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# Gplus Adapter 8.0 for Siebel CRM User's Guide

Gplus Adapters 8.0.3

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# Supplement to Gplus Adapter for Siebel CRM User's Guide

Welcome to the Supplement to the [Gplus Adapter 8.0 for Siebel CRM User's Guide](#). It provides information about how to use new features introduced in 8.0.3 release of this adapter and any other changes to user guide information that are not reflected in the User's Guide PDF.

Released in Version	Feature Name	Article Type	Date Released
8.0.3	<a href="#">Sending Chat Transcript via Siebel-side Email</a>	Updated	December 15, 2016
	<a href="#">Genesys Call Recording Support</a>	Updated	
	<a href="#">SIP Preview Interaction Support</a>	New	

# Sending Chat Transcript via Siebel-side Email

Genesys Chat solution already provides the option to send a chat session transcript to a client by email. Chat Server automatically manages this task on request from the agent side (agent desktop) during chat session finalization.

By sending a Genesys Chat Transcript via the Siebel-side Email feature, the Adapter allows a chat session transcript to be sent to a client from the Siebel side. As a result, it allows you to edit email content before sending. Both Genesys Email and Siebel Email solutions can be used for this purpose. Siebel Email Templates are also supported.

In addition, this feature supports sending the transcript's current chat session(s) for those chat sessions previously concluded.

## Sending a current chat session transcript

When an agent is handling a chat session (the Siebel work item is active), he/she is able to create a new email (either from the Genesys or the Siebel side) and send the chat session transcript to a client.

Two new buttons are added to Genesys Chat applet to support this ability: Send Genesys Email and Send Siebel Email.

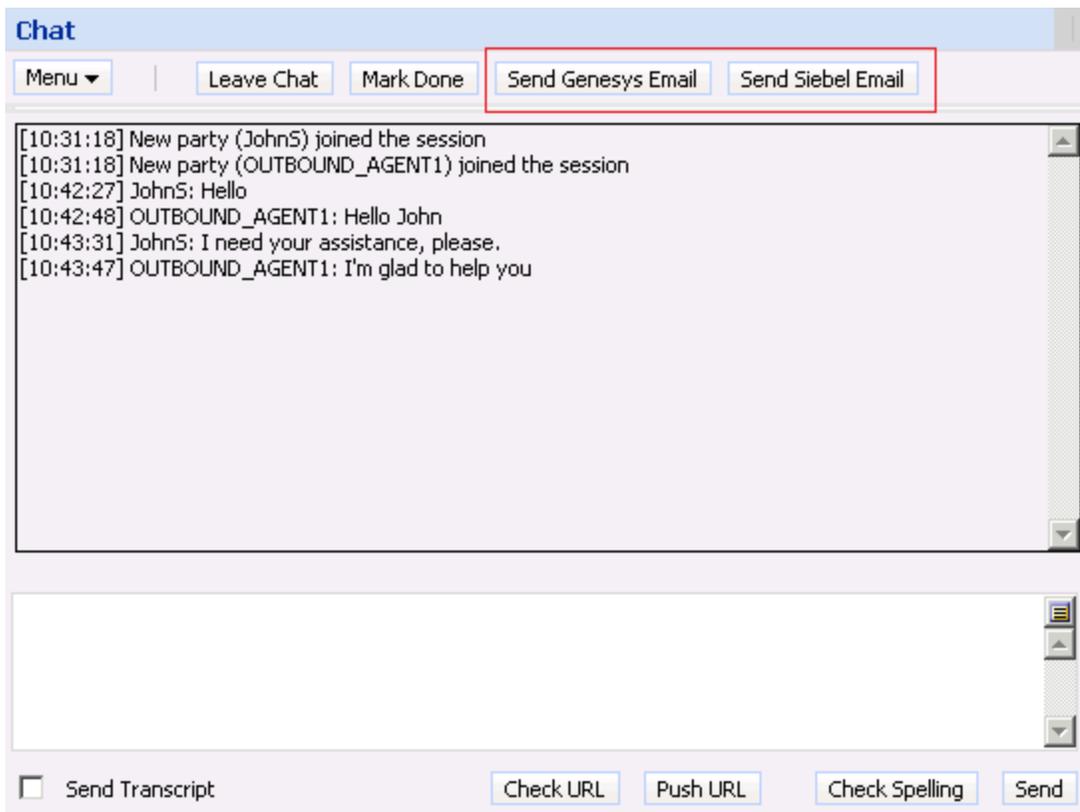


Figure 1. Genesys Chat applet with two new buttons

## Using Genesys Email

To send a chat session transcript:

1. While working with Genesys Chat applet, click **Send Genesys Email**. A new Genesys Email work item appears. If an Email Template is configured then the email body reflects it. Otherwise, the email body contains the chat transcript only.

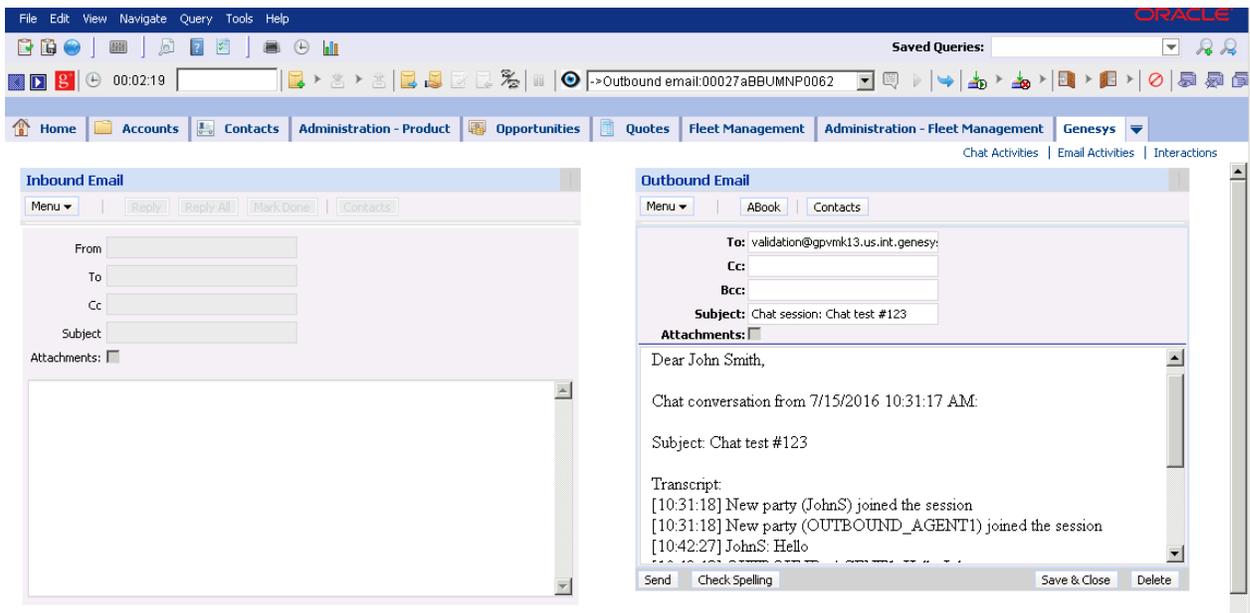


Figure 2. Genesys Email with a chat session transcript (Template is used)

2. Edit the email body and/or the attributes if required.
3. Click **Send** to send the email.

## Using Siebel Email

To send a chat session transcript :

1. While working with the Genesys Chat applet, click Send **Siebel Email**.  
The Recipient window appears for you to select the email recipient.

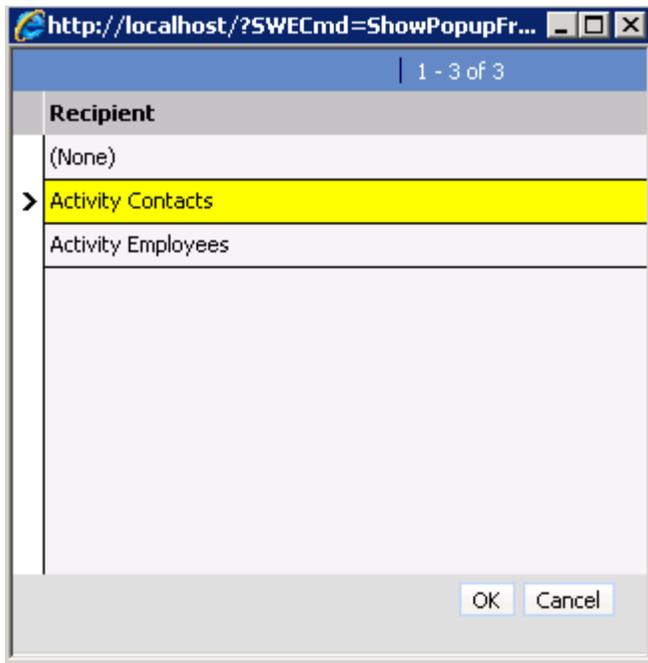


Figure 3. Window to select the Siebel Email recipient.

2. Select the recipient and click **OK**. A new outgoing Siebel Email window appears. If an Email Template is configured then the email body reflects it. Otherwise, the email body contains the chat transcript only.

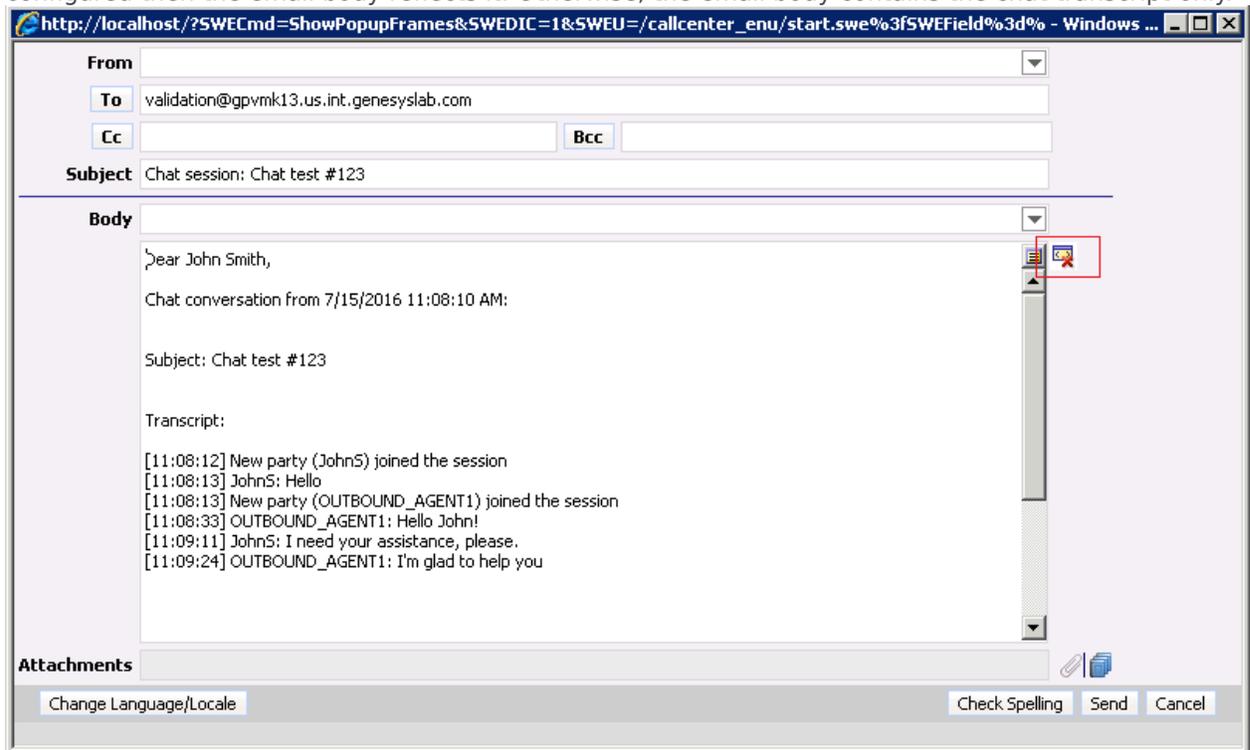


Figure 4. Siebel Email with a chat session transcript (Template is used)

3. If unwanted HTML tags appear in the email body, click **Remove HTML tags**, as marked with red rectangle in Figure 4.
4. Edit the email body and/or the attributes if required.
5. Click **Send** to send the email.

## Sending transcript of completed chat sessions

You can send a chat session transcript to a client at any time, even when the work item (chat session) is already finished, using either Genesys or Siebel Email.

To support this ability a new “Chat Activities” view is added to the Genesys screen:

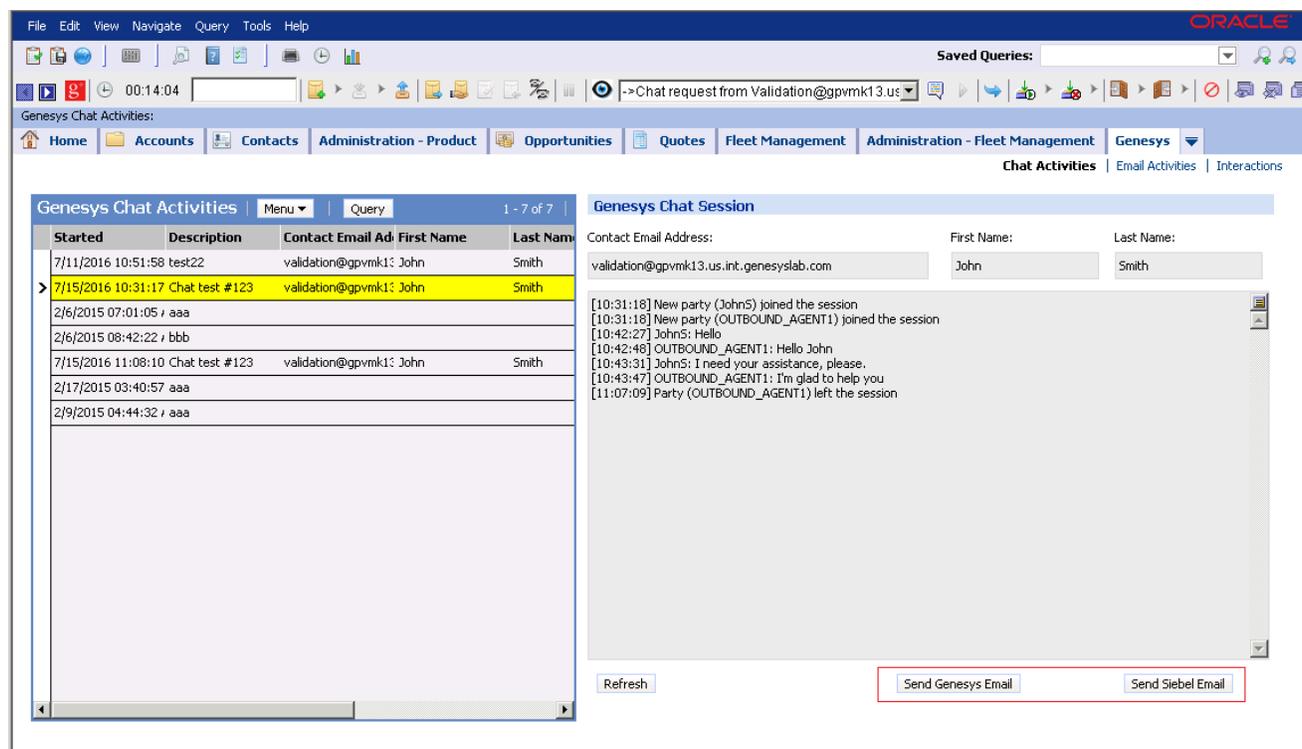


Figure 5. Chat Activities view

This view contains two applets:

- The **Genesys Chat Activities** list applet enables you to navigate through Genesys Chat activities.
- The **Genesys Chat Session** form applet enables you to view chat session details.

The “Genesys Chat Session” form applet includes two buttons: **Send Genesys Email** and **Send Siebel Email**. These are identical to the corresponding buttons on the active Genesys Chat applet. The agent can use these buttons to create and send an email to a client with the selected chat session transcript.

## Review Previously Sent Genesys Emails

You can now review previously sent Genesys Emails using the new “Email Activities” view on the Genesys screen.

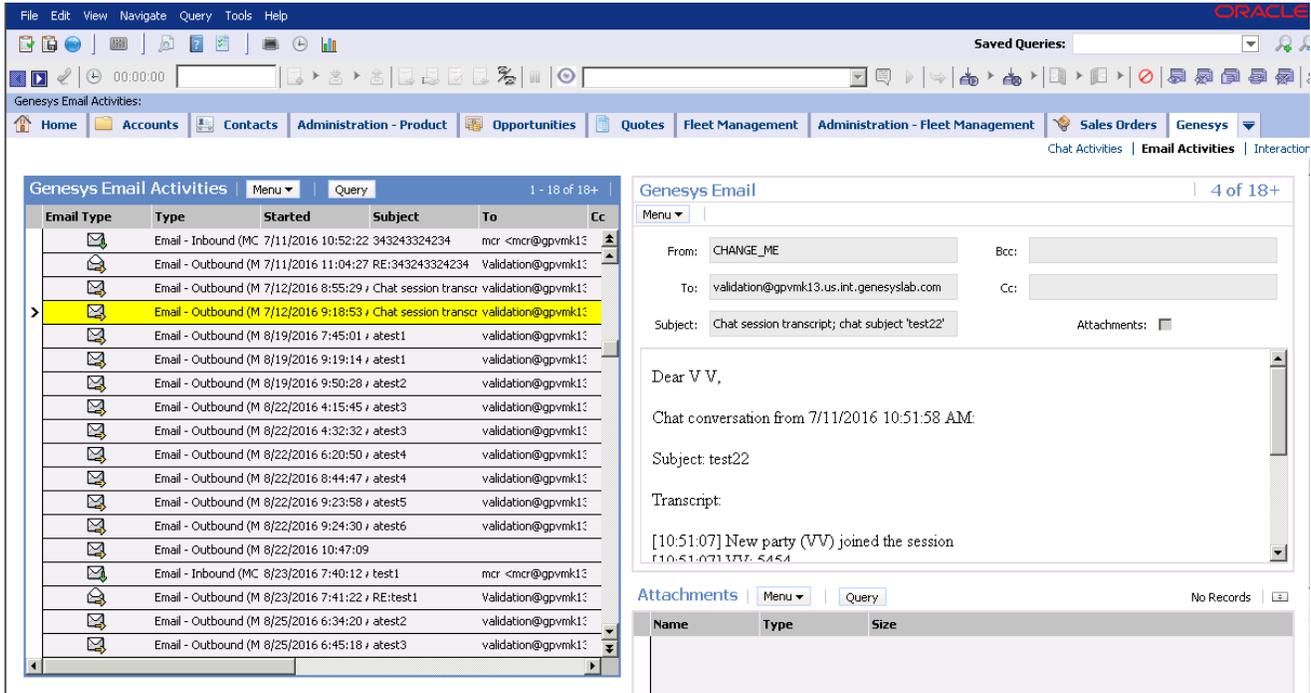


Figure 6. Email Activities view

### Notes:

- Currently, this view allows reviewing emails only.
- Both new views (“Chat Activities” and “Email Activities”) don't allow any manipulation with the activity records. If you need agents to be able to edit or delete records from these views, you must customize the corresponding applets and business components during deployment.



Image	Function	Description
		DNIS, AGENTID, and so on. For details, please refer to 'recording-filename' option description in the <a href="#">SIP Server Deployment Guide</a> .
	Stop Call Recording	Click to stop a recording after the recording session is started.
	Pause Call Recording	Click to pause the call recording session in progress.

## Using the Call Recording Controls

1. Click **Start Call Recording** (as shown in the figure) in the CTI Toolbar to start the recording. This enables the other call recording controls. The Work Item window displays the call identifier and information that the recording is underway.
2. One you start the recording of the phone call, you can do one of the following:
  - Click **Pause Call Recording** to pause the recording.
  - Click **Resume Call Recording** to continue the recording after pausing.
3. Click **Stop Call Recording** to end the recording.

**Note:** If the phone calls ends during the recording, the corresponding recording session stops automatically.

# SIP Preview Interaction Support

The typical agent scenario leveraging this feature is as follows:

1. After a new SIP preview interaction notification is delivered to the desktop, the agent can take it by clicking the **Answer incoming call** button.
2. The SIP preview interaction displays on the CTI toolbar in the combo box containing all available work items.
3. The agent then can either click the **Accept Interaction** button () or the **Reject Interaction** button () .
4. If the agent accepts the interaction:
  - The call is automatically established and represented in the work items list. A related contact view is shown if a contact is found on Siebel side.
  - After the call is established, the agent can control it as a regular phone call.
5. If the agent rejects the interaction, it is removed from the agent's desktop and is not dialed..