

# Configure ECE to Disable Alternate Engagement Options

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## Introduction

This document describes the process to disable the Alternate Engagement Options on Cisco Email and Chat (ECE) during the After-hours or when Agents are unavailable.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of chat customization and access to ECE 12.6 or higher

### Components Used

The information in this document is based on ECE Aria Chat Templates.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configure

Step 1. Include the custom component in respective chats `template.json` file as shown in the image.

```
},
"configs": {
  "allConfigs": {
    "customComponentConfig": {
      "configPath": "custom/component-config.json"
    },
    "preferences": {
      "loginParameters": [
```

Step 2. Update the alternate options field in `template.json` as shown in the image.

```
],  
  "alternateContactOptions": {},  
  .  
  "surveyType": "interactive",  
  "externalSurveyURL": "",  
  "surveyQuestions": [  
    .
```

Alternate Options in Template.json

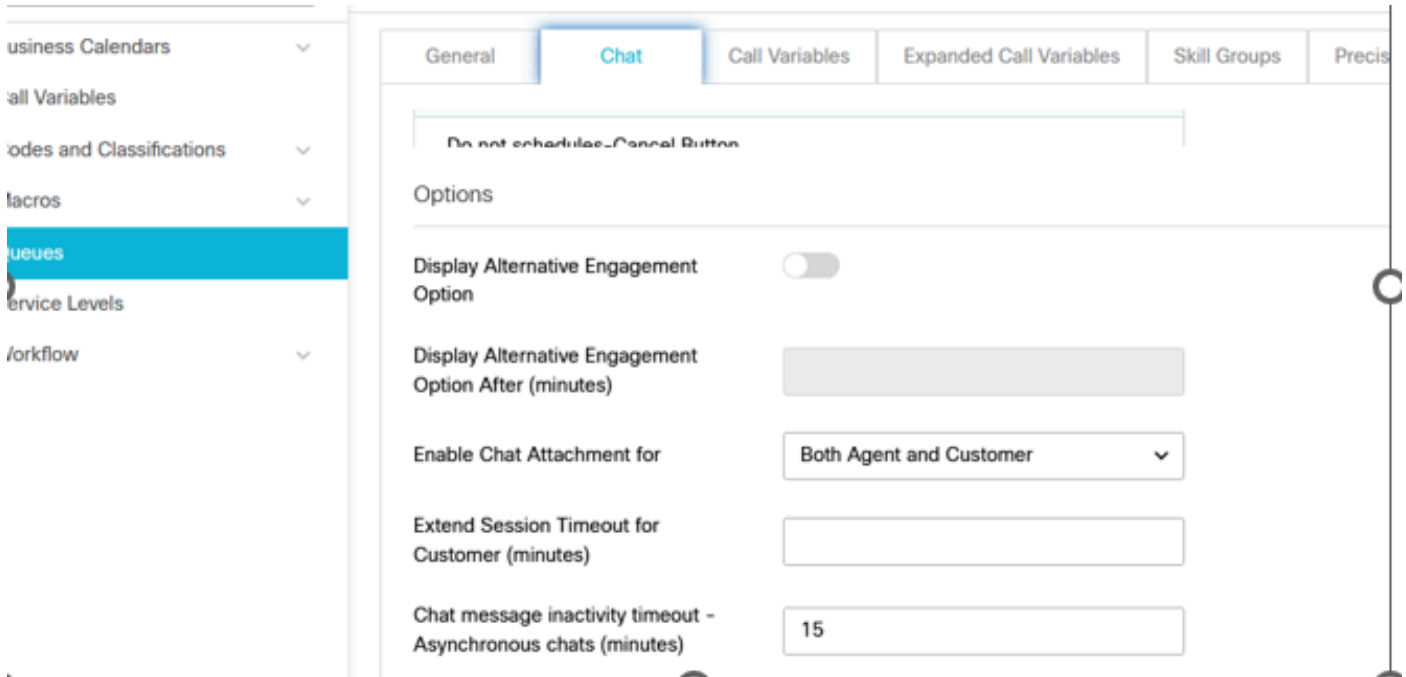
Step 3. Update the **component-config.json** under the custom folder `\templates\chat\example\custom` as shown in the image.

```
{
  "alternate-contact-options": {
    "Settings": {
      "chat.off-hours": [
      ],
      "chat.unavailable": [
      ],
      "chat.abandoned": [
      ],
      "chat.error": [
      ]
    },
    "Meta": {
```

*Component-config.json changes in Custom folder*

Step 4. Disable the Display Alternate Engagement Option under Queues . Select the department where the chat entry point is created, then navigate to Business Rules > Queues .

From there, choose the mapped queue under the Chat tab to disable the alternate engagement option, then save the changes.



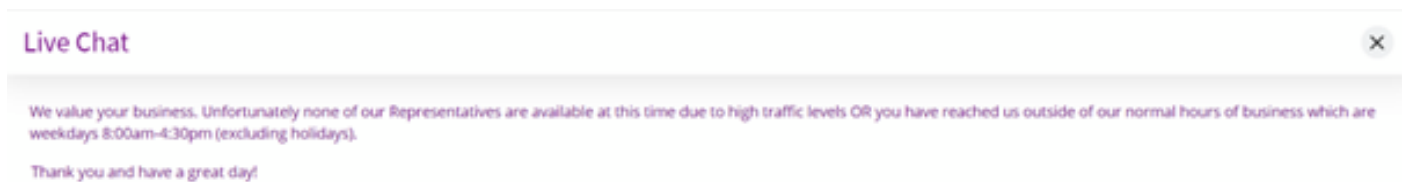
*Disable Display Alternate Engagement Option under Queues*

Step 5. Update the required messages to be displayed during the Chat Offhours/Agent Unavailable in the `en-us.json` file in the `custom\110n` folder.

## Verify

Use this section to confirm that your configuration works properly.

The chat window looks like this post modification:



*Chat window after disabling Alternate Options*



**Warning:** Never modify the base Aria Template. Instead, duplicate the folder, rename it as required, and then proceed with your modifications.

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## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

This is the key document you must review thoroughly before you start any ECE chat customisation. This is not a comprehensive list of ECE documents.

[Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources, Release 12.6](#)