# **ECS Setup: Implementation - Email**

#### Signature Format

- o 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><br>>

{5}<br>

Customer Service Representative<br/>
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.
- o 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

o 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 ":"

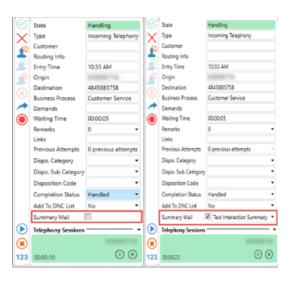
#### Default BCC

 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





- The summary template can be configured with the following parameters:
  - To Address
  - o CC Address
  - o 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
  - o Last Business Process