



## **Enterprise Chat and Email Administrator's Guide to Tools Console, Release 11.5(1)**

**For Unified Contact Center Enterprise**

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# Contents

- Preface ..... 4**
  - About This Guide ..... 5
  - Obtaining Documentation and Submitting a Service Request ..... 5
  - Documentation Feedback ..... 5
  - Field Alerts and Field Notices ..... 5
  - Document Conventions ..... 6
  - Other Learning Resources ..... 6
    - Online Help ..... 6
    - Document Set ..... 6
  
- Chapter 1: Console Basics ..... 8**
  - Key Terms and Concepts ..... 9
  - Elements of the User Interface ..... 9
  
- Chapter 2: Language Option ..... 11**
  - Setting Language Options for the User Interface ..... 12
  
- Chapter 3: Custom Attributes ..... 14**
  - About Business Objects ..... 15
  - Creating Custom Attributes ..... 15
  - Creating Macros for Custom Attributes ..... 16

# Preface

- ▶ [About This Guide](#)
- ▶ [Obtaining Documentation and Submitting a Service Request](#)
- ▶ [Documentation Feedback](#)
- ▶ [Field Alerts and Field Notices](#)
- ▶ [Document Conventions](#)
- ▶ [Other Learning Resources](#)

Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

## About This Guide

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*Enterprise Chat and Email Administrator's Guide to Tools Console* introduces you to the Tools Console and helps you understand how to use it to configure and extend business objects.

## Obtaining Documentation and Submitting a Service Request

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For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

## Documentation Feedback

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To provide comments about this document, send an email message to the following address: [contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

## Field Alerts and Field Notices

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Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into [www.cisco.com](http://www.cisco.com) and then access the tool at <http://www.cisco.com/cisco/support/notifications.html>

# Document Conventions

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This guide uses the following typographical conventions.

| Convention      | Indicates  |
|-----------------|--|
| <i>Italic</i>   | Emphasis.<br>Or the title of a published document.   |
| <b>Bold</b>     | Labels of items on the user interface, such as buttons, boxes, and lists.<br>Or text that must be typed by the user. |
| Monospace       | The name of a file or folder, a database table column or value, or a command.  |
| <i>Variable</i> | User-specific text; varies from one user or installation to another.   |

*Document conventions*


## Other Learning Resources

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Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

## Online Help

The product includes topic-based as well as context-sensitive help.

| Use  | To view   |
|--|---|
|  <b>Help</b> button | Topics in <i>Enterprise Chat and Email Help</i> ; the Help button appears in the console toolbar on every screen. |
| F1 keypad button   | Context-sensitive information about the item selected on the screen.  |

*Online help options*

## Document Set

The Enterprise Chat and Email documentation is available in the `Documents` folder on the product CD. The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

The document set contains the following guides:

- ▶ *System Requirements for Enterprise Chat and Email*
- ▶ *Enterprise Chat and Email Installation Guide*
- ▶ *Enterprise Chat and Email Browser Settings Guide*

## **User guides for agents and supervisors**

- ▶ *Enterprise Chat and Email Agent's Guide*
- ▶ *Enterprise Chat and Email Supervisor's Guide*

## **User guides for administrators**

- ▶ *Enterprise Chat and Email Administrator's Guide to Administration Console*
- ▶ *Enterprise Chat and Email Administrator's Guide to Routing and Workflows*
- ▶ *Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources*
- ▶ *Enterprise Chat and Email Administrator's Guide to Email Resources*
- ▶ *Enterprise Chat and Email Administrator's Guide to Reports Console*
- ▶ *Enterprise Chat and Email Administrator's Guide to System Console*
- ▶ *Enterprise Chat and Email Administrator's Guide to Tools Console*

# 1

# Console Basics

- ▶ [Key Terms and Concepts](#)
- ▶ [Elements of the User Interface](#)



A highly specialized workspace for business analysts and programmers, the Tools Console lets you configure business objects according to the needs of your organization. This console even lets you extend business objects by creating custom attributes and values. You can also customize screens through this console.

## Key Terms and Concepts

Here are some of the key terms and concepts used in Tools Console.

### System settings

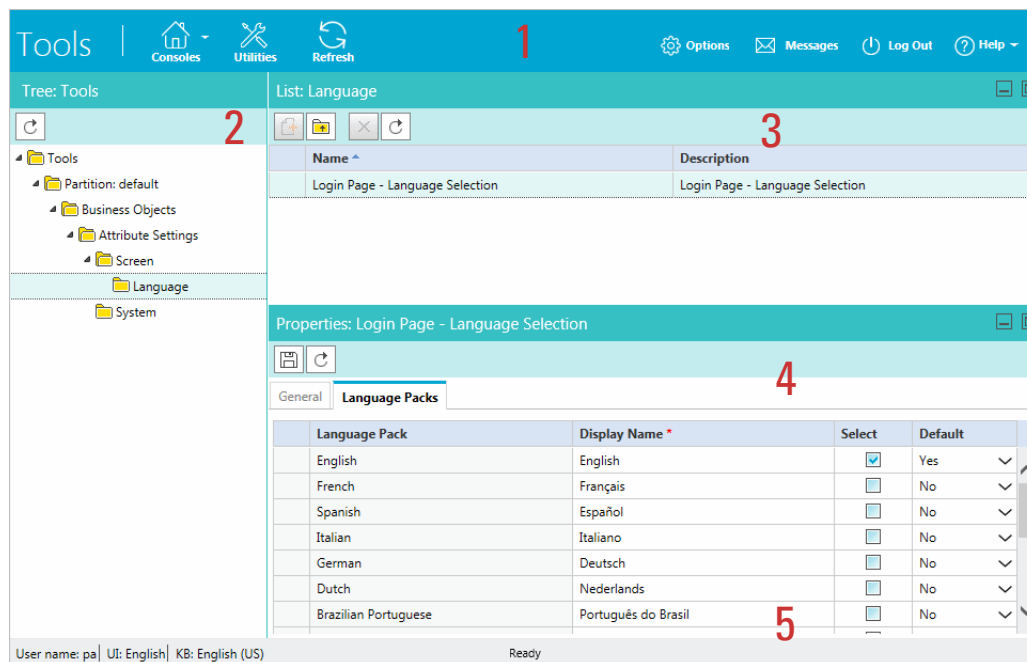
System Settings let you configure business objects for the entire system. Business objects, such as customer or user data, consist of numerous attributes. Based on the needs of your business, you can define the scope of an object by configuring which attributes to make available. You can also extend the objects in the system by adding custom attributes and values.

### Screen settings

Screen Settings give you the flexibility to adjust the language of the user interface for users.

## Elements of the User Interface

To get to know the console user interface better, let us begin by dividing it into five functional areas:



*Elements of the console user interface*

1. **Console toolbar:** The main toolbar of the console appears at the top of the screen. It provides quick access to commonly performed actions such as “refresh,” “view Help,” and “log out.”
2. **Tree pane:** The Tree pane presents the contents of your work area as a tree list, allowing you to select the node (folder) that you wish to work in. When you select a folder, its first-level contents are displayed in the List pane.  
  
To expand all first and second level nodes with a single click, shift + click the plus [+] button next to the topmost node. The contents of all first and second level nodes are displayed in the Tree pane.
3. **List pane:** The List pane displays first-level contents of the folder selected in the Tree pane. You can view the name, description, date of creation, etc., of displayed items. In this pane, you can create items or select existing ones to modify or delete them.
4. **Properties pane:** The Properties pane displays the contents of the folder or article selected in the List pane. In this pane, you can edit the properties of the selected item.
5. **Status bar:** The status bar is present at the bottom of every screen. It displays the following information:
  - The user name with which the user has logged in to the system.
  - The language currently in use.
  - The status of the system (Loading, Ready, etcetera).

# 2 Language Option

- ▶ [Setting Language Options for the User Interface](#)

# Setting Language Options for the User Interface

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The Enterprise Chat and Email user interface (UI) is available in the following 15 languages:

- ▶ English
- ▶ French
- ▶ Spanish
- ▶ Italian
- ▶ German
- ▶ Dutch
- ▶ Brazilian Portuguese
- ▶ Portuguese
- ▶ Danish
- ▶ Swedish
- ▶ Russian
- ▶ Canadian French
- ▶ Chinese
- ▶ Japanese
- ▶ Korean

By default the English language is selected. If users need to access the application in more than one language, you can provide a list of languages on the login page for the user to select from.

## To set the language for the user interface:

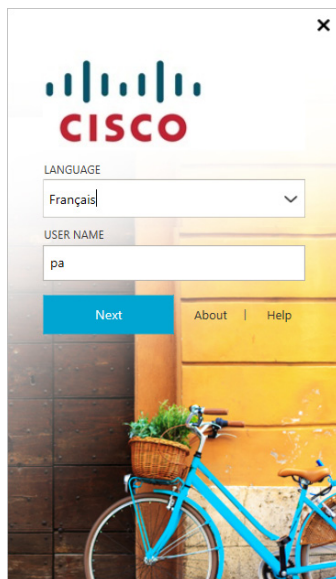
1. In the Tree pane, browse to **Tools** > *Partition\_Name* > **Business objects** > **Attribute settings** > **Screen** > **Language** > **Login Page**.
2. In the List pane, select **Login page - Language Selection**.

- In the Properties pane, on the Language Packs tab, select the language in which you want to display the UI and set it as the default language pack. By default **English** is selected and is set as the default language pack.

| Language Pack        | Display Name *      | Select                              | Default |
|----------------------|---------------------|-------------------------------------|---------|
| English              | English             | <input checked="" type="checkbox"/> | Yes     |
| French               | Français            | <input checked="" type="checkbox"/> | No      |
| Spanish              | Español             | <input checked="" type="checkbox"/> | No      |
| Italian              | Italiano            | <input type="checkbox"/>            | No      |
| German               | Deutsch             | <input type="checkbox"/>            | No      |
| Dutch                | Nederlands          | <input type="checkbox"/>            | No      |
| Brazilian Portuguese | Português do Brasil | <input type="checkbox"/>            | No      |
| Portuguese           | Português           | <input type="checkbox"/>            | No      |
| Danish               | Dansk               | <input type="checkbox"/>            | No      |
| Swedish              | Svenska             | <input type="checkbox"/>            | No      |
| Russian              | Русский             | <input checked="" type="checkbox"/> | No      |
| Canadian French      | Français Canadien   | <input type="checkbox"/>            | No      |
| Chinese              | Chinese             | <input checked="" type="checkbox"/> | No      |
| Japanese             | Japanese            | <input type="checkbox"/>            | No      |
| Korean               | Korean              | <input type="checkbox"/>            | No      |

*Select the language packs*

If you want the users to be able to view the UI in multiple languages, then select the language packs to be made available to the users. When more than one language packs are selected, then a new **Language** option shows on the login page. At the time of login, the user can select the language in which he wants to see the UI.



*A sample Login page*

- Click the **Save**  button.

# 3 Custom Attributes

- ▶ [About Business Objects](#)
- ▶ [Creating Custom Attributes](#)
- ▶ [Creating Macros for Custom Attributes](#)

# About Business Objects

You can customize the business objects by adding custom attributes. You can add custom attributes to the following business objects.

- ▶ **Activity data** (The custom attributes automatically becomes available for: **Activity search data**, **Generic activity data**)

## Creating Custom Attributes

You can add custom attributes to the following business objects.


- ▶ Activity data: The custom attributes added for activity data automatically becomes available for:
  - Activity search data
  - Generic activity data



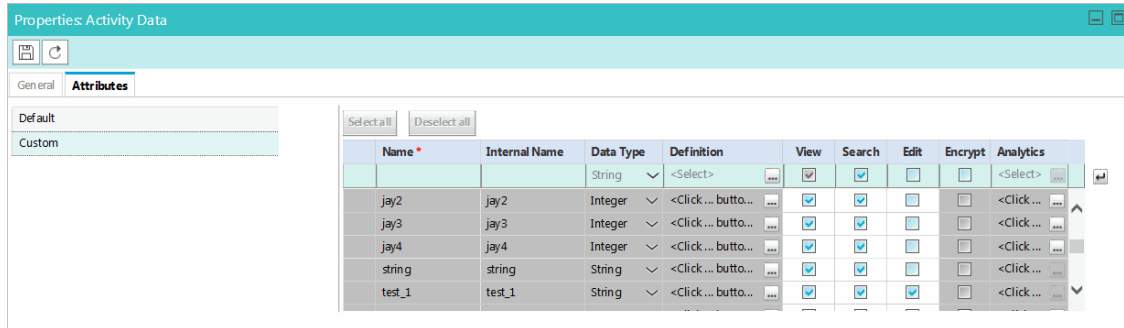
**Important:** Once you create a custom attribute it cannot be deleted and its properties cannot be changed.

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### To add a custom attribute:

1. In the Tree pane, browse to **Tools** > *Partition\_Name* > **Business Objects** > **Attribute settings** > **System**.
2. In the List pane, select Activity Data.  
In the Properties pane, the Attributes tab is selected automatically.
3. In the Attributes tab go to the Custom section and provide the following details.
  - **Name:** Type a name for the custom attribute. The following characters are not allowed in the name: ~ ! @ # \$ % ^ & \* ( ) \_ - + ? > < { } | [ ] = \ / , .(dot) : ; “ ” ‘ ’. Also, the name cannot start with a digit.
  - **Data Type:** Select the type of data for the custom attribute. The options available are **String** and **Integer**.
  - **Definition:** Click the **Assistance**  button. In the Define Custom Attribute window, different options are available for the integer and string data type. For integer data type, the data size nine is specified and it can't be changed. You can provide a default value for this field. For string data type, provide the following details.
    - **Data size:** You can specify the maximum characters the custom attribute can have. The default value is eight. You can give a value between one and 4000. For example, if you give a value 10, then you cannot enter data exceeding 10 characters, in the custom field.
    - **String type:** This option gives you the flexibility to define how the data can be entered in the custom field. You have two options available:
      - **User specified in a text box:** You can provide an empty field where the user can type any data. You can also give a default value for the field.
      - **User-selected in the list of choice below:** Provide a list of possible values, from which the user can select one. You can specify a default value for the field. Also, you can allow users to select multiple values from the list.

- **View:** Select this option if you want to show this attribute in the screens at the department level.
- **Search:** This feature is not available yet.
- **Edit:** Select this option if you want to allow the agents to edit this field.
- **Encrypt:** This option is enabled only if the data type selected is string.
- **Analytics:** This feature is not available for ECE at this time. Do not enable Analytics for custom attributes without consulting your Cisco Administrator.



Create a custom attribute

4. Click the **Save**  button.

## Creating Macros for Custom Attributes

You can create macros for the custom attributes added to some of the business objects. For details, see *Enterprise Chat and Email Administrator's Guide to Administration Console*.