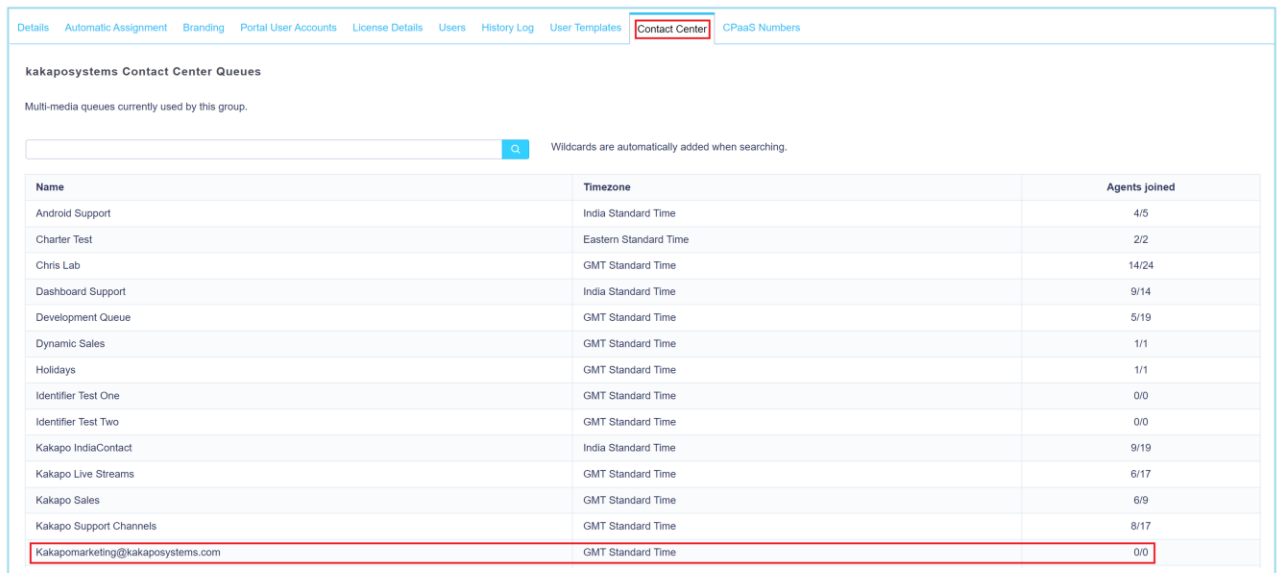


UNITY CONTACT CENTER – CALLBACK SETUP

1 Choose a Queue

Media Streams are created within Queues. From within the portal select the Queue that you want this Media Stream to be created within.



Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates **Contact Center** CPaaS Numbers

kakaposystems Contact Center Queues

Multi-media queues currently used by this group.

Wildcards are automatically added when searching.

Name	Timezone	Agents joined
Android Support	India Standard Time	4/5
Charter Test	Eastern Standard Time	2/2
Chris Lab	GMT Standard Time	14/24
Dashboard Support	India Standard Time	9/14
Development Queue	GMT Standard Time	5/19
Dynamic Sales	GMT Standard Time	1/1
Holidays	GMT Standard Time	1/1
Identifier Test One	GMT Standard Time	0/0
Identifier Test Two	GMT Standard Time	0/0
Kakapo IndiaContact	India Standard Time	9/19
Kakapo Live Streams	GMT Standard Time	6/17
Kakapo Sales	GMT Standard Time	6/9
Kakapo Support Channels	GMT Standard Time	8/17
Kakapomarketing@kakaposystems.com	GMT Standard Time	0/0

2 Adding a Callback Media Stream

From within the Queue click “Add Media Stream”



3 Adding a Callback Media Stream

To add a Callback Media Stream enter the Callback configuration and select from the branding options, including colour, avatar, text and location. As mentioned, the name and number are mandatory, but you can also choose to require an email address before the Callback is accepted.

A free text box allowing the customer to enter a reason for the Callback request is always present in the widget but is not a mandatory field.

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: Mikes Bikes Callback

Language: English (United Kingdom)

Media Type: Callback

Conversation Can Be Transferred: ON

Availability

Timezone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London Daylight savings from Sunday 26/03/2023 at 01:00 until Sunday 29/10/2023 at 02:00

In Office Profile: Always online

Callback Configuration

Use the [EstimatedWaitTime] delimiter in the welcome message to insert text describing the average response time for this media stream, based on the last 10 callbacks. Possible descriptions are:

- in less than a minute
- in a few minutes
- within 10 minutes
- within 20 minutes
- within 30 minutes
- within an hour
- within a few hours

Identifier: [] If left blank this will be automatically generated

Remote Party Name: Show - Mandatory

Remote Party Phone: Show - Mandatory

Remote Party Email: Show - Mandatory

Record Visitor Journey: OFF

External Reference: Hide

Callback Start Text: []

Callback End Text: []

Callback Client Branding

Visibility: Always show

Hide Callback When Close Button Clicked: OFF

Primary Colour: Light Blue

Callback Window Header: Use Media Stream Name

Callback Start Image: Box design with custom image and text

Callback Avatar: [Phone icon], [Avatar 1], [Avatar 2], [Avatar 3], [Avatar 4], [Avatar 5], [Avatar 6], [Upload Image]

Invert Start Image: OFF

Callback Window Type: Window

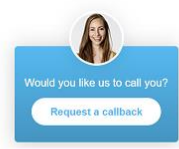
Start Text: Would you like us to call you?

Button Text: Request a callback

Callback Widget Location: Bottom Right

Callback Widget Delay: []

Cancel Add Media Stream



Mandatory

Callback

Car Shop CallBack

We are currently calling people back in within a few hours

Your name: *

Phone number: *

Reason for callback:

Yes, Call me

Optional

Callback

Car Shop CallBack

We are currently calling people back in within a few hours

Your name: *

Email:

Phone number: *

Account Number:

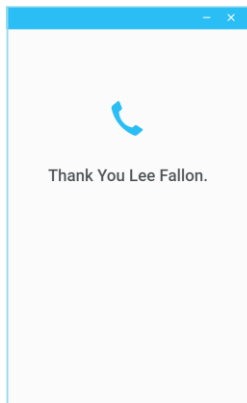
Reason for callback:

Yes, Call me

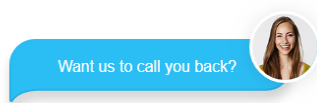
Hide Callback when close button clicked: This will hide the Callback icon for the user for the rest of that session one the close button has been clicked.

Start Text: The beginning message presented to the customer once they have selected the Callback button.

Callback End Text: The message presented to the customer after they have submitted their details, as shown below.



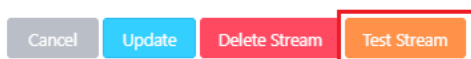
Start Text: The message that appears next to the avatar, as shown below. This setting will not always be available, for example the “circular fixed image without text” doesn’t accept start text.



Callback Widget Delay: Delay the Callback icon appearing on the webpage. E.g. if you only want to offer a Callback service if the customer has been on the webpage for more than 10 seconds.

Please note: The call-back client will hide after 5 seconds once the visitor has requested the Callback.

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 the Callback widget to appear on. You can also test the Callback widget is working before you paste it into your webpages. *Please note – You will need to create a routing phase before testing. Please see below.*

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

Please ensure it is pasted at the bottom body section of the webpage, rather than the head section. This is because the client may need to manipulate other components in the web page depending on display settings, for example if the conversation window should be shown as a docked panel

```
<script type="text/javascript" src="https://portal.unityclient.com/webchat/js/webchat.js" id="WebChatClient"
queueId="KakapoLiveStreams@KakapoSystems.com" StreamIdentifier="callback.Live@KakapoSystems.com"></script>
```

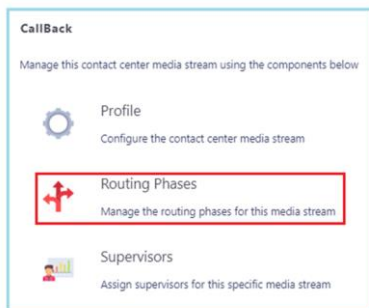
Create Test HTML File

Would you like us to call you?

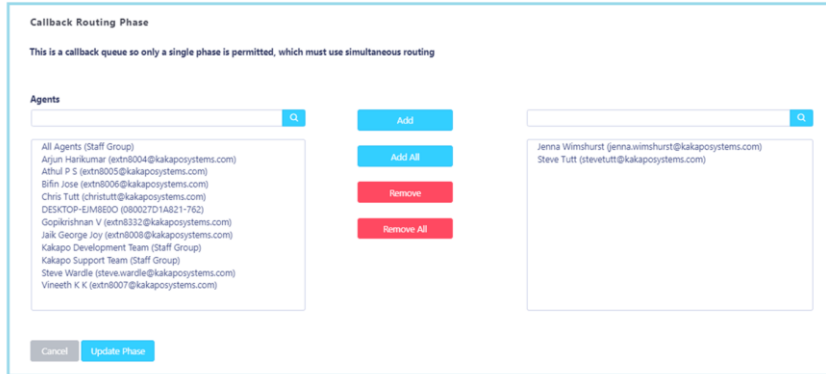


4 Adding a Routing Phase

A routing phase is a rule that instructs the Contact Center who to alert when a new Callback request 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”, add the desired users to the right hand column and then click Add Phase.



You have now successfully created a Callback 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/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.