

UNITY CONTACT CENTER – SMS SETUP

1 Setting up a Queue

In the Kakapo Portal go to Contact Center and then click Queues and Add Queue then enter an identifier and a name for the Queue. The identifier is seen by customers and cannot be modified so please make sure the correct identifier is used. This can follow whatever naming system you choose but it needs to be globally unique, so we recommend that a domain is included in the identifier to ensure uniqueness.

Select from the list of restrictions and set the time zone for that Queue. Click “Add Queue”. To then make changes in that Queue and then select the Queue name to add a Media Stream.

Name	Identifier	Agents joined
Ross and Zara Fashion	RossAndZara@fashion.com	2/2
Dynamic Sales	dynamic2@dynamic.com	0/1

2 Adding a SMS Media Stream

To set up a SMS click Media Streams in the Queue section and then click Add Media Stream. Select SMS from the Media Type drop down, (this will only be an option if the Service Provider has integrated with at least one CPaaS platform).

New Media Stream

Add or update a media stream to the queue, each media stream represents an entry point into the queue through a media type

Name

Language

Media Type

Conversation Can Be Transferred

Conversation Can Be Escalated

Availability

Timezone

In Office Profile

Use Last Agent If Available

Select the Timezone, the In Office Profile and the configuration for reopening SMS conversations on reply and then enter the SMS number and select the relevant platform.

Availability

Timezone	<input type="text" value="(UTC+00:00) Dublin, Edinburgh, Li"/>	Daylight savings from Sunday 29/03/2020 at 01:00 until Sunday 25/10/2020 at 02:00
In Office Profile	<input type="text" value="Always online"/>	
Use Last Agent If Available	<input checked="" type="checkbox"/>	
Reopen Conversation On Reply	<input type="checkbox"/>	

SMS Configuration

The number must be in E.164 format, otherwise CPaaS integration will fail. E.164 is the international telephone numbering plan that ensures each device on the PSTN has a globally unique number. This is what allows calls and messages to be correctly routed to individual phones in different countries. E.164 numbers are formatted as [+][country code][subscriber number including area code] and can have a maximum of fifteen digits.

Number	<input type="text" value="+447480801443"/>
Platform	<input type="text" value="Twilio"/>
Initial reply within business hours	<input type="text" value="Thanks for texting Ross & Zara Fashion Online Sales, we will get back to you shortly"/>

If the CPaaS platform integration is Twilio or Nexmo then the number entered must be in E.164 format, otherwise the integration will fail.

If the CPaaS platform integration is Restcomm then the number does not need to be in E.164 format.

Only the SMS platforms that have been integrated with will be available in the drop-down options.

Enter an initial reply within business hours and click Add Media Stream.

3 Adding a Routing Phase

A routing phase is a rule that instructs the Contact Center who to alert when a new SMS conversation comes in. Routing phases are managed through the Contact Center Media Stream menu, as shown below.

Kakapo Chat

Manage this contact center media stream using the components below

	Profile Configure the contact center media stream
	Routing Phases Manage the routing phases for this media stream

To add a new routing phase click “Add Phase”, fill in the required fields, add the desired users and then click Add Phase.

New Phase

Phases are used to configure routing rules for a media stream when a new message is received

Name	<input type="text" value="First Phase"/>
Routing	<input type="text" value="Simultaneous"/>
Phase Duration (seconds)	<input type="text" value="60"/>
Automatic Bounce Duration (seconds)	<input type="text" value="60"/>
Include Agents From Previous Phases	<input type="checkbox"/> OFF
Queue Conversations For Entire Phase Duration	<input type="checkbox"/> OFF

Agents

<input type="text" value=""/>	<input type="button" value="Q"/>	<input type="button" value="Add"/>	
<ul style="list-style-type: none">Abin (extn8335@kakaosystems.com)Aliza Hassan (A_Hassan@kakaosystems.com)All Agents (Staff Group)Amanda Dawson (A_Dawson@kakaosystems.com)Arjun Harikumar (extn8004@kakaosystems.com)Athul PS (extn8005@kakaosystems.com)Benedict Hutton (B_Hutton@kakaosystems.com)Bifin Jose (extn8006@kakaosystems.com)Chris (christutt@kakaosystems.com)Kakapo Development Team (Staff Group)Kakapo Support Team (Staff Group)	<input type="button" value="Add All"/> <input type="button" value="Remove"/> <input type="button" value="Remove All"/>	<div>Jenna Wimshurst (jenna.wimshurst@kakaosystems.com)</div>	
<input type="button" value="Cancel"/>	<input type="button" value="Add Phase"/>		

You have now successfully created a SMS Media Stream, the Agents assigned to the Queue in the routing phase should now restart their Unity client. Once they have done that the new Queue/SMS Media Stream will be available in the Personal Wallboard.

Please refer to the full-length user guide for more information and in-depth instructions on setting up and using Unity Contact Center.