ECS Setup: Implementation - Email

- **Signature Format**
  - The Signature Format defines the email signature that can be appended to the end of every e-mail reply sent by an Agent.
  - Signature format can include any HTML text with ***specific parameters*** which can be retrieved from the original e-mail:
    - ***From = {0}***
    - ***To = {1}***
    - ***Date = {2}***
    - ***Subject = {3}***
    - ***Original Message = {4}***
    - Agent Name = {5}
    - Signature = {6}
  - **Signature Format Example**

    {5}

    Customer Service Representative

    989 Old Eagle School Rd.

    Wayne, PA 19087

    p 610.964.8000

    www.evolveip.net

  - **Signature Format Output**

    Rich Cannon
    Customer Service Representative
    989 Old Eagle School Rd.
    Wayne, PA 19087
    p 610.964.8000
    www.evolveip.net

- **Reply Format**
  - The Reply Format defines the default e-mail reply content that is inserted every time an Agent replies to an inbound e-mail.
  - The Reply Format can make use of the Signature Format plus the additional parameters referenced above.
  - **Reply Format Example**

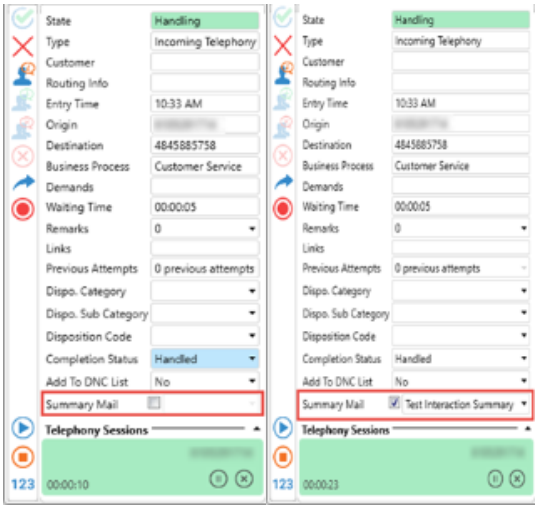
    {6}
On {2}, {0} wrote: {4}

  - **Reply Format Output**

    Rich Cannon
    Customer Service Representative
    989 Old Eagle School Rd.
    Wayne, PA 19087
    p 610.964.8000
    www.evolveip.net

    On 12/3/2019 1:59:17 PM, rcannon@evolveip.net wrote:
    Test email body

- **Default CC**
  - A default email address that will be included as a carbon copy in every email reply. When using multiple email addresses separate with a semicolon ";"
- **Default BCC**
  - A default email address that will be included as a blind carbon copy in every email reply. When using multiple email addresses separate with a semicolon ";"
- **Email Templates**
  - When *Enable Sending Interaction Summary Mail* is allowed on a Business Process (General Tab) the agent will have an additional option to send an interaction summary email. If there are multiple configured templates, a drop-down list will allow the agent to select the correct one.



- The summary template can be configured with the following parameters:
  - To Address
  - CC Address
  - BCC Address
    - *When using multiple email addresses separate with a semicolon ";"*
  - Include Recording Link *(available for ECS overlay call recording only)*
  - Include Recording File *(available for ECS overlay call recording only)*
- When the email arrives, it will also have the following information present within the email body.
  - Destination
  - Interaction Time
  - Disposition Code Category
  - Disposition Code Sub Category
  - Disposition Code
  - Ending Status
  - Last Handler
  - Last Business Process