為ECE聊天配置自定義聊天變數

目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>採用元件</u> 設定 驗證

簡介

本檔案介紹在思科電子郵件和聊天(ECE)上設定自訂聊天變數的程式,您可以將其傳遞到Agent Desktop。

必要條件

需求

ECE 11.5或更高版本

採用元件

ECE系統主控台

ECE管理員控制檯

Finesse座席案頭

設定

步驟1.開啟PA控制檯 — >工具 — >分割槽:預設 — >業務對象 — >屬性設定 — >系統



步驟2.在Screen下對映建立的屬性,以獲取代理控制檯 — 聊天活動

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步驟3.使用在步驟1中建立的內部名稱。導航到「管理」控制檯並將其建立為「呼叫變數」。

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步驟4.將以前建立的呼叫變數分配到聊天隊列

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步驟5.現在在Web伺服器中的eGainLiveConfig.Js下新增配置

{

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

步驟6。現在,您可以在客戶聊天模板中新增配置,以輸入根據您需要使用的任何模板在 C:\ECE\eService\templates\chat\下建立的值。

步驟7.新增引數

L10N_PICKUP_NUMBER_PROMPT = "PRO/代接編號"

驗證

「聊天」視窗類似於此帖子修改:

}

Name	
Mark Antony	
Email	
anthony@test.com	
PRO / Pickup Number	
12345	
Your Question	
10 St 10	

在代理控制檯上,可以看到其他變數:

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Home Munage Chat and Email My History							
🛴 Make a New Call							
Manage Ch	at and Email						
*	Chat			æ			
	Transfer Notes		Activity Details Activity Body				
	25565 Mark Antony Hi	© 00:00:15 🕥	Customer Name Mark Antony				
	ECE_Chat_TEST_Chat_SS	00:00:18	Assigned To Test Agent5				
Q			Department Name Service				
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