Solutions

Solutions are the actions to be taken when a opportunity is spotted in the customer journey. To create a solution, go to Engage -> Solutions -> click on [+ New solution] icon. Enter the name of the solution and the message to be displayed in queue and click **Save**.

New solution

Name
The display name for this solution

test solution

Solution message
Message displayed in queue

this is a test solution

Save   Cancel

This opens the **Edit solution** window where you can define the actions.

Edit solution: test solution

Name
The display name for this solution

test solution

Presentation:
Default banner

Test dooreye banner – Dooreye

Banner to show when busy

-- None --

Banner to show when closed

-- None --

Banner to show when open

-- None --

Relation
Case type relation

Test case type

Group relation

Technical support

Solution message
Message displayed in queue

this is a test solution

Save   Cancel   Delete

You can select a default banner to be displayed at all times or a separate banner for busy, closed or open hours. Choose a **Case type** and the **group/queue** it needs to be linked to and the message to be displayed while the visitor is in queue. This also hints the agent about the banner, the visitor is coming from.

Click **Save** and press the icon at the top to go to the solutions list. You can search for a solution by typing in the name of the solution in the search bar and clicking on it to see the details.

To delete a solution, press the **Delete** button while on the Edit solution screen and confirm your decision.