

# 配置企業版聊天與電子郵件(ECE)快速連結和響應

## 目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[問題：如何在ECE中建立快速連結和快速響應](#)

[解決方案](#)

## 簡介

本檔案介紹在ECE中建立快速連結和快速響應的過程。類似的過程可用於建立電子郵件的頁首、頁尾、問候語、簽名和自動確認。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- Cisco Unified Contact Center Enterprise(UCCE)
- Cisco Finesse
- Cisco ECE

### 採用元件

本文中的資訊係根據以下軟體和硬體版本：

- UCCE 11.6
- Finesse 11.6
- 歐洲經委會11.6

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 問題：如何在ECE中建立快速連結和快速響應

您可以看到如何為聊天新增ECE快速連結和響應，以及如何為電子郵件新增「標題」、「頁尾」、「問候語」、「簽名」和「自動確認」。

## 解決方案

步驟1.登入到PA控制檯，然後在Authoring部分下選擇Knowledge Base。

# Consoles

## AUTHORING



Knowledge Base

## MANAGEMENT



Administration



Reports



Supervision



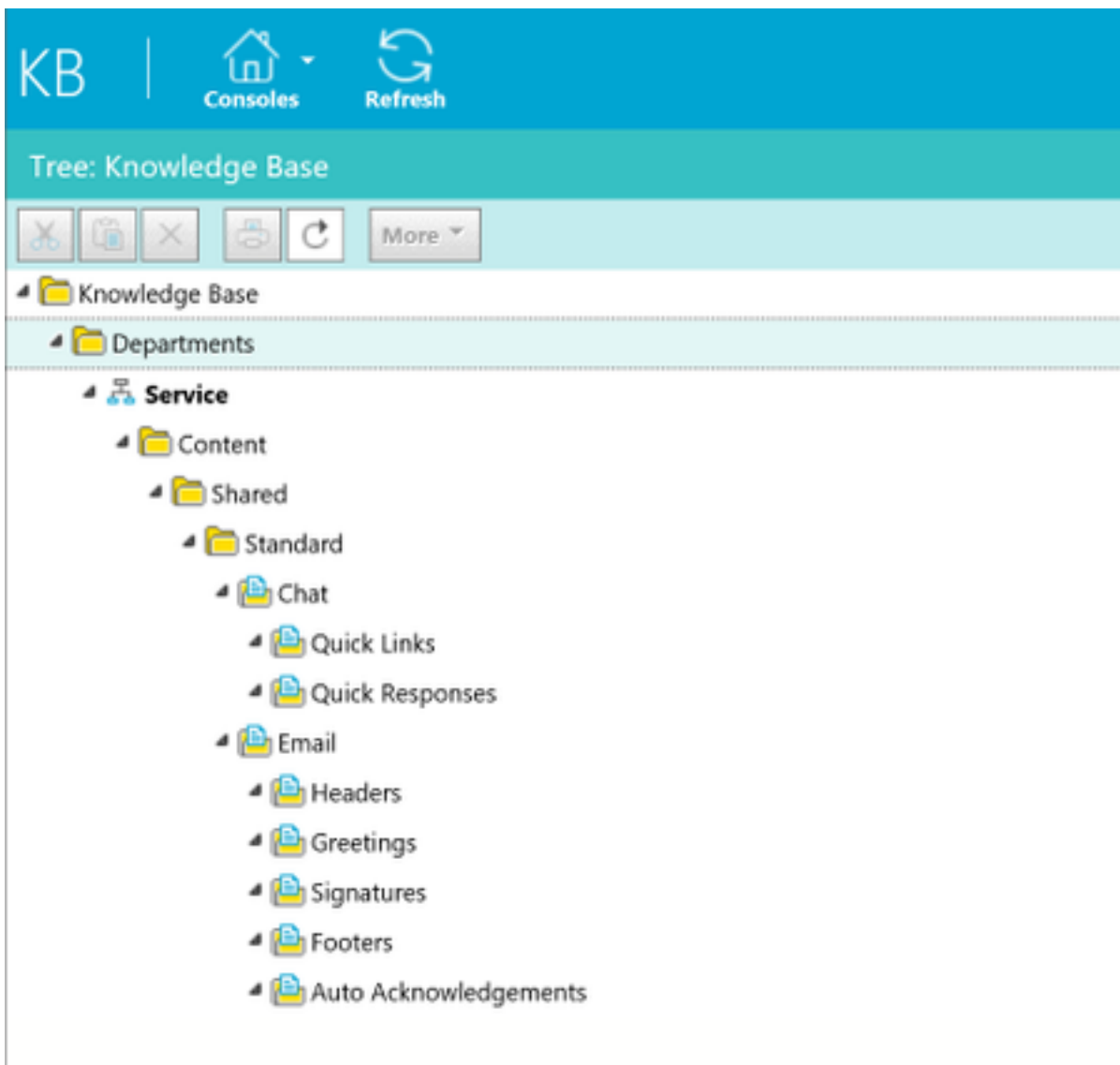
System



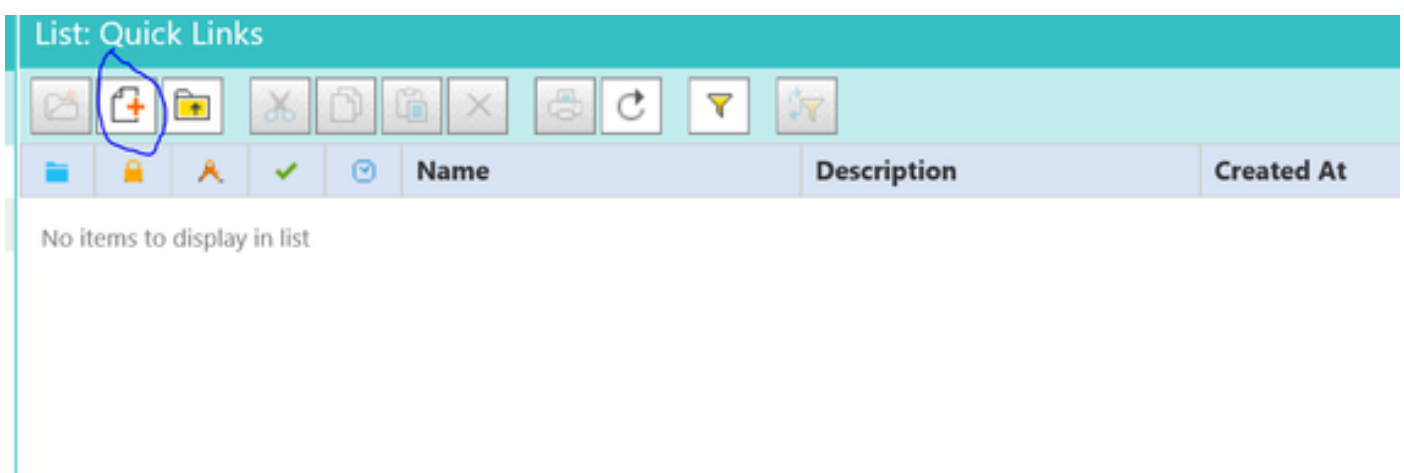
Tools

By using Enterprise Chat and Email you accept the Terms of Service and [Privacy Statement](#).

步驟2.在「知識庫」下導航時，您會看到這些選項。



步驟3:導覽至Chat > Quick Links:



步驟4.按一下「New Article」。建立文章名稱並提供內容：

| General            |   | Content |
|--------------------|---|---------|
| Name               | Value   |         |
| Translation status | Translation is up-to-date   |         |
| Folder             | Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links |         |
| Name *             | Google Flight Search  |         |
| Article ID         | ECE-2036  |         |
| Description        |   |         |
| Language           | English (US)  |         |
| Created by         | pa  |         |
| Owned by           | pa  |         |

General

**Content**

Source

🔍

📄

✂

📄

🔒

🔒

🔒

↶

↷

🔍

↶

📄

m+

**B** *I* U ~~S~~  $x_2$   $x^2$   $I_x$

<https://www.google.com/flights>

步驟5.更新內容後，儲存並點選Check In、Checkout和Publish。

📄

↶

Check-In

Publish

Notes

More ▾

| General            |   | Content |
|--------------------|---|---------|
| Name               | Value   |         |
| Translation status | Translation is up-to-date   |         |
| Folder             | Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links |         |
| Name *             | Google Flight Search  |         |
| Article ID         |   |         |
| Description        |   |         |
| Language           | English (US)  |         |
| Created by         |   |         |
| Owned by           | pa  |         |

↶

Checkout

Notes

More ▾

| General            |   | Content |
|--------------------|---|---------|
| Name               | Value   |         |
| Translation status | Translation is up-to-date   |         |
| Folder             | Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links |         |
| Name *             | Google Flight Search  |         |
| Article ID         | ECE-2036  |         |
| Description        |   |         |
| Language           | English (US)  |         |
| Created by         | pa  |         |
| Owned by           | pa  |         |

List: Quick Links

| Name                 | Description | Created At          | Created By | Last Modified |
|----------------------|-------------|---------------------|------------|---------------|
| Google Flight Search |             | 10/26/2018 06:48 PM | pa         | 10/26/2018    |

Enter Summary -- Webpage Dialog

Summary

Characters Remaining: 205

Publishing the Quick Link for Google Flight Search

OK Cancel

Properties: ECE-2036 | Google Flight Search

Check-In Publish Notes More

General Content

| Name               | Value   |
|--------------------|---|
| Translation status | Translation is up-to-date   |
| Folder             | Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links |
| Name *             | Google Flight Search  |
| Article ID         | ECE-2036  |

發佈後，文章即可與可用隊列整合。

List: Quick Links

| Name                 | Description | Created At          | Created By |
|----------------------|-------------|---------------------|------------|
| Google Flight Search |             | 10/26/2018 06:48 PM | pa         |

快速響應：

步驟與快速連結配置相同。導航至PA控制檯>知識庫>部門>服務>內容>共用>標準>聊天>快速響應

步驟1.建立新文章。

| Name                        | Description | Created At | Created By | Last Modified At | Last Modified By | Type | Checked Out By |
|-----------------------------|-------------|------------|------------|------------------|------------------|------|----------------|
| No items to display in list |             |            |            |                  |                  |      |                |

Properties: New Article

Check-In Publish Notes More

General Content


| Name               | Value   |
|--------------------|---|
| Translation status | Translation is up-to-date   |
| Folder             | Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Responses |
| Name *             | Welcome Message   |
| Article ID         |   |
| Description        |   |
| Language           | English (US)  |
| Created by         |   |
| Owned by           | pa  |

步驟2.儲存它並導航到Content頁籤，然後輸入歡迎消息和Save the Content。

Properties: ECE-2037 | Welcome Message

Check-In Publish Notes More

General Content



Welcome to the Cisco Contact Center Solution, You have reached to Sales team, and How may I help you ?

步驟3.儲存之後。按一下Check-In、Checkout和Publish。「快速響應」現已準備好與Queue的整合了。

本文此節說明如何整合為「隊列」建立的文章。

步驟1.返回到Administrator Console，導航到Queue，然後選擇已為其建立知識庫文章的隊列。

步驟2.選擇Queue後，按一下Chat即可看到文章。現在，已將文章從「可用」移至「選定並儲存」。

Tree: Administration



- Administration
  - Partition: default
  - Departments
    - Service**
      - Archive Jobs
      - Calendar
      - Chat
      - Classifications
      - Dictionaries
      - Email
      - Macros
      - Security
      - Settings
      - User
      - Workflow
        - Call Variables
        - Queues**
        - Service Levels
        - Transfer Codes
        - Workflows

## List: Queues



| Name ^                                    | Description                                     | Active |
|---|---|--------|
| Call queue                                | System provided queue for call track activities | Yes    |
| Chat queue                                | System provided queue for chat activities       | Yes    |
| Cisco_Voice_Callback_1518050804509        | Default queue created mapped to Cisco_Voice MRD | Yes    |
| Cisco_Voice_DelayedCallback_1518050804509 | Default queue created mapped to Cisco_Voice MRD | Yes    |
| Default exception queue                   | System provided queue for exceptions            | Yes    |
| <b>ECE_CHAT_CH</b>                        |   | Yes    |
| ECE_EM_IN_EM_IN                           |   | Yes    |
| ECE_EM_IN_Service                         | Supervisory Queue for MRD ECE_EM_IN             | Yes    |
| ECE_EM_OUT_EM_OUT                         |   | Yes    |
| ECE_EM_OUT_Service                        | Supervisory Queue for MRD ECE_EM_OUT            | Yes    |
| Email queue                               | System provided queue for email activities      | Yes    |

## Properties: ECE\_CHAT\_CH



General **Chat** Email Call Variables Application Strings Expanded Call Variables Concurrent Task Limit

Routing

Users and User Groups

Media

### Available quick links


- Quick Links
  - Google Flight Search

### Available quick responses

- Quick Responses
  - Welcome Message



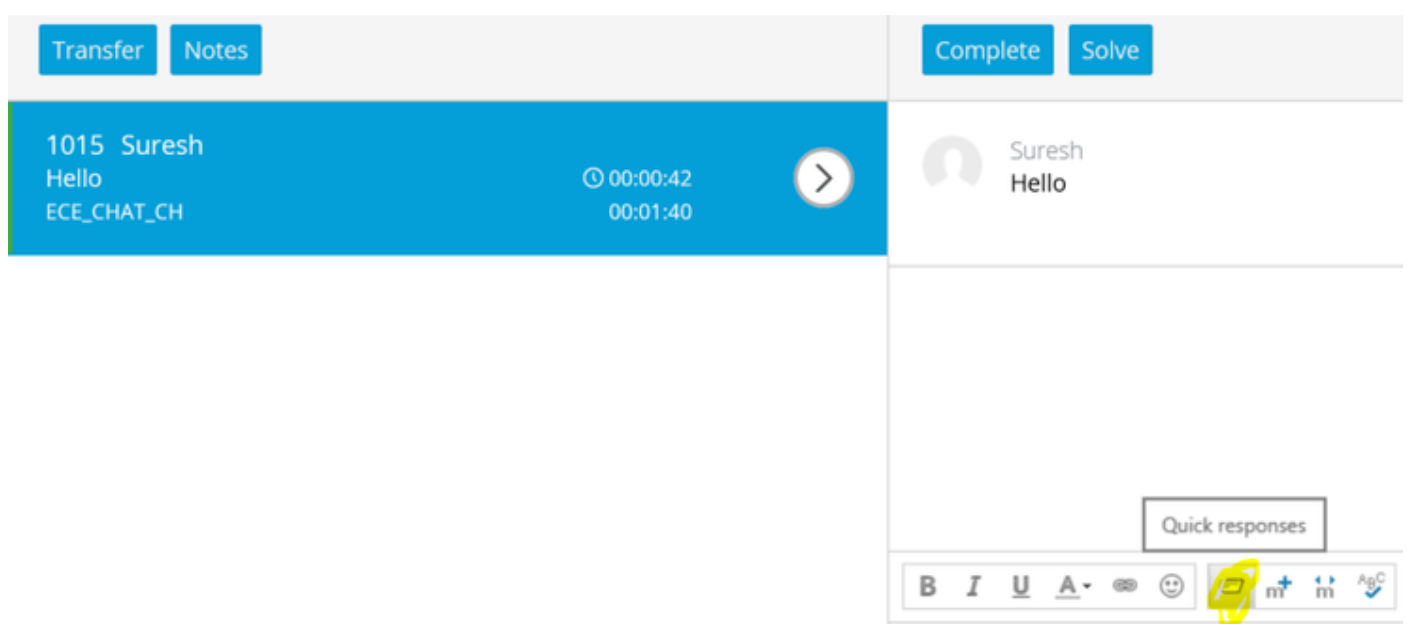
## Selected quick links

|   | Name                 |
|---|----------------------|
|  | Google Flight Search |

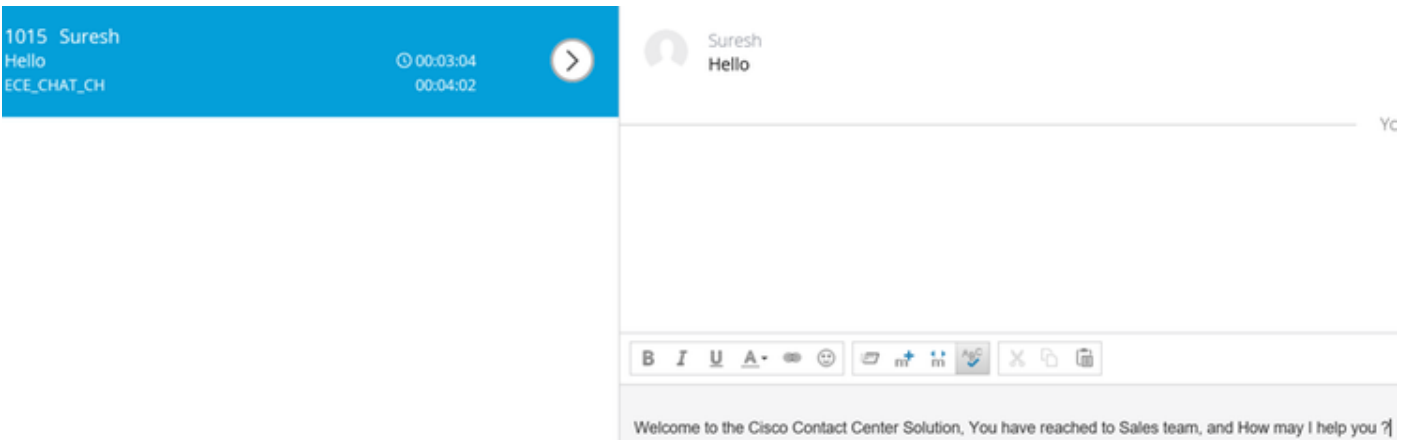
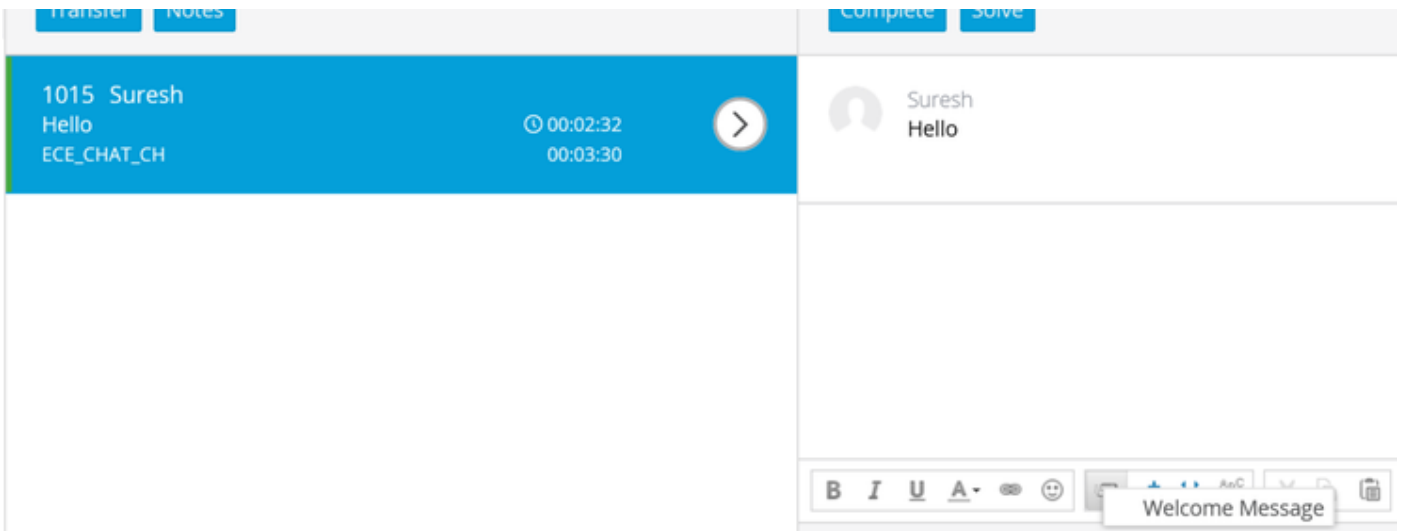
## Selected quick responses

|   | Name            |
|---|-----------------|
|  | Welcome Message |

座席收到聊天後，即可選擇其「快速響應」或「快速連結」：



The screenshot displays a chat interface. On the left, a chat window for contact '1015 Suresh' is visible, with a message 'Hello' and a timer of 00:00:42. The chat window includes buttons for 'Transfer' and 'Notes'. On the right, a 'Quick responses' menu is open, showing a 'Hello' response. The menu includes buttons for 'Complete' and 'Solve'. At the bottom, a rich text editor toolbar is visible, with a yellow circle highlighting the 'Quick responses' icon.



您可以對電子郵件隊列使用相同的過程，以建立頁首、頁尾、問候語和自動確認。