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Workspace Desktop Edition User's Guide

Conference A Chat Interaction

4/7/2025

Conference A Chat Interaction

In this lesson, you will learn how to transfer chat interactions. This lesson contains the following sections:

- Starting a Chat Conference
- Starting a Chat Conference with an Active Consultation

Starting a Chat Conference

The Workspace Chat Interaction window enables you to instant-conference your current chat interaction with an internal target. In an instant conference, the conference starts as soon as the other party accepts the interaction. This section contains the following procedure:

- Lesson: Starting an instant chat conference
- Lesson: Receiving a chat conference
- Lesson: Starting a chat conference with an active consultation

Lesson: Starting an instant chat conference

Purpose: To find an internal target (such as an agent, Routing Point, or queue), and then start and complete a chat conference with the internal target and the current contact.

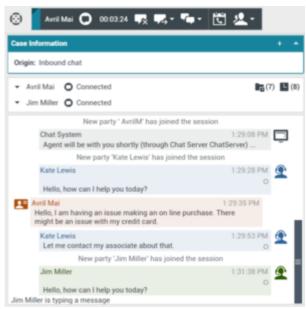
Start

1. In the active Chat Interaction window, click the Instant Conference button to open the Team Communicator (see the Finding an internal target for a chat conference in the active Chat Interaction window figure).



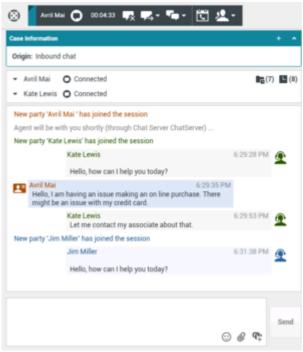
Finding an internal target for a chat conference in the active $\ensuremath{\mathsf{Chat}}$ Interaction window

2. Click the Action Menu drop-down list that is displayed next to the name of the internal target with whom you want to conference, and then select Instant Chat Conference. When the internal target accepts the interaction request, a Chat Interaction window opens on the desktop of the conference target. The Chat Interaction window displays the entire transcript of the chat session between you and the contact (see the Chat Interaction window on the desktop of your conference target displaying the chat transcript and connection status figure).



Chat Interaction window on the desktop of your conference target displaying the chat transcript and connection status

The internal target is added to the chat session in your Chat Interaction window. You, the contact, and the internal target can each see what is sent by the others (see the Chat Interaction window displaying the chat transcript and connection status of your conference figure).



Chat Interaction window displaying the chat transcript and connection status of your conference $% \left({{{\rm{D}}_{\rm{T}}}} \right)$

If the conference target does not accept your request, the conference request is released.

3. If you click the End button and the internal target agent is still connected, the session is transferred automatically to the internal target agent.

If you have completed your chat interaction and the internal target agent has already disconnected from the conference, go to Step 8 of the Lesson: Handling an inbound chat interaction.

End

Lesson: Receiving a chat conference

Purpose: To receive and join a conference chat interaction with another agent and their active chat interaction party.

Prerequisites

- You are logged in to Workspace (see Lesson: Logging in to Workspace).
- Your status is Ready for the chat media channel (see Lesson: Going Ready in the Workspace Main window).

Start

1. If another agent wants to chat conference with you and a contact about their current interaction, the agent can start a chat conference.

If the other agent is handling a chat interaction and initiates a chat conference request, you are notified of the request by the Workspace Interaction Preview interactive notification (see the Interaction Preview interactive notification, informing you of a conference request figure).

🔿 Avril Mai - Workspace					
Case Information	^				
Origin: Inbound chat					
Help with on line purchase					
Accept Reject					

Interaction Preview interactive notification, informing you of a conference request

Тір

If you are using a screen reader, your system might be configured to give the focus to the Interaction Preview window. In this scenario, your screen reader will automatically read the window title to you. Navigate to the content area to have your screen reader read the Interaction Preview content. However, if your system is not configured to give the focus to the Interaction Preview window, to have your screen reader read the contents of the Interaction Preview window, to have your screen reader the contents of the Interaction Preview window, you must use screen navigation to give the focus to the Interaction Preview. (Added: 8.5.101.14)

Click Accept to connect to the conference. The Chat Interaction window is displayed (see the Chat Interaction window, displaying your status as Connected to the conferencing agent figure).

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Origin: Inbo	and chat		
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 Kate Lev 	is O Connected		
Agent will b	e with you shortly (through Chat Server ChatServer)		
New party 7	(ate Lewis' has joined the session		
	Kate Lewis	6:29:28 PM	P
	Hello, how can I help you today?		
	ai 6:29:35 P I am having an issue making an on line purchase. There be an issue with my credit card.	1.4	
	Kate Lewis Let me contact my associate about that.	6:29:53 PM	£
New party '.	im Miller' has joined the session		
	Jim Miller	6:31:38 PM	Ω
	Hello, how can I help you today?		
	Kate Lewis Ms. Mai is having an issue with her credit card.	6:35:56 PM	£
OK, I can tak	care of that		

Chat Interaction window, displaying your status as $\ensuremath{\mathsf{Connected}}$ to the conferencing agent

- 2. The Workspace Chat Interaction window enables you to perform the following functions while you are chatting with the conferencing agent and the contact:
 - End the connection"This function ends your participation in the consultation call; you are not added to the conference.
 - Start a conference.
 - Transfer the chat to a different internal target.

For information about how to use the functionality in the interaction window, see the Workspace 8.5 Help.

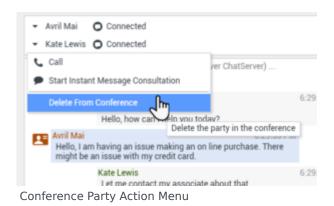
When you join the conference, all three parties will see any text that you enter into the Chat Interaction window. Your status is Connected (see the Chat Interaction window, displaying your status as Connected to the conferencing agent figure).

When you are in a chat conference, you can perform the following functions:

- Use the Conference Party Action Menu (adjacent to the Party Status—see the Conference Party Action Menu figure) to do the following:
 - **Call**—Start a voice call to the party.
 - Start Instant Message Consultation—Start an IM consultation with the party.
 - New E-mail—Terminate the connection to the party.
 - Delete From Conference—Terminate the connection to the party.

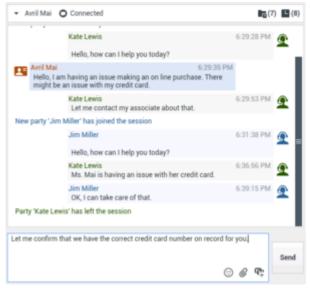
For information about how to use the functionality in the interaction window, see the Workspace 8.5 Help.

- 3. End the chat—Terminates your connection to the conference. The conferencing agent remains connected to the contact.
- 4. Set a Disposition Code for the chat.



Remaining Connected After the Conferencing Agent Disconnects

If the conferencing agent releases the chat, the conferencing agent is disconnected, but you remain connected to the contact (see the Voice Interaction window showing that the calling agent has left the conference, but you remain connected to the contact figure). You can complete your interaction with the contact, transfer the contact, or start a new conference.



Voice Interaction window showing that the calling agent has left the conference, but you remain connected to the contact

5. Click End the Chat to terminate your connection to the conference.

The Workspace Chat Interaction window is updated to display the status of the conference as Ended. If required by your configuration, specify a disposition code that qualifies the outcome of the interaction by selecting an outcome from the Disposition Code drop-down list or radio-button list in the Disposition Code view (see Assigning Disposition Codes).

- 6. Click Done.
- 7. Close the Chat Interaction window.
- 8. Complete your after-call work.

9. Set your status to Ready.

End

Starting a Chat Conference with an Active Consultation

The following procedure demonstrates how to conference a chat interaction to a party with whom you are in a chat consultation; however, it is also possible to conference from other types of consultations, such as voice, by following the same steps that are presented in the procedure.

Lesson: Starting a chat conference with an active consultation

Purpose: To conference the chat with an internal target with whom you are currently engaged in an active consultation.

Prerequisites

- You are logged in to Workspace (see Lesson: Logging in to Workspace).
- You have an active interaction with a contact (see Lesson: Handling an inbound chat interaction).

Start

1. In the active Chat Interaction window, click the Start Consultation button and then use the Team Communicator (see the Finding an internal target for a chat consultation in the active Chat Interaction window figure) to find the internal target with whom you want to start a consultation (see the Lesson: Using the Team Communicator feature to find an internal target).



Finding an internal target for a chat consultation in the active Chat Interaction window

2. Click the Action menu drop-down list that is displayed next to the name of the internal target with whom you want to consult, and then select Start Chat Consultation (see the Team Communicator displaying a list of available consultation media figure). An interaction notification is displayed on the desktop of your target.

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	Jim	ж
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Agent will be with you shortly (through Chat Server ChatSe	Start Instant Message Consultation	2
New party Kate Lewis' has joined the session Kate Lewis	 Start Chat Consultation 	
Hells, how can I help you today?	* Add to Favorites	

Team Communicator displaying a list of available consultation media

The chat consultation interaction is added to your active chat interaction window (see the Chat Interaction window displaying an active chat interaction and a chat consultation figure).

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Chat Interaction window displaying an active chat interaction and a chat consultation $% \left({{\left[{{{\rm{ch}}} \right]}_{{\rm{ch}}}} \right)$

3. To transition your active chat consultation to a chat conference, click the Instant Chat Conference button on the main interaction toolbar (see the Team Communicator displaying the list of active consultations figure). The Team Communicator opens and displays your active consultations (see the Team Communicator displaying the list of active consultations figure).

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Hello, how can I help you today?	<u> </u>	•		Monally Ready			<u> </u>

Team Communicator displaying the list of active consultations

4. Click the Instant Chat Conference button in the Action menu that is next to the name of the consult party with whom you want to conference with your chat interaction (see the Team Communicator displaying the Instant Chat Conference option figure).

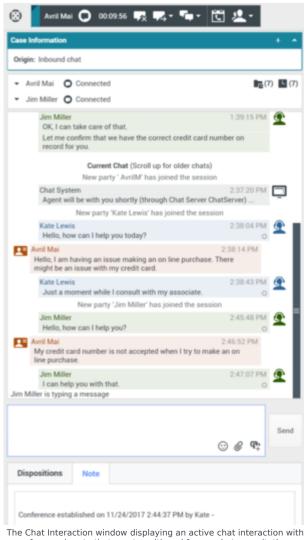


Team Communicator displaying the Instant Chat Conference option

An invitation to join the chat is sent to your conference target. If the target accepts the invitation, the consultation chat ends (see the Status of the chat consultation interaction after the consultation party has been conferenced to a chat interaction figure) and the target is conferenced with you and your contact (see the Status of the chat consultation interaction after the consultation party has been conferenced to a chat interaction figure).

Consultation: Jim Miller 🔘 (00:03:46)	^
- Jim Miller O Ended	
Done	
New party 'Jim Miller' has joined the session	
Jim Miller 2:41:59 PM Hello Kate, how can I help? O	₽
Kate Lewis 2.42.38 PM Hey Jim, Ms. Mai is having a credit card issue. Can you help me with this call?	Ŷ
Jim Miller 2:42:51 PM Sure, conference me int o	Ω
Party 'Jim Miller' has left the session	

Status of the chat consultation interaction after the consultation party has been conferenced to a chat interaction



a conferenced party that was transitioned from a chat consultation.

5. Complete your chat conference (see Lesson: Starting an instant chat conference).

End

Related Information

Chat Interaction help