

ECS Setup: Implementation

Manage your Implementation settings within your contact center.

- ECS Setup: Implementation - Address Book Metadata
- ECS Setup: Implementation - API Trigger
- ECS Setup: Implementation - Breaks
- ECS Setup: Implementation - Disposition Code Sets
- ECS Setup: Implementation - Dynamic Media Repository
- ECS Setup: Implementation - Interaction Type and Priority Class
- ECS Setup: Implementation - Media Repository
- ECS Setup: Implementation - Monitoring
- ECS Setup: Implementation - Response Templates
- ECS Setup: Implementation - Rest API
- ECS Setup: Implementation - Skills
- ECS Setup: Implementation - Special Days
- ECS Setup: Implementation - Special Days and Schedules
- ECS Setup: Implementation - Email
- ECS Setup: Implementation - Text Template Repository
- ECS Setup: Implementation - Text Repository

The screenshot shows the ECS Setup application interface. On the left, there's a sidebar with a 'SETUP' icon, various edit and navigation buttons, and sections for 'Search (0)', 'Visited (3)', 'Invalid (0)', and 'Subsystems' (Business Structure, Staffing, Implementation, Deployment). The 'Implementation' button in the subsystems section is highlighted with a red box. The main window has a title bar 'Implementation' and a toolbar with tabs: Implementation, Media Repository, Dynamic Media Repository, Response Templates, Text Template Repository, Address Book Metadata, Monitoring, Priority Classes, Breaks, Inbound Campaigns, and Special Days. The main content area is a table titled 'Interaction Types *' with columns for 'Interaction Type *', 'Origin *', 'Load *', 'Media Types *', 'Demands *', and 'Priority Class *'. The table lists numerous interaction types like Any, Callback, Callback Telephony, Campaign, etc., each with specific configuration options. A red box highlights the entire main content area.