

配置企业聊天和电子邮件(ECE)快速链接和响应

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[问题：如何在ECE中创建快速链接和快速响应](#)

[解决方案](#)

简介

本文档介绍在ECE中创建快速链接和快速响应的过程。类似的过程可用于为电子邮件创建页眉、页脚、问候语、签名和自动确认。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心企业版(UCCE)
- 思科Finesse
- 思科ECE

使用的组件

本文档中的信息基于以下软件和硬件版本：

- UCCE 11.6
- Finesse 11.6
- ECE 11.6

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

问题：如何在ECE中创建快速链接和快速响应

您可以看到如何为聊天添加ECE快速链接和响应，以及为电子邮件添加页眉、页脚、问候语、签名和自动确认。

解决方案

步骤1.登录PA控制台，在“创作”部分**选择**“知识库”。

Consoles

AUTHORING



Knowledge Base

MANAGEMENT



Administration



Reports



Supervision



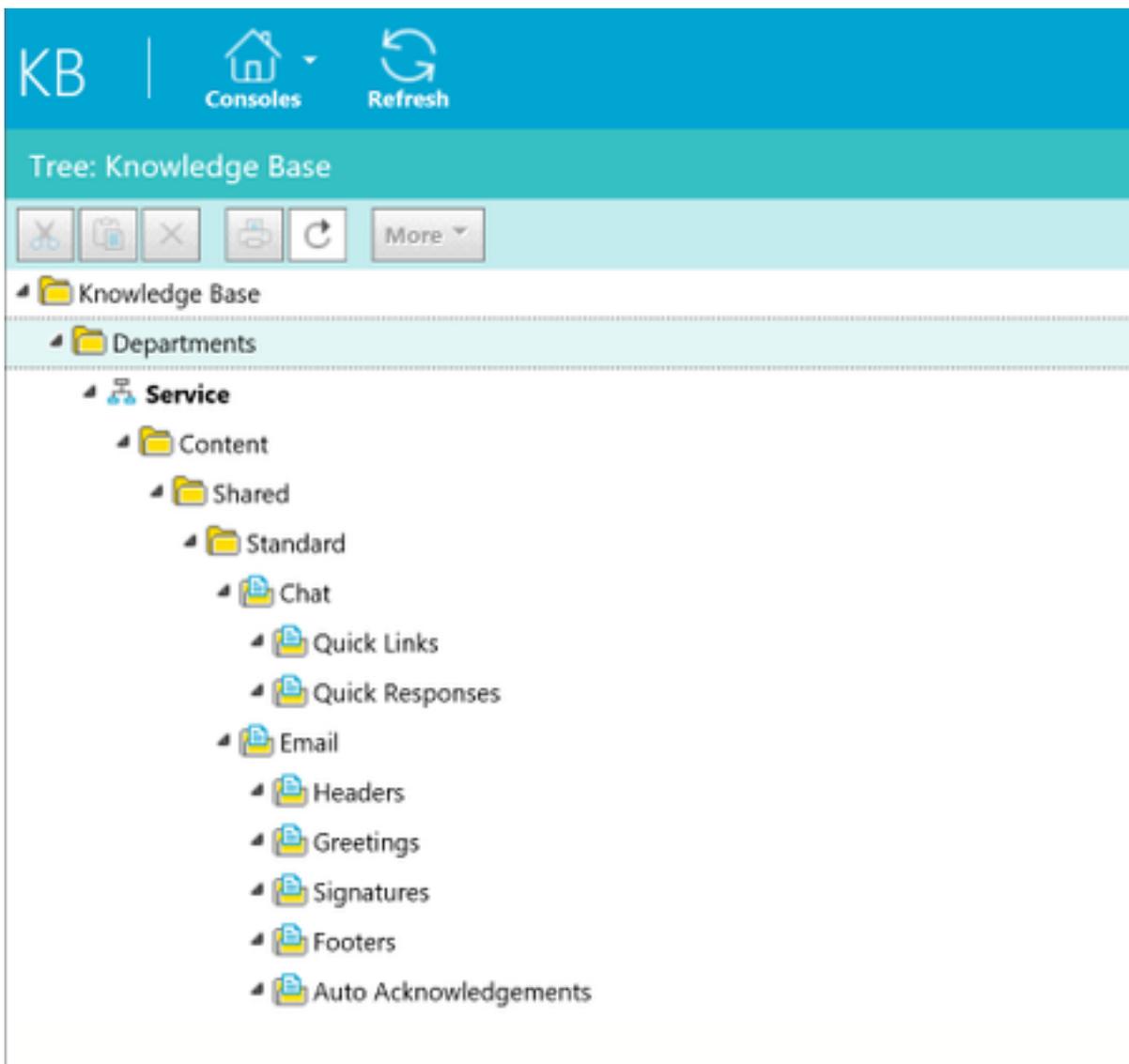
System



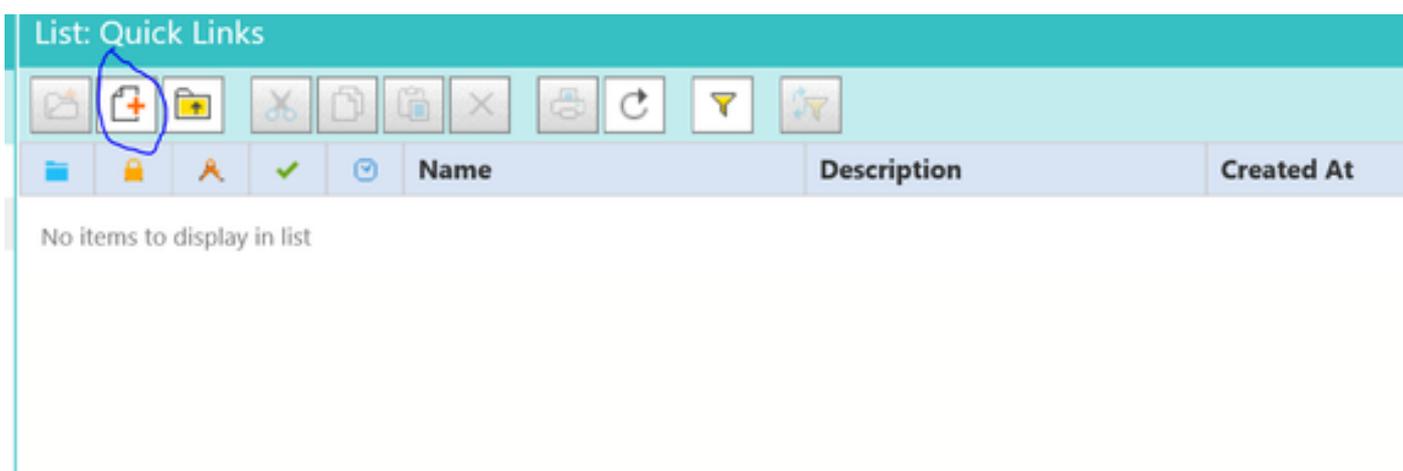
Tools

By using Enterprise Chat and Email you accept the Terms of Service and [Privacy Statement](#).

步骤2.在“知识库”下导航时，您会看到这些选项。



步骤 3 : 导航至“聊天”>“快速链接” :



步骤4.单击“New Article”。创建项目名称并提供内容 :

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
x₂
x²
I_x

<https://www.google.com/flights>

步骤5.更新内容后，保存并单击“签入”、“签出”和“发布”。

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	
● 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

Enter Summary -- Webpage Dialog

Summary

Characters Remaining: 205

Publishing the Quick Link for Google Flight Search

OK Cancel

Properties: ECE-2036 | Google Flight Search

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
Name *	Google Flight Search
Article ID	ECE-2036

一旦发布，文章就可以与可用队列集成。

List: Quick Links

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

快速响应：

过程与快速链接配置相同。导航至PA控制台>知识库>部门>服务>内容>共享>标准>聊天>快速响应

步骤1.创建新文章。

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

步骤2.保存并导航至“内容”选项卡，然后输入欢迎消息并保存内容。

Properties: ECE-2037 | Welcome Message

Check-In Publish Notes More

General Content

Source

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

步骤3.保存后。单击Check in(签入)、Checkout 和Publish (发布)。快速响应现已准备好与队列集成。

文章的本节介绍如何集成您为队列创建的文章。

步骤1.返回到Administrator Console (管理员控制台)，然后导航到Queue (队列)，并选择已为其创建KB文章的Queue (队列)。

步骤2.选择“队列”后，单击“聊天”，即可看到文章。现在，您已将文章从“可用”移至“已选”并保存。

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
ECE_CHAT_CH		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

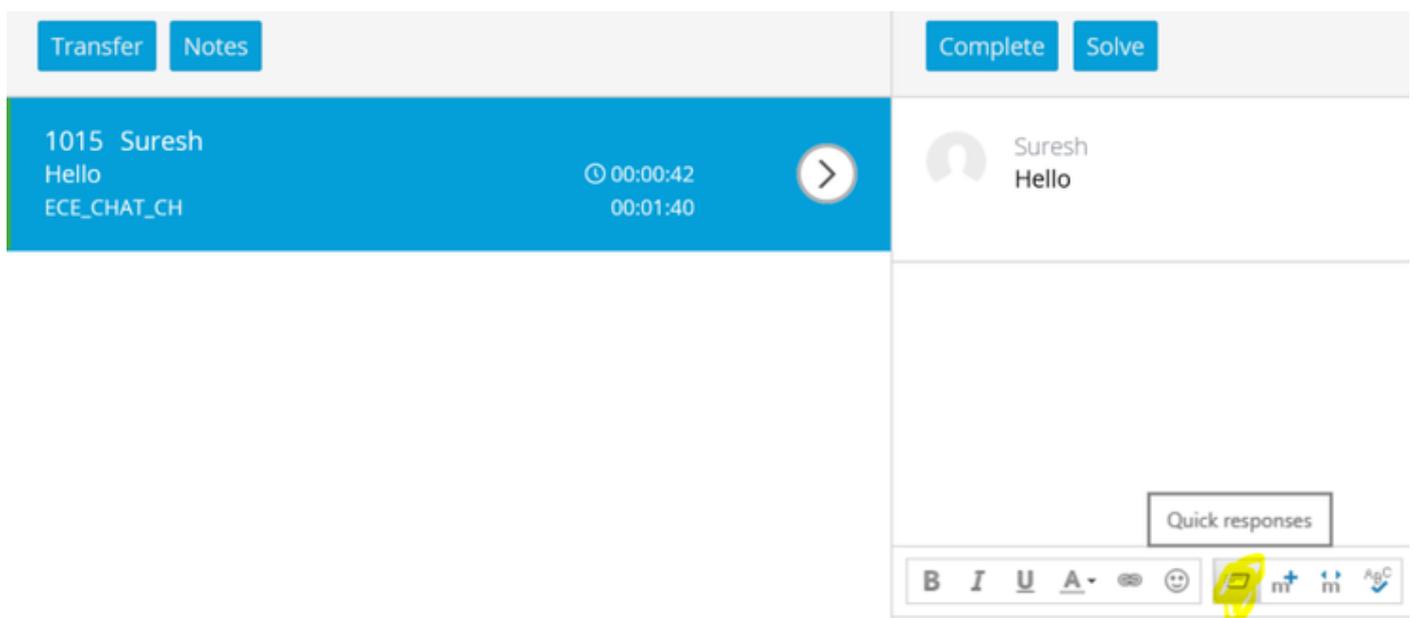
Selected quick links

	Name
	Google Flight Search

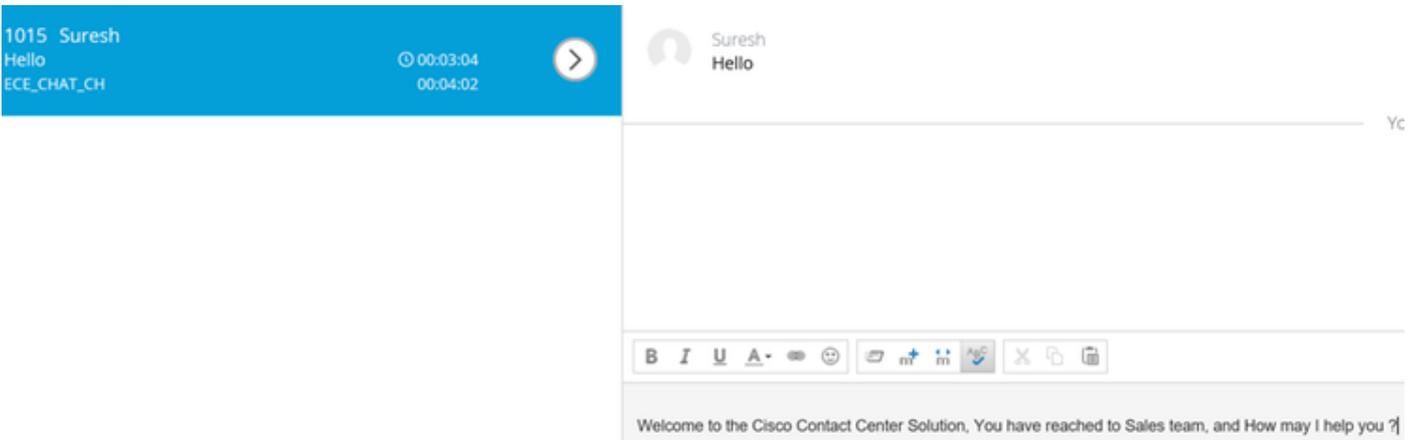
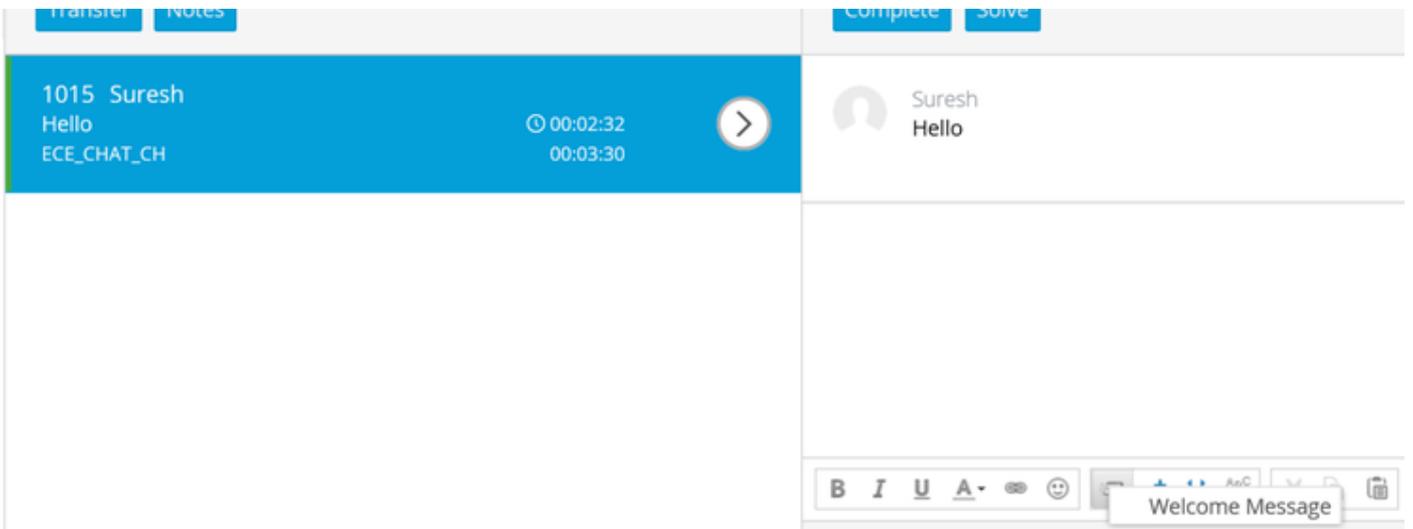
Selected quick responses

	Name
	Welcome Message

一旦座席收到“聊天”，就可以选择其快速响应或快速链接：



The screenshot displays a chat interface. On the left, a chat window for contact '1015 Suresh' is visible, showing the message 'Hello' and a timestamp of 00:00:42. The chat window has buttons for 'Transfer' and 'Notes'. On the right, a toolbar contains buttons for 'Complete' and 'Solve'. Below the toolbar, a 'Quick responses' dropdown menu is open, and a yellow circle highlights the 'Welcome Message' icon in the toolbar.



您可以对邮件队列使用相同的步骤，以创建页眉、页脚、问候语和自动确认。