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WeChat Guide

Using the WeChat Plugin for Workspace Desktop Edition

Using the WeChat Plugin for Workspace Desktop Edition

This section describes using Interaction Workspace Desktop Edition to receive and handle interactions coming from the WeChat channel of Genesys Messaging Apps.

Receiving and Handling an Inbound WeChat Interaction

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

Lesson: Handling an inbound WeChat interaction

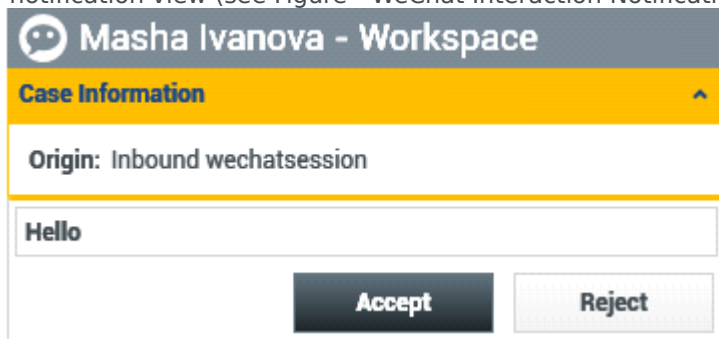
Purpose: To handle an inbound WeChat interaction properly.

Prerequisites

- You are logged in to Workspace (see [Lesson: Logging in to Workspace](#)).
- Your status is Ready for the WeChat media channel (see [Lesson: Going Ready in the 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 Figure—WeChat Interaction Notification).



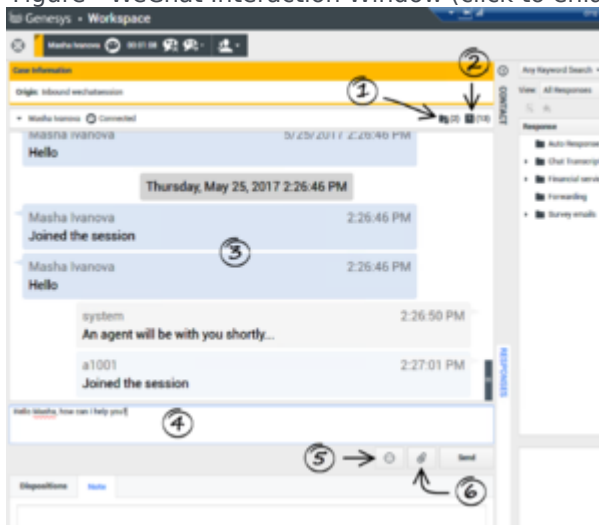
WeChat Interaction Notification

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

following 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 WeChat Interaction window is displayed, as shown in the Figure—WeChat Interaction Window (click to enlarge).



WeChat Interaction Window

Legend:

1. Interactions in progress
 2. Recent interactions
 3. Transcript area
 4. Message area
 5. Emoji selector
 6. Attachment button
4. To reply to the message, just enter text in the message area. You can copy and paste selected text.

End

Warning

The WeChat service responds with an error message in the following situations:

- The "Official account" (agent) sends the WeChat client too many messages (the limit is about 20) while the WeChat client is inactive.
- The "Official account" (agent) sends the WeChat client multiple messages within a very short time interval.

- The "Official account" (agent) sends the WeChat client text messages with more than 3000 characters.

Next Steps

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

WeChat Functionality

Attachments

Click the paperclip icon (6 in the figure **WeChat Interaction Window**) to attach a file. You can also receive attachments.

- Click the corresponding icon in the transcript area to display or play the attachment.
- Right-click the icon and select **Save as...** to save the attachment.

Tip

The size and type of file that you can attach or receive may be limited by your configuration.

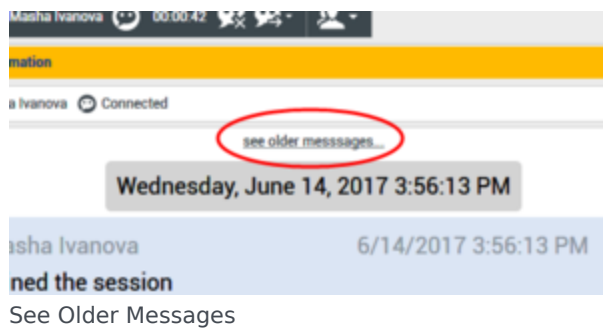
Emojis

WeChat provides a basic set of emojis (technically these are *stickers*). Click the smiley-face icon (5 in the figure **WeChat Interaction Window**) to get a selection window. When you select an emoji, it appears in the message area as a bracketed expression (for example, [grimace]), but once you click **Send** (or type Enter), the emoji appears in the transcript area in its full form. The bracketed expression also appears when you mouse-over the emoji.

The language of the bracketed expression is determined by the setting of the `wechat.session.emoji-selector-mode` option.

Previous Messages

Click **see older messages...** (shown in the figure) to see previous messages from the current contact.



Workspace Functionality

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

Important

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

- Use the Note 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 information. See [Lesson: Finding and viewing an interaction in the contact database](#).
- Your account might be configured to let you assign an interaction with an unknown contact to a known contact in the contact database by using the [Manual Contact Assignment](#) feature.
- Use the Standard Response Library for pre-written text for replies and comments. Click the vertical **Responses** button, as shown in the [Using The Standard Response Library](#) lesson.
- Cross over into another media channel. If, as an agent, you learn other contact information, such as a contact's phone number or email address, you can manually enter this information on the **Information** tab. The corresponding choice for other media channels is then displayed when you click the **Party Action** menu that is next to the name of the contact. You can then reply by using a voice call, an email, an SMS message, or any other supported media channel for a WeChat contact. Workspace displays a drop-down list of available channels to access a contact.
- 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 WeChat 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](#).