

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
- ECS Setup: Implementation - ECS Custom Value Set

The screenshot shows the ECS Setup: Implementation interface. The left sidebar contains the 'SETUP' menu with options like 'Edit', 'WebC', 'Airelab/webc.admin', 'Search (0)', 'Visited (3)', 'Invalid (0)', 'Subsystems', 'Business Structure', 'Staffing', 'Implementation' (highlighted), and 'Deployment'. The main area displays a table of interaction types and their settings.

Interaction Type *	Origin *	Load *	Media Types *	Demands *	Priority Class *
Any	Any	100 %			Select the relevant item
Callback	Callback	100 %			Select the relevant item
Callback Telephony	Callback	100 %	Telephony		Select the relevant item
Campaign	Campaign	100 %			Select the relevant item
Campaign SMS	Campaign	100 %	SMS		Select the relevant item
Campaign Telephony	Campaign	100 %	Telephony		Select the relevant item
Chat	Any	100 %	Chat		Select the relevant item
E-mail	Any	100 %	Email		Select the relevant item
Fax	Any	100 %	Fax		Select the relevant item
Incoming	Incoming	100 %			Select the relevant item
Incoming Chat	Incoming	100 %	Chat		Select the relevant item
Incoming email	Incoming	100 %	Email		Select the relevant item
Incoming Fax	Incoming	100 %	Fax		Select the relevant item
Incoming SMS	Incoming	100 %	SMS		Select the relevant item
Incoming SMS2	Incoming	100 %	Email	Handle SMS	Select the relevant item
Incoming Telephony	Incoming	100 %	Telephony		Select the relevant item
Internal messaging (Chat)	Outgoing Internal	100 %	Chat		Select the relevant item
Out. External Mail	Outgoing External	100 %	Email		Select the relevant item
Out. External SMS	Outgoing External	100 %	SMS		Select the relevant item
Out. External Telephony	Outgoing External	100 %	Telephony		Select the relevant item
Out. Internal Telephony	Outgoing Internal	100 %	Telephony		Select the relevant item
Outgoing External	Outgoing External	100 %			Select the relevant item
Outgoing Internal	Outgoing Internal	100 %			Select the relevant item
SMS	Any	100 %	SMS		Select the relevant item
Telephony	Any	100 %	Telephony		Select the relevant item
Transferred	Transferred	100 %			Select the relevant item
Transferred Chat	Transferred	100 %	Chat		Select the relevant item
Transferred e-mail	Transferred	100 %	Email		Select the relevant item
Transferred FAX	Transferred	100 %	Fax		Select the relevant item
Transferred In SMS	Transferred	100 %	SMS		Select the relevant item
Transferred In Telephony	Transferred	100 %	Telephony		Select the relevant item
Transferred Out SMS	Transferred	100 %	SMS		Select the relevant item
Transferred Out Telephony	Transferred	100 %	Telephony		Select the relevant item