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GENESYS

IWeb

Technical Reference

Abstract

This document is for CIC administrators who want to configure Web Chat features in Interaction Administrator. It contains configuration details, information on how the options apply globally or to user and workgroup queues, and an explanation of how schedules can be used in interaction routing.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

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Overview

IWeb is a collection of handlers and configuration options that enable the CIC server to respond to incoming web interactions. Web Chat is the only web interaction type currently supported by IWeb.

IWeb handlers are programs that the CIC server executes to respond to an incoming Web Chat request. These handlers perform an action or series of actions, for example, routing the interaction to the appropriate workgroup queue.

A visitor to your company's website can request a chat with a CIC agent. This action creates an incoming Web Chat request to which a CIC agent can respond by using the Chat feature. The agent engages in text-based, one-on-one communication online with a remote party (the website visitor). Or, the agent can create a chat conference between multiple CIC users and a remote party.

You create Schedules in Interaction Administrator to define the dates and times that agents are available to accept web chat invitations. These schedules can be used for all web interactions routed to any CIC user. Or you can create schedules only for a specific type of web interaction routed to CIC users belonging to a specific workgroup.

Finally, you define the text sent automatically to remote parties. Also, you control whether the text, such as a welcome message, is sent or not.

Audience

The audience for this document includes Customer Interaction Center (CIC) administrators who want to configure Web Chat features in Interaction Administrator.

This document explains how to configure CIC to use IWeb to enhance chat interactions. Features of IWeb include configurable text strings that CIC can send automatically during a chat and control over whether these strings are sent. IWeb also enables you to integrate incoming interaction routing with schedules defined in Interaction Administrator.

CIC client

Customer Interaction Center (CIC) supports two interaction management client applications. This documentation uses the term "CIC client" to refer either Interaction Connect or Interaction Desktop.

IWeb Setup and Configuration

This document describes the process of tailoring IWeb to process web interactions in accordance with the requirements of your business practices. Follow the configuration procedures outlined in this technical reference in this order:

1. Verify the IWeb handlers are marked as active.
2. Create IWeb parameters.
3. Create schedules to process IWeb interactions during certain hours.
4. Apply the schedules to the appropriate configuration in Interaction Administrator.
   1. Global schedules are added as custom attributes to IWeb configuration.
   2. Workgroup-specific schedules are added as custom attributes to Workgroup configuration.
5. To configure the system messages automatically sent to remote parties and, in some cases, control whether the text is sent or not, use custom attributes.

> You do not have to customize handlers to send system messages.

Installation

The IWeb feature is included in the Customer Interaction Center installation. No separate installation is necessary.

Licensing

This section summarizes the licensing requirements for Interaction Web Tools.

Server Licensing

- Intercom Chat (agent to agent Chat) is included with all CIC products. The other Web Tools require additional licensing.
- The full functionality of Web Tools is available for Genesys Customer Interaction Center® (CIC™) only, in the CIC Advanced Server license or as a Web Tools add-on license.

CIC client Licensing

For CIC client users, the Client Access license or ACD Access license is required.

IWeb Handlers

The CIC server installation automatically publishes the IWeb handlers.

New Handlers

- `Strings_Web.ihd`
- `SetIWebStrings.ihd`
- `System_SetIWeb.ihd`
- `GetIWebString.ihd`
- `GetIWebScheduleAction.ihd`

Handlers Modified for IWeb

- `AcdProcessEventInteraction.ihd`
- `SystemACDInteractionHolding.ihd`
- `SystemIVRUserQueueInteraction.ihd`
- `CustomIncomingInteraction.ihd`
- `System_IncomingInteraction.ihd`
- `System_InteractionOfferingNonSystemQueue.ihd`
- `System_InteractionVoicemail.ihd`

To check that each of these handlers is marked as active after publishing:

1. In Interaction Administrator, select the container for your CIC server.
2. In the **Server** list, double-click **Configuration**.
3. In the **Server Configuration** dialog box, select the **Handlers** tab.
4. Verify that each of these handlers appears in the **Active Handlers** list.
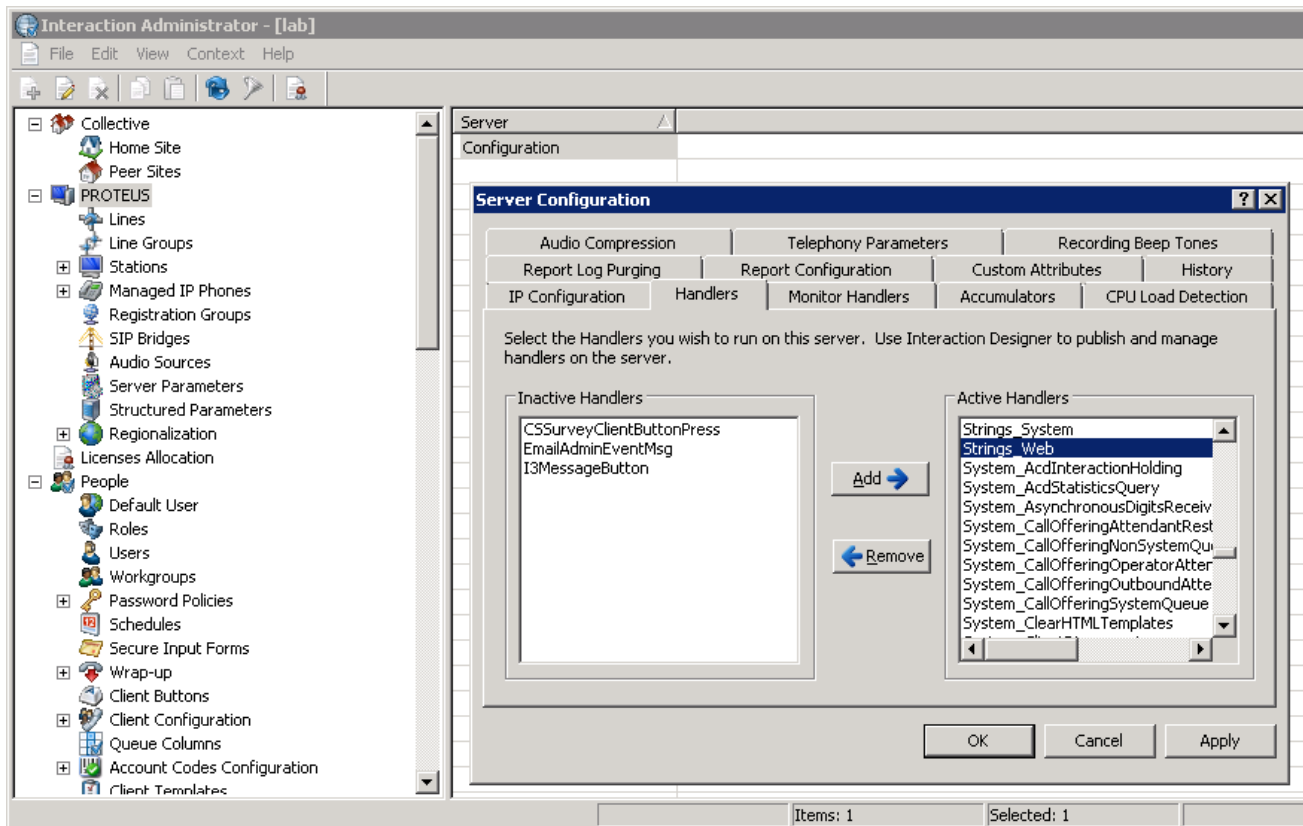
Create IWeb Parameters

To make the default IWeb parameters available in Interaction Administrator, use a custom notification.
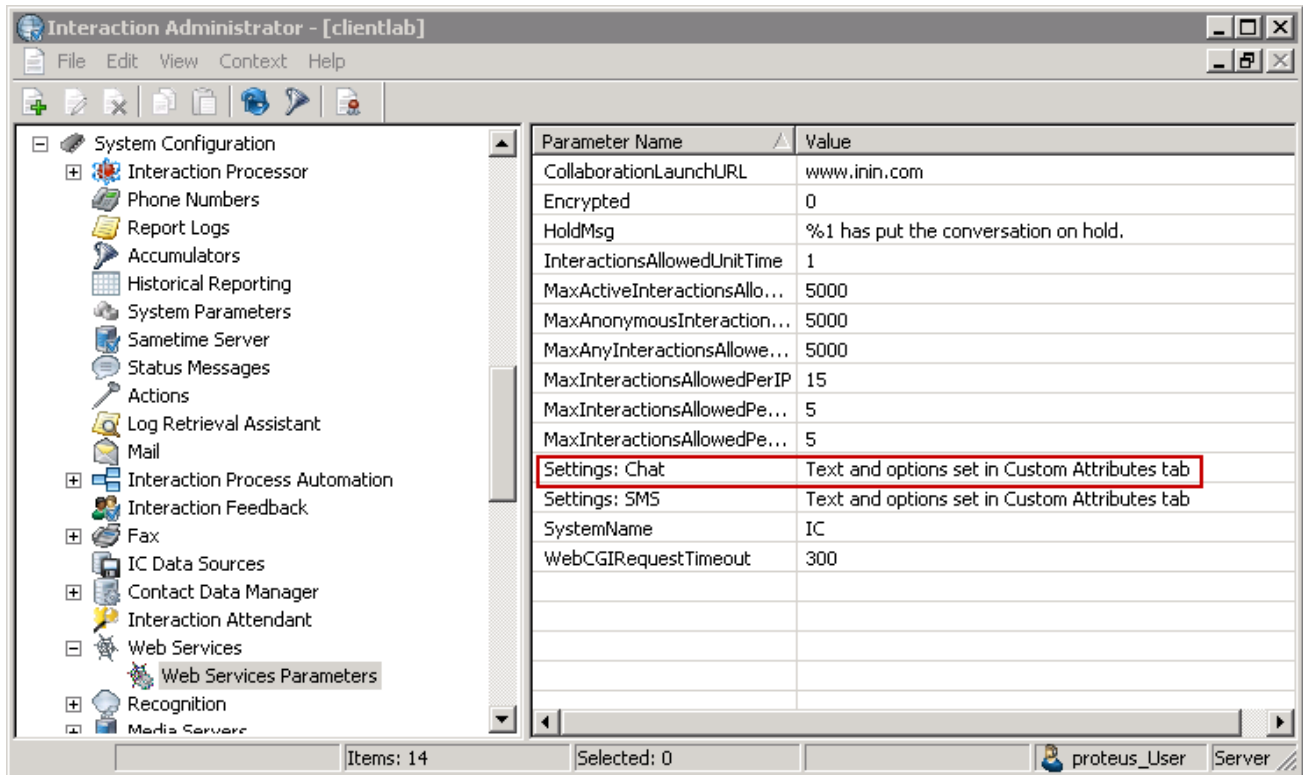
To create the default IWeb parameter:

1. Verify that `Strings_Web.ihd`, `SetIWebStrings.ihd`, and `System_SetIWeb.ihd` are published and active on the CIC server.

   See IWeb Handlers for details.

2. From the command line on the CIC server, type the following expression and then press `Enter`:

   `SendCustomNotification Set IWeb Strings`

   Result: The **Settings: Chat** parameter is added to the Interaction Administrator **Web Services Parameters** container.

Create Schedules

Use Interaction Administrator to create schedules for the processing of IWeb interactions. These schedules can prevent IWeb interactions from being processed or transferred to queues during certain hours, can be shared across multiple queues, or used exclusively for a single queue.

These schedules define the dates and times of day when your agents are available to accept chat invitations from customers. You can define schedules to handle recurring events, holidays, your regular business hours, after-hours support, or an office closing due to poor weather conditions. If you do not define IA schedules for IWeb interactions, then IWeb interactions are accepted and processed 24 hours a day, seven days a week.

> Use any name you want for these IA schedules. The names are not case-sensitive, but are space-sensitive. See the Interaction Administrator help for detailed instructions on creating schedules.

Schedule Action

A custom SCHEDULE attribute value indicates an action for each schedule. CIC performs the action when the arrival of a web interaction matches the dates, days, and times configured in an active schedule applied globally or to a specific workgroup.

Interaction Attendant Schedules

You can also use these Interaction Administrator schedules as system schedules by referencing them from Interaction Attendant. You can use the same schedule for both calls and IWeb interactions. You cannot use a schedule created in Interaction Attendant for IWeb interaction processing.

> See *Interaction Attendant help* for instructions on how to reference Interaction Administrator schedules from Interaction Attendant.

Apply Schedules

To use a schedule when processing web interactions, apply it to the Web Services Parameter or to a selected Workgroup. This section illustrates how to apply a schedule to the appropriate configuration. It also details the configuration of IWeb and workgroup custom attributes.

Apply schedules to the appropriate configuration:
- Apply **global** schedules to IWeb configuration.
- Apply **workgroup-specific** schedules to Workgroup configuration.

Apply Schedules Globally

To apply a schedule globally for a particular IWeb interaction type, add the schedule as a custom attribute of the Web Services parameter.

To apply a schedule globally:

1. In Interaction Administrator, under the **System Configuration** container, expand the **Web Services** container and select **Web Services Parameters**.
2. In the **Web Services Parameters** container, from the **Parameters** list, double-click the **Settings: Chat** parameter.
3. In the **Web Services Parameter Configuration** dialog box, select the **Custom Attributes** tab and click **Add**.
4. Add a custom attribute for each of the relevant schedules. In the **Add Custom Attribute** dialog box, follow these rules when creating a custom schedule attribute:

- Begin the name of the custom schedule attribute with a `SCHEDULE:` string.
- Follow the leading string immediately (no space) with the exact name of the appropriate Interaction Administrator schedule, included any spaces.
- Set the attribute value to one of these values:

| Accept	Allow the interaction to proceed to regular processing.
Disconnect	Disconnect the interaction. A disconnect message specific to this disconnect can precede this action. See Create a Global Schedule Disconnect Message.
Transfer:<user or workgroup name>	Transfer the interaction to the specified queue. The value substring following `Transfer:` is the name of the queue to which the interaction is transferred. It can be a workgroup or user queue name.

Example: A custom attribute for the Chat Closed schedule.
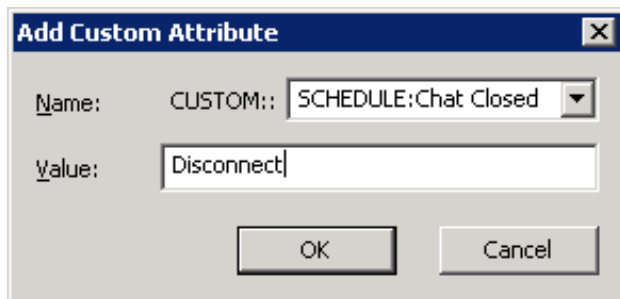
Example: Three custom attributes for the **Settings:Chat** parameter link the processing of Web Chat interactions to the Chat Closed, Chat Open, and Chat Reroute schedules.
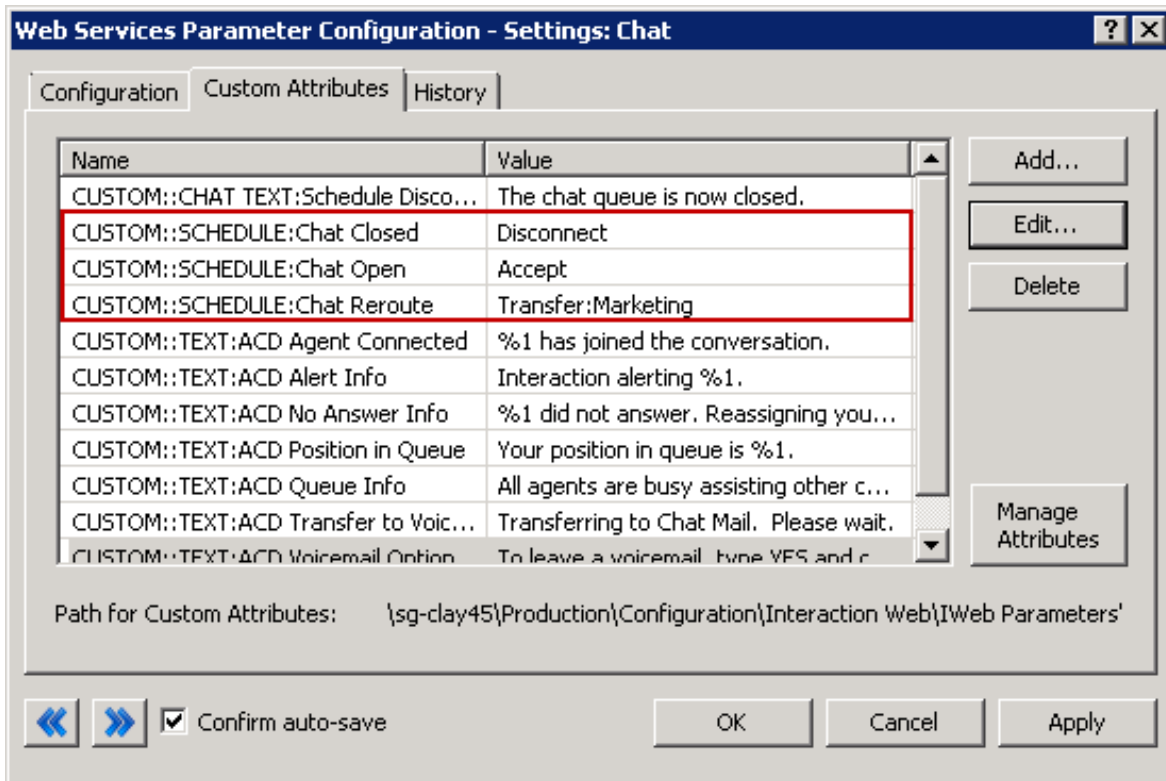
Example: Different custom attributes can have the same value. For example, two different schedules covering different time frames can each have an attribute defining the times when chats are not accepted.
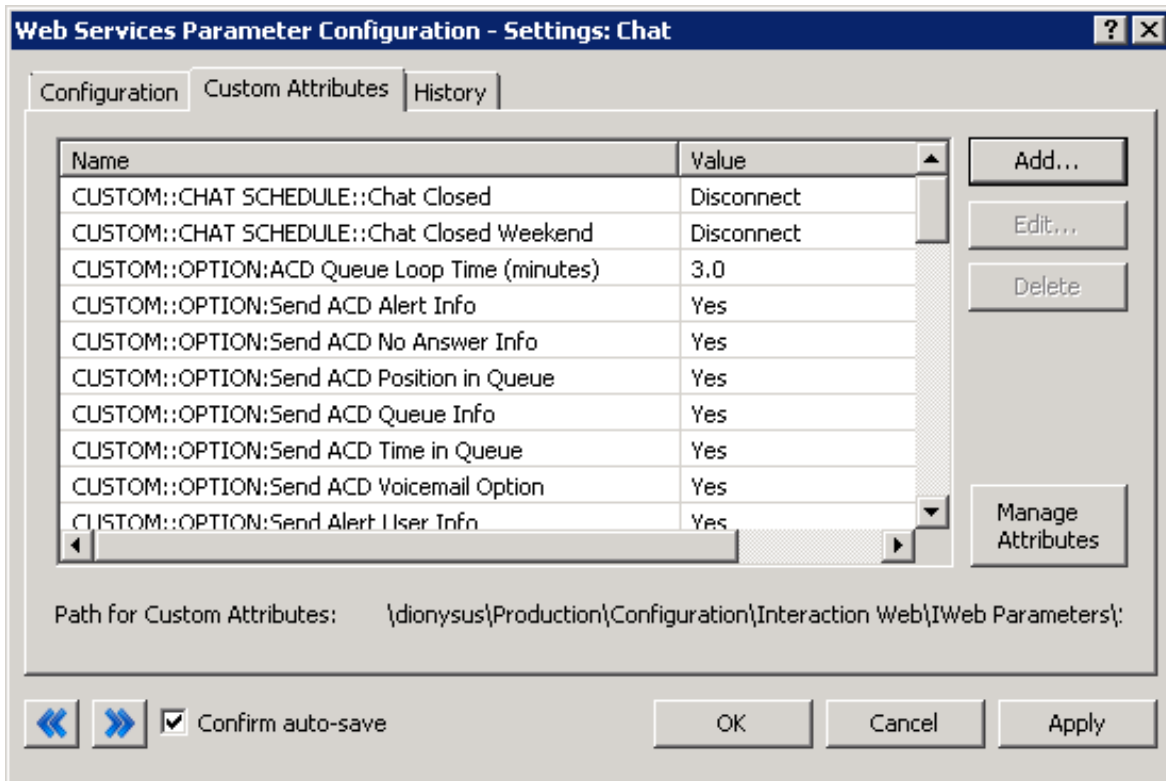
Create a Global Schedule Disconnect Message

To send a disconnect message when a global schedule determines that the web interaction should be disconnected, create a custom TEXT attribute. Apply this attribute to the Web Services Parameter configuration.

The Schedule Disconnect Message is sent to a remote party when the disconnect action occurs as defined in the active schedule.

See Custom TEXT Attribute for an explanation of when CIC uses a global or workgroup-specific message.
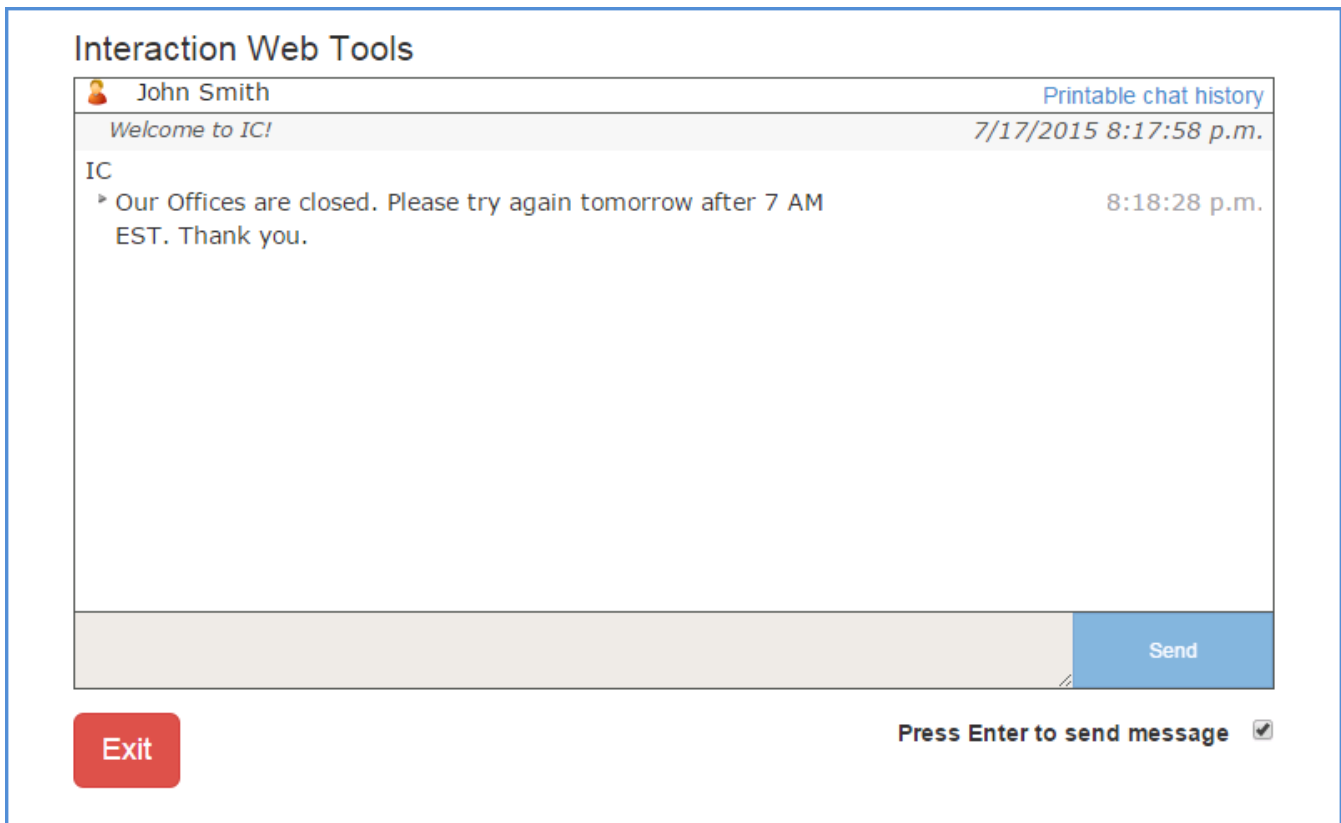
The process of creating this attribute is similar to the process for adding custom schedule attributes. Follow these rules:

- Name this attribute `TEXT:Schedule Disconnect Message`.
- Set the value of this attribute to a text string containing the message you want sent to the remote party before disconnecting the interaction.

Example: The TEXT:Schedule Disconnect Message custom attribute is defined for the Chat Web Services Parameter.
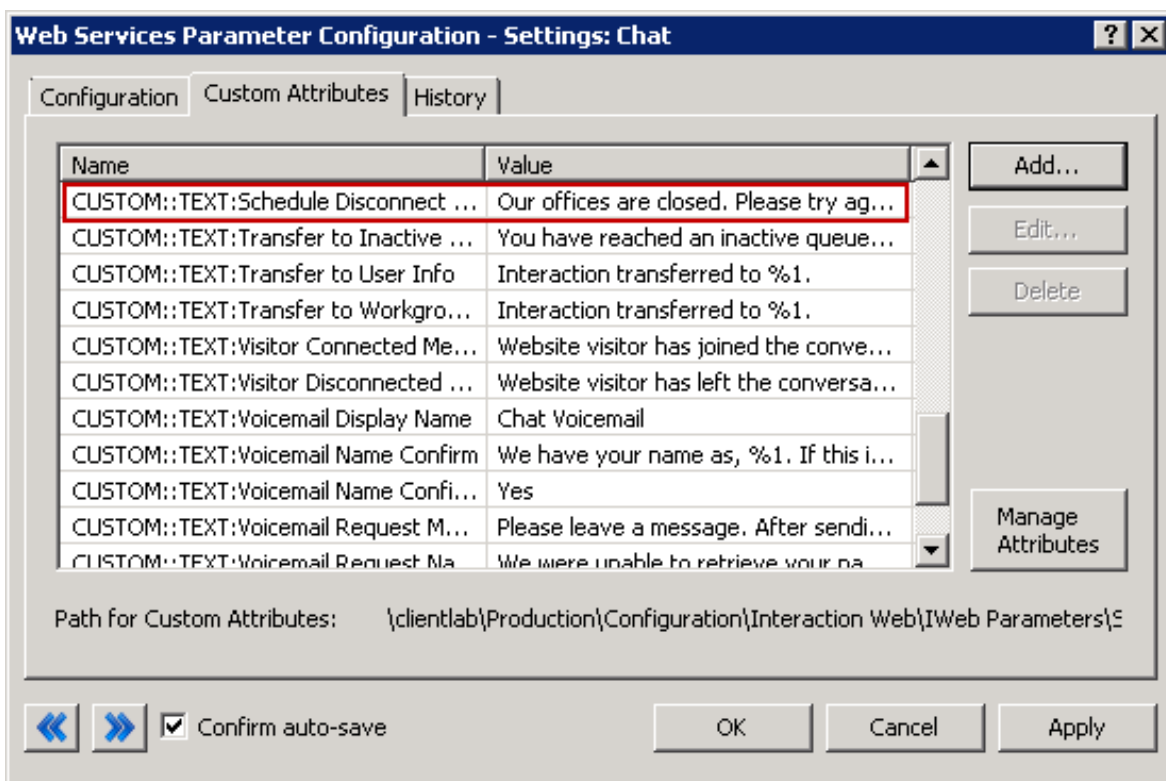
Apply Schedules to a Workgroup

If you apply schedules to a specific workgroup, rather than globally as described in <u>Apply Schedules Globally</u>, the workgroup configuration is similar to the Web Services Parameters configuration. The difference here is that the interaction type must be included.

1. In Interaction Administrator, in the Workgroups container, open the appropriate workgroup.
2. In the **Workgroup Configuration** dialog box, select the **Custom Attributes** tab.
3. Add a custom schedule attribute for each of the relevant schedules. Follow these general rules when adding the attribute:
   - Begin the name of the custom schedule attribute with a `interactiontype SCHEDULE:` string, as in `CHAT SCHEDULE:`.
   - Follow the leading string immediately (no space) with the exact name of the appropriate Interaction Administrator schedule.
   - Set the attribute to one of these values:

Accept	Allow the interaction to proceed to regular processing.
Disconnect	Disconnect the interaction. A disconnect message specific to this disconnect can precede this action. See <u>Create a Global Schedule</u> Disconnect Message.
Transfer: <user or workgroup name>	Transfer the interaction to the specified queue. The value substring following `Transfer` is the name of the queue to which the interaction is transferred. It can be a workgroup or user queue name. In the following example, the interaction is transferred to the Sales workgroup.

Example: Applying a custom attribute for each schedule to the Marketing Workgroup configuration.
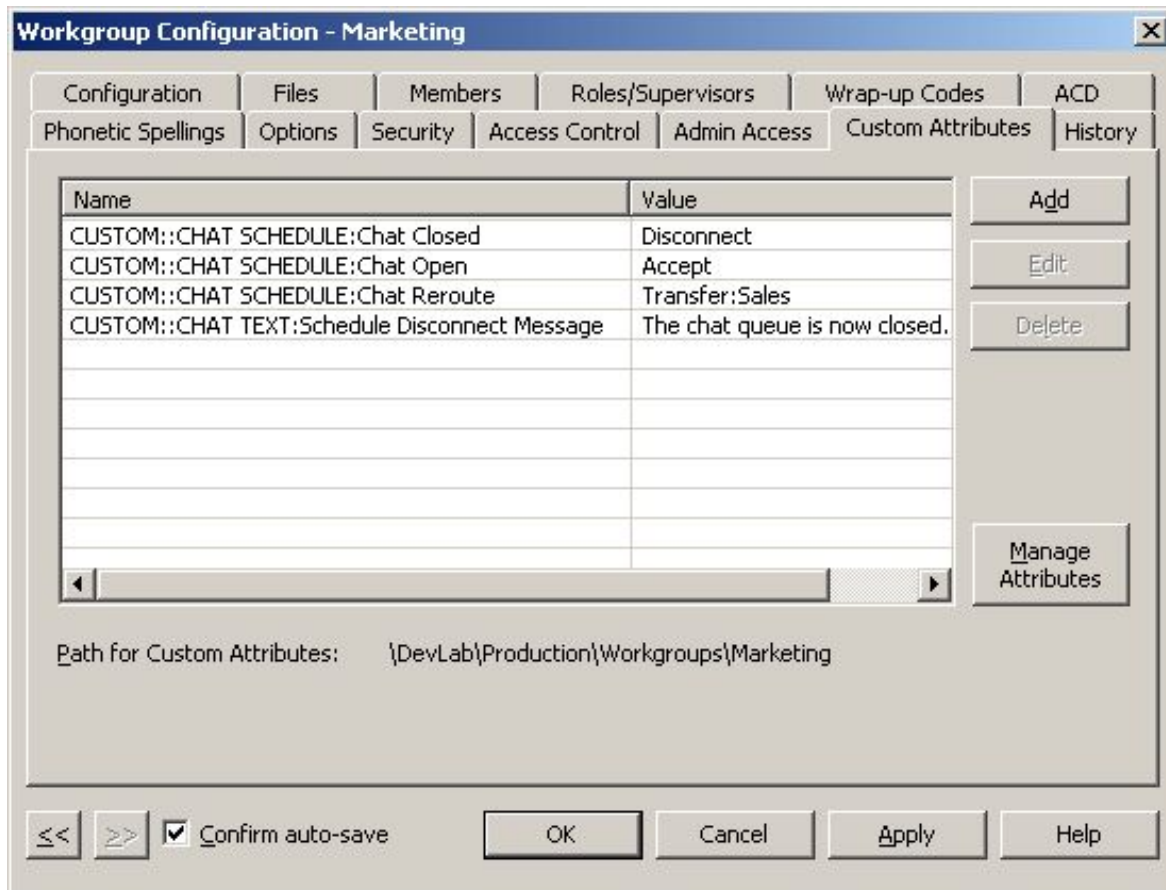
Example: As with schedules applied globally as custom attribute of the Web Services parameter, different custom attributes for workgroups can have the same value. These two attributes define times when chats are automatically disconnected for this workgroup under two different schedules.
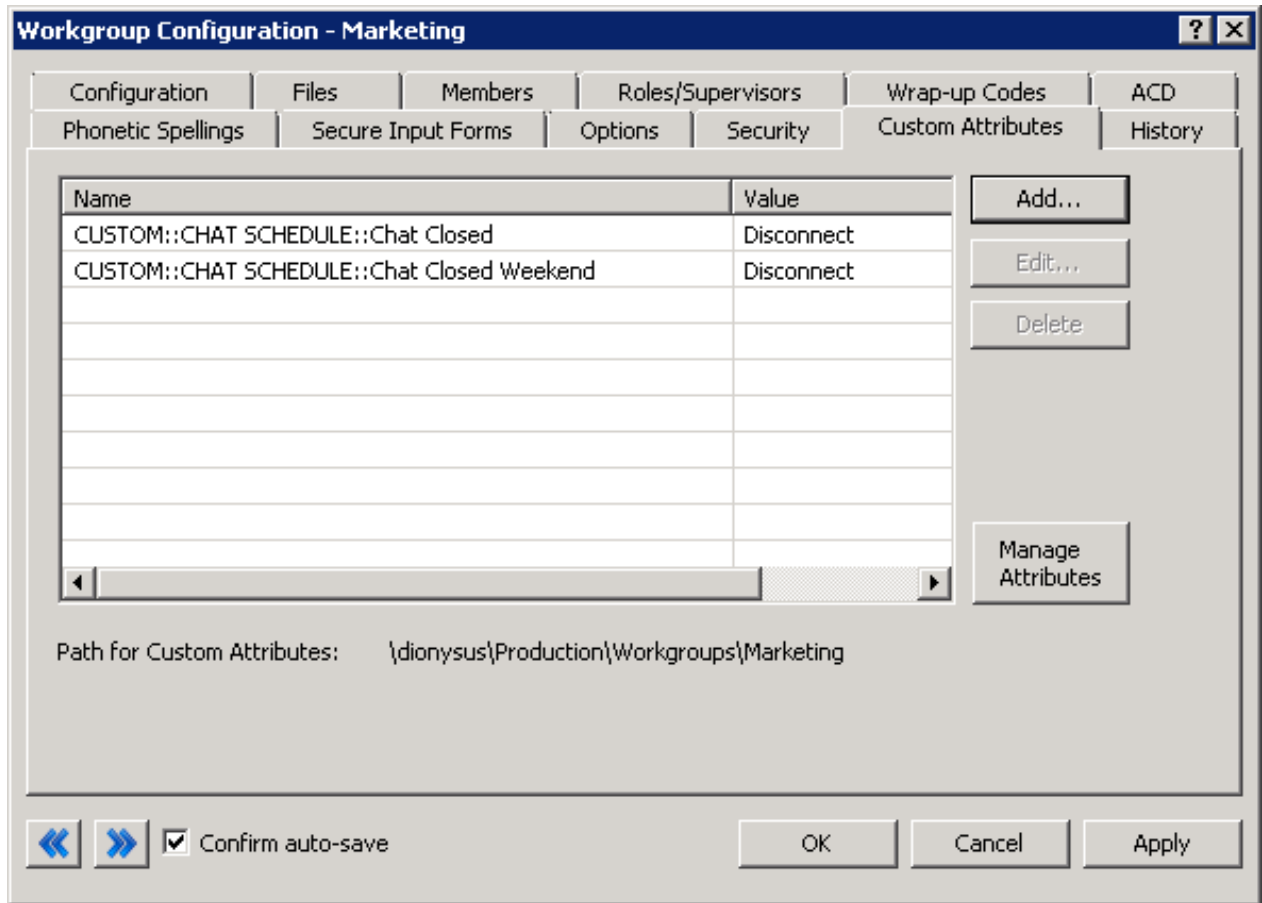
Create a Workgroup-Specific Schedule Disconnect Message

To send a disconnect message when a workgroup-specific schedule determines that the web interaction should be disconnected, create a custom TEXT attribute and apply it to the workgroup configuration.

This procedure is similar to the one used for defining a global disconnect message, see "Create a Global Schedule Disconnect Message". Follow these rules:

- Name this attribute **CHAT TEXT:Schedule Disconnect Message**.
- Set the value of this attribute to a text string containing the message you want sent to the remote party before disconnecting the interaction.

See Custom TEXT Attribute for an explanation of when CIC uses a global or workgroup-specific message.

Define Custom Attributes for Messages

This section explains how to create the custom attributes that define the text sent to remote parties and, in many cases, control whether the text is sent or not. Selected attributes are covered in specific detail with screen captures to illustrate the configuration.

The complete list of attributes appears in Global Parameters. These attributes are configured in the same way as the examples provided here.

Custom TEXT Attribute

A custom TEXT attribute defines the message (text string) sent to the remote party when the conditions defined in an active schedule are met. If the matching schedule is applied both globally and to a workgroup, the message defined in the Workgroup configuration is sent if the interaction is associated with that workgroup. If not, the global message defined for the Web Services parameter is used.

> You can define one of each type of TEXT attribute per workgroup, not one per schedule per workgroup. As a result, for example, you can define one Schedule Disconnect Message per workgroup, but not a different disconnect message for each schedule associated with the workgroup.

Display Name

Display name is the identifier for the local user (agent) or workgroup that is visible to a website visitor (customer) in an ACD-routed web chat.

> Interactions routed directly to a CIC user use the user's Privacy Name for external interactions and the user's Display Name for internal interactions (intercom chats).

Customer Interaction Center uses the following criteria to determine which display name to use:

- If an agent is available and the chat request is routed to their queue, the agent's **IC Privacy Name** is used.

  > IC Privacy Name is defined in the IA **User Configuration** dialog box on the **Configuration** tab.

- If an agent is available and the chat request is routed to their queue, but the agent does not have an IC Privacy Name, the agent's **Display Name** is used.

  > Display Name is defined in the IA **User Configuration** dialog box on the **General** tab of the **Personal Info** tab.

- If no agents are available to accept the chat request when it is routed to a workgroup queue, the workgroup's name in the **CHAT TEXT:Display Name** custom attribute is used.

  > This custom attribute is defined on the **Custom Attributes** tab of the IA **Workgroup Configuration** dialog box.

- If no agents are available to accept the chat request when it is routed to a workgroup queue, and the workgroup does not have a CHAT TEXT:Display Name attribute, the global display name, **CUSTOM::TEXT:Display Name**, is used.

  > This global display name is defined in the **Web Services Parameter** dialog box.

- If none of the above conditions apply, **CIC** appears as the display name.

Welcome Header

The welcome header is the first text sent to a remote party after the customer starts an interaction.
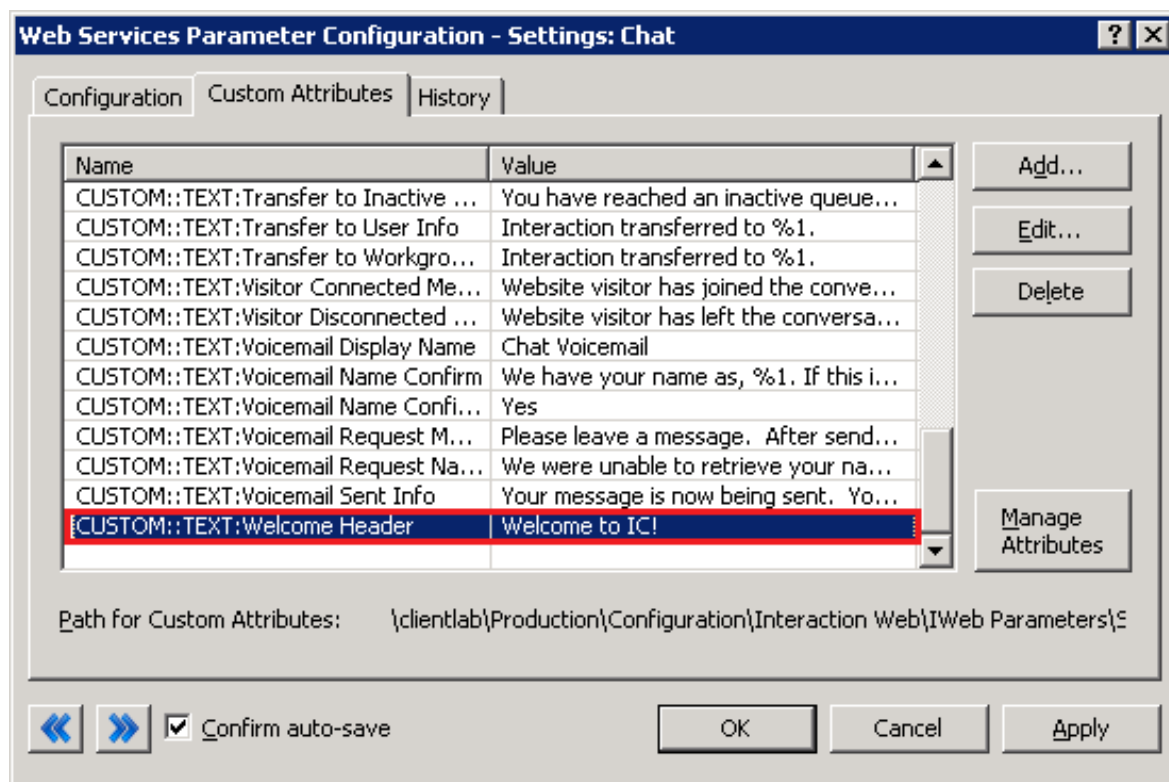

The welcome message can be configured globally or on a workgroup or both. If defined, the workgroup attribute setting takes precedence over a global setting. This attribute is not supported for interactions directly routed to a specific CIC user.

Use these naming conventions for the Welcome Header attribute:

- **TEXT:Welcome Header** in IWeb parameters.
- **CHAT TEXT:Welcome Header** in a workgroup configuration.

Transfer Attributes

The Transfer text attributes define the text sent to the remote party when CIC transfers the web interaction.
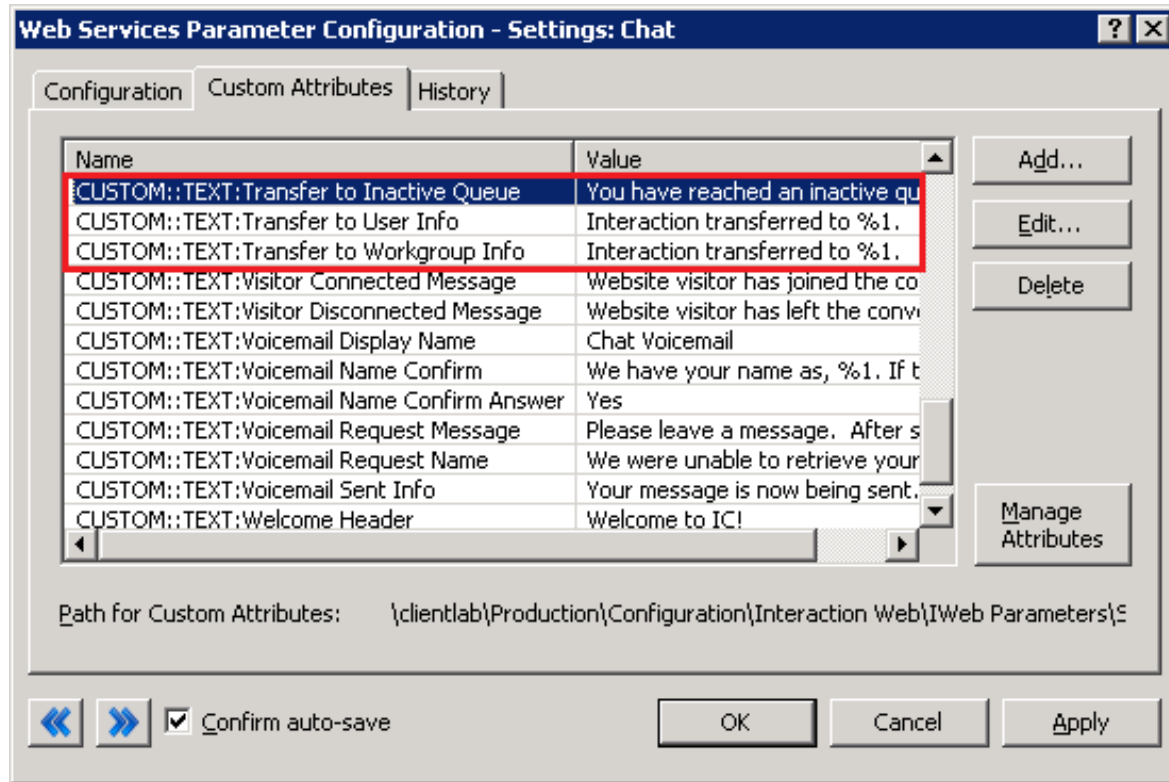
Transfer to Workgroup Info

This text is sent to the remote party when the action defined for the currently matching schedule is `Transfer`. The text appears when CIC transfers the web interaction to the specified queue. This attribute is optional. If it is not defined, the remote party is not notified that the interaction is being transferred.

Interaction Web Tools

👤	John Smith	Printable chat history
👤	IC	

Interaction transferred to Support.	*8:29:22 a.m.*
All agents are busy assisting other customers.	*8:29:22 a.m.*
Your position in queue is 1.	*8:29:22 a.m.*
Your estimated wait time is approximately one minute.	*8:29:22 a.m.*
To leave a voicemail, type YES and click the send button now. Otherwise, please continue to hold and the next available agent will assist you as soon as possible.	*8:29:22 a.m.*
Interaction alerting Alicia Adams.	*8:29:22 a.m.*
Alicia Adams did not answer. Reassigning your interaction to another agent.	*8:29:36 a.m.*
All agents are busy assisting other customers.	*8:29:36 a.m.*
Your position in queue is 1.	*8:29:36 a.m.*
Your estimated wait time is approximately one minute.	*8:29:36 a.m.*
To leave a voicemail, type YES and click the send button now. Otherwise, please continue to hold and the next available agent will assist you as soon as possible.	*8:29:36 a.m.*

Send

Exit

Press Enter to send message ☑

In this example, the agent transfers the chat to the PureConnect Customer Care workgroup. A message is sent to the remote chat party indicating the interaction has been transferred.

The attribute value is set to `Interaction transferred to %1`. The name *Support* is filled in dynamically based on the destination queue. The value used to replace `%1` for this string is the workgroup name itself.

Use these naming conventions for the transfer to workgroup attribute:
- **TEXT:Transfer to Workgroup Info** in IWeb parameters.
- **CHAT TEXT:Transfer to Workgroup Info** in a workgroup configuration.

The Transfer to Workgroup Info message can be disabled at both the global and workgroup levels. To skip sending this text to the remote chat party:
- Set the **OPTION:Send Transfer to Workgroup Info** attribute to a **No** value in IWeb parameters.
- Set the **CHAT OPTION:Send Transfer to Workgroup Info** attribute to a **No** value in a workgroup configuration.

Web Services Parameter Configuration - Settings: Chat

Tabs: Configuration | Custom Attributes | History

Name	Value
CUSTOM::OPTION:Send ACD No Answer Info	Yes
CUSTOM::OPTION:Send ACD Position in Queue	No
CUSTOM::OPTION:Send ACD Queue Info	Yes
CUSTOM::OPTION:Send ACD Time in Queue	Yes
CUSTOM::OPTION:Send ACD Voicemail Option	Yes
CUSTOM::OPTION:Send Transfer to User Info	Yes
CUSTOM::OPTION:Send Transfer to Workgroup Info	No
CUSTOM::OPTION:Send Voicemail Name Confirm	No
CUSTOM::OPTION:Send Welcome Header	Yes
CUSTOM::SCHEDULE:Chat Closed	Accept
CUSTOM::SCHEDULE:Chat Open	Accept
CUSTOM::SCHEDULE:Chat Reroute	Transfer:devlab_user

Buttons: Add... Edit... Delete Manage Attributes

Path for Custom Attributes: \Devlab\Production\Configuration\Interaction Web\IWeb Parameters\Se

☑ Confirm auto-save   OK   Cancel   Apply

Transfer to Inactive Queue

This text is sent to the remote party if the currently active schedule causes CIC to route a web interaction to an inactive workgroup queue. This routing rarely happens as every workgroup queue usually has an active status. However, if such a transfer occurs , use this attribute to inform the remote party.

Use these naming conventions for the Transfer to Inactive Queue attribute:
- TEXT:Transfer to Inactive Queue in IWeb parameters.
- CHAT TEXT: Transfer to Inactive Queue in a workgroup configuration.

Transfer to User Info

This text is sent to the remote party when the web chat interaction is routed to a specific CIC user, rather than a workgroup.

Example:

In this example, the **Transfer to User Info** attribute is set to `Interaction transferred to %1`. The name `Carolyn` is filled in dynamically based on the destination queue. The value used to replace `%1` for this string is the user display name itself, for intercom chats, and the **IC Privacy Name** for external chats.

You can disable the Transfer to User Info message at both the global and user levels.

- To disable the message globally, set the **OPTION:Send Transfer to User Info** attribute to a **No** value in IWeb parameters.
- To disable the message when the web interaction is transferred to a selected user, set the **CHAT OPTION:Send Transfer to User Info** attribute to a **No** value in User configuration.

OnHold Message

This text is sent to the remote party when the state of the web interaction is *On Hold*.
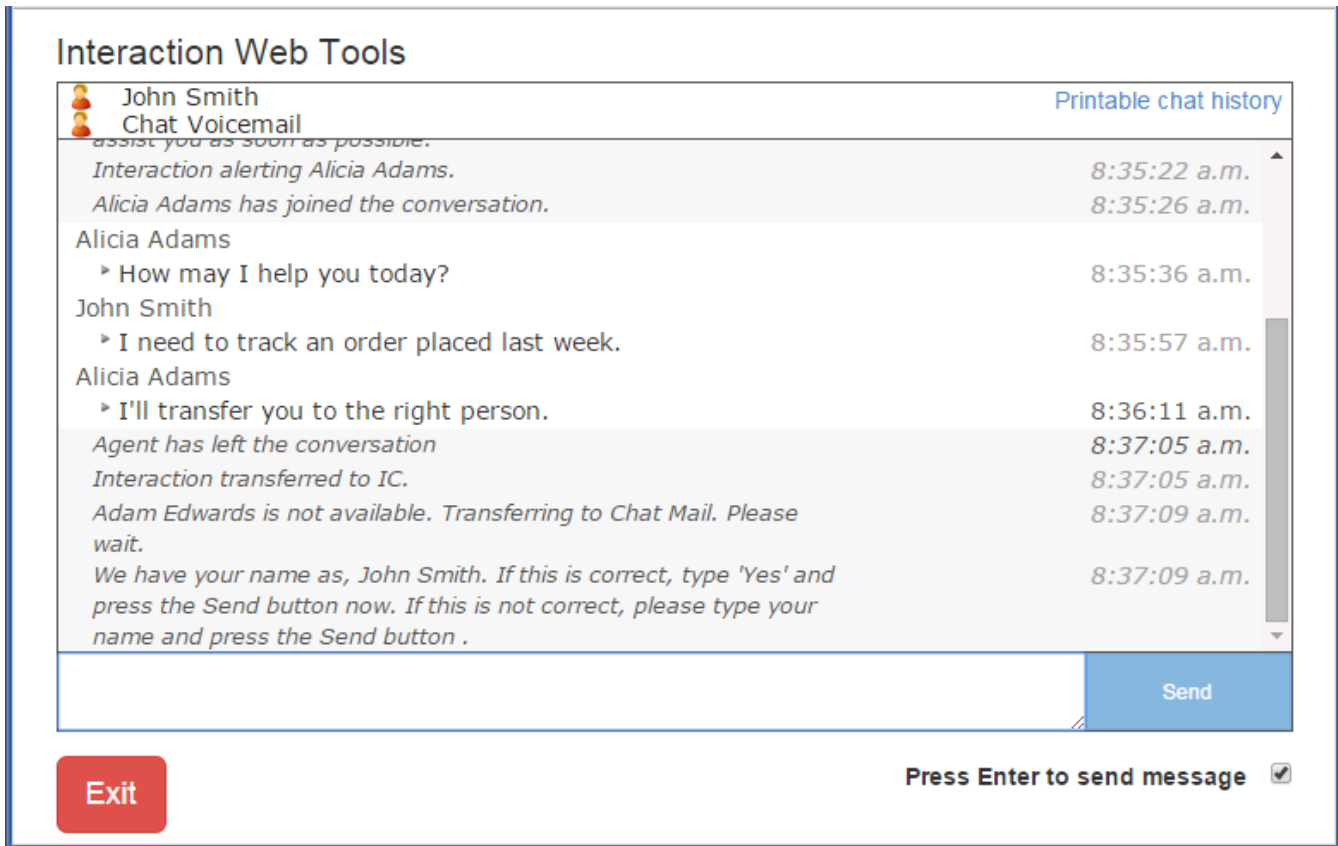

You can configure this on hold message on both the global IWeb parameters and a workgroup queue. This attribute is not supported for interactions directly routed to a specific CIC user.

Use these naming conventions for the OnHold Message attribute:
- **TEXT:OnHold Message** in IWeb parameters.
- **CHAT TEXT:OnHold Message** in a workgroup configuration

Alert User Info

This text is sent to the remote party when the web chat interaction is routed to a specific, non-ACD user whose status is *Available* (a non-DND status.) Non-ACD alerts can happen for internal intercom chats, when a chat is transferred directly to another CIC user or by IWeb chats generated specifically for transfer to a user queue.

For this example, the **Alert User Info** attribute was set to `Alerting: %1`. The name `devlab_user` was filled in dynamically based on the destination queue. The value used to replace `%1` for this string is the user display name itself, for intercom chats, and the **IC Privacy Name** for external chats.

You can disable the Alert User Info message at both the global and user levels.
- To disable the message globally, set the **OPTION:Send Alert User Info** attribute to a **No** value in IWeb parameters.
- To disable the message when the web interaction is transferred to a selected user, set the **CHAT OPTION:Send Alert User Info** attribute to a **No** value in User configuration.

Global Parameters

This table contains all the parameters that can be set globally in Web Services Parameters configuration.

- TEXT parameters are used to set string values. Try to limit them 256 characters, although you can use up to 500 characters if necessary.
- Control parameters beginning with **OPTION** determine if the text is sent or not. The value of a control parameter is **Yes** or **No**. **No** is assumed if any other value is used.

An **X** in the **Workgroup Support** and **User Support** columns indicates a parameter that can also be used in Workgroup or User configuration.

IWeb Parameter Name	Control Parameter	Workgroup Support	User Support	
TEXT:ACD Alert Info	OPTION:Send ACD Alert Info	X	N/A	*
TEXT:ACD Agent Connected	N/A	X	N/A	*
TEXT:ACD No Answer Info	OPTION:Send ACD No Answer Info	X	N/A	*
TEXT:ACD Position in Queue	OPTION:Send ACD Position in Queue	X	N/A	
TEXT:ACD Queue Info	OPTION:Send ACD Queue Info	X	N/A	
TEXT:ACD Queue Loop Time (minutes)	OPTION:ACD Queue Loop Time (minutes)	X	N/A	
TEXT:ACD Transfer to Voicemail	N/A	X	N/A	
TEXT:ACD Voicemail Option	OPTION:Send ACD Voicemail Option	X	N/A	
TEXT:ACD Voicemail Option Answer	N/A	X	N/A	
TEXT:ACD Wait One Minute	OPTION:Send ACD Time in Queue	X	N/A	
TEXT:ACD Wait Time (minutes)	OPTION:Send ACD Time in Queue	X	N/A	
TEXT:ACD Wait Update Reminder	OPTION:Send ACD Wait Update Reminder	X	N/A	
TEXT:Agent Connected Message	N/A	X	X	
TEXT:Agent Disconnected Message	N/A	X	X	*
TEXT:Alert User Info	OPTION:Send Alert User Info	N/A	X	
TEXT:Display Name	N/A	X	N/A	**
TEXT:OnHold Message	N/A	X	X	*
TEXT:Schedule Disconnect Message	N/A	X	X	
TEXT:Transfer to Inactive Queue	N/A	X	N/A	
TEXT:Transfer to User Info	OPTION:Send Transfer to User Info	N/A	X	
TEXT:Transfer to Workgroup Info	OPTION:Send Transfer to Workgroup Info	X	N/A	
TEXT:Visitor Connected Message	N/A	X	X	
TEXT:Visitor Disconnected Message	N/A	X	X	
TEXT:Voicemail Display Name	N/A	X	X	
TEXT:Voicemail Name Confirm	OPTION:Send Voicemail Name Confirm	X	X	
TEXT:Voicemail Name Confirm Answer	N/A	X	X	
TEXT:Voicemail Request Message	N/A	X	X	
TEXT:Voicemail Request Name	N/A	X	X	
TEXT:Welcome Header	OPTION:Send Welcome Header	X	X	

* IWEB or Workgroup parameter values are used for ACD interactions. User configuration settings do not apply to ACD agent alerts.

** User settings apply when an interaction is assigned to an agent. This is the IC Privacy Name or user's display name.

Workgroup and User Parameters

This table contains all of the parameters that can be set in workgroup and user configurations.

- TEXT parameters are used to set string values. Limit them to 256 characters, although you can use up to 500 characters if necessary.
- Control parameters beginning with **OPTION** determine if the text is sent or not. The value of a control parameter is **Yes** or **No**. **No** is assumed if any other value is used.

> To prevent text from being sent, if you set a control parameter to **No**, the corresponding TEXT attribute *must exist* and contain a string value.

- Notice that each of the workgroup and user parameters has a media type prefix added to them, in contrast to the names used for IWeb parameters.

> An **X** in the **Workgroup Support** and **User Support** columns indicates a parameter that can also be used in Workgroup or User configuration.

Workgroup/User Parameter Name	Workgroup/User Control Parameter	Workgroup Support	User Support	
CHAT TEXT:ACD Alert Info	CHAT OPTION:Send ACD Alert Info	X	N/A	*
CHAT TEXT:ACD Agent Connected	N/A	X	N/A	*
CHAT TEXT:ACD No Answer Info	CHAT OPTION:Send ACD No Answer Info	X	N/A	*
CHAT TEXT:ACD Position in Queue	CHAT OPTION:Send ACD Position in Queue	X	N/A	
CHAT TEXT:ACD Queue Info	CHAT OPTION:Send ACD Queue Info	X	N/A	
CHAT TEXT:ACD Queue Loop Time (minutes)	CHAT OPTION:ACD Queue Loop Time (minutes)	X	N/A	
CHAT TEXT:ACD Transfer to Voicemail	N/A	X	N/A	
CHAT TEXT:ACD Voicemail Option	CHAT OPTION:Send ACD Voicemail Option	X	N/A	
CHAT TEXT:ACD Voicemail Option Answer	N/A	X	N/A	
CHAT TEXT:ACD Wait One Minute	CHAT OPTION:Send ACD Time in Queue	X	N/A	
CHAT TEXT:ACD Wait Time (minutes)	CHAT OPTION:Send ACD Time in Queue	X	N/A	
CHAT TEXT:ACD Wait Update Reminder	CHAT OPTION:Send ACD Wait Update Reminder	X	N/A	
CHAT TEXT:Agent Connected Message	N/A	X	X	
CHAT TEXT:Agent Disconnected Message	N/A	X	X	*
CHAT TEXT:Alert User Info	CHAT OPTION:Send Alert User Info	N/A	X	
CHAT TEXT:Display Name	N/A	X	N/A	**
CHAT TEXT:OnHold Message	N/A	X	X	*
CHAT TEXT:Schedule Disconnect Message	N/A	X	X	
CHAT TEXT:Transfer to Inactive Queue	N/A	X	N/A	
CHAT TEXT:Transfer to User Info	CHAT OPTION:Send Transfer to User Info	N/A	X	
CHAT TEXT:Transfer to Workgroup Info	CHAT OPTION:Send Transfer to Workgroup Info	X	N/A	
CHAT TEXT:Visitor Connected Message	N/A	X	X	
CHAT TEXT:Visitor Disconnected Message	N/A	X	X	
CHAT TEXT:Voicemail Display Name	N/A	X	X	
CHAT TEXT:Voicemail Name Confirm	CHAT OPTION:Send Voicemail Name Confirm	X	X	
CHAT TEXT:Voicemail Name Confirm Answer	N/A	X	X	
CHAT TEXT:Voicemail Request Message	N/A	X	X	
CHAT TEXT:Voicemail Request Name	N/A	X	X	
CHAT TEXT:Welcome Header	CHAT OPTION:Send Welcome Header	X	X	

* IWEB or Workgroup parameter values are used for ACD interactions. User configuration settings do not apply to ACD agent alerts.

** User settings apply when an interaction is assigned to an agent. This is the IC Privacy Name or user's display name.

Change Log

Date	Changes
07-June-2013	Initial release of this document in IC 4.0 SU 4.
01-August-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
31-March-2015	• Updated document to reflect the changes required for the transition from Interaction Client .NET Edition to Interaction Desktop. This includes a new CIC client section. • Updated the Copyright and Trademarks page.
25-June-2015	• Rebranding changes, new logo and font colors. • Updated Copyright and Trademark Information page.

29-July-2015	• IC-131357 Make rebranding changes in technical references
	• In the "CIC client" section
	  ○ Removed all references to Interaction Client .NET Edition. (This is no longer distributed.)
	  ○ Removed from boilerplate: Starting with CIC 2015 R3, Interaction Desktop replaces Interaction Client .NET Edition as the primary CIC client.
	• Updated screen captures of the Interaction Web Tools interface:
	  ○ Create a Global Schedule Disconnect Message
	  ○ Display Name
	  ○ Welcome Header
	  ○ Transfer to Workgroup Info
	  ○ Transfer to User Info
	  ○ OnHold Message
	  ○ Alert User Info

24-November-2015	• IC-132714 Add information on having multiple chat schedules with same variable setting in IWeb TR • Added new examples in the "Apply Schedules Globally" and the "Apply Schedules to a Workgroup" sections.
02-March-2016	IWT-53 IWeb Technical Reference shows incorrect screenshot for Transfer: schedule action • In the "Apply Schedules Globally" section, updated the screen capture for the three custom attributes for the `Settings:Chat` parameter. It now shows the correct value for the `Chat Reroute` attribute, `Transfer:Marketing`.
25-April-2017	Removed reference to Interaction Client Web Edition from CIC client section.
07-September-2017	Rebranded document to apply Genesys terminology, look and feel.
30-October-2018	Changed Web Services to Web Tools in Licensing section.