

VCC 2.5.9

Chat Feature Highlights



Agenda

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- VCC Dashboard Chat Features Overview
- VCC Agent Desktop Chat Features Overview
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 - Channel Selection
 - Toast Data for Chat
 - Chat Interaction View
 - Agent Chat Preview and Status
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 - Contact History Notes, Details, and Case Data
 - Chat Control – Voice Consultation and Chat Transfers
 - Chat Transfer History, Note, and Dispositions
- CX Analytics Chat Features Overview
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- Premier Edition: VCC Chat Widget

VCC Chat Channel Overview

VCC now supports chat interactions from your customers. Genesys Chat Server connects to your corporate website and the provided client widget sends and receives chats between your agents and your customer contacts. Chat interactions are handled similar to voice calls by using the same VCC Agent Desktop with which your agents are familiar.

VCC chat functionality allows website visitors to chat with VCC agents, which:

- Improves customer service (agents can handle three times more chat interactions than voice interactions)
- Enables live interaction and updates for instant customer satisfaction

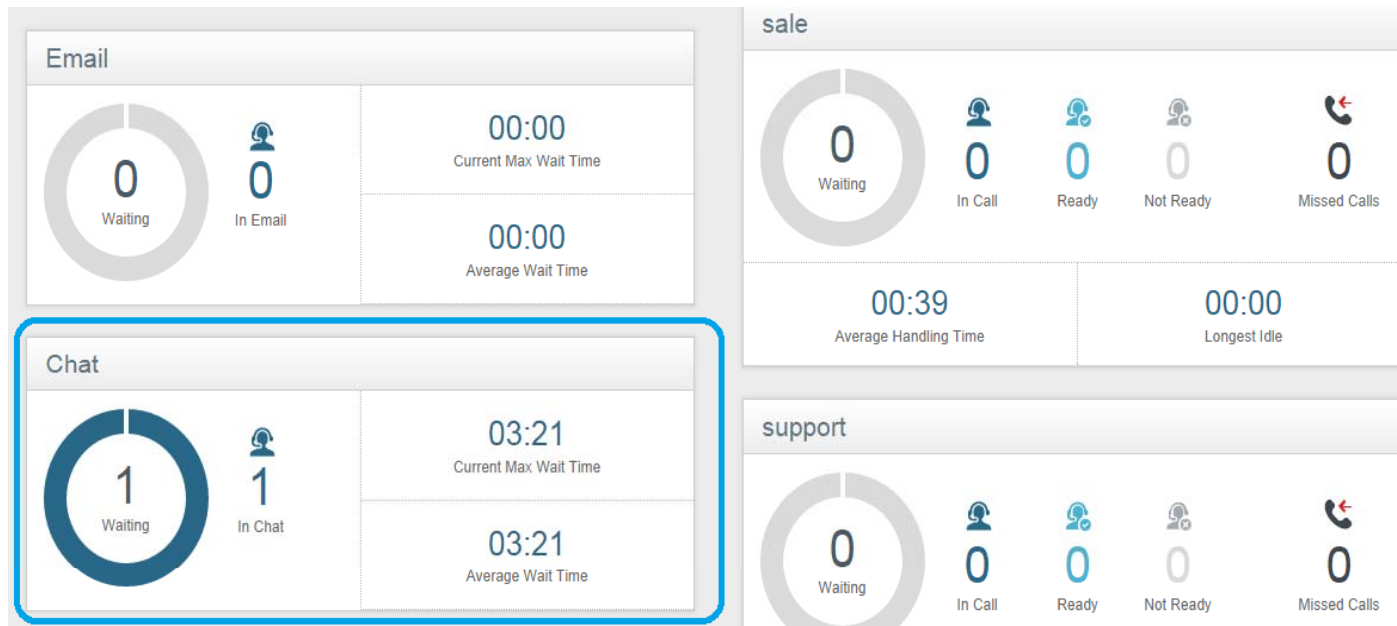
VCC Dashboard Chat Features Overview

Real-time reporting for chat interactions using the **Chat** widget is available in the **Reports** view.

The **Chat** widget displays the following reporting statistics at the contact center level:

- The number of chat interactions waiting
- The current maximum wait-time for chat interactions
- The average wait-time for chat interactions
- The number of agents currently handling chats

Chat routing controls which agents receive chat interactions based on the chat skill request.



VCC Agent Desktop Chat Features Overview

Depending on the types of media channels assigned, an agent can handle one or more interactions using the different channel types (Voice, Chat, or Email).

The concurrent interaction setting for the Chat channel is three chat interactions per agent (if an agent is not handling any chat interactions then the agent is available for voice interactions). When handling chat interactions, the agent:

- Is notified when a client is typing a message (the client is notified, as well)
- Can control their individual channel (Voice, Chat, Email) status
- Can accept or reject incoming chat interactions
- Can make a consultation call on the Voice channel during chats
- Can transfer chat interactions to other agents

Managing Channel Status

The Voice channel is automatically set to the default Ready status when an agent logs in to the system. Agents can then set their status to:

- **Ready** to accept chat interactions
- **Not Ready** to accept voice interactions

The screenshot displays the Genesys Workspace interface. At the top, the header shows 'Genesys • Workspace' and a user profile 'Agent 1st'. Below the header is a search bar labeled 'Type name or number'. The main section is titled 'My Workspace' and contains two tabs: 'My Channels' (selected) and 'Dashboard'. A table lists the available channels and their current status:

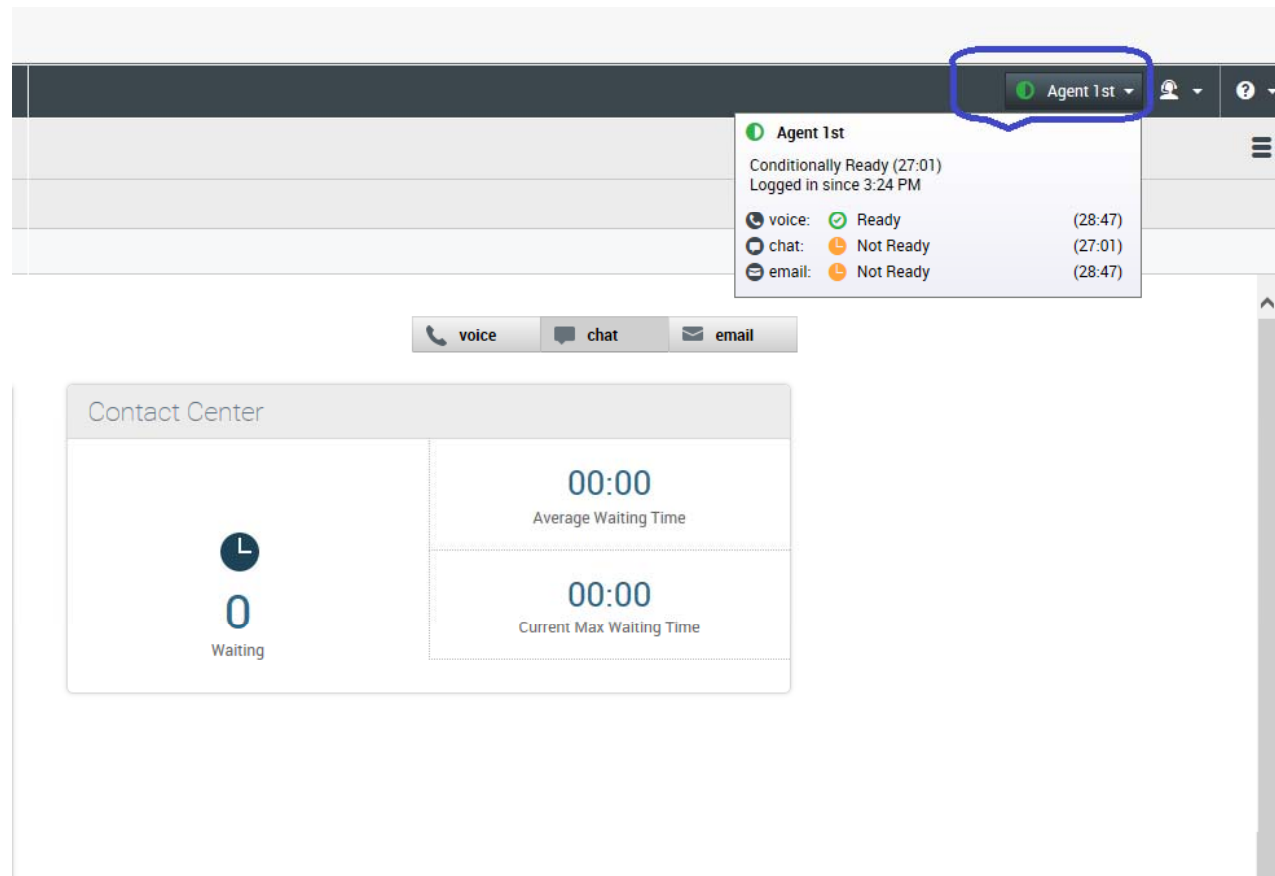
Media	Status	Forward
voice	Ready	(00:26) No Active Forward
chat	Not Ready	(00:27)
email	Not Ready	(00:27)

A context menu is open for the 'chat' channel, showing the following options:

- Ready (highlighted)
- Not Ready
- Not Ready - Break NotR
- Not Ready - Not Readddy
- Not Ready - Not Ready Break1
- Not Ready - Not Ready Break2
- Not Ready - Not Ready1
- Log Off

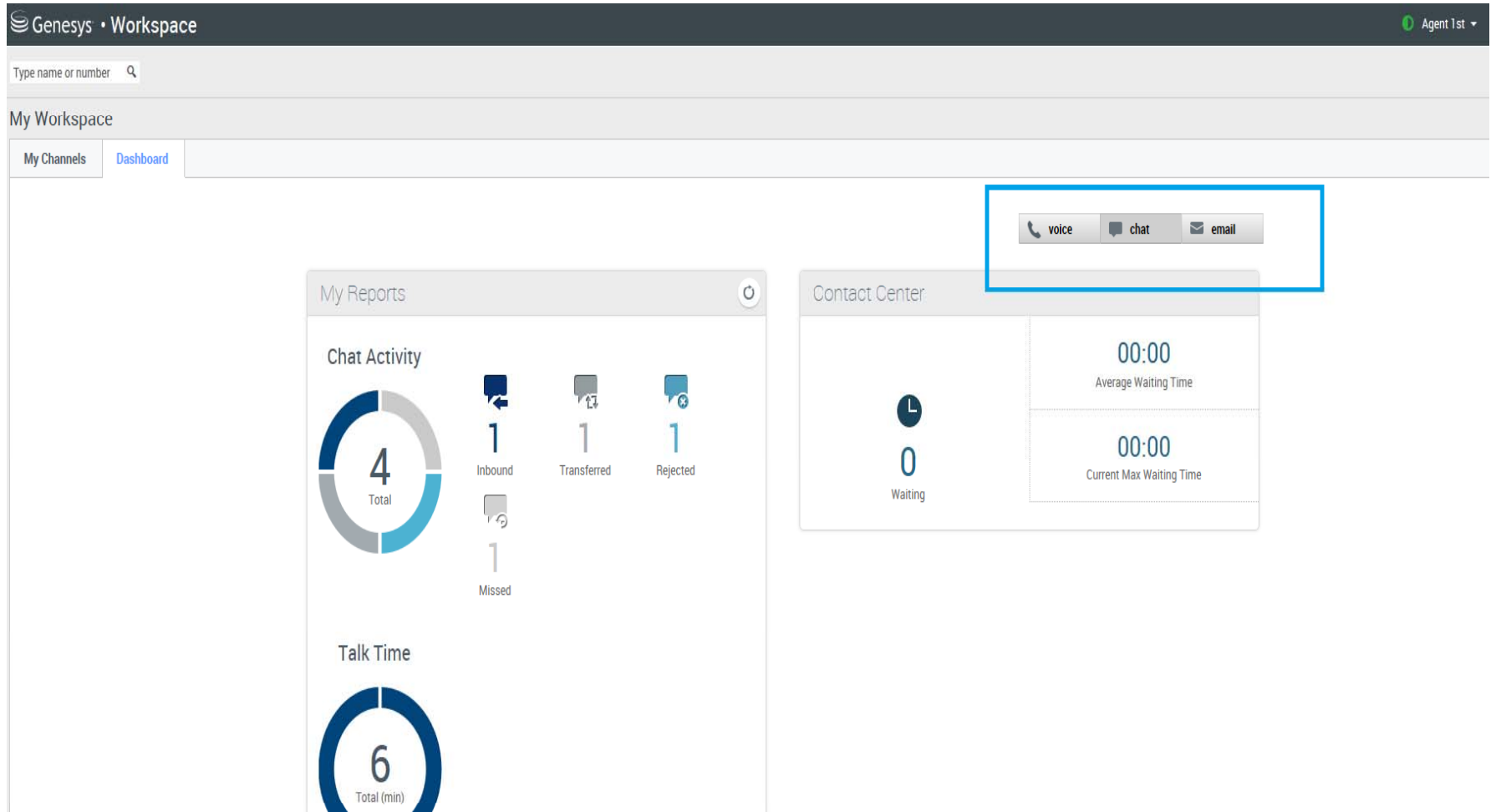
Agent Status Monitoring for all Channels

Agents can view their status summary (login name, channels, and channel status) by placing their mouse pointer over the **Agent Status** icon.



Channel Selection

Agents can select which interaction channel they are using to see their key performance indicators (KPIs).



Toast Data for Chat

Toast data displays an interactive notification that enables agents to preview a new inbound chat interaction. This notification includes attached data that enables agents to decide whether to accept or decline the interaction.

The screenshot shows a Genesys dashboard with a 'My Channels' tab selected. Below the tab, there is a table with three columns: 'Media', 'Status', and 'Forward'. The table lists three channels: 'voice', 'chat', and 'email'. The 'voice' channel is 'Ready' with a timer of (05:10) and 'No Active Forward'. The 'chat' channel is 'Ready' with a timer of (00:08). The 'email' channel is 'Not Ready' with a timer of (05:05). To the right of the table, there is a blue text overlay that reads 'Toast data for an inbound chat interaction'. Below this, there is a small window titled 'David Smith' showing 'Case Information'. The 'Origin' is 'Inbound chat' and the 'Sale Inquiry' is 'Sale Inquiry'. There are 'Accept' and 'Reject' buttons at the bottom of the window.

Media	Status	Forward
voice	Ready	(05:10) No Active Forward
chat	Ready	(00:08)
email	Not Ready	(05:05)

Toast data for an inbound chat interaction

David Smith
Case Information
Origin: Inbound chat
Sale Inquiry
Accept Reject

Chat Interaction View

When an agent accepts a chat interaction, the **Chat Interaction** view is displayed on the left-hand side of the screen.

Genesys • Workspace Agent 1st

David Smith 02:44

Case Information

Origin: Inbound chat

David Smith Connected

[2:55:39 PM] DSmith: New party 'DSmith' has joined the session
[2:55:46 PM] system: agent will be with you shortly ...
[2:56:20 PM] system: agent will be with you shortly ...
[2:56:47 PM] Agent 1st: New party 'Agent 1st' has joined the session
[2:57:23 PM] Agent 1st: Hi DSmith.. Welcome to Customer Support
[2:57:33 PM] Agent 1st: How May I help you ?
[2:57:56 PM] DSmith: I want to follow up on on my sale request

CONTACT

Information History

General

Title Customer 1 X

First Name* David X

Last Name* Smith X

Phone Number

+17038764532 X Primary

+15105678967 X

Add Phone Number

Email Address

Dsmith@gmail.com X Primary

MrsDsmith@gmail.com X

Add Email Address

Send

Dispositions Note

Save

RESPONSES

Active Chat Preview and Status

The pending response indicator shows that an agent has a pending-response to their contact.

The screenshot displays the Genesys Workspace interface. At the top, the header shows 'Genesys • Workspace'. Below this, a toolbar contains icons for various functions, including a pending response indicator (a red circle with a white 'X') which is circled in blue. The main chat area shows a conversation with 'David Smith' at '02:53'. The chat history is visible on the left, showing messages from 'DSmith' and 'Agent 1st'. The right sidebar contains 'Information' and 'History' tabs, with the 'Information' tab selected. The 'General' section shows fields for 'Title' (Customer 1), 'First Name' (David), and 'Last Name' (Smith), each with a close button (X). The bottom of the interface has a 'Send' button and a 'Save' button.

Genesys • Workspace

David Smith 02:53

Case Information

Origin: Inbo

David Smith

Connected 02:53

[2:55:39 PM] DSmith: New party 'DSmith' has joined the session

[2:55:46 PM] system: agent will be with you shortly ...

[2:56:20 PM] system: agent will be with you shortly ...

[2:55:39 PM] [2:56:47 PM] Agent 1st: New party 'Agent 1st' has joined the session

[2:55:46 PM] [2:57:23 PM] Agent 1st: Hi DSmith., Welcome to Customer Support

[2:56:20 PM] [2:57:33 PM] Agent 1st: How May I help you ?

[2:56:47 PM] [2:57:56 PM] DSmith: I want to follow up on on my sale request

[2:57:33 PM] Agent 1st: How May I help you ?

[2:57:56 PM] DSmith: I want to follow up on on my sale request

Send

Dispositions Note

Save

CONTACT

RESPONSES

Information History

General

Title Customer 1 X

First Name* David X

Last Name* Smith X

Contact History View

The **History** tab displays the contact history, which details the interactions that agents selected in the **Contact History** view of the person contacting the contact center.

The screenshot displays the Genesys Contact History View interface. The left pane shows the 'Information' tab with fields for General, Phone Number, and Email Address. The right pane shows the 'History' tab with a table of interactions.

Information Tab Fields:

- General:** Title (Customer 1), First Name (David), Last Name (Smith).
- Phone Number:** +17038764532 (Primary), +15105678967.
- Email Address:** Dsmith@gmail.com (Primary), MrsDsmith@gmail.com.

History Tab Table:

Status	Subject	Start Date	End Date
In Progress	Sale inquiry 2nd time	9/8/14 3:07:41 PM	
Done	Sale Inquiry	9/8/14 2:55:38 PM	9/8/14 3:05:09 PM

Details Tab: Select interaction to view details

Contact History Notes, Details, and Case Data

- Agents can use **Details** to view information such as time stamp, chat transcript, and chat subject
- Agents can use **Note** to attach a note to the interaction history
- Agents can use **Case Data** to view the case information for the interaction history

InformationHistory

	Status	Subject	Start Date	End Date
	In Progress	Hello	9/8/14 4:37:03 PM	
	Done	Sale Inquiry 2nd time	9/8/14 3:07:41 PM	9/8/14 3:09:05 PM
	Done	Sale Inquiry	9/8/14 2:55:38 PM	9/8/14 3:05:09 PM

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DetailsNoteCase Data

Chat session with DSmith. Duration: 08:05.

[2:55:39 PM] DSmith: New party 'DSmith' has joined the session
[2:55:46 PM] system: agent will be with you shortly ...
[2:56:20 PM] system: agent will be with you shortly ...
[2:56:47 PM] Agent: New party 'Agent' has joined the session
[2:57:23 PM] Agent: Hi DSmith.. Welcome to Customer Support
[2:57:33 PM] Agent: How May I help you ?
[2:57:56 PM] DSmith: I want to follow up on on my sale request
[3:02:52 PM] Agent: Party 'Agent' has left the session
[3:02:52 PM] Agent2: New party 'Agent2' has joined the session
[3:03:17 PM] Agent2: Hi
[3:03:44 PM] Agent2: Party 'Agent2' has left the session
[3:03:44 PM] DSmith: Party 'DSmith' has left the session

InformationHistory

	Status	Subject	Start Date	End Date
	In Progress	hhhh	8/26/14 11:10:22 AM	
	Done	hi	8/25/14 2:07:06 PM	8/25/14 2:07:44 PM
	Done	help	8/20/14 1:02:58 PM	8/20/14 1:04:09 PM
	Done	dfds	8/14/14 2:58:47 PM	8/14/14 3:00:45 PM

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DetailsNoteCase Data

CustomerSegment: default
subscriberID: 0a3f147f-04-14138123c68-5bd8df71-2bf

DispCode: None

Chat Control – Voice Consultation and Chat Transfers

- Agents can start a voice consultation with another agent about their chat session
- Agents can transfer their active chat interaction to their consultation target

Genesys • Workspace

David Smith 05:31

Case Information

Origin: Inbound chat

David Smith Connected

[2:55:39 PM] DSmith: New party 'DSmith' has joined the session
[2:55:46 PM] system: agent will be with you shortly ...
[2:56:20 PM] system: agent will be with you shortly ...
[2:56:47 PM] Agent 1st: New party 'Agent 1st' has joined the session
[2:57:23 PM] Agent 1st: Hi DSmith.. Welcome to Customer Support
[2:57:33 PM] Agent 1st: How May I help you ?
[2:57:56 PM] DSmith: I want to follow up on my sale request

+1703

All Types

+1703

AAtwo Aty
Unavailable

Agent2 3
Conditionally Available

Start Voice Consultation (+17036731776)

RKTest Agent
Unavailable

agent vccb
Unavailable

piyush Agent1
Unavailable

6 Matching Internal Targets

Dispositions Note

Genesys • Workspace

ffas asdard 00:21 David Smith 09:21

Case Information

Origin: Inbound chat

David Smith Connected

[4:37:03 PM] DS: New party 'DS' has joined the session
[4:37:10 PM] system: agent will be with you shortly ...
[4:37:29 PM] Agent 1st: New party 'Agent 1st' has joined the session

+1703

All Types

+1703

AAtwo Aty
Unavailable

Agent2 3
Conditionally Available

Instant Chat Transfer
(x0GklgIbRfaBLqdVButrRQ==.0a3f147f-04-14454f9f047-76bb163e-e54)

RKTest Agent
Unavailable

agent vccb
Unavailable

piyush Agent1
Unavailable

6 Matching Internal Targets

Dispositions Note

Chat Transfer History, Note, and Dispositions

Agents can:

- view the **Chat Transfer** history in **Note**
- use **Note** to enter comments about the current chat interaction or read older comments
- use **Dispositions** to assign a code to an ongoing or completed interaction

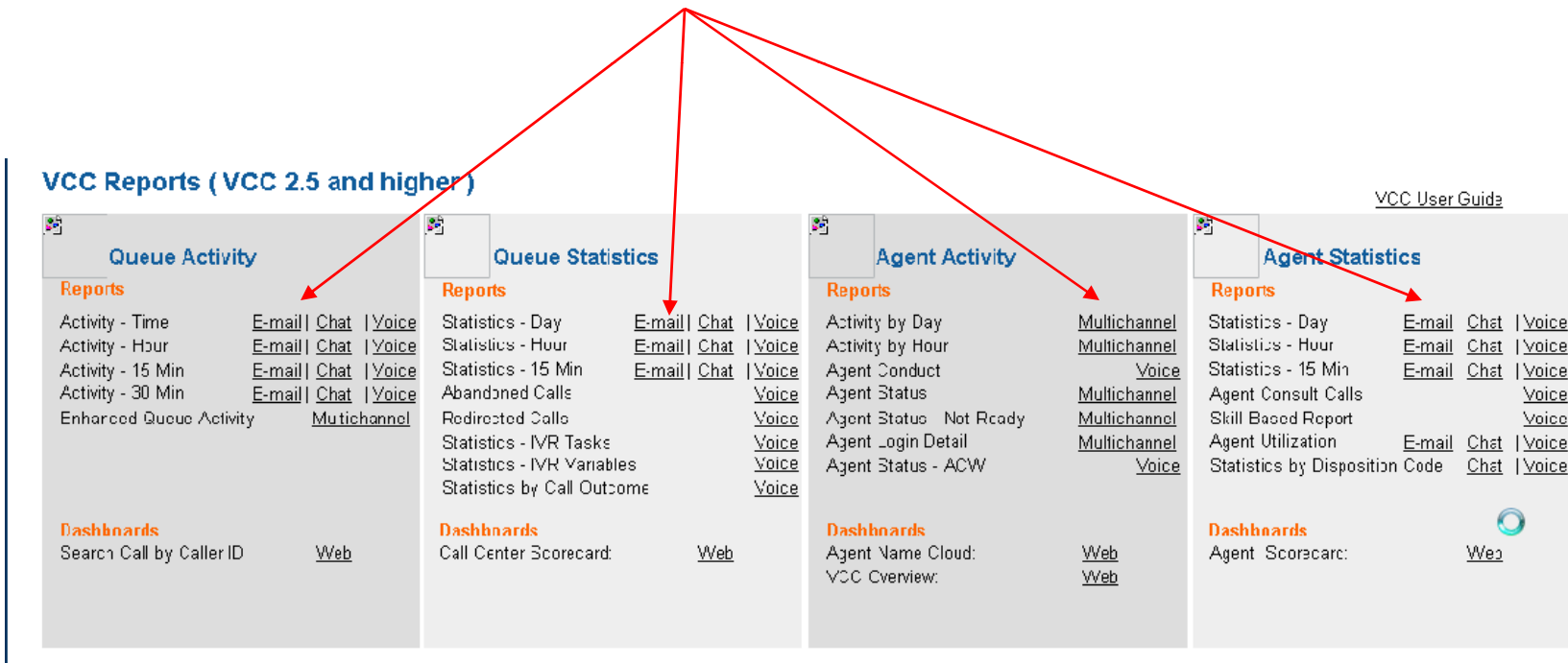
The screenshot shows the Genesys Workspace interface for an active chat session. The top bar displays 'Genesys • Workspace' and the agent's name 'David Smith' with a status icon and time '07:25'. Below this, the 'Case Information' section shows 'Origin: Inbound chat' and 'DSmith' as 'Connected'. The chat history on the left lists several messages, including system messages about agent availability and agent messages welcoming the customer and discussing a sale request. At the bottom, there are tabs for 'Dispositions' and 'Note'. The 'Dispositions' tab is selected, showing a list of transfer codes, with the first entry 'Transferred on Monday, September 08, 2014 3:02:45 PM by Agent 1st' highlighted with a blue box.

The screenshot shows the Genesys Workspace interface for a completed chat session. The top bar displays 'Genesys • Workspace' and the agent's name 'David Smith' with a status icon and time '08:06'. Below this, the 'Case Information' section shows 'Origin: Inbound chat' and 'DSmith' as 'Ended'. The chat history on the left lists several messages, including system messages about agent availability and agent messages welcoming the customer and discussing a sale request. At the bottom, there are tabs for 'Dispositions' and 'Note'. The 'Dispositions' tab is selected, showing a list of transfer codes, with the first entry 'Transferred on Monday, September 08, 2014 3:02:45 PM by Agent 1st' highlighted with a blue box.

CX Analytics Chat Features Overview

New Channel (Chat, Email, and Multichannel) reports for increased reporting capabilities. Multichannel reports include statistics for all channels to which the agent is assigned.

New Channel Reports - Chat, Email, and Multichannel




Queue Activity - Time: Chat Report

Home	Tools	Data	Grid	Format		Last update: 8/26/14 2:57:27 PM
Prompt 2: Enter a Start Date. (Optional)	Prompt not answered	Prompt 3: Enter an End Date. (Optional)	Prompt not answered			

Interaction ID	Interaction Resource ID	Customer Email	Chat Start Time	Outcome	Requested Skill	Agent	Disposition Code	Chat Time	Wait Time
64120	3309010	genesysrsk3@gmail.com	8/25/2014 9:57:11 AM	CUSTOMERABANDONED	UNKNOWN		None	0	481
64122	3309090	mmmmmmmmmmmm	8/25/2014 10:04:38 AM	COMPLETED	UNKNOWN		None	0	81
64124	3309118	sss	8/25/2014 10:07:06 AM	COMPLETED	UNKNOWN	Agent 1st	None	31	7
64126	3309206	gfdgdgdf	8/25/2014 10:08:27 AM	COMPLETED	UNKNOWN		None	0	80
64128	3309226	gdgdf	8/25/2014 10:10:18 AM	COMPLETED	UNKNOWN	Agent 1st	None	15	7
64130	3309398	wewerwe	8/25/2014 10:11:45 AM	COMPLETED	UNKNOWN		None	0	81
64132	3309418	ccccccccccccc	8/25/2014 10:13:36 AM	COMPLETED	UNKNOWN	Agent 1st	None	212	8
64138	3309330	lllllll	8/25/2014 10:17:15 AM	COMPLETED	UNKNOWN		None	0	81
64140	3309574	eewerwe	8/25/2014 10:25:27 AM	COMPLETED	UNKNOWN	Agent 1st	None	12	7
64142	3309610	eqweq	8/25/2014 10:26:02 AM	COMPLETED	UNKNOWN	Agent 1st	None	12	8
64144	3309714	ddddddddd	8/25/2014 10:30:44 AM	COMPLETED	UNKNOWN		None	0	82

Queue Statistics - Day: Chat Report

Home ▾ Tools ▾ Data ▾ Grid Format ▾																																			
																																			
REPORT DETAILS																																			
Report Filter: ({Date Filter ID} = This Week) And ApplyComparison("Case when #0<19 then 1 end = Case when #0=#E5 and #4 between #2 and #3 then 1 end", {Date Filter ID} (ID), {Date Filter ID} (DESC), { = Chat})																																			
PROMPT DETAILS																																			
Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answered Prompt 3: Enter an End Date. (Optional) Prompt not answered																																			
<table> <tr> <th>Date</th><th><u>Chats Offered</u></th><th><u>Chats Accepted</u></th><th><u>Missed Chats</u></th><th><u>Diverted</u></th><th><u>Revoked Chats</u></th><th><u>Customer Abandoned Chats</u></th><th><u>Avg Chat Time</u></th><th><u>Avg Wait Time</u></th></tr> <tr> <td>08-25-2014</td><td>24</td><td>15</td><td>0</td><td>0</td><td>0</td><td>2</td><td>48</td><td>1,243</td></tr> <tr> <td>Total</td><td>24</td><td>15</td><td>0</td><td>0</td><td>0</td><td>2</td><td>48</td><td>1,243</td></tr> </table>									Date	<u>Chats Offered</u>	<u>Chats Accepted</u>	<u>Missed Chats</u>	<u>Diverted</u>	<u>Revoked Chats</u>	<u>Customer Abandoned Chats</u>	<u>Avg Chat Time</u>	<u>Avg Wait Time</u>	08-25-2014	24	15	0	0	0	2	48	1,243	Total	24	15	0	0	0	2	48	1,243
Date	<u>Chats Offered</u>	<u>Chats Accepted</u>	<u>Missed Chats</u>	<u>Diverted</u>	<u>Revoked Chats</u>	<u>Customer Abandoned Chats</u>	<u>Avg Chat Time</u>	<u>Avg Wait Time</u>																											
08-25-2014	24	15	0	0	0	2	48	1,243																											
Total	24	15	0	0	0	2	48	1,243																											

Agent Activity – Day Report

Home ▾ Tools ▾ Data ▾ Grid Format ▾					
REPORT DETAILS					
Report Filter: ({Date Filter ID} = This Week) And ApplyComparison("Case when #0<19 then 1 end = Case when #0=#E5 and #4 between #2 and #3 then 1 end', {Date Filter ID} (ID), {Date Filter					
PROMPT DETAILS					
Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answered Prompt 3: Enter an End Date. (Optional) Prompt not answered					
◀ 1 2 of 2 pages ▶▶					
Date	Agent	Event Type	Event Start Time	Event End Time	Event Total Duration
08-25-2014	Agent 1st	login	8/25/2014 9:50:49 AM	8/25/2014 9:50:49 AM	0
08-25-2014	Agent 1st	NOTREADY	8/25/2014 9:50:49 AM	8/25/2014 11:06:33 AM	944
08-25-2014	Agent 1st	READY	8/25/2014 9:50:49 AM	8/25/2014 11:50:11 AM	3,562
08-25-2014	Agent 1st	NOTREADY	8/25/2014 9:50:49 AM	8/25/2014 11:51:37 AM	3,648
08-25-2014	Agent 1st	READY	8/25/2014 10:06:33 AM	8/25/2014 11:07:13 AM	40
08-25-2014	Agent 1st	BUSY	8/25/2014 10:07:13 AM	8/25/2014 11:07:48 AM	35
08-25-2014	Agent 1st	READY	8/25/2014 10:07:48 AM	8/25/2014 11:10:25 AM	157
08-25-2014	Agent 1st	BUSY	8/25/2014 10:10:25 AM	8/25/2014 11:11:09 AM	44

Agent Statistics - Day: Chat Report

Home Tools Data Grid Format																											
REPORT DETAILS																											
Report Filter: ((Date Filter ID) = This Week) And ApplyComparison("Case when #0<19 then 1 end = Case when #0=#E5 and #1 between #2 and #3 then 1 end", (Date Filter ID) (ID), = Chat) And (Agent ({Resource Type}) = "Agent")																											
PROMPT DETAILS																											
Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answered Prompt 3: Enter an End Date. (Optional) Prompt not answered																											
<table><thead><tr><th>Date</th><th>Agent</th><th><u>Chats Offered to Agents</u></th><th><u>Chats Accepted by Agents</u></th><th><u>Missed Chats by Agent</u></th><th><u>Avg Agent Chat Time</u></th><th><u>Avg Speed of Answer</u></th></tr></thead><tbody><tr><td>09-25-2014</td><td>Agent 1st</td><td>16</td><td>15</td><td>0</td><td>48</td><td>1,453</td></tr><tr><td>Total</td><td></td><td>16</td><td>15</td><td>0</td><td>48</td><td>1,453</td></tr></tbody></table>							Date	Agent	<u>Chats Offered to Agents</u>	<u>Chats Accepted by Agents</u>	<u>Missed Chats by Agent</u>	<u>Avg Agent Chat Time</u>	<u>Avg Speed of Answer</u>	09-25-2014	Agent 1st	16	15	0	48	1,453	Total		16	15	0	48	1,453
Date	Agent	<u>Chats Offered to Agents</u>	<u>Chats Accepted by Agents</u>	<u>Missed Chats by Agent</u>	<u>Avg Agent Chat Time</u>	<u>Avg Speed of Answer</u>																					
09-25-2014	Agent 1st	16	15	0	48	1,453																					
Total		16	15	0	48	1,453																					

Customer Website Chat Widget

A Chat widget is provided to install on the client's website.

Each chat widget must have a skill assigned for routing and can be modified by the client for a specific *look and feel*.

The client can see when an agent is typing and can initiate and end a chat interaction.

The client is notified of agent availability with the following messages:

- an agent will be with you shortly
- an agent is available and connecting
- an agent is connected

Premier Edition: VCC Chat Widget

Allows clients to customize their own Chat widget by copying the embedded API script.

The screenshot displays the Genesys Chat Widget Configuration interface. At the top left is the Genesys logo, and at the top right is the title "Chat Widget Configuration". Below the title is a navigation bar with tabs: "Test", "Getting Started", "Settings", "Look & Feel", "Embed Script", and "Help!". The "Test" tab is active, showing a chat window titled "Chat Support". The chat window displays a message from "Mark A." saying "Hello. How can I help you?" and a response from "Henry Smith" saying "My computer wont start". The "Getting Started" tab is also visible, showing a welcome message and a list of actions: "Configure chat connection settings", "Choose how, where, and when the chat widget appears on your website", "Customize the chat widget's look & feel to match your website", and "Generate an embed script to embed your customized widget on your website". Below this list, it states "Web Browsers Supported by this Configuration Tool:" and lists "IE10+", "Chrome", and "Safari".

Thank You!

