UNITY CONTACT CENTER – WEB CHAT 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.

Identifier	Name	Current State
boltsales@unity.com	Bolt Sales and Returns	Online
KakapoLiveStreams@KakapoSystems.com	Kakapo Live Streams	Online
contactmsq@kakapoindia	KakapoIndiaContact	Online
ProductionStreams@KakapoSystems.com	Production Streams	Online
steve@steve.com	Steve CC	Online

2   Adding a Web Chat Media Stream

To set up a Web Chat click Media Streams in the Queue section and then click Add Media Stream. Enter the relevant Web Chat configuration and any automatic responses.

At the bottom of the Media Stream profile page you can brand the Web Chat using different colours, avatars, text and locations, as shown below.

Click Add Media Stream and then go back to into the Media Stream profile by clicking View. Click Test Stream at the bottom of the Media Stream profile page, as shown below.
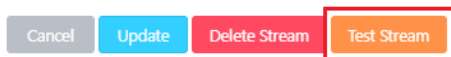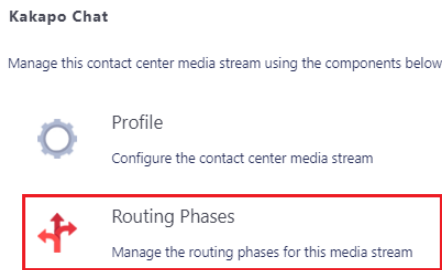
The portal will then show you how the icon will behave and provide you with the HTML code that you need to copy and paste into any webpage where you want to Web Chat to appear on.

Copy the below text and paste it into your HTML page.

```
<script type="text/javascript" src="https://portal.unityclient.com/webchat/js/webchat.js" id="WebChatClient" queueId="BoltsSales@drd.co.uk" StreamIdentifier="SalesChat@BoltsSales"></script>
```

3   Adding a Routing Phase

A routing phase is a rule that instructs the Contact Center who to alert when a new Web Chat 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.
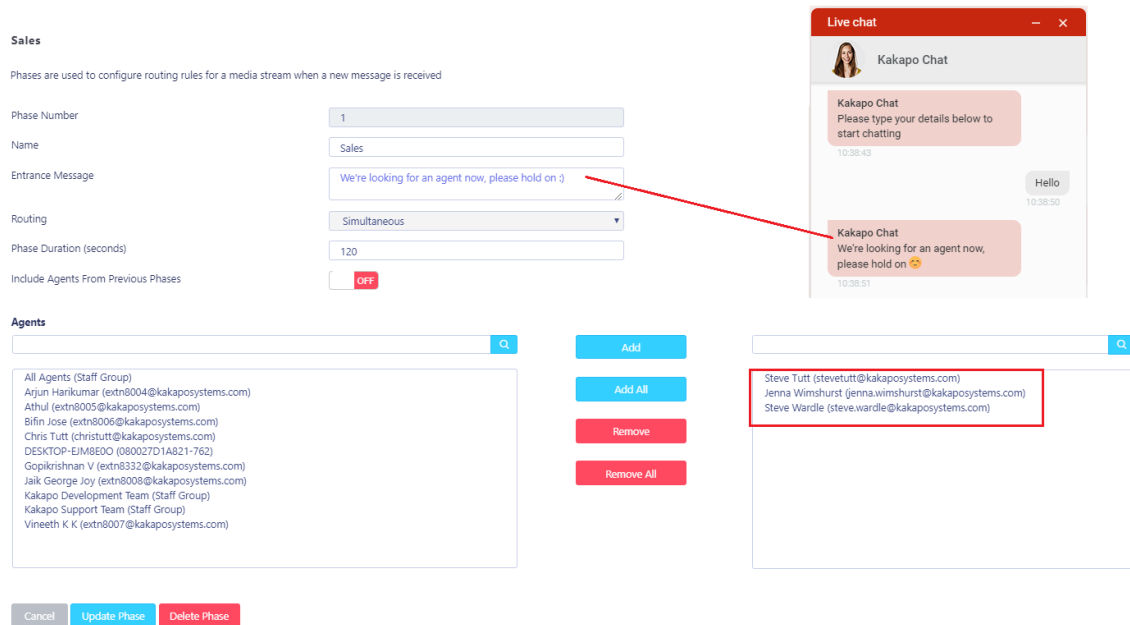
You have now successfully created a Web Chat Media Stream, the Agents assigned to the Queue in the routing phase should now restart their Unity client. Once they have done that the new Queue/Web Chat Media Stream will be available in the Personal Wallboard.

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