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Workspace Desktop Edition User's Guide

Handle An RSS Interaction

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Handle An RSS Interaction

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In this lesson, you will learn how to handle inbound RSS interactions fed from the web, how to view the web feed source, headline, and content; how to display channel and item category information; and how to display/update Actionability and Sentiment. This lesson contains the following sections:

- [Receiving and Handling an Inbound RSS Interaction](#)
- [RSS-Specific Functionality](#)
- [Interaction Workspace Functionality](#)

About RSS

RSS is a family of web feed formats used to publish frequently updated works"such as news headlines, content, and blog entries"in a standardized format. An RSS source or document, (which is called a "feed" or "channel") includes full or summarized text, plus metadata such as publishing dates and authorship.

Genesys software allows business users to avoid manually inspecting all of the web feeds they are interested in, and instead subscribe to websites such that all new content is sent to Interaction Workspace when it becomes available.

A plug-in for Interaction Workspace enables it to handle RSS social media interactions. This lesson contains information about how to RSS interactions.

Receiving and Handling an Inbound RSS Interaction

If you are the selected internal target of an inbound RSS interaction, you receive a notice on your workstation desktop. You can decide to accept or reject the interaction. If you accept it, the RSS Interaction window is displayed. The RSS Interaction window contains information about the interaction and the controls that you need to complete the interaction.

Lesson:

Handling an inbound RSS interaction

- To handle an inbound RSS interaction properly.

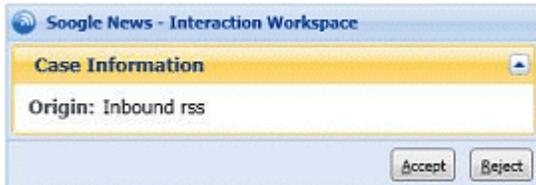
Prerequisites

- You are logged in to Interaction Workspace (see [Lesson: Logging in to Interaction Workspace](#)).
- Your status is Ready for the RSS-media channel (see [Lesson: Going Ready in the Interaction Workspace Main window](#)).
- You are the internal target of the inbound interaction.

Start

1. A preview of the inbound interaction is displayed on your workstation desktop in an interactive-

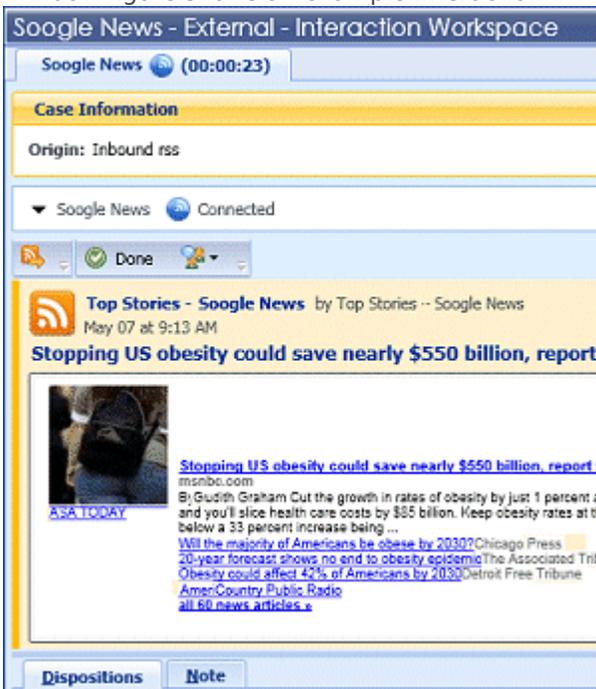
notification view (see the RSS Interaction interactive notification figure).



RSS Interaction interactive notification

The Interaction Preview contains a summary of information that pertains to the interaction, including contact information and type of interaction. The Interaction Preview might also contain Case Information, which is part of the case data about the interaction.

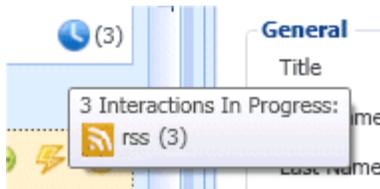
2. You can choose to accept or reject the interaction in the Interaction Preview by performing one of the followings steps:
 - Click Accept to display the interaction.
 - Click Reject to return the interaction to the queue.
 - Do nothing. The interaction will time out and be redirected.
3. If you accept the interaction, the inbound RSS Interaction window is displayed. The RSS Interaction window figure shows an example interaction.



RSS Interaction window

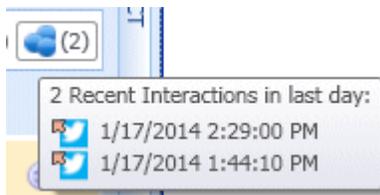
The original-routed RSS interaction appears in the left pane under the RSS interaction toolbar (see the RSS Interaction window figure).

4. If there are interactions in progress for the current contact, the number of interactions is displayed beside the connection status of the interaction (see the Dynamic Contact History Matrix displaying the number and type of interactions in progress figure).



Dynamic Contact History Matrix displaying the number and type of interactions in progress

Place your mouse pointer over the icon to display the number and type of interaction(s) in progress (except voice interactions) for the current contact. You might be configured to be notified if there are recent interactions for the current contact; if so, the number of recent interactions is displayed beside the connection status of the interaction (see the Recent interactions matrix displaying the list of interactions with the current contact within the last day figure). Place your mouse pointer over the icon to display the number and type of recent interactions for the current contact. If you click the icon, the Contact view is opened and the History tab is displayed. Your system administrator defines the contents as interactions during the last-specified number of days.



Recent interactions matrix displaying the list of interactions with the current contact within the last day

5. You can then view the source of the RSS interaction, the headline, and content (see the RSS Interaction window figure).

End

Next Steps

- You may wish to use some of the [RSS-Specific Functionality](#) described below. You may also wish to use some of the features in described in [Interaction Workspace Functionality](#). When you are finished, click Done to stop the current interaction. The information is saved in the contact history and the RSS Interaction window is closed.

RSS-Specific Functionality

The RSS Interaction window provides some RSS-specific functionality.



Buttons and Icons for RSS-Specific Functionality

You can:

1. View RSS Web Feed Source, Headline, and Content. The RSS interaction window lets you view the source of the web feed, the headline, and content. Click on the headline to go directly to the associated page on the website.
2. View Channel and Item Category information. Click the Show Info button (see the Buttons and Icons for RSS-Specific Functionality figure) to view the channel copyright, language, published date, and item category.
3. View the Actionability and Sentiment of the RSS interaction. When an RSS interaction arrives, you can view Actionability and Sentiment icons (see the Buttons and Icons for RSS-Specific Functionality figure), which could have one of the following values or be undeclared:
 - Actionability--Can be actionable, not actionable, or undeclared
 - Sentiment--Can be Positive, Negative, Neutral, or undeclared

Actionable RSS interactions are colored yellow and non-actionable RSS interactions are colored in gray. Actionability and Sentiment are based on the classification and screening results that are described in the *eServices 8.1 User's Guide*.
4. Update the Actionability and Sentiment of the RSS Interaction. While processing the interaction, you have the option to change the value of the corresponding Actionability and Sentiment key by clicking the related icon and then choosing the correct value.

Interaction Workspace Functionality

While you are interacting with your RSS interaction, you can use the general Interaction Workspace functionality in the RSS Interaction window.

Warning: Some of the procedures and tasks below are media-specific, but you can apply the information when working with RSS interactions.

- Use the Notepad to attach a note to the interaction history. See [Managing Contact History](#).
- View Case Information for the current interaction.
- View and manage contact history. See [Managing Contact History](#)
- View and manage contact (web feed source) information. See [Lesson: Finding and viewing an interaction in the contact database](#).
- If you want to transfer the interaction to another internal target or consult with another internal target about the interaction, you can perform the following functions:
 - Instant-transfer the interaction to another internal target. See [Lesson: Starting an instant SMS transfer](#), which is similar to the RSS procedure.
 - Start a consultation with another party:
 - Start an Instant Messaging consultation. See [Lesson: Initiating an Instant Messaging session](#).
 - Start a Voice consultation. See [Starting a Voice Consultation](#).
- When you are finished interacting with the item, click Done to stop the current interaction.

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- The information is saved in the contact history and the RSS Interaction window is closed.
- Set a disposition code. See [Assigning Disposition Codes](#).