

## **GENESYS**

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## Manage your Contact Center in Agent Setup

Chat channel options



Administrator

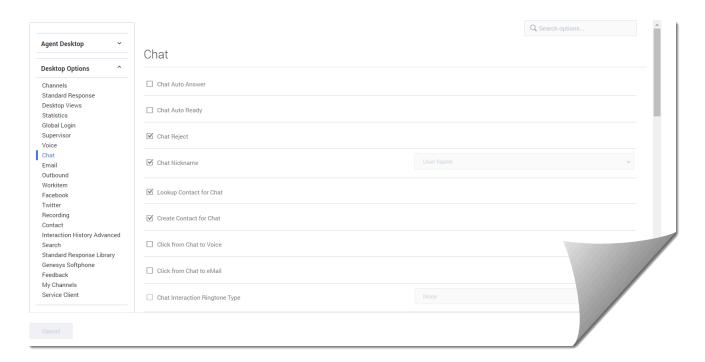
Learn about the chat channel options available in Agent Setup.

## **Related documentation:**

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## **Important**

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.



In the **Chat** section of the **Contact Center Settings** page, configure the following options:

· Chat Auto Answer specifies that chat interactions are automatically answered when an agent receives

the invitation.

- Chat Auto Ready specifies that chat interactions are automatically set to ready state during login.
- Chat Reject enables agents to reject incoming chats.
- **Chat Nickname** specifies the nickname that is displayed on the chat window in interactions. Type one the following syntax options:
  - \$Agent.UserName\$ to display the agent's full username.
  - \$Agent.LastName\$ to display only the agent's last name.
  - \$Agent.FirstNameLastInitial\$ to display only the agent's first name and last initial.
  - \$Agent.FirstName\$ to display only the agent's first name.
  - \$Agent.FullName\$ to display the agent's full name.
  - \$Agent.EmployeeId\$ to display the agent's employee ID.
- Lookup Contact for Chat activates Agent Workspace for contact lookup when an interaction is presented to an agent.
- Create Contact for Chat will create a contact if the initial contact lookup fails to find an existing contact.
- Click from Chat to Voice enables users to initiate a voice interaction by clicking a phone number in a chat transcript.
- Click from Chat to eMail enables users to initiate an email by clicking an email address in a chat transcript.
- Chat Interaction Ringtone Type specifies the chat ringtone type. Enable the option and then select the ringtone type from the drop-down list box.
- Chat Interaction Ringtone Priority specifies the priority level of the chat ringtone within the channels. Enable the option and then type the number for the priority level.
- Chat Interaction Ringtone Duration specifies how long the ringtone rings. Use the following values:
  - -1 specifies to repeat the ringtone until the chat is answered.
  - 0 specifies to play the ringtone only one time.
  - 1 or more specifies to play the ringtone for the specified duration (in milliseconds) and then repeat until the chat is answered.
- Chat Interaction Ringtone Volume enables users to set the volume for the chat interaction ringtone.
- **Chat Message Ringtone Type** specifies the chat message ringtone type. Enable the option and then select the ringtone type from the drop-down list box.
- **Chat Message Sound Priority** specifies the priority level of the chat message sound within the channels. Enable the option and then type the number for the priority level.
- Chat Message Sound Duration specifies the length of the sound. Use the following values:
  - -1 specifies to repeat the sound until the chat message is read.
  - 0 specifies to play the sound only one time.
  - 1 or more specifies to play the sound for the specified duration (in milliseconds) and then repeat until the chat message is read.

- Chat Message Sound Volume enables users to set the volume for the chat message sound.
- Can Two Step Transfer enables two-step transfer of a chat, beginning with a chat consultation.
- Can Two Step Conference enables two-step conference of a chat, beginning with a chat consultation.
- Can One Step Transfer enables instant chat transfer.
- Auto-disconnect automatically disconnects a chat session when the agent is the last remaining party.
- **On-hold Queue** specifies the Interaction Queue where a chat interaction is placed when an agent places it on hold. This option can be overridden by a routing strategy.
- Warning time specifies the time in seconds that a warning alarm alerts an agent of a customer awaiting a chat response.
- **Maximum time** specifies the time in seconds
- **Prompt for end** displays a confirmation prompt to an agent when they select End. This option can be overridden by a routing strategy.
- URL push max records specifies the maximum size of the pushed URL list.
- Timestamp specifies whether the timestamp is displayed in the Chat transcript area.
- **Typing** specifies whether a typing notification is sent to customers during a chat interaction.
- **Typing timeout** specifies the duration in seconds of when the typing notification is displayed after the last keystroke.
- **Decline** allows an agent to decline incoming chat interactions.
- URL push allows an agent to push URLs to customers during chat sessions.
- Interaction Disposition allows an agent to set a disposition code for chat interactions.