## Unity Contact Center - WEB CHAT TEMPLATE

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|  | **Requirement** | **Example** | **Text** |
| **Web Chat**  **Media Stream** | **Name** | *Kakapo Systems Web Chat* |  |
| **Language** | *English (UK)* |  |
| **Media Type** | *Web Chat* |  |
| **Time-zone** | *Dublin, Edinburgh, London* |  |
| **In Office Profile** | *Always Online* |  |
| *Pre-configured In Office Profile* |  |
| **Use last agent if available?** | *-* | Yes/no |
| **Identifier** | *KakapoSystems.Sales@kakaposystems.com* |  |
| **Required information** | *Name* | Yes/no |
| *Email* | Yes/no |
| *Phone* | Yes/no |
| *Attachments allowed* | Yes/no |
| *Conversations can be rated* | Yes/no |
| **External Reference Label** | *Please enter your ticket number/account ID* |  |
| **Welcome Message** | *Please add a message below to start chat* |  |
| **Unstaffed Message** | *Sorry we’ve missed you, please try again later* |  |
| **Missed Message** | *Sorry we’ve missed you, but your details have been recorded and we will contact you shortly* |  |
| **When unstaffed or missed, send notification to these email addresses** | *support@kakaposystems.com* |  |
| **Visibility (Select one)** | *Never Show* |  |
| *Always Show* |  |
| *Only show during office hours* |  |
| *Only show outside of office hours* |  |
| *Only show when agent is joined* |  |
| *Only show when agent is not joined* |  |
| *Only show during office hours when agent is joined* |  |
| *Only show during office hours when agent is not joined* |  |
| **Branding** | *Hide web chat when conversation is completed* | Yes/no |
|  | *Hide web chat when close button clicked* | Yes/no |
|  | *Unreserved sense name* | Media stream name/Queue name |
|  | *Use agent name when reserved* | Yes/no |
| **Primary colour (Select one)** | *Light blue* |  |
| *Blue* |  |
| *Grey* |  |
| *Steel* |  |
| *Lime* |  |
| *Orange* |  |
| *Pink* |  |
|  | *Hex Color Code* | # |
| **Web Chat Window Header** | *Show Media Stream Name or Queue Name* | Media Stream Name/Queue Name |
| **Use Agent Name & Avatar When Reserved** | *The Agent’s name and avatar (if uploaded in the portal) will show when conversation is reserved* | Yes/no |
| **Start Image (Select one)** |  |  |
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|  | **Select Avatar (if applicable)** |  |  |
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|  |  | Please attach custom avatar |
|  | ***Invert Start Image*** | *Yes/No* | Yes/No |
|  | **Callback Window Type** | *Pop up window or Docked window* | Window/Docked |
|  | ***Start Text*** | *How can we help today?* |  |
| ***Button Text*** | *Chat Now* |  |
| ***Web Chat Location*** | *Bottom right/bottom left* |  |
|  | ***Web chat Delay*** | *How many seconds until the webchat appears* |  |

## web chat Configuration

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|  | **Requirement** | **Example** | | | **Customer Required Text** | |
|  | **Departments** | *Use Departments to route conversations?* | | | Yes/No | |
| **Routing Phases**  *(You can add multiple Routing Phases)* | **Name** | *Best Agents* | | |  | |
| **Entrance message** | *We're looking for our best agents, please hold on :)* | | |  | |
| **Routing (Select one)** | *Circular (Agents will be alerted based on the order specified in the below list, use the up/down buttons to change the order)* | | |  | |
| *Longest idle at agent (Agents will be ordered based on the longest overall idle time for all media streams, regardless of the order given below)* | | |  | |
| *Longest idle at media stream (Agents will be ordered based on the longest idle time within this media stream, regardless of the order given below)* | | |  | |
| *Longest idle at queue (Agents will be ordered based on the longest idle time within this queue, regardless of the order given below)* | | |  | |
| *Simultaneous (All agents will be alerted of new conversations)* | | |  | |
| **Phase duration** | *Duration of phase in seconds* | | |  | |
| **Automatic bounce duration** | *How many seconds until it bounces to the next agent* | | |  | |
| **Include agents from previous phases** | *-* | | | Yes/no | |
| **Loop through agents until duration elapsed** | *-* | | | Yes/no | |
| **Agents to include** | *List all agents to include in this phase. E.g.*  *Bill Bryson*  *Sally Wainwright*  *Natalie Maines*  *Jack Donovan* | | |  | |
| **Availability & ACD State management** | **ACD State Change** | *When on a webchat/callback change agent ACD State to available/wrap up/unavailable – webchat (reason code xxx)* | | |  | |
| **Simultaneous conversations** | *Maximum 3 webchats to be processed by a single agent at one time.* | | |  | |
| **Agent availability restrictions** | *Agent State* | | *Is available for conversations* | Agent State | Is available for conversations |
|  | *Available* | | *True* | Available | True/false |
|  | *Call* | | *False* | Call | True/false |
|  |  | *Wrap-up* | | *True* | Wrap-up | True/false |
|  |  | *Unavailable - Lunch* | | *False* | Unavailable – XXX | True/false |
|  |  | *Unavailable – Web Chat* | | *True* | Unavailable - XXX | True/false |
| **Reply repository** | **Type replies that will be available to all agents in this media stream** | *Hi there, how can I help you today* | | |  | |
| *I’m glad that’s resolved, is there anything else I can help you with?* | | |  | |
| *Thanks for contacting us* | | |  | |
| *Please give me a minute while I look into that* | | |  | |
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| *Is this what you mean?* | | |  | |
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| **Resource repository** | **Type (Description + URL or file)** | *Latest Unity Features* | *URL: http://www.kakaposystems.com/latest-features/* | |  |  |
| *Kakapo Resources* | *URL: http://www.kakaposystems.com/resources/* | |  |  |
| *Browse to URL guide* | *See attached file – browseurlguide.docx* | |  |  |
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