ECS Setup: Implementation - Response Templates

Implementation: Response Templates

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Overview

The Response Templates provides the ability to add certain canned responses that will be presented to customers when they have reached out to a Business Process via a chat or email. A canned response can be used as a place holder until an agent becomes available to handle the interaction or it can be utilized by an agent when actively engaged in an interaction with a customer.



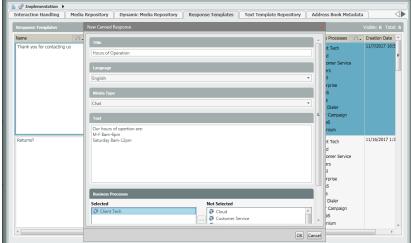
- Name: Shows the name of the canned response. The name of the response is what will appear in searches when locating the file to upload to various sub-sections of the portal like the Interaction Handling flow. This is a free form field that can be edited by the Project Manager/Customer
- Text: The exact text that will be presented to the customer when utilizing the canned response. This is a free form field that can be edited by the Project Manager/Customer Admin
- · Language: Language of the canned response. Select between English, Spanish, Russian or Hebrew
- Media Type: The media type the canned response can be used for: Chat or Email
- Business Processes: The business processes the canned response is assigned to and can used when utilizing the media type within the business process
- Creation Date: Date and time the canned response was created

Adding a Response Template

1. Click on the Add New icon to add a canned response

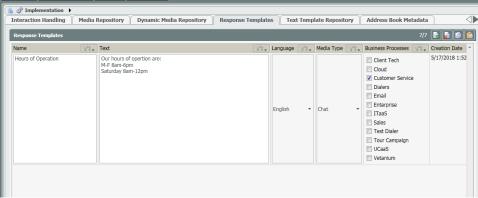


- 2. A new canned response template pop-up box will open. Fill in the following information:
 - a. **Title** Title/name of the canned response. The title is what will show up when searching to add canned responses within a business process or channel.
 - b. Language language of the response.
 - c. Media Type the media type the response is able to be applied too: Chat, Email or Both.
 - d. Text the text that will appear to customers when they receive the canned response.
 - e. Business Process the business process the canned response can be utilized and assigned.



3. Select Ok.

4. The canned response will be added to the Canned Response Repository.



5. Save and deploy