

# Configure Enterprise Chat and Email (ECE) Quick Links and Responses

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## Introduction

This document describes the procedure to create Quick Links and Quick Response in ECE. Similar procedure can be used to create Header, Footer, Greetings, Signatures and Auto Acknowledgements for e-mails.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Finesse
- Cisco ECE

### Components Used

The information in this document is based on these software and hardware versions:

- UCCE 11.6
- Finesse 11.6
- ECE 11.6

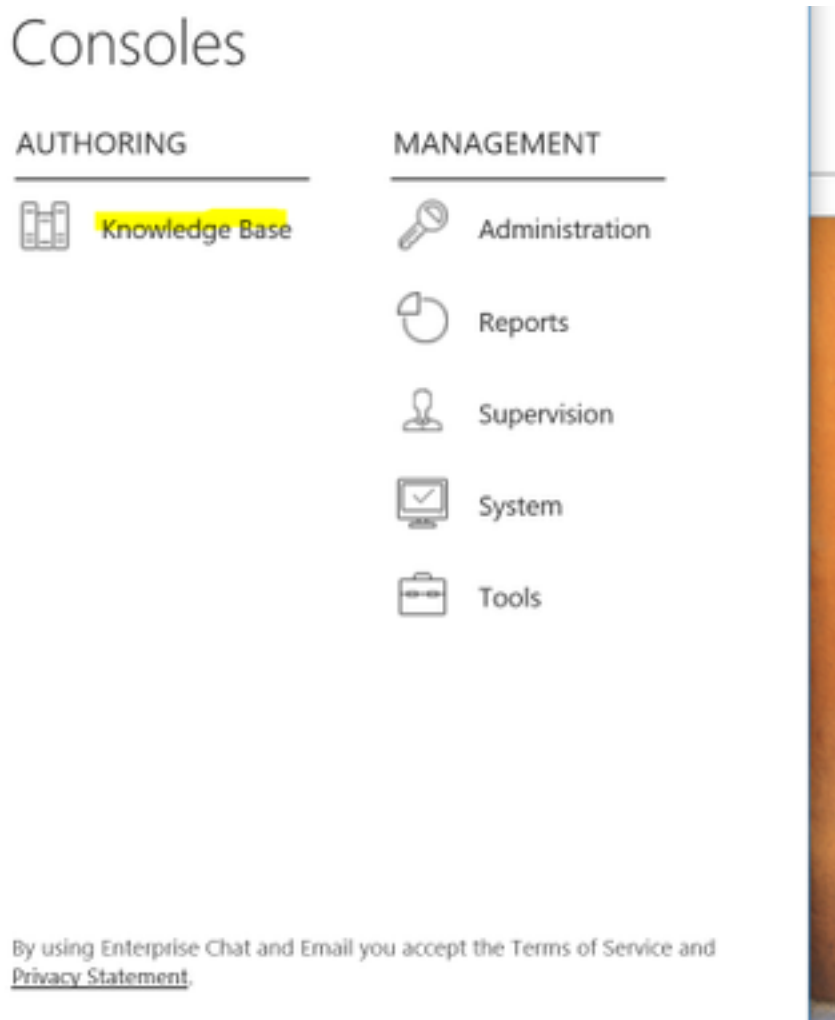
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem: How to Create Quick Links and Quick Responses in ECE

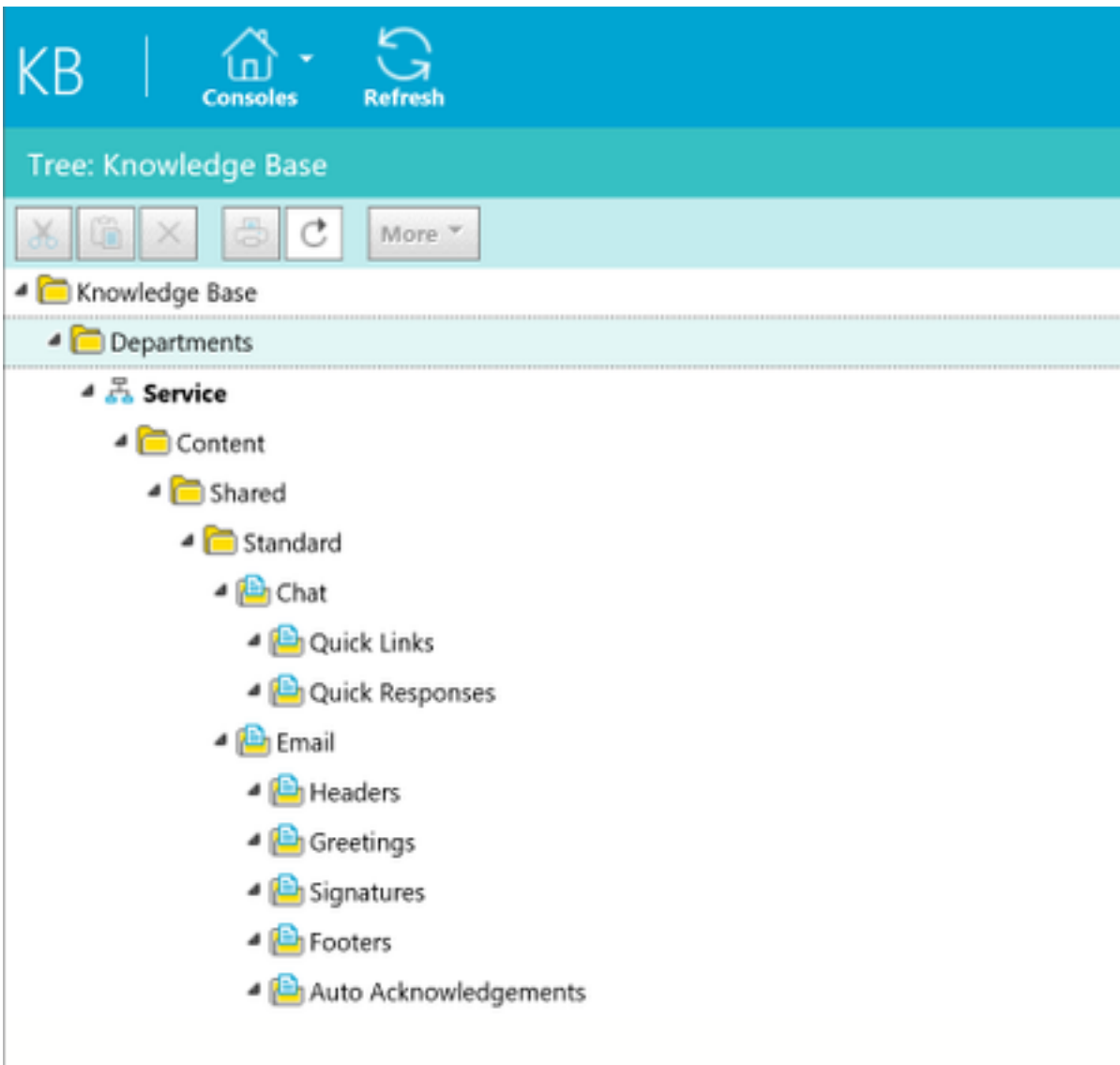
You can see how to add ECE Quick Links and Responses for Chat and also Header, Footer, Greetings, Signatures and Auto Acknowledgements for Emails.

## Solution

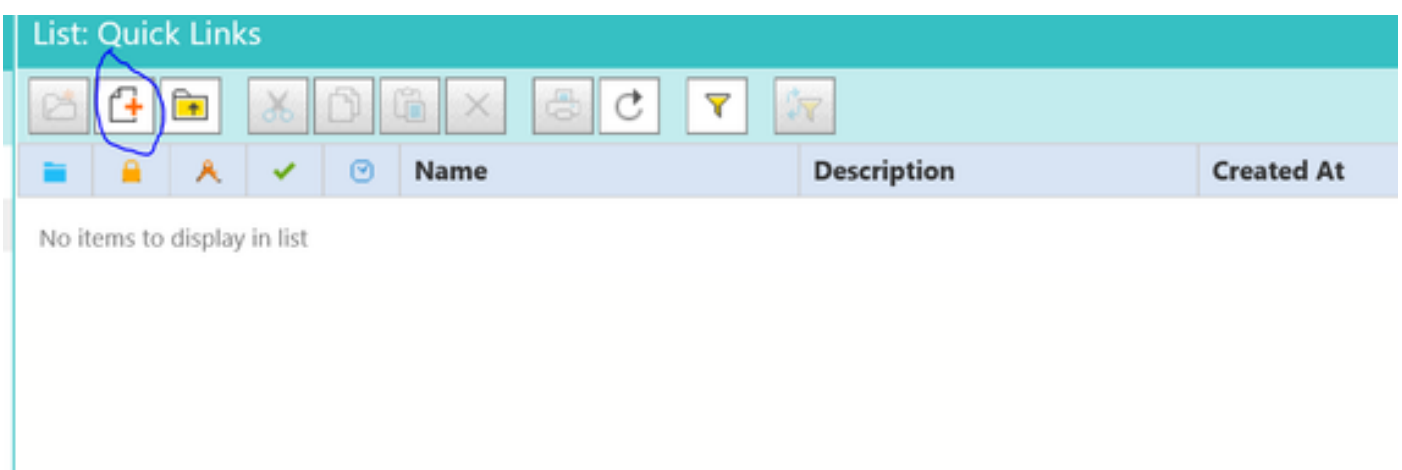
Step 1. Log in into PA console and choose **Knowledge Base** under Authoring section.



Step 2. When you navigate under Knowledge Base, you would see these options.



Step 3: Navigate to **Chat > Quick Links**:



Step 4. Click **New Article**. Create the article name and provide the contents:

General		Content
Name	Value	
Translation status	Translation is up-to-date	
Folder	Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links	
Name *	Google Flight Search	
Article ID	ECE-2036	
Description		
Language	English (US)	
Created by	pa	
Owned by	pa	

General

**Content**

Source

B
I
U
S
x<sub>2</sub>
x<sup>2</sup>
I<sub>x</sub>

https://www.google.com/flights

Step 5. Once you updated the content, save and click on **Check In**, **Checkout** and **Publish**.

**Check-In**

Publish

Notes

More ▾

General		Content
Name	Value	
Translation status	Translation is up-to-date	
Folder	Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links	
<span style="color: blue;">●</span> Name *	Google Flight Search	
Article ID		
Description		
Language	English (US)	
Created by		
Owned by	pa	

**Checkout**

Notes

More ▾

General		Content
Name	Value	
Translation status	Translation is up-to-date	
Folder	Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links	
Name *	Google Flight Search	
Article ID	ECE-2036	
Description		
Language	English (US)	
Created by	pa	
Owned by	pa	

List: Quick Links

Name	Description	Created At	Created By	Last Modified
Google Flight Search		10/26/2018 06:48 PM	pa	10/26/2018

Properties: ECE-2036 | Google Flight Search

Check-In Publish Notes More

General Content

Enter Summary -- Webpage Dialog

Summary

Characters Remaining: 205

Publishing the Quick Link for Google Flight Search

OK Cancel

Name	Value
Translation status	Translation is up-to-date
Folder	Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Links
Name *	Google Flight Search
Article ID	ECE-2036

As soon as you publish, the article is ready to integrate with available Queue's.

List: Quick Links

Name	Description	Created At	Created By
Google Flight Search		10/26/2018 06:48 PM	pa

For Quick Response:

Procedure is same as Quick Links configuration. Navigate to **PA console > Knowledge Base > Departments > Service > Content > Shared > Standard > Chat > Quick Response**

Step 1. Create a new article.

Name	Description	Created At	Created By	Last Modified At	Last Modified By	Type	Checked Out By
No items to display in list							

Properties: New Article

Check-In Publish Notes More ▾

General Content

Name	Value
Translation status	Translation is up-to-date
Folder	Knowledge Base\Departments\Service\Content\Shared\Standard\Chat\Quick Responses
Name *	Welcome Message
Article ID	
Description	
Language	English (US)
Created by	
Owned by	pa

Step 2. Save it and Navigate to the **Content** tab and enter the Welcome message and Save the Content.

Properties: ECE-2037 | Welcome Message

Check-In Publish Notes More ▾

General **Content**

Source [Rich Text Editor Icons]

**B** *I* U **S**  $x_2$   $x^2$   $I_x$ 

 [List Icons] [Quote Icon] [Link Icon] [Unlink Icon] [Normal] Font S... A A

Welcome to the Cisco Contact Center Solution, You have reached to Sales team, and How may I help you ?

Step 3. Once you save it. Click **Check-In**, **Checkout** and **Publish**. Quick Response is ready to Integrate with Queue's now.

This section of the article describes how to integrate the article you have created for a Queue.

Step 1. Return back to Administrator Console and Navigate to Queue and Select the Queue for which you have the KB articles created.

Step 2. Once you select the Queue, click on Chat and you can see the articles. Now you have moved the article from Available to Selected and Save it.

Tree: Administration



- Administration
  - Partition: default
  - Departments
    - Service**
      - Archive Jobs
      - Calendar
      - Chat
      - Classifications
      - Dictionaries
      - Email
      - Macros
      - Security
      - Settings
      - User
      - Workflow
        - Call Variables
        - Queues**
        - Service Levels
        - Transfer Codes
        - Workflows

## List: Queues



Name ^	Description	Active
Call queue	System provided queue for call track activities	Yes
Chat queue	System provided queue for chat activities	Yes
Cisco_Voice_Callback_1518050804509	Default queue created mapped to Cisco_Voice MRD	Yes
Cisco_Voice_DelayedCallback_1518050804509	Default queue created mapped to Cisco_Voice MRD	Yes
Default exception queue	System provided queue for exceptions	Yes
<b>ECE_CHAT_CH</b>		Yes
ECE_EM_IN_EM_IN		Yes
ECE_EM_IN_Service	Supervisory Queue for MRD ECE_EM_IN	Yes
ECE_EM_OUT_EM_OUT		Yes
ECE_EM_OUT_Service	Supervisory Queue for MRD ECE_EM_OUT	Yes
Email queue	System provided queue for email activities	Yes

## Properties: ECE\_CHAT\_CH



General **Chat** Email Call Variables Application Strings Expanded Call Variables Concurrent Task Limit

Routing

Users and User Groups

Media

### Available quick links


- Quick Links
  - Google Flight Search

### Available quick responses

- Quick Responses
  - Welcome Message



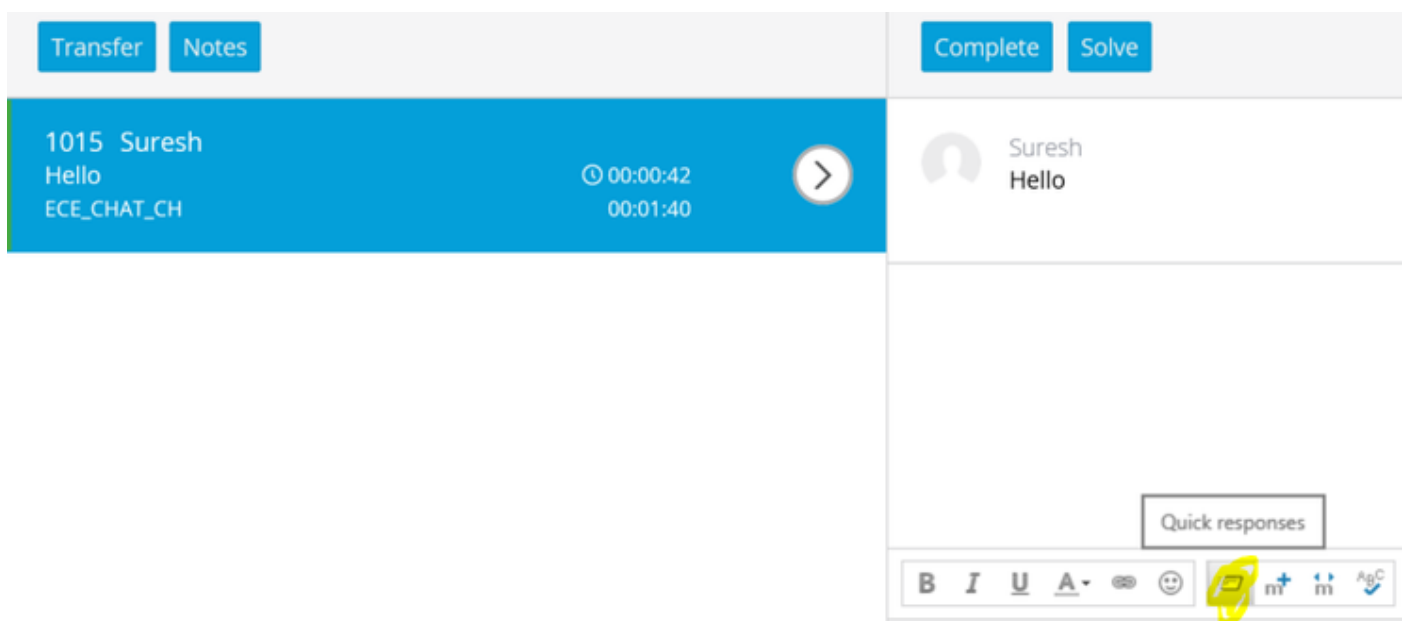
### Selected quick links

	Name
	Google Flight Search

### Selected quick responses

	Name
	Welcome Message

As soon as agent receives the Chat, Agent can choose their Quick Response or Quick Links:



The screenshot shows a chat interface with a chat window on the left and a toolbar on the right. The chat window displays the following information:

- Transfer
- Notes
- 1015 Suresh
- Hello
- ECE\_CHAT\_CH
- 00:00:42
- 00:01:40
- >

The toolbar on the right includes the following elements:

- Complete
- Solve
- Quick responses (highlighted with a yellow circle)
- Rich text editor icons: B, I, U, A-, link, smiley, and a yellow circle icon.
- AgC

Transfer Notes

1015 Suresh  
Hello  
ECE\_CHAT\_CH

00:02:32  
00:03:30

Complete Solve

Suresh  
Hello

B I U A- [Icons]

Welcome Message

1015 Suresh  
Hello  
ECE\_CHAT\_CH

00:03:04  
00:04:02

Suresh  
Hello

Yc

B I U A- [Icons]

Welcome to the Cisco Contact Center Solution, You have reached to Sales team, and How may I help you ?

You can use the same procedure for Email queues, in order to create Header, Footer, Greetings and Auto Acknowledgments.