# Anonymous Webchat with Link Customer Feature in Agent Console

Contents

Introduction

This document describes the instruction on how to display different options on link customer window when anonymous webchat is implemented. This document is a complementary to the Cisco Unified Web and E-Mail Interaction Manager Agent's Guide, release 11.0(2) Link Customers section.

Anonymous chats allow customers to chat with agents with no provision of any personal details e.g. name, email address, phone number. When the customer clicks the chat link or button, they are not displayed with the log in page.

Such visitors are created as anonymous customers in the system, and no customer record is created for the chat activity. If at a later point the visitor is identified as a customer, or you need to create a new customer record for the visitor, you can do so with **Link Customer** button available in the Chat pane.
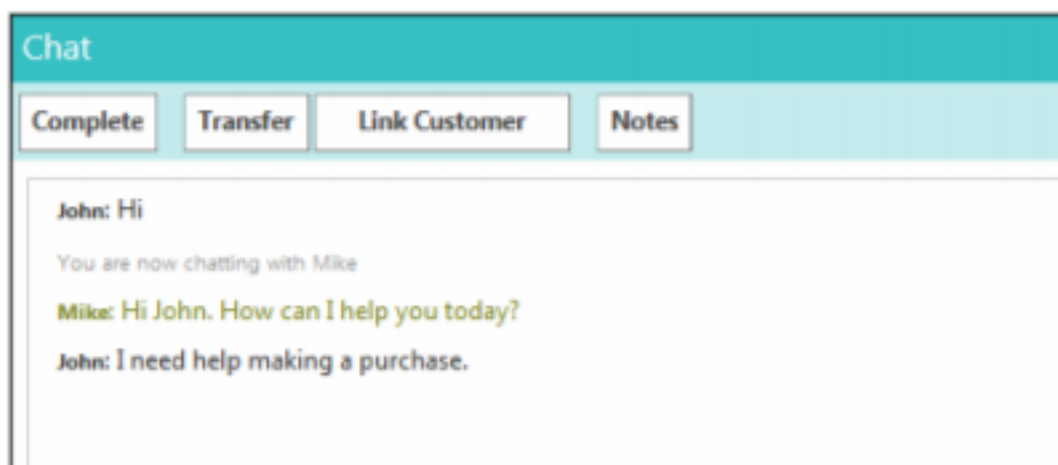
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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
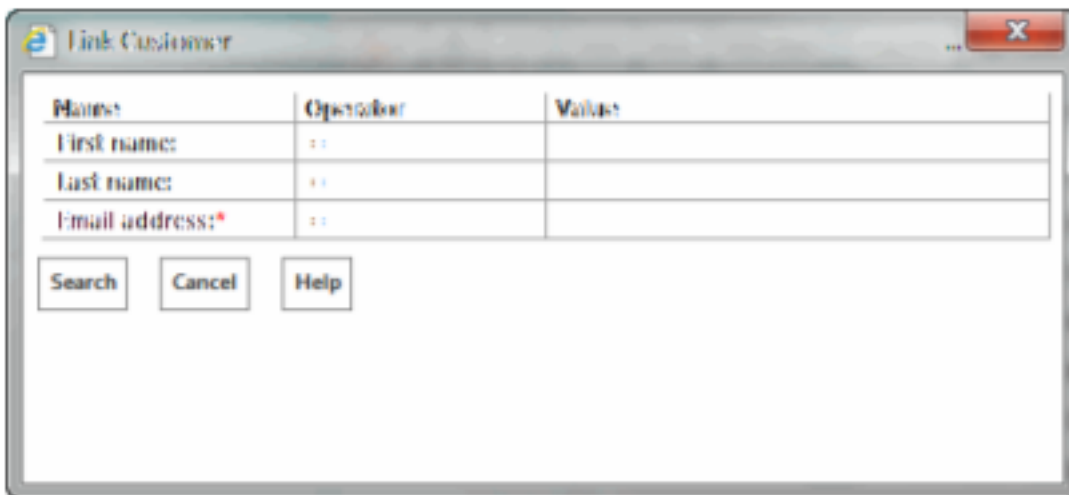- Cisco Unified Web and E-Mail Interaction Manager (WIM/EIM)

Components Used

The information in this document is based on these software and hardware versions:

- WIM/EIM 11.0(2)

Background Information

In the Link Customer window, use the available options to search for a customer. By default, the window asks for the first name, last name, and the email address, but it can display different options based on how your administrator has set up the window. If the search returns a matching result, the chat activity is associated with the customer. If the customer does not exist, a new customer record is created for the activity. In order to configure additional options to default options in Link customer window, there are steps must be taken to configure these additional options. This document provides steps on how to configure these additional options.

Fill in customer details

Configuration Steps

Step 1. Log in as Partition Administration (Partition Id = 1).

http://<ip of webserver>/system/web/view/platform/common/login/root.jsp?partitionId=1
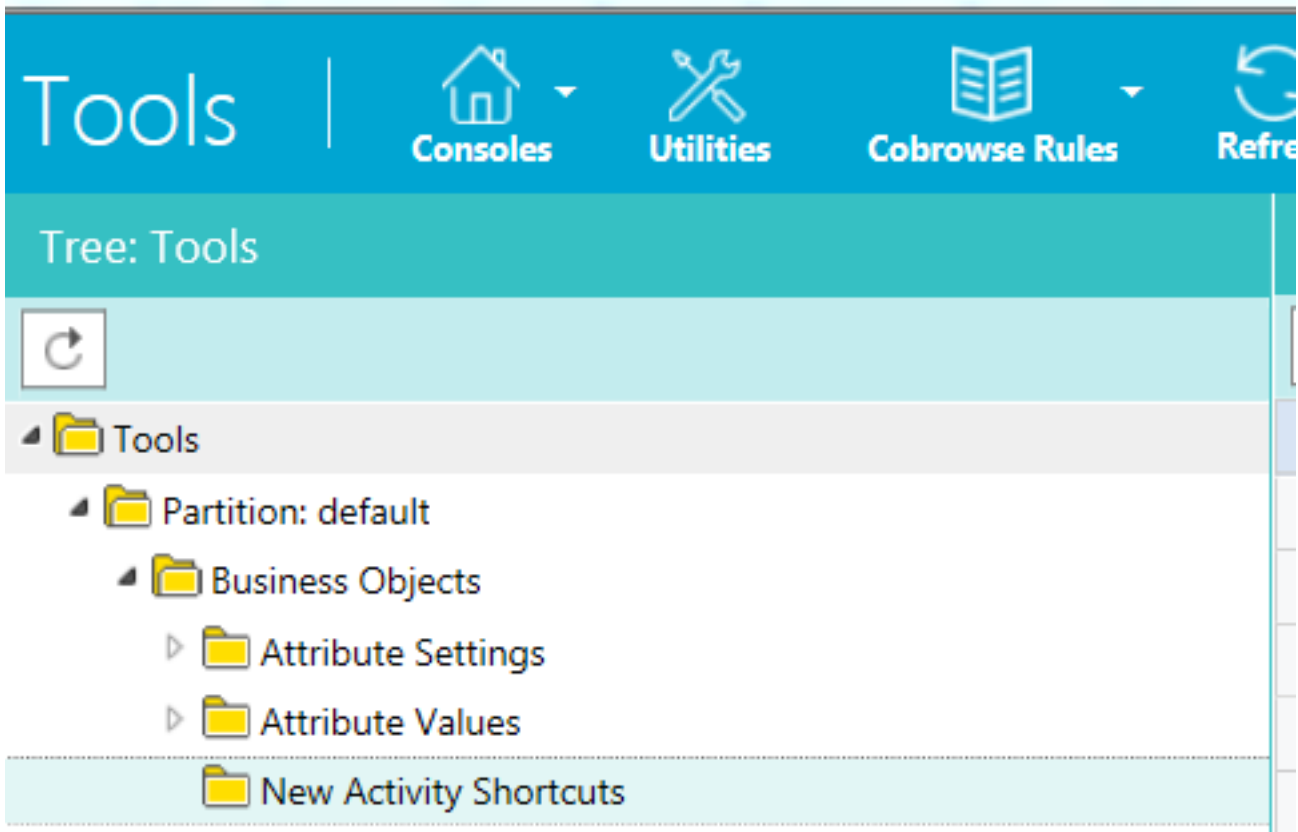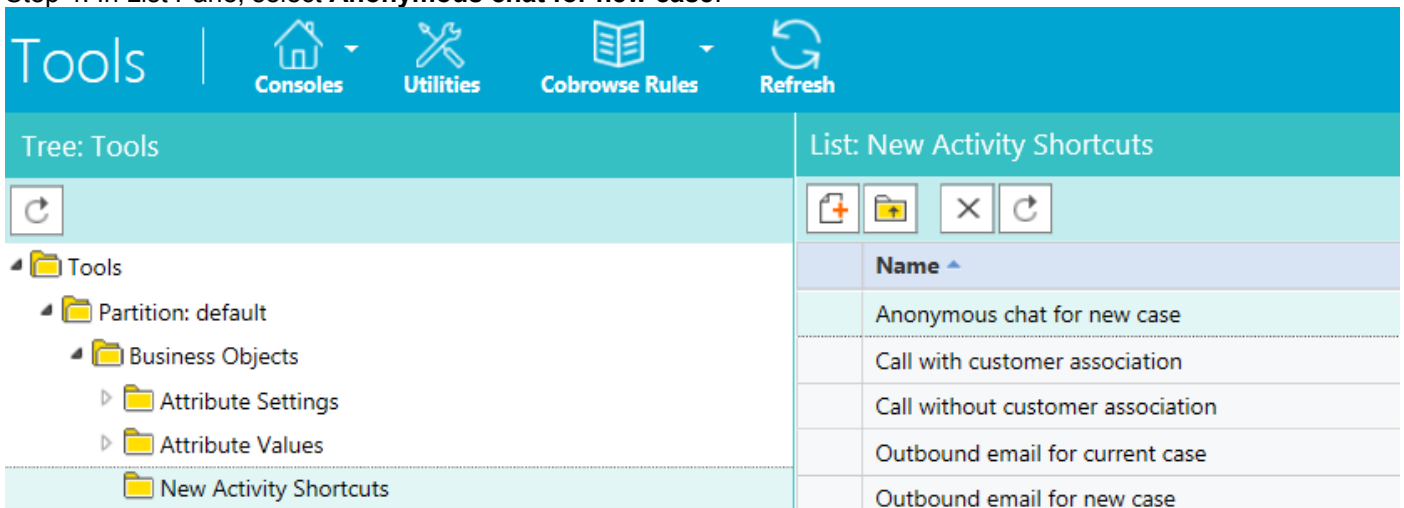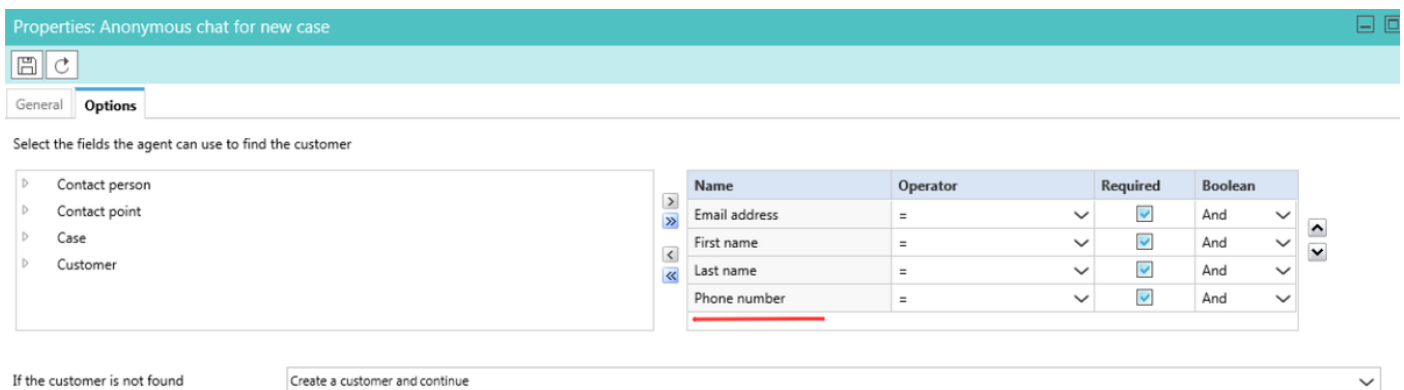
Step 2. Select **Tools console**.

Step 3. In Tree pane select **Tools>Partition:default>Business Objects>New Activity Shortcuts**.

Step 4. In List Pane, select **Anonymous chat for new case**.

Step 5. In Properties pane, select **options**.

Step 6. Under options select necessary options that you want to be displayed when Link Customer button is clicked.

Step 7. Click **Save**.

Step 8. Select **Utilities** ⊗ **Clear SCAP cache** ⊗ click on **Run** button.

Verification Steps

Step 1. Log in as agent and initiate anonymous chat.

Step 2. Click on **Link customer** and verify newly added options appear on window.