

How can I integrate the CCE forms for e-mail and chat wrap up functionality.

Question

How can I integrate the CCE forms for e-mail and chat wrap up functionality.

Response

The forms provided by CCE, which you can customise so agents can fill in information to wrap up an interaction are administered through CCE Control Panel. Initially only available for Preview Contact CCE 3.0.2 now includes them for Email and Chat.

The forms are created and can be customised per program and will be delivered to the agent as a separate tab along with the workitem. The results of the form are stored in the database in the associated data table, linked to the work items interaction ID. The key in the associated data table (of the Topic/Key/Value) will be the name of the control on the form - the name you gave it at design time, the value in the associated data table will be the data from the control.

A link to a document describing the development of a form is contained in the link below.

Applicable to

Avaya Contact Center Express 3.0.2

Last Modified By: Simon Fitz-Gerald, Tuesday, June 02, 2009

<http://support.avayacce.com/KnowledgebaseArticle13406.aspx>

Sunday, March 21, 2010