

# 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**

```
<br><br>
{5}<br>
Customer Service Representative<br>
989 Old Eagle School Rd.<br>
Wayne, PA 19087<br>
p 610.964.8000<br>
<a href="http://www.evolveip.net/">www.evolveip.net</a><br>
```

- **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}<br>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.

<div>Divert To Bursting Announcement Branch</div> <div>❌ Denied</div>	<div>Divert to special flow</div> <div>❌ Disabled</div>
<div>Disposition Code Category Set</div> <div>Product</div>	<div>Enable Sending Interaction Summary Mail</div> <div>✅ Allowed</div>

<div>State: Handling</div> <div>Type: Incoming Telephony</div> <div>Customer: </div> <div>Routing Info: </div> <div>Entry Time: 10:33 AM</div> <div>Origin: </div> <div>Destination: 4845885758</div> <div>Business Process: Customer Service</div> <div>Demands: </div> <div>Waiting Time: 00:00:05</div> <div>Remarks: 0</div> <div>Links: </div> <div>Previous Attempts: 0 previous attempts</div> <div>Dispo. Category: </div> <div>Dispo. Sub Category: </div> <div>Disposition Code: </div> <div>Completion Status: Handled</div> <div>Add To DNC List: No</div> <div>Summary Mail: <input type="checkbox"/></div>	<div>State: Handling</div> <div>Type: Incoming Telephony</div> <div>Customer: </div> <div>Routing Info: </div> <div>Entry Time: 10:33 AM</div> <div>Origin: </div> <div>Destination: 4845885758</div> <div>Business Process: Customer Service</div> <div>Demands: </div> <div>Waiting Time: 00:00:05</div> <div>Remarks: 0</div> <div>Links: </div> <div>Previous Attempts: 0 previous attempts</div> <div>Dispo. Category: </div> <div>Dispo. Sub Category: </div> <div>Disposition Code: </div> <div>Completion Status: Handled</div> <div>Add To DNC List: No</div> <div>Summary Mail: <input checked="" type="checkbox"/> Test Interaction Summary</div>
<div>Telephony Sessions</div> <div>123 00:00:10</div>	<div>Telephony Sessions</div> <div>123 00:00:23</div>

- 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