

Automatic welcome and goodbye messages

In addition to agents manually posting pre-defined messages in during the chat dialogue, it is possible to launch predefined welcome and goodbye messages automatically. Automatic welcome and goodbye messages are defined per agent (not per queue) in the Administration Portal under the chat parameters:

- Automatic intro message in chat when agent connects
- Automatic goodbye message in chat when agent disconnects

To avoid the need for customizing these messages per agent (if wanting to give the message a personal touch), it is possible to insert agent name variables in the text using the following two variables:

\$agentName: Shows the agent's "chat nickname" if defined in the Administration Portal. If not defined, the agent's full name (first name and last name) from the personal profile is used. If the agent's chat nickname or first name/last name isn't defined, the agent's user name from the personal profile is used:

Pri 1: Nickname (from *Administration Portal -> Users -> Products -> Chat -> Chat Nickname*)

Pri 2: Agent's full name (in agent's personal profile)

Pri 3: Agent's user name (in agent's personal profile)

\$agentFullName: Shows the agent's full name (first name and last name) from the personal profile if defined. If not defined, the agent's user name from the personal profile is used:

Pri 1: Agent's full name (in agent's personal profile)

Pri 2: Agent's user name (in agent's personal profile)

Automatic welcome message

When defined, the automatic welcome message is automatically posted to the chatter when an agent accepts the chat. However, if the chatter already has posted a message while waiting in queue, the automatic welcome message is not posted, since it would seem that the agent hasn't bothered to read the chatter's message first.

Example of text in the "Automatic intro message in chat when agent connects" property:

*Hi, you are chatting with **\$agentName**. How can I help you?*

Automatic goodbye message

When defined, the automatic goodbye message is automatically posted to the chatter when an agent ends a chat session, in other words when the relevant chat tab is closed (x'ed out).

Example of text in the "Automatic goodbye message in chat when agent disconnects" property:

*Thank you for contacting us, and have a great day! Best regards **\$agentName**.*