

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
contactsmq@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.

Kakapo Chat Profile

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

Name: Kakapo Chat

Language: English (United Kingdom)

Media Type: Web Chat

Conversation Can Be Transferred: ON

Conversation Can Be Escalated: ON

Availability

Timezone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

In Office Profile: Extended Hours

Use Last Agent if Available: OFF

Live chat

Kakapo Chat

Your name: *

Email: *

Reason for Chat: *

Chat Now!

External Reference Label

Welcome Message

Unstaffed Message

Missed Message

When Unstaffed Or Missed Send A Notification To These Addresses (One Email Address Per Line)

Web Chat Client Branding

Visibility

Hide Web Chat When Conversation is Completed

Hide Web Chat When Close Button Clicked

Primary Colour

Web Chat Window Header

Use Agent Name & Avatar When Reserved

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.

Primary Colour

Web Chat Window Header

Use Agent Name & Avatar When Reserved

Web Chat Start Image

Web Chat Avatar

Invert Start Image

Web Chat Window Type

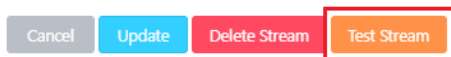
Start Text

Button Text

Web Chat Widget Location

Web Chat Widget Delay

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.



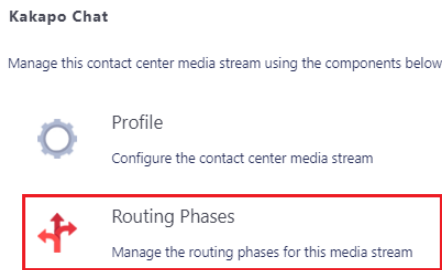
The portal will then show you how the icon will behave and provide you with the HTML code that you need to copy and paste into any webpage where you want to Web Chat to appear on.

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

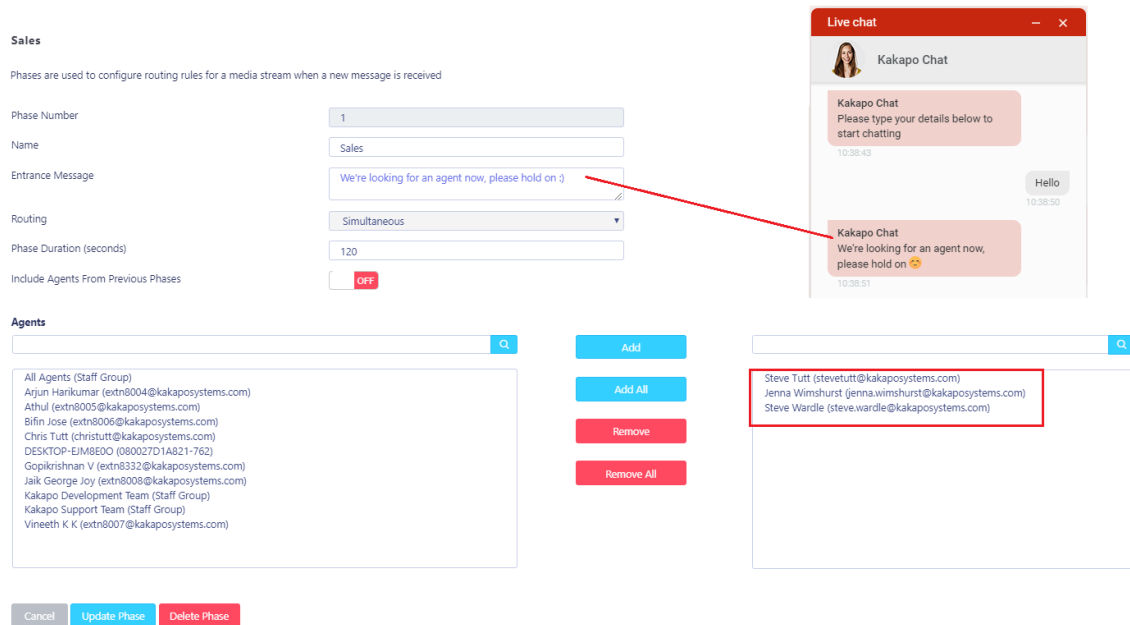
```
<script type="text/javascript" src="https://portal.unityclient.com/webchat/js/webchat.js" id="WebChatClient" queueId="BoltsSales@drc.co.uk" StreamIdentifier="SalesChat@BoltsSales"></script>
```

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.



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.