How Chat works

-
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-
- Administrator
- Agent
- Supervisor

Learn how chat works in Genesys Multicloud CX.

Related documentation:
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Contents

What Chat does

Chat incorporates chat interactions into your customers' overall engagement history, routing them to the agents whose expertise best matches their needs.
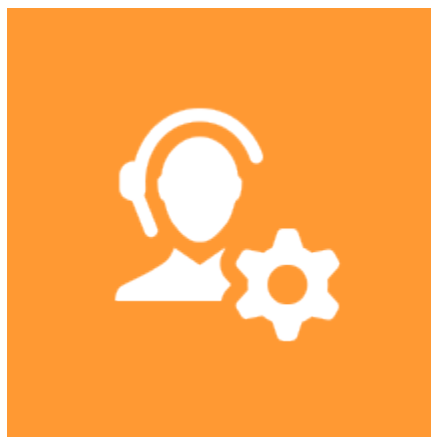
Link to video

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How Chat works

Genesys Multicloud CX supports various online chat types:

- Internal chats enable agents to chat in real time with others in their organization
- External chats include:
  - Webchats
  - Social media
    - Facebook
    - Twitter
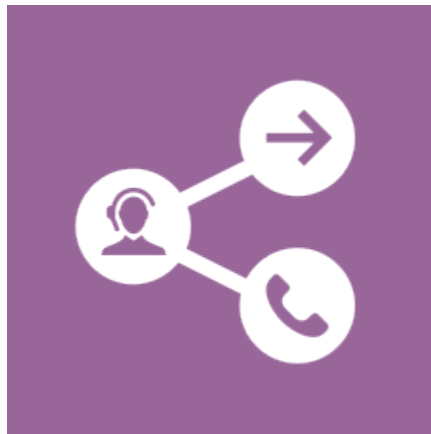   - WhatsApp
  - SMS

Chat setup

Players: Administrators

Actions: Much of the chat functionality is pre-configured. The rest you do mainly in Agent Setup and Digital Channels, where you enable and control the various chat types for agents.

- Enable chat

- Chat channel options

- Integrate with Genesys Hub

- Set up Facebook and Twitter

- Set up WhatsApp

- Set up SMS

Chat routing

Players: Administrators

Actions: Use Designer to create an application that can route chat interactions.

- Create a chat routing application
- Create a chat message block
- Create a chat custom message block
- Send a chat transcript block
- Get a chat transcript block

Chat for agents

Players: Agents, Supervisors

Actions: Agents handle chat interactions in Agent Workspace.

- Messaging
- Facebook
- Twitter
- WhatsApp
- SMS

Reporting

Players: Administrators, Supervisors, Agents

Actions: Supervisors and administrators can analyze current chat activity through Pulse dashboard reports and the Queue KPI report. They can use Genesys CX Insights and Genesys GVP to analyze historical events and long-term trends. Agents can analyze their own activity through reports built into Agent Workspace.

How Reporting works

Get Started with Genesys Pulse

Get started with Genesys CX Insights

Get started with GVP reporting

Navigating Agent Workspace

Manage reporting environments