promero

The Right Technology, the Right Results

Adding Chat Interactions
to a Project

V1.0

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ORACLE CERTIFIED PARTNER
promero

Table of Contents

This product guide is divided into sections; each section describes a specific topic.
Certain typographical conventions are used throughout this product guide. See below:

- All commands you enter via keystrokes appear in bold (e.g., Press **Enter** or
  Press **Ctrl-I**).
- All text commands you enter into text boxes or other command line typing appear in
  italics (e.g., type *active*).
- All pull down menu options, figure references, and table references appear in italics in
  the menu order to select (i.e., Choose *File> Open*).
- There are three types of special text that are designed to reveal supplemental
  information: Note, Warning, and Caution. See below.

A **NOTE** provides additional, helpful information. This information may tell you how to
do a certain task or just be a reminder for how-to's given in previous sections

A **WARNING** provides information about how to avoid harm to your system
(i.e., do not delete your company).

A **CAUTION** provides information about how to avoid malfunction or unwanted
Results (i.e., When using the IN logic always separate text with a single quote).

To set up a chat project

You can set up chat projects to handle Web-based chat requests so that you can control:

- How to route the chat request
- The Web pages to display to the customer while Oracle Contact Center Anywhere handles the chat request
- The Web page content to provide to agents for sending to customers

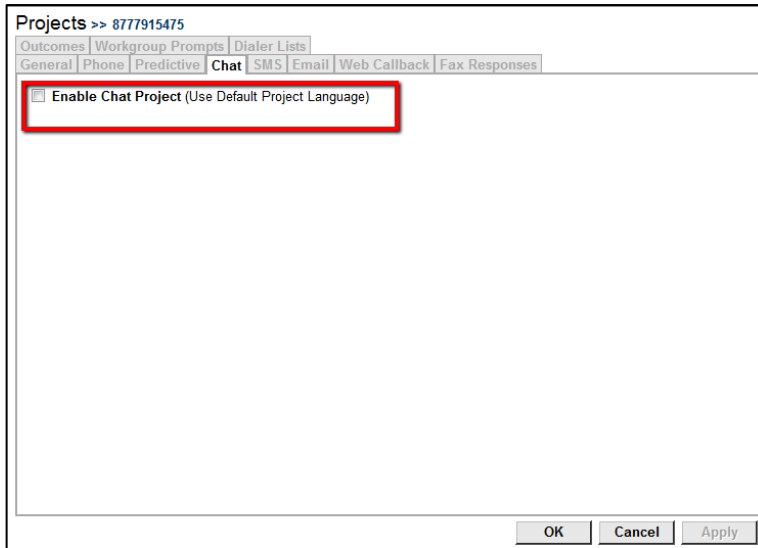1. Within the project, click the Chat tab, and then click Enable Chat Project.

Figure 1
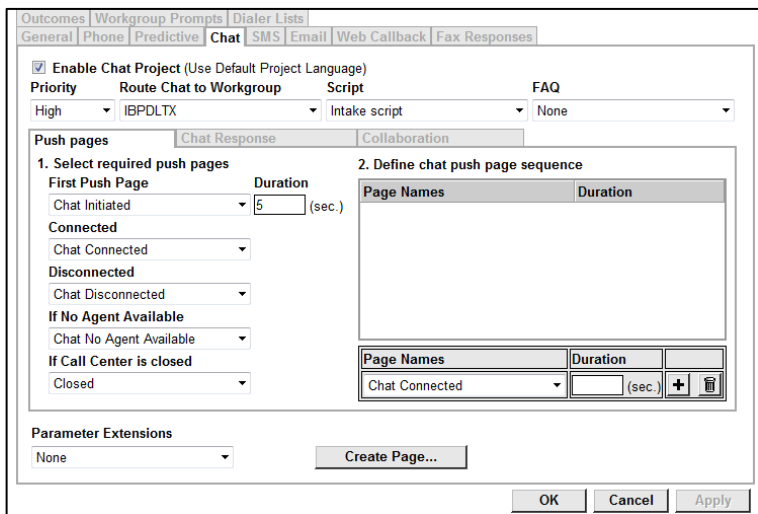
2. The screen opens to the Push pages subtab.

Figure 2

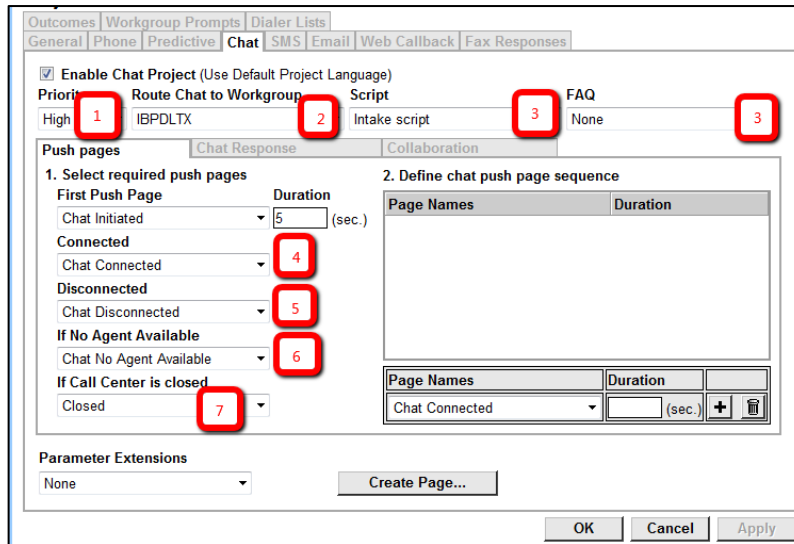3.Complete the fields.

The following table describes the fields.

Figure 3

	Field	Description
1	Priority	From the drop-down list, select the priority level to assign to interactions reaching this chat project.
		Project priority determines the routing order. Oracle Contact Center Anywhere routes interactions through projects with a high priority before routing interactions through a project with a low priority.
2	Route Chat to Workgroup	From the drop-down list, select the workgroup containing the agents who will handle the chat requests coming into this project.
		You must select a workgroup before you can enable parameter extension for third-party application integration.
3	Script FAQ	From the drop-down lists, select the script and FAQ URLs to display on the agent's screen upon receiving the chat interaction.
4	Connected	From the drop-down list, select the Web page to display to the customer after successfully connecting to an agent.
5	Disconnected	From the drop-down list, select the Web page to display to the customer when the agent disconnects from the customer.
6	If No Agent Available	From the drop-down list, select the Web page to display to the customer if no agents are available to handle the chat request.
7	If Contact Center is Closed	From the drop-down list, select the Web page to display to the customer if the contact center is closed.

Figure 4

3. Click Apply
4. Click Create page