# ECEチャットのカスタムチャット変数の設定

### 内容

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### 概要

このドキュメントでは、Cisco Email & Chat(ECE)でカスタムチャット変数を設定するプロセスに ついて説明し、Agent Desktopに渡すことができます。

# 前提条件

#### 要件

ECE 11.5以降

#### 使用するコンポーネント

ECEシステムコンソール

ECE管理者コンソール

Finesseエージェントデスクトップ

### 設定

ステップ1:PAコンソール – >ツール – >パーティションを開きます。デフォルト – >ビジネスオブ ジェクト – >属性設定 – >システム



ステップ2:作成した属性を[Agent Console - Chat Activity]の[Screen]にマップします。

Tools 🛛 📖 💥 💦 Refresh				Options	Messages	🕛 Log Out	() Help -
Tree: Tools							
C							
4 🛅 Tools	Name * Description						
Partition: default	Agent Console - Information - Chat - Activity Details screen Agent Console - Information - Chat - Activity Details screen						
Business Objects	Agent Console - Information - Email Activity Details screen	Age	gent Console - Inform	ation - Email Activity Details screen			
Attribute Settings	Agent Console - Search - Activity - Advanced screen	Age	gent Console - Search	- Activity - Advanced screen			
4 🧰 Screen	Agent Console - Search - Activity - Results screen	Age	gent Console - Search	- Activity - Results screen			
🦰 Language							
C System							
Departments							
4 💑 Service							
4 🫅 Business Objects							
4 🫅 Attribute Settings							
Creen							
	Properties: Agent Console - Information - Chat - Activity Details screen						
	General Attributes						
	Available attributes	Selected a	attributes				
	4 Objects	Name		Path	Displayable		
	Activity Details	PRO / Pick	ckup Number	Objects - Activity Details - casemgmt:acti	Yes	~	_
	PRO / Pickup Number	-					
	2					×	
		-					

ステップ3:ステップ1で作成した内部名を使用します。管理コンソールに移動し、コール変数と して作成します。

Administration 🛛 🚊 🤤	Refresh		🛞 Options 🖂 Messages 🕛 Log Out 🕜 Help	
Tree: Administration			E	C
D×C				
4 C Administration	Name *	Description	Mapped Custom Attribute	
4 🫅 Partition: default	δ <sup>™</sup> conference_flag		Conference Flag	1
> 🗀 Integration	δ <sup>™</sup> contact_point_data		Contact point	1
Security	ℓ <sup>m</sup> customer_name		Customer name	
Settings	6 customer_phone_no		Customer Phone Number	
Diser User	🖉 delay_time_in_min		Call Time	
4 🛅 Departments			Description	
4 7. Service	δiii due_date		Due on	
Archive Jobs	Si is_escalated		From web	
Calendar	Si last_action_reason		Reason for last action	
> 🖉 Chat	ℓ pickup_number	PRO/Pickup Number	PRO / Pickup Number	
Classifications	€ queue_id		Queue ID	1
Dictionaries	Rm subject		Subject	1
> 🖂 Email	Properties: pickup_number			C
Integration				
Dia Macros				
Security	General			
Settings	Name	Value		
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- C Workflow	Description	PRO/Dichon Number		
€ Call Variables	Manned Custom Attribute *	PRO / Ricken Number		
(1) Queues	mapped costern Proneste	Pro / Prop Herrice		-
( Service Levels				
4 🫅 Workflows				
DE Alarm				
P€ Inbound				
PE Outbound				

#### ステップ4:以前に作成したコール変数をチャットキューに割り当てる

Inter Litt Causes   Inter Description Adve   Interdiant Inter Description   Interdiant Inter Description   Interdiant Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdiant   Interdiant Interdint   Interdiant	Administration   👜 - Q	G				🛞 Options 🖂 Messages 🕕 Log Out 🤅	) Help +
Image: Second Secon	Tree: Administration						
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<ul> <li></li></ul>	4 🛅 Administration	Name *	Description	Active	Default Chat Transfer O	Queue Unified CCE Media Routing Doma	ain
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Image: Scoring     Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, Voice, Galanda, 154939079930       Image: Scoring     Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, Voice, Galanda, 154939079930       Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, Voice, Galanda, 154939079930       Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, Voice, Galanda, 154939079930       Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, Voice, Galanda, 154939079930       Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, No. Cont. Scoring, Coord, No. Yes       Image: Scoring     Defect queue created mapped to Scoring, No. Yes     No.     Coord, No. Cont. Scoring, Coord, No. Yes       Image: Scoring     Defect queue Create for NO. Scoring     Yes     No.     Cord, Cont. Scoring, Coord, No. Yes       Image: Scoring     Defect queue Create for NO. Scoring     Yes     No.     Cord, Cont. Scoring       Image: Scoring     Defect queue Create for NO. Scoring     Yes     No.     Cord, Cont. Scoring       Image: Scoring     Defect queue Create for No. Scoring     Yes     No.     Cord, Cont. Scoring       Image: Scoring     Defect queue Create for No. Scoring     Defect queue Create for No. Scoring	Integration	Chat queue	System provided queue for chat activities	Yes	Yes	N/A	
	Security	Cisco_Voice_Callback_1549390799503	Default queue created mapped to Cisco_Vo	Yes	No	Cisco_Voice	
Image: Spectra set of a partial second on quarter	El Settings	Cisco_Voice_DelayedCallback_1549390799	Default queue created mapped to Cisco_Vo	Yes	No	Cisco_Voice	
Image: Population in the popul	> 🫅 User	Default exception queue	System provided queue for exceptions	Yes	No	N/A	
A Service     No     ECC_Nat            B Archive bols           D         ECC_Enal_L2Service         Supervicey Queue for MRD ECC_Enal_2         Yes           No           NA             B Archive bols           ECC_Enal_L2Service         Supervicey Queue for MRD ECC_Enal_2         Yes           No           NA             B Classifications           ECC_Enal_Enal_CASS, MISSING, S           Yes           No           ECC_Enal_CASS             B Classifications           ECC_Enal_Enal_CASS, MISSING, S           Yes           No           ECC_Enal_Enal_CASS             B Classifications           ECC_Enal_Enal_CASS, MISSING, S           Yes           No           ECC_Enal_Enal_CASS             B Classifications           ECC_Enal_Enal_CASS, MISSING, S           Yes           No           ECC_Enal_Enal_CASS             B Classifications         Secontry         Secont	Departments	ECE_Chat_CS_Chat_SS		Yes	No	ECE_Chat	
Image: Second	4 Z. Service	ECE_Chat_TEST_Chat_SS		Yes	No	ECE_Chat	
<td< td=""><td>C Archive Jobs</td><td>ECE_Email_2_Service</td><td>Supervisory Queue for MRD ECE_Email_2</td><td>Yes</td><td>No</td><td>N/A</td><td></td></td<>	C Archive Jobs	ECE_Email_2_Service	Supervisory Queue for MRD ECE_Email_2	Yes	No	N/A	
	Calendar	ECE_Email_Email_Canada_Missing_SS		Yes	No	ECE_Email	
<td< td=""><td>E Chat</td><td>ECE_Email_Email_CS_SS</td><td></td><td>Yes</td><td>No</td><td>ECE_Email</td><td></td></td<>	E Chat	ECE_Email_Email_CS_SS		Yes	No	ECE_Email	
Indicatoriands      <	Classifications	ECE_Email_Email_NAE_SS		Yes	No	ECE_Email	
> © Enal Properties: ECE.Chat_TEST_Chat_SS     > © Integration   > © Marcia   > © Security   > © Call Variable Data   © Service Levels   · © Serv	C Dictionaries	The per pairs pairs have co		v	N-	FOT 5	
Sources      Sources	> 🖂 Email	Properties: ECE_Chat_TEST_Chat_SS					
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<td< td=""><td>Macros</td><td colspan="5"></td></td<>	Macros						
Image: Service Call Variables     Call Variable Data     Ca	E Security	General Chat Email Call Variables Ap	plication Strings Expanded Call Variables	Concurrent Task Limit			
Image: Call Variable Data     Call Variable Data     Image: C	El Settings	Available Call Variables		Sel	ected Call Variables		
Image: Call Variables     Image: Call Variables <td< td=""><td>User</td><td>Call Variable Data</td><td></td><td></td><td>Call Variable Data</td><td></td><td></td></td<>	User	Call Variable Data			Call Variable Data		
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Conses     Subject       I Subject     I Subject       I Subject <t< td=""><td>8 Call Variables</td><td>delay time in min</td><td></td><td><u>^</u> 28</td><td>head?</td><td></td><td></td></t<>	8 Call Variables	delay time in min		<u>^</u> 28	head?		
Image: Service Levels     is_excluited       Image: Service Levels     is_excluited       Image: Service Levels     conference_flag       Image: Service Levels     conference_flag       Image: Service Levels     case_type       Image: Service Levels     case_	C Queues	abject					
Image: Constraint of Constr	( Service Levels	is_escalated conference.flag					
DE Alarm     case_type       DE Inbound     last_action_reason       DE Outbound     queue_id       description     assigned to	4 🛅 Workflows						
DE Integrand description reason DE Outbound queue_id description assigned to the term of t	PE Alarm	case type					
off Outbound     queue_id       description        ascington	P€ Inbound	last action_reason					
description v	PE Outbound	a const id					
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		assigned to		~			

ステップ5:ここで、webserverのeGainLiveConfig.Jsの下にconfigを追加します

{

```
paramName : 'L10N_PICKUP_NUMBER_PROMPT',
objectName : 'casemgmt::activity_data',
attributeName : 'pickup_number',
primaryKey : '0',
required : '0',
minLength : '0',
maxLength : '15',
fieldType : '1',
```

ステップ6:これで、お客様のチャットテンプレートに設定を追加し、使用する必要があるテンプレートに対してC:\ECE\eService\templates\chat\で作成された値を入力できます。

ステップ7:パラメータを追加する

}

L10N\_PICKUP\_NUMBER\_PROMPT = "PRO / Pickup Number"

# 確認

チャットウィンドウは、変更後の次のようになります。

エージェントコンソールで、追加の変数が表示されます。

cisco	الالالالالالالالالالالالالالالالالالال								
Home Ma	Home Manage Chall and Email My History								
💪 Make	Make a New Call								
Manage Ch	at and Email								
<b>*</b>	Chat			æ					
	Transfer Notes		Activity Details Activity Body						
	25565 Mark Antony Hi	© 00:00:15 📀	Customer Name Mark Antony						
	ECE_Chat_TEST_Chat_SS	00:00:18	Assigned To Test Agent5						
Q			Department Name Service						
			Queue Name ECE_Chat_TEST_Chat_SS						
			Created On 04/10/2019	8 <b>(9)</b>					
			Substatus In Progress						
			PRO / Pickup Number 12345 I						
				Save					
			Classifications	* 1					