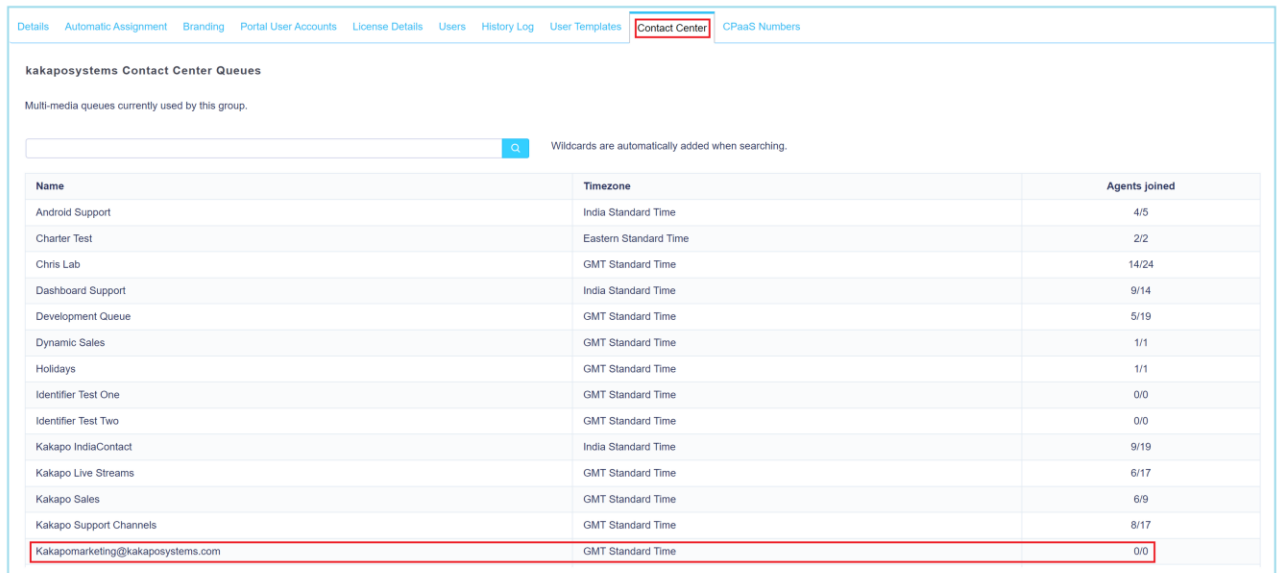# UNITY CONTACT CENTER – WEB CHAT SETUP

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.

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.

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	Kakapo Marketing Chat
Language	English (United Kingdom)
Media Type	Web Chat
Conversation Can Be Transferred	ON

Availability

Timezone	(UTC+00:00) Dublin, Edinburgh, Lisbon, London Daylight savings from Sunday 27/03/2022 at 01:00 until Sunday 30/10/2022 at 02:00
In Office Profile	Always online
Use Last Agent If Available	ON

Live chat

Kakapo Marketing Chat

Your name: *

Email: *

Phone number: *

Email chat transcript

Chat now

Identifier		If left blank this will be automatically generated
Remote Party Name	Show - Mandatory	Hide / Show - Mandatory / Show - Optional
Remote Party Phone	Show - Mandatory	Hide / Show - Mandatory / Show - Optional
Remote Party Email	Show - Mandatory	Hide / Show - Mandatory / Show - Optional
Email Transcript Available	OFF	
Attachments Allowed	OFF	
Conversation Can Be Rated	OFF	
Record Visitor Journey	OFF	
External Reference	Show - Optional	Hide / Show - Mandatory / Show - Optional
External Reference Label	Account Number	
Welcome Message	Hello! How can we help you?	
Unstaffed Message	Sorry we missed you, we will call you back.	
Missed Message	Sorry, we are closed. We have recorded your details and will contact you in hours.	
When Unstaffed Or Missed Send A Notification To These Addresses (One Email Address Per Line)	Admin@kakaposystems.com	

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.
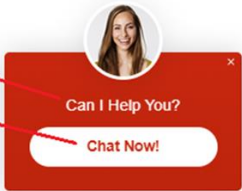
Click Add Media Stream and then go back to into the Media Stream profile by clicking View. Click Test Stream at the bottom of the Media Stream profile page, as shown below.
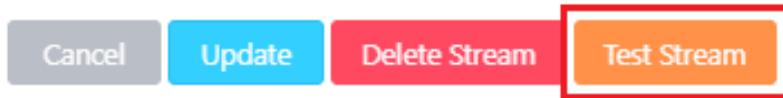
The portal will then show you how the icon will behave and provide you with the HTML code that you need to copy and paste into any webpage where you want to Web Chat to appear on.

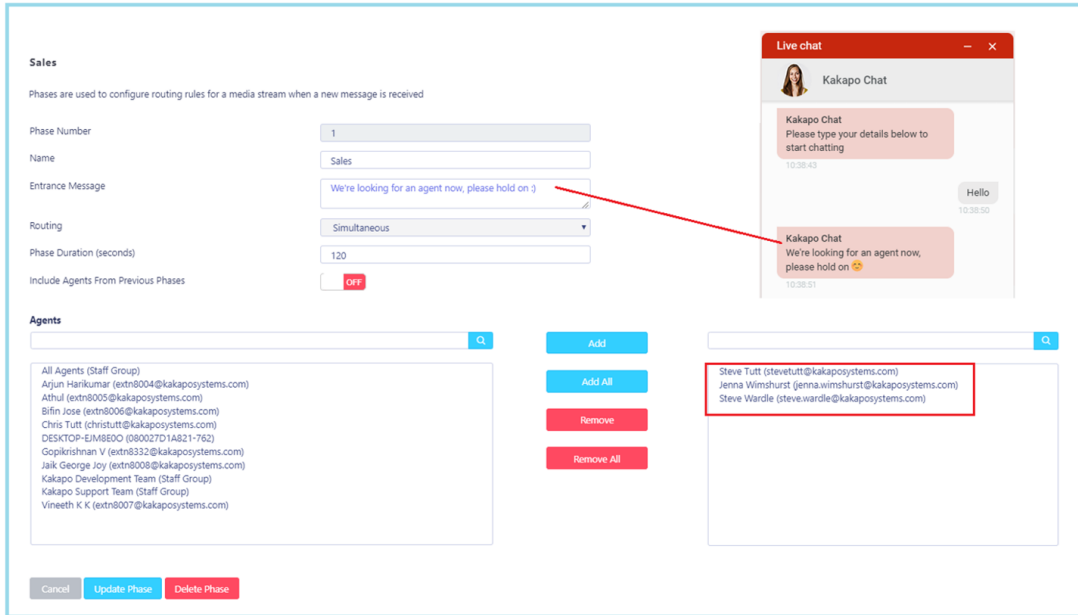## 3   Adding a Routing Phase

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.
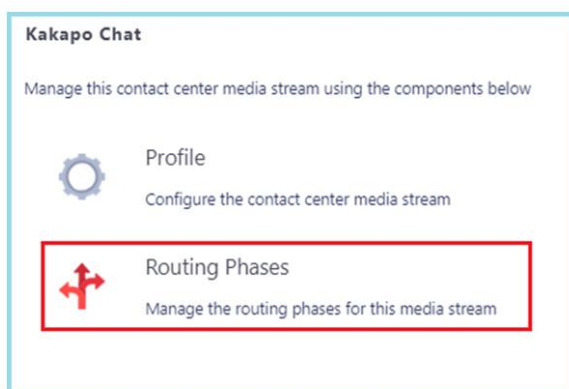
To add a new routing phase click "Add Phase", fill in the required fields, add the desired users and then click Add Phase.

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.