and active entry points cannot be deleted.**

To delete an entry point:

1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane, select the entry point you want to delete.
3. In the List pane toolbar, click the **Delete** button.

   If you attempt to delete inactive and active entry points together, the inactive entry points get deleted, and a message appears telling that the active entry points cannot be deleted.

Testing Entry Points

After configuring an entry point, you can test it immediately to see how the entry point looks like.

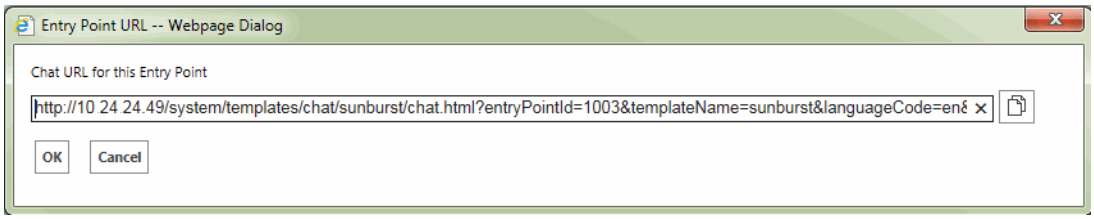
The UI does not display the custom chat or callback templates or languages added for chat. Before you begin this task, get the list of template names and language files names that you have created on the web server: *Cisco_Home*`\eService\templates\chat` and *Cisco_Home*`\eService\templates\callback`.

To test an entry point:

1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane, select an entry point.
3. In the Properties pane toolbar, click the **Entry Point URL** button.

> Important: **If you are creating a new entry point and want to test it, you have to save the entry point to be able to test it.**

4. The Select Template Folder window opens. From the window, select the templates and language you want to use for the entry point. This window only displays out-of-the-box templates and languages. If you have created custom templates or languages, you will need to edit the entry point URL before you can test it (page 87). Click **OK.**
5. From the Entry Point URL window that opens, copy the entry point URL by using the **Copy** button.



Sample URL window

6. If you are using custom templates or languages, change the following parameters in the URL:

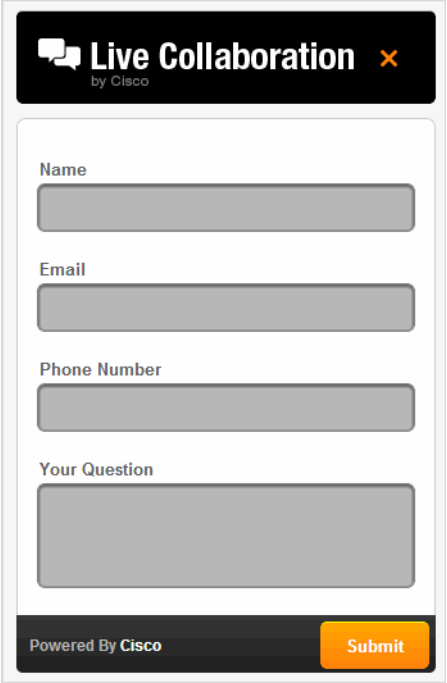
   Replace both occurrences of `sunburst` or `rainbow` with the name of your custom template. For example, `PurpleNile.`

   Change the language code and country code in `languageCode=en&countryCode=US`. For example, `languageCode=it&countryCode=IT`.

   The sample chat URL will look like:

   ```
   http://demo1/pm/templates/chat/PurpleNile/chat.html?subActivity=Chat&entryPoint
   Id=1000&templateName=PurpleNile&languageCode=it&countryCode=IT&ver=v11
   ```

7. Open a new browser window and access the entry point URL and test it. To test the entry point with other templates available in the system, repeat Step 6 and select a different template folder.



A sample chat entry point

Setting Up Transcripts and Notifications

Important: These features are not available for callback and delayed callback activities.

Sending Transcripts for Serviced and Abandoned Chats

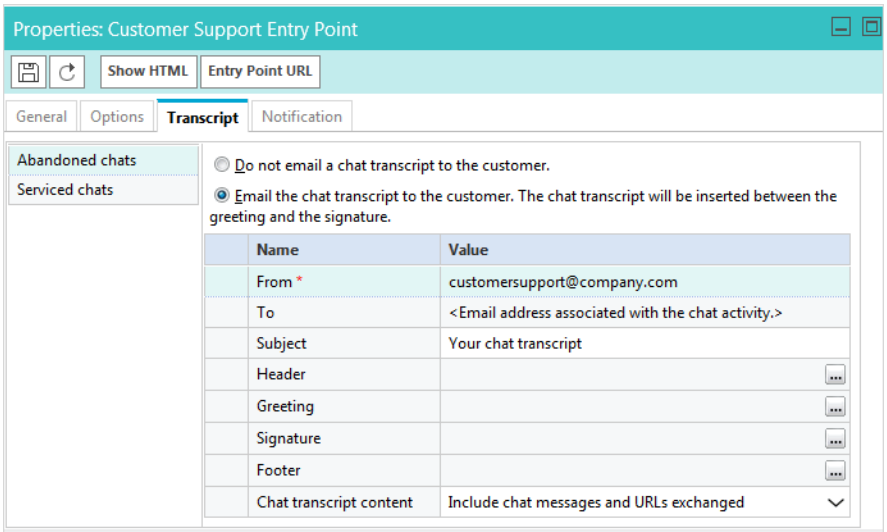
You can email chat transcripts to customers. Transcripts can be sent for both serviced and abandoned chats. Serviced chats are those chat sessions where the agent joins the chat session at least once (activity substatus changes to "In Progress") before the customer exits the session. Serviced chats also include chats that were not completed successfully because of some error. Abandoned chats are those chat sessions where the customer exits the chat before the activity substatus changes to "In Progress" at least once. This means the customer leaves the chat before an agent could attend to him.

In the transcript email that is sent, the chat transcript is placed between the greeting article and the signature article.

Important: Before you start, make sure you create the header, footer, signature, and greeting KB articles to be used in the chat transcript email. The articles need to be created from the Knowledge Base Console.

To email transcripts of serviced and abandoned chats:

1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane, select an entry point.
3. In the Properties pane, on the Transcript tab, go the Abandoned chats or Serviced chats section and provide the following details.
   - If you want to send the chat transcript select the **Email the chat transcript to the customer** option. If you select the **Do not email a chat transcript to the customer** option, all other options will be disabled.
   - **From:** Type the email address to be displayed in the **From** field of the transcript emails sent to customers. This is required information. Any replies sent by customers, in response to the chat transcript emails, go to this address.
   - **To:** The transcript emails are sent to the email address provided by customers while initiating chats. This field cannot be edited.
   - **Subject:** Type the subject of the email.
   - **Header:** To select a header, click the **Assistance** button. From the Select Article window that appears, select the header article you want to use.
   - **Greeting:** To select a greeting, click the **Assistance** button. From the Select Article window that appears, select the greeting article you want to use.
   - **Signature:** To select a signature, click the **Assistance** button. From the Select Article window that appears, select the signature article you want to use.
   - **Footer:** To select a footer, click the **Assistance** button. From the Select Article window that appears, select the footer article you want to use.
   - **Chat transcript content:** Specify what you want to include in the transcript. The following options are available.
     - **Include chat messages and URLs exchanged** (default value)
     - **Include only chat messages**
     - **Include only URLs exchanged**



Configure the transcript options for chats

4. Click the **Save** button.

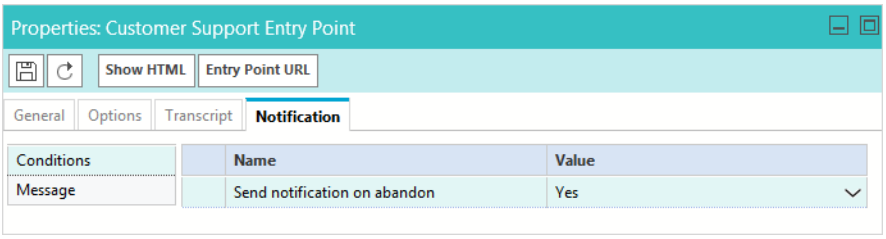
Setting Up Notifications

Notifications are messages sent to administrators using the messaging infrastructure. You can send a notification when a chat gets abandoned. Along with notifications, the transcript of a chat can also be sent. Notifications can be sent to internal users as well as to external email addresses.

The difference between a transcript and a notification is that a transcript is sent to the customer with whom the chat session is held and a notification is sent to administrators when a chat is abandoned. You can create an entry point without selecting the option of sending transcript or notification.

To send a notification:

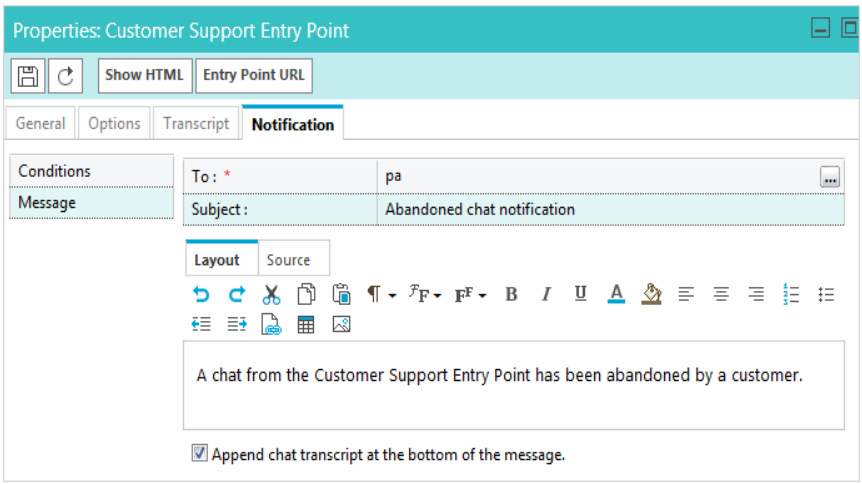
1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane, select an entry point.
3. In the Properties pane, on the Notification tab, go the Conditions section and specify if you want to send notifications for abandoned chats.



Set the conditions for sending notifications

4. Next, on the Notification tab, go to the Message section, and provide the following details.
   - **To:** Select to whom you want to send the notifications. You can send notifications to internal users and to external email addresses. This is required information.
   - **Subject:** Type a subject for the notification to be sent.
   - **Text box:** Type a message in the text box. Use the text box toolbar to format the text.

- **Append chat transcript at the bottom of the message:** Select this option if you want to send the chat transcript with the notification.



Set the message for sending notifications

5. Click the **Save** button.

Turning Off Active Entry Points

Use this option to temporarily turn off all entry points for your department.

To turn off active entry points:

1. In the Tree pane browse to **Department >** *Department Name* **> Chat > Entry Points.**

   The List pane shows the list of entry points.

2. In the List pane toolbar, click the **Entry Points Off** button.

   All the active entry points are turned off.

3. Click the **Entry Points On** button, to turn on the entry points. When you click the button, it turns on the active entry points.

Adding Chat and Collaboration Help Links to Websites

You can view the HTML code, and use it for pointing the chat help hyperlinks and buttons on your website to open chat sessions. In a web page, chat help can be invoked from either a hyperlink or from a form button, the HTML window displays code to be used for both these cases.

This section also talks about how to enable auto-login for an entry point and how to show the chat link based on agent availability.

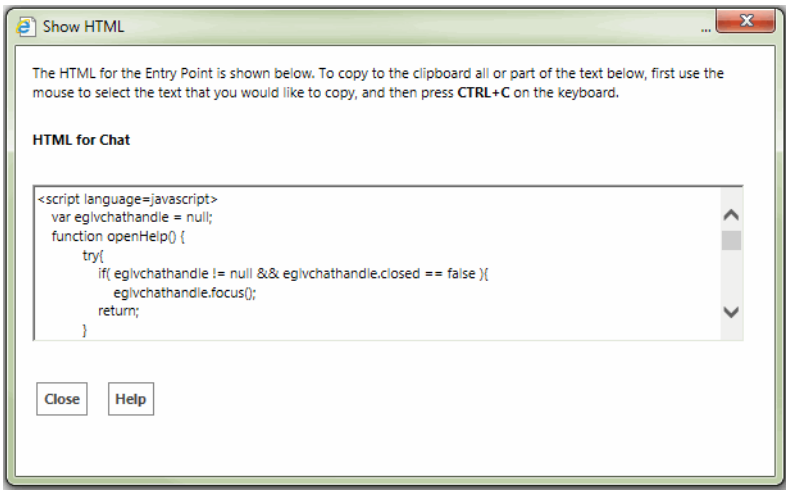
The UI does not display the custom chat templates or languages added for chat. Before you begin this task, get the list of template names and language files names that you have created on the web server: *Cisco_Home*`\eService\templates\chat` and *Cisco_Home*`\eService\templates\callback`.

To add a chat and collaboration help link to a website:

1. In the Tree pane, browse to **Administration > Departments >** *Department Name* **> Chat > Entry Points.**
2. In the List pane, select an entry point.
3. In the Properties pane toolbar, click the **Show HTM**L button.
4. The Select Template Folder window opens. From the window, select the templates you want to use for the entry point and select the Template Language from the dropdown list. Custom chat templates and languages are not displayed here. Click **OK.**

   The Show HTML window appears. Here you can view the HTML code of the entry point.

   Important: **You can only view or copy the HTML. It cannot be edited or deleted. If you are creating a new entry point and want to view its HTML, you have to first save it to enable the Show HTML button.**



Sample HTML code

5. Edit the following parameters of the entry point code:

   a. Look for the parameter `var refererName`. By default, the parameter value is blank. Type in a name that describes the page that the hyperlink will appear in. In the following example, the name of the page is "Support."

   ```
   var refererName = "Support"
   ```

   b. Edit the following line to change the text that appears in the hyperlink. By default, it is "Test". Substitute the word "Test" for wording which you deem appropriate, such as "Click here to chat with one of our agents."

   ```
   <a href="#" onClick="openHelp()" style=cursor:hand>Test</a>
   ```

6. Before adding the code to your website, ensure that you replace the server name in the value of the `egainChat.liveServerURL` property with the fully qualified domain name of the web server. If you are using load balancer, it should be the name of the load balancer server.

7. Locate `var eGainChatUrl` and check the value of the property to see if you need to replace the template name, language code, and country codes with custom templates or custom languages.

8. To enable auto-login for an entry point, you need to modify the entry point code so that the customer information collected at the time of login on the website is passed on to the Unified EIM & WIM application when the customer initiates a chat session. Also, enable the auto-login feature for the template.

   In the link, you need to add the customer details, which are provided by the customer.

   For example, if the entry point is mapped to a template set which has Name, email ID, and phone number as the login page fields, the following parameters should be added to the URL: `&fieldname_1=<value1>&fieldname_2=<value2>&fieldname_3=<value3>`. Make sure that the values of the parameters are encoded in ASCII encoding. If the installation is an upgraded system and you are using the Unified EIM and WIM 4.4 templates, then ensure that the parameters values are encoded using the UTF-8 encoding.

   Locate the following lines in the code:

   ```
   var eGainChatUrl =
   egainChat.liveServerURL+'templates/chat/sunburst/chat.html?subActivity=Chat&ent
   ryPointId=1000&templateName=sunburst
   &languageCode=en&countryCode=US&ver=v11&eglvrefname='+refererName+'&'+eglvcasei
   d+vhtIds;
   ```

   Modify the URL to look like:

   ```
   var eGainChatUrl =
   egainChat.liveServerURL+'templates/chat/sunburst/chat.html?subActivity=Chat&ent
   ryPointId=1000&templateName=sunburst
   &languageCode=en&countryCode=US&ver=v11&eglvrefname='+refererName+'&'+
   eglvcaseid+"&fieldname_1="+Name+"&fieldname_2="+EmailID+"&fieldname_3="+Phonenumb
   er+vhtIds;
   ```

   where *Name*, *EmailID*, *Phone-number* are the customer details collected at the time of login to the website.

9. Open the code view of the host web page and add the link code at the appropriate point. You may need to ask your webmaster to perform this task.

10. You can also choose to show or hide the chat link based on agent availability. Provide the following Web Service URL to your web master to add to the website code:

    Important: **This setting is only applicable for standalone chats.**

    `http://<`*Web Server Name*`/`*Context_Root_Name*`/egain/chat/entrypoint/agentAvailability/`*Entry_Point_ID*

    Where,

    Web Server Name is the name of a web server in the deployment. If you are using load balancer, it should be the name of the load balancer server.

    Context_Root_Name is the context root name defined for the application.

Entry_Point_ID is the ID of the entry point to which chat requests are linked. You can get the entry point ID from the URL of the entry point (page 81). For example, in the link, `http://v38w1/system/templates/chat/sunburst/chat.html?entryPointId=1000`, the entry point ID is `1000`.

The result of this request is:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<agentAvailability available="true"
xmlns:ns2="com/egain/live/framework/bosh/gen"
xmlns:ns4="urn:ietf:params:xml:ns:xmpp-stanzas" xmlns:ns3="jabber:client"/>
```

The web master would need to write a javascript code using this result code to show and hide the chat link based on agent availability. The value of the attribute `available` can be used to make the decision if the chat link should be displayed or not. If the value is `true`, it means atleast one agent is available to work on the new incoming chat activity. If the value is `false`, it means that no agent is currently available to work on new activities.

Important: **You must set the Agent Availability as Required for the entry point for which you want to use this feature (page 75). Also, agents should be instructed to make themselves available from the Agent Console by selecting the Available for Chat option in the Inbox.**

Configuring Auto-Pushback Settings for Chats

The chat auto-pushback feature allows you to pushback chat activities to the queue, if the agents do not click on the new chats assigned to them in the configured time (default value is 2 minutes). Use these settings to enable auto-pushback and to define if agents should be made unavailable after a chat is pushed back automatically from the agent's inbox. This feature is available for both integrated and standalone chats.

These changes take effect for all departments in the installation.

To configure auto-pushback settings for chats:

- From the Administration Console, from the Partition Level settings, configure the following chat auto-pushback settings. For details about doing this task, see *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console.*
  - Enable auto-pushback of chats
  - Expiry time for auto-pushback for chats (minutes)
  - Make agent unavailable on auto-pushback of chats

Configuring Dynamic Messages for Chats and Callback

Dynamic Run Application Script Request (DRASR) allows you to display wait messages with dynamic text (such as expected wait time) to customers while chat and call requests are being processed by the Unified WIM

and Unified CCE integrated systems. You can use ECC variables and call variables to display the dynamic content.

Dynamic messages can be displayed for integrated chats and callback activities.

Configuring the dynamic messages includes the following steps:

1. Configure the Network VRU scripts in Unified CCE.
2. Identify the queues for which you want to display the dynamic messages.
3. Identify the ECC variables or call variables you want to use in the dynamic message and prepare the macros for the variables. For details about these objects and how they are used in Unified CCE, see the Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html
4. Configure the dynamic message.

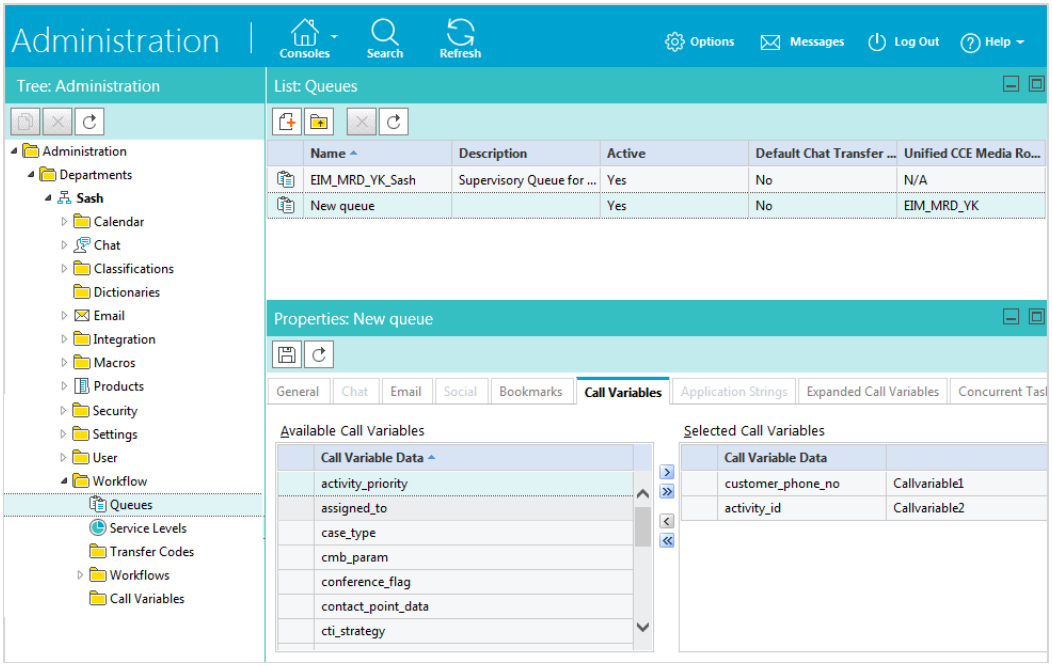
Preparing to Create Dynamic Messages

1. From Unified CCE, configure the Network VRU scripts and use them in the Unified CCE scripts used for chat activities. You will need the name of the Network VRU script for configuring the dynamic messages. For details about doing these tasks, see the *Cisco Unified Web and E-mail Interaction Manager Deployment and Maintenance Guide.*
2. From the Unified EIM & WIM Administration Console, identify the integrated chat queues for which you want to display the dynamic messages.
3. To display the dynamic content using ECC variable macros, prepare your macros by doing the following:
   a. Look at the "Call Variables" chapter in the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows* guide for the names of ECC variables that can be used.
   b. Identify the ECC variables you want to use in the message. The macro will be added in the format `%ECC <Variable_Name>%`. For example, `%ECCuser.cim.activity.id%`

   Important: **While selecting ECC variables to be used in macros, make sure that the variables have valid values. If you use a variable that does not have a value, a run application script failure will occur and the customer will not be able to chat. The error template is displayed to the customer.**

4. To display the dynamic content using call variable macros, prepare your macros by doing the following:
   - From the Administration Console, from the Call Variables tab of the queue properties, identify the call variables you want to use in the message and note down the number associated with the call variable. For example, in the following figure the number for customer_phone_no is 1 and for activity_id, the

number is 2. The macro is added in the format `%CV`*Number*`%`. For example, `%CV1%` for `customer_phone_no`.



Order of call variables

Creating Dynamic Messages

To configure dynamic messages for integrated chats:

5. In the Tree pane, browse to **Administration > Partition:** *Partition Name* **> Integration > Unified CCE > DRASR**.
6. In the List pane toolbar, click the **New** button.
7. In the Properties pane, on the General tab, set the following:
   - **Name:** The name of the script as it will be identified in the application.
   - **Description:** The description of the script.
   - **Script name:** From the dropdown, select the Network VRU script configured in Unified CCE. A script can be associated with only one message.
   - **Enabled:** Set to **Yes**.
   - **Display message is URL:** If the message is a URL, set to **Yes**. URLs, when clicked, always open in a new window.
   - **Display message:** Provide the message that will be displayed to users upon accessing the entry point. If you have set the message to be a URL, provide a valid URL. In such cases, only provide the URL in the message and do not provide any text. A sample text message, with variable macros: `An agent is expected to be available in approximately %ECCuser.wait.time% minutes. While you are waiting, checkout the latest offers on our website.For your record, please save the case number %CVcase_ID%`
8. Click the **Save** button.

5 Secure Chat

About Secure Chat

Secure Chat, also known as Chat Customer Single Sign-On, allows chat entry points to transfer customer context information from the company website to the application through SAML. This allows customers who are already recognized on the company website to use a SSO-enabled entry point to chat with a customer without having to provide redundant information. This feature is available for auto-login configuration only. To learn how to enable auto-login for chat, see "Enabling Auto-Login" on page 34 for chats and "Enabling Auto-Login" on page 71 for callback.

Planning Your Configuration

Before configuring Secure Chat, perform the following:

- Identify the entry points for which you want to enable this feature.
- Identify the attributes you want to transfer through SAML and configure your federation server to generate SAML assertion with these attributes.
- Obtain the SAML configuration details, such as the Entity ID and the Public key certificate used to validate the SAML assertion. Have these ready when enabling the Chat Customer SSO feature.

Configuring Settings for Chat Customer SSO

To configure settings for chat customer single sign-on:

1. Log into the business partition and go to the Administration Console.
2. In the Tree pane, browse to **Administration > Partition:** *Partition_Name* **> Security > Chat Customer Single Sign-On**.
3. In the List pane, select **Chat Customer Single Sign-On**.
4. In the Properties pane, under the General tab, set the Enable field to **Yes** to enable, and **No** to disable.
5. Click the **SSO Configuration** tab.
6. Perform one of the following:
   - If SAML settings have already been configured for user Single Sign-On, select the top option. For more information on how to configure SAML settings for user Single Sign-On, see Configuring Single Sign-On for SAML 1.1 Systems or Configuring Single Sign-On for SAML 2.0 Systems.
   - If SAML settings have not been configured for user Single Sign-On, select the Configure SAML for chat customer Single Sign-On option and provide the following details:
     - **SAML Version:** Select either SAML 1.1 or SAML 2.0
     - **Entity ID:** Entity ID or the Issuer
     - **Identity Provider Certificate:** The public key certificate. The certificate must start with "-----BEGIN CERTIFICATE-----" and end with "-----END CERTIFICATE-----"
     - **Enable Encrypted Assertion:** Select Yes or No. Can only be enabled if using SAML 2.0.

- **Assertion Decryption Certificate:** If Enable Encrypted Assertion is Yes, click the assistance button and provide the following in the Assertion Decryption Certificate window:
  - **Java Keystore File:** Provide the file path of your Java Keystore File. This file will be in .jks format and contains the decryption key the system needs to access files secured by SAML.
  - **Alias Name:** The unique identifier for the decryption key.
  - **Keystore Password:** The password required for accessing the Java Keystore File.
  - **Key Password:** The password required for accessing the Alias' decryption key.

7. Click the **Save** button.

Enabling Chat Entry Points for SSO

Secure Chat settings (page 92) must be configured before you can enable chat entry points to use Chat Customer Single Sign-On.

To enable chat entry points for chat customer single sign-on:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Chat > Entry Points**.
2. In the List pane, select or create the desired chat entry point.
3. In the Properties pane, change the **Apply customer chat single sign-on** setting to **Yes**.
4. Click the **Save** button.

Once you enable the Apply Customer Chat SSO setting for an entry point, the chat creation request must contain a SAML assertion. If the SAML assertion is missing, or is not valid for the entry point, chat requests are denied for that entry point.

Configuring Your Website for Chat Customer SSO

To configure your website for chat customer single sign-on:

1. Generate the HTML code for the chat entry point. For more information about chat entry points, see "About Entry Points" on page 74.
2. Edit the `egainChat.postChatAttributes` parameter in the HTML code. Set the value of this parameter to **True**.
3. Add the following code immediately after the `</script>` tag in the generated HTML code:

```
<script language=javascript>

// Customer information passed to Unified WIMas name-value pairs. Base64
encoded

SAML token is passed with the name "SAMLResponse"

egainChat.storeChatParameters('SAMLResponse', '<Base64 encoded SAML
assertion>');
```

```
// You MUST pass the SAML assertion with the name 'SAMLResponse' in this
function

</script>
```

> **Important:** **You need to add an additional code to get the Base64 encoded SAML assertion for the user that is logged on to your website.**

4. If you want to transfer any additional attributes outside the SAML assertion, you can pass them as name-value pairs using the `egainChat.storeChatParameters` function as follows:

```
<script language=javascript>

// Customer information passed to Unified WIM as name-value pairs. Base64
encoded

SAML token is passed with the name "SAMLResponse"

egainChat.storeChatParameters('SAMLResponse', '<Base64 encoded SAML
assertion>');

egainChat.storeChatParameters('fieldname_2', '977-213-4444'); // SSN of the
customer

egainChat.storeChatParameters('fieldname_3', '4AZZXX7895463'); // account
number of the customer

//fieldname_2 and fieldname_3 are the second and third field respectively in
the loginParameters array configured in the eGainLiveConfig.js file of the chat
template

</script>
```

> **Important:** **The attributes transferred as name-value pairs outside the SAML assertion must not be the same as the attributes transferred in the SAML assertion. This will result in chat request being denied.**

5. Save your changes.

Troubleshooting

Chat creation requests can be denied due to various conditions. In such cases, the customer is shown an error message along with an error code. The error code varies based on the cause of the issue and helps narrow down the root cause.

Error Code	Cause
400-101	'Apply Customer Chat Single Sign On' is enabled for the entry point, but SAML assertion is missing in the chat request. Make sure that you are passing the SAML assertion in the chat creation request.
400-102	If there is an expiration date time set in the SAML assertion, the assertion has expired by the time it reaches the application.

Error Code	Cause
400-103	EntityId present in the SAML assertion does not match the EntityId configured in the 'Chat Customer Single Sign On' in the Administration Console.
400-104	Public key certificate configured for SAML in 'Chat Customer Single Sign On' in the Administration Console has expired.
400-105	SAML assertion could not be validated using the public key configured in 'Chat Customer Single Sign On' in the Administration Console. Either the public key is incorrect or the SAML assertion has been tampered with.
400-106	An attribute configured in 'loginParameters' in eGainLiveConfig.js file has the property 'secureAttribute' set to '1', but it is missing from SAML assertion.
400-107	Field validation failed for one or more chat attributes transferred in SAML assertion. The validation is configured for chat attributes in the 'loginParameters' in the eGainLiveConfig.js file.
400-108	Any other miscellaneous errors such as 'malformed XML'.