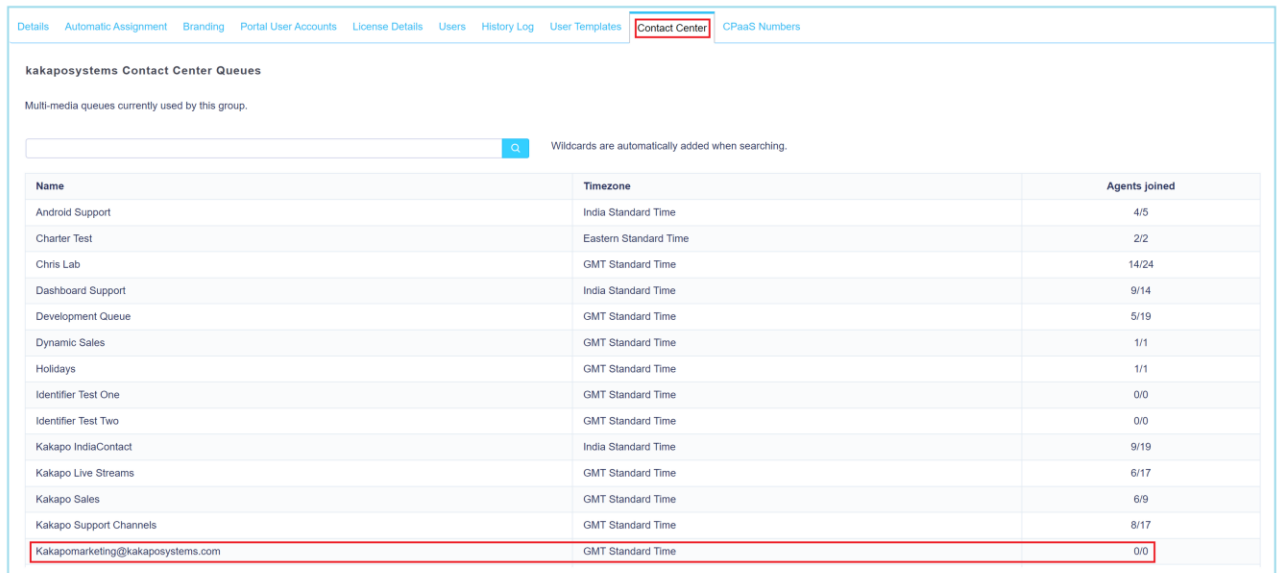


UNITY CONTACT CENTER – WEB CHAT SETUP

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.



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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 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.



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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:

Language:

Media Type:

Conversation Can Be Transferred:

Availability

Timezone: Daylight savings from Sunday 27/03/2022 at 01:00 until Sunday 30/10/2022 at 02:00

In Office Profile:

Use Last Agent If Available:

Live chat Kakapo Marketing Chat

Your name: *

Email: *

Phone number: *

Email chat transcript

Identifier: If left blank this will be automatically generated

Remote Party Name: Hide Show - Mandatory Show - Optional

Remote Party Phone: Hide Show - Mandatory Show - Optional

Remote Party Email: Hide Show - Mandatory Show - Optional

Email Transcript Available: OFF

Attachments Allowed: OFF

Conversation Can Be Rated: OFF

Record Visitor Journey: OFF

External Reference: Hide Show - Mandatory Show - Optional

External Reference Label:

Welcome Message:

Unstaffed Message:

Missed Message:

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

Live chat

Car Shop Sales Web Chat

Mandatory — Your name: *

Optional — Email:

Phone number: *

Account number: *

Department: *

Select

Email chat transcript

Chat now

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: Custom #c7270e

Web Chat Window Header: Use Media Stream Name

Use Agent Name & Avatar When Reserved: OFF

Web Chat Start Image: Box design with custom image and text

Web Chat Avatar: [Avatar 1] [Avatar 2] [Avatar 3] [Avatar 4] [Avatar 5] [Upload Image]

Invert Start Image: OFF

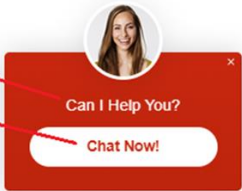
Web Chat Window Type: Window

Start Text: Can I Help You?

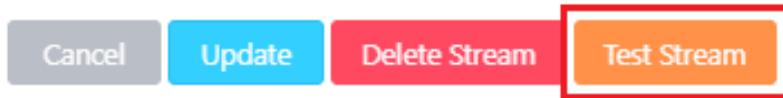
Button Text: Chat Now!

Web Chat Widget Location: Bottom Right

Web Chat Widget Delay: 4



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.

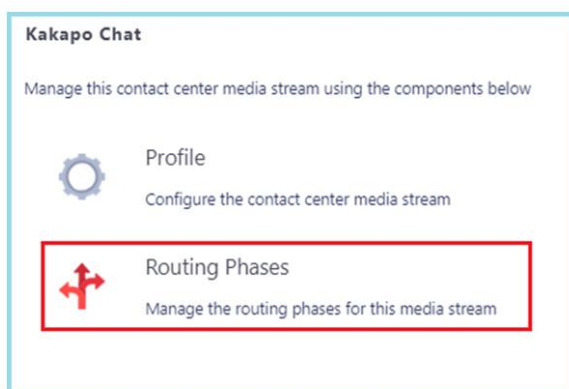
Please ensure it is pasted at the bottom body section of the webpage, rather than the head section. This is because the client may need to manipulate other components in the web page depending on display settings, for example if the conversation window should be shown as a docked panel

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

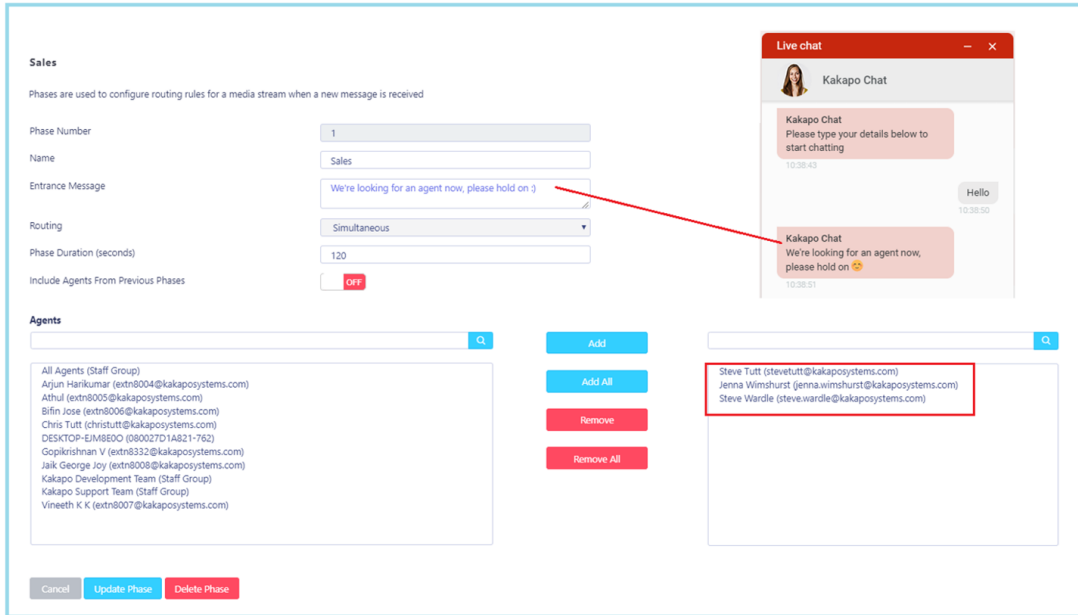
Create Test HTML File

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.