



Enterprise Chat and Email Administrator's Guide to Tools Console, Release 12.5(1)

For Unified Contact Center Enterprise

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Preface

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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

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.

Related Documents

The latest versions of all Cisco documentation can be found online at <https://www.cisco.com>

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise (PCCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

Communications, Services, and Additional Information

- ▶ To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

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 and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. 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

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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

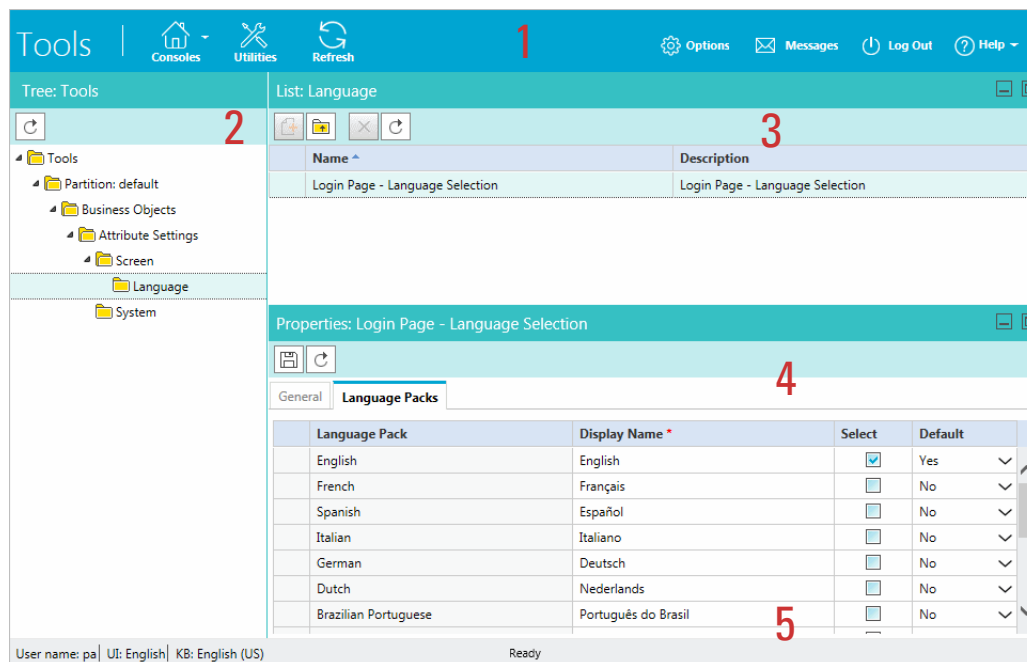
System Settings let you configure business objects for the entire system. Business objects, such as customer or user data, consist of numerous attributes. Based on the needs of your business, you can define the scope of an object by configuring which attributes to make available. You can also extend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

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:

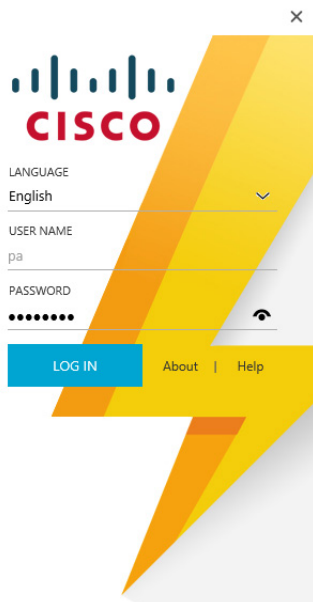
1. In the Tree pane, browse to **Tools** > *Partition_Name* > **Business objects** > **Attribute settings** > **Screen** > **Language** > **Login Page**.
2. In the List pane, select **Login page - Language Selection**.

- 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](#)
- ▶ [Adding Custom Attributes to Screens](#)
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About Business Objects

Every activity that is created in the application when a customer contacts a support center has a substantial amount of information immediately tied to it upon creation. For example, Activity ID, Case ID, Type, status, Creation Date, Due Date, Priority, and so on. Depending on the needs of your contact center, some activity information is more valuable to agents than others. You can customize the business objects by adding custom attributes. You can add custom attributes to the following business objects.

- ▶ **Activity Object Data:** The custom attributes automatically becomes available for: Activity search data, Generic activity data.
- ▶ **Contact Person Data:** The custom attributes automatically becomes available for: Contact person search data.
- ▶ **Customer Object Data:** The custom attributes automatically becomes available for: Customer search data, Change customer data, Corporate customer data, Group customer data, Individual customer data.

Creating Custom Attributes




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

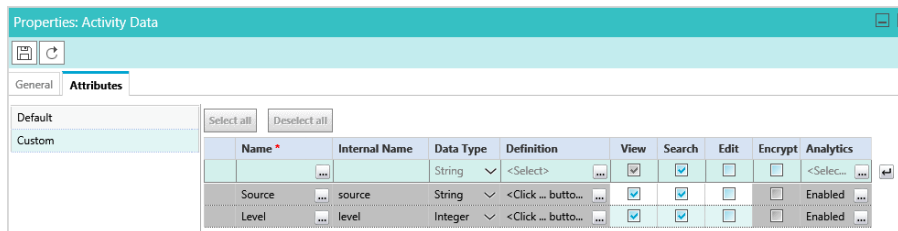
To add a custom attribute:

1. In the Tree pane, browse to **Tools > Partition_Name > Business Objects > Attribute settings > System.**
2. In the List pane, select one of the following:
 - **Activity Data**
 - **Contact Person Data**
 - **Customer 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.

Adding Custom Attributes to Screens

After creating the custom attributes make sure you add them to the screens where you want them to show in the system. You can specify which attribute you want to show in the screens and the order in which they should appear for each department. Each screen has a number of attributes that cannot be removed.

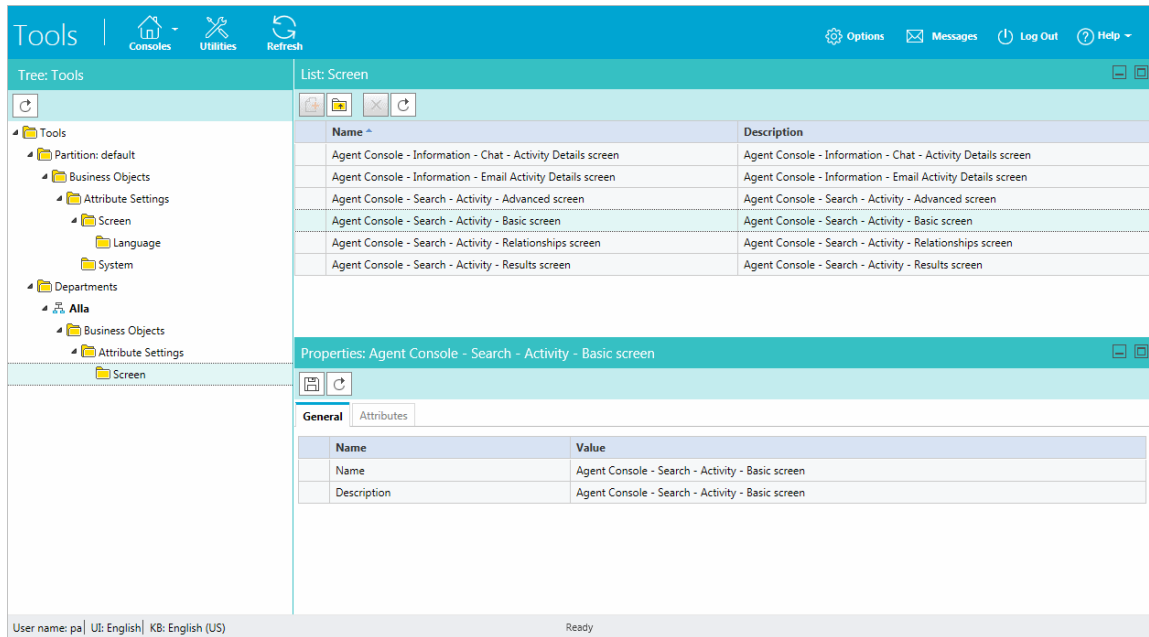
For each department, you can customize the following screens:

- ▶ Agent Console - Information - Chat - Activity Body screen
- ▶ Agent Console - Information - Email Activity Details screen
- ▶ Agent Console - Search - Activity - Advanced screen
- ▶ Agent Console - Search - Activity - Basic screen
- ▶ Agent Console - Search - Activity - Relationships screen
- ▶ Agent Console - Search - Activity - Results screen


To customize a screen:

1. In the Tree pane, browse to **Tools > Departments > *Department_Name* > Business Objects > Attribute Settings > Screen.**

2. In the List pane, select the screen you want to customize.



Select the screen to add the attributes to

3. In the Properties pane, go to the **Attributes** tab and do the following.
 - a. Select the attributes you want to add to the screen.
 - b. In the selected attributes list, specify if you want display the attribute or not.
 - c. Also, you can change the order of the attributes. Select the attribute you want to move up or down the order and click the **Move up** or **Move down** button.
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*.