


## 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  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

Solution message  
Message displayed in queue

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

### Edit solution: test solution

Name  
The display name for this solution

**Presentation:**

Default banner

Banner to show when busy

Banner to show when closed

Banner to show when open


**Relation**

Case type relation

Group relation

Solution message  
Message displayed in queue

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.