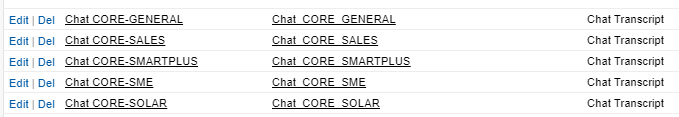
All Chatbot related Components

# Queues (ChatBot related)

Supported Objects: Chat Transcript



Live Chat queue for case assignment rule



# Case assignment Rule

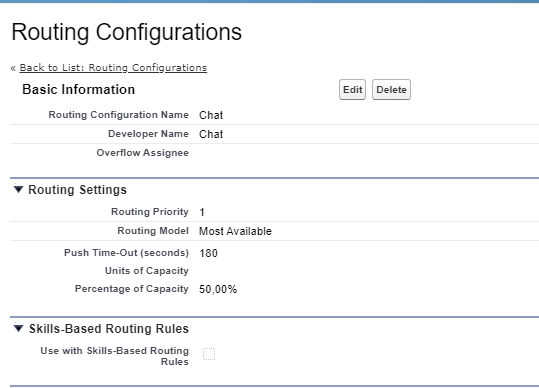
Assign To: Live Chat



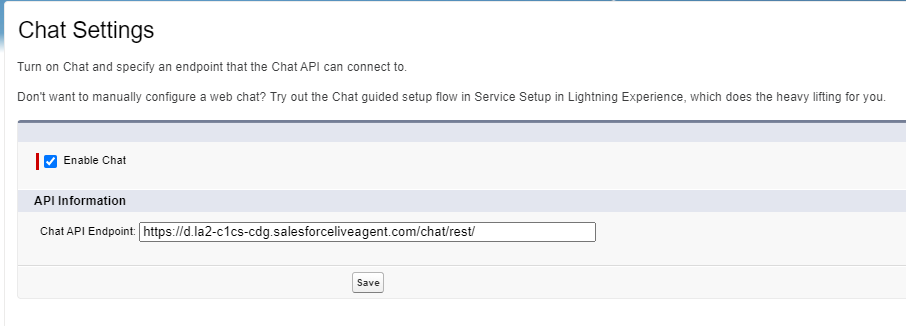
# Routing Configuration

Routing Configuration Name: Chat

Key recent changes: Push timeout, Unit/percentage of capacity



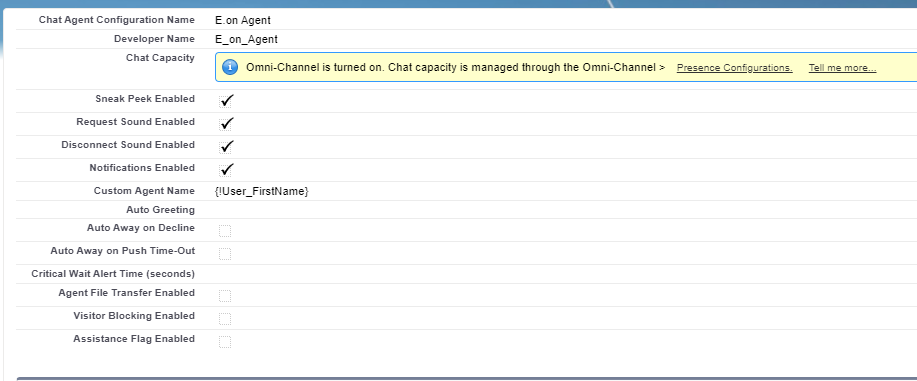
# Chat Settings



# Chat Agent Configurations

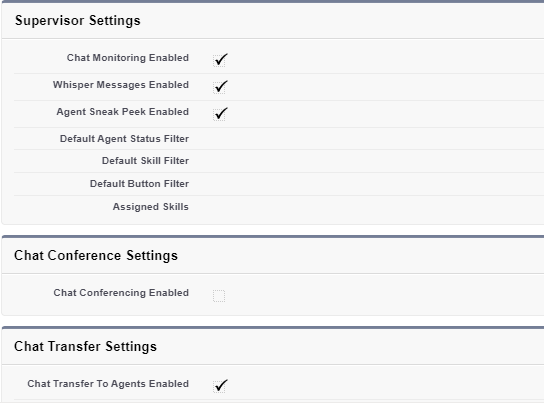
Chat Agent Configuration Name: E.on Agent

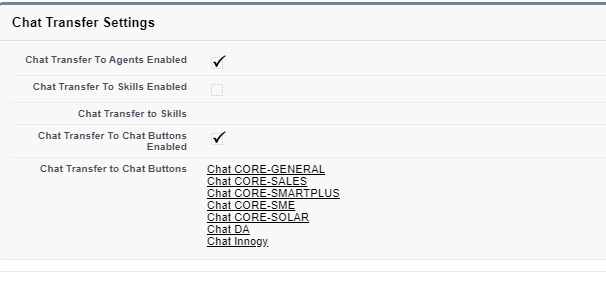
Key recent changes: Chat buttons for chat transfer setting (Overrun queues removed)



Assigned profiles : Service Agent DE, Service Agent Chat DE

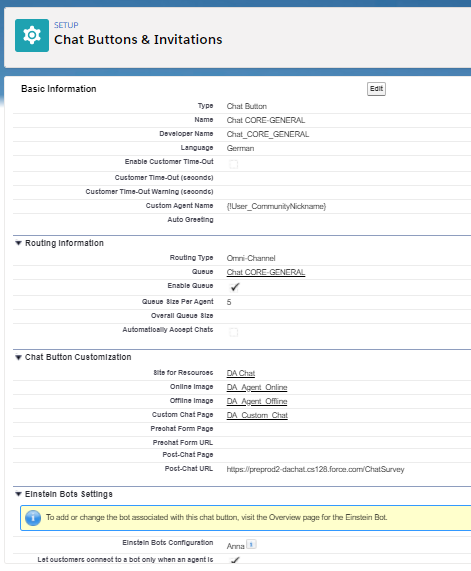




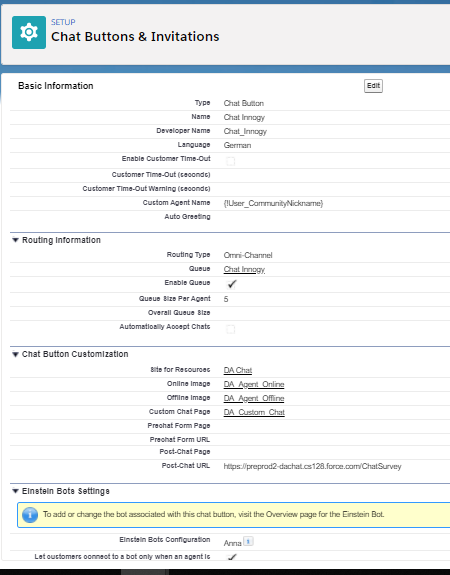


# Chat Buttons and Automated Invitations

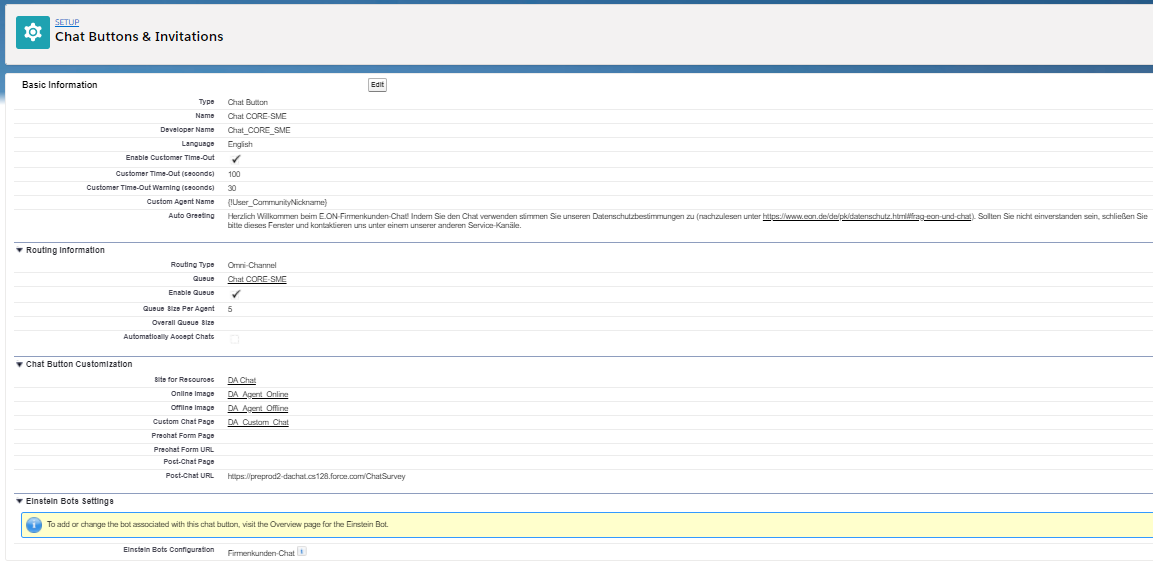
Chat CORE-GENERAL:



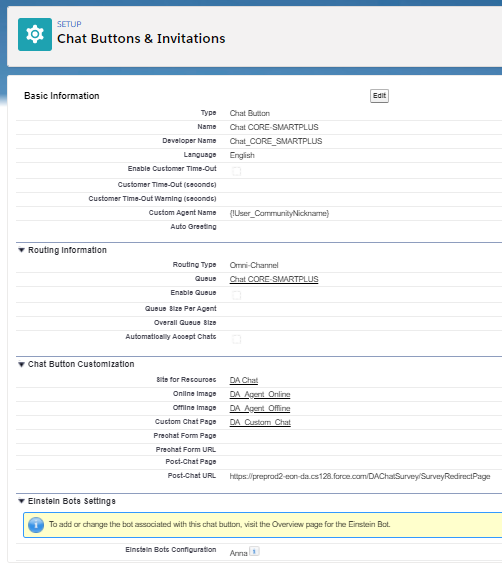
Chat Innogy:

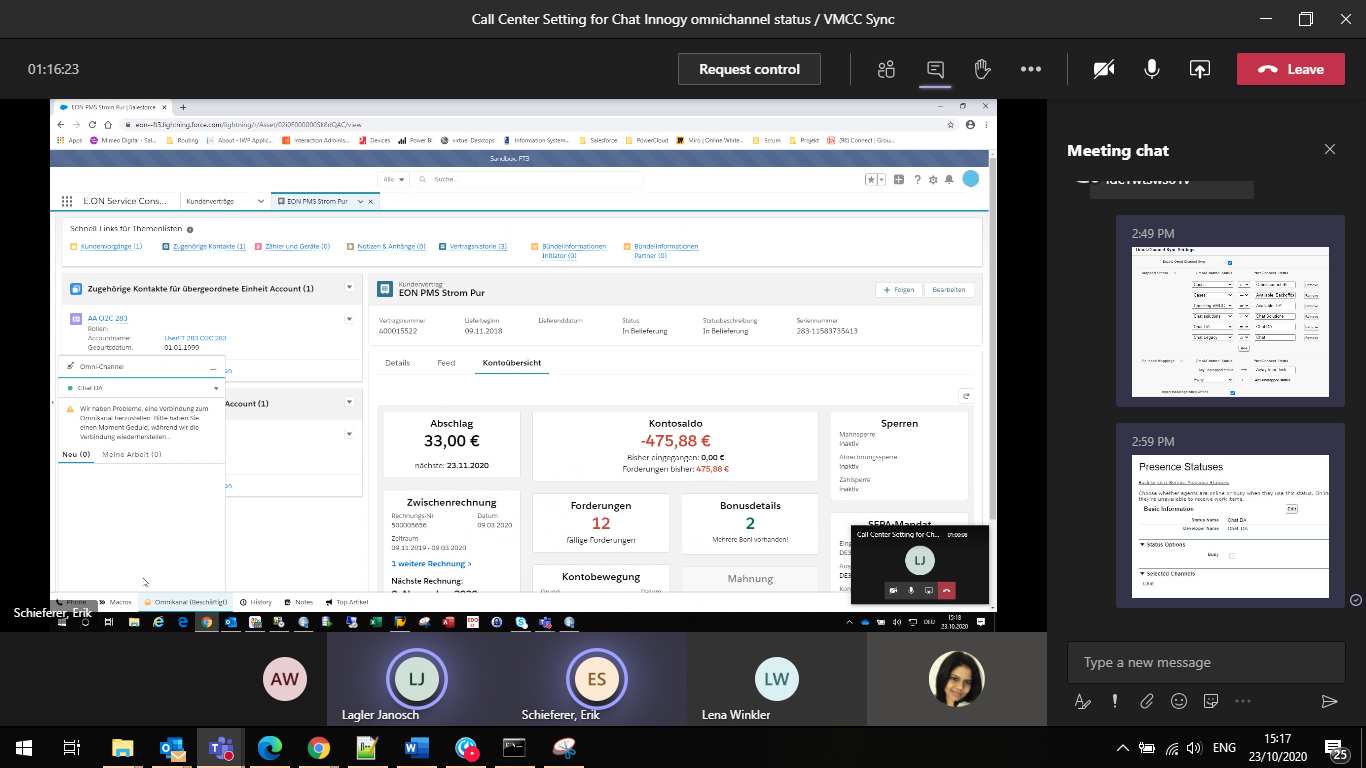


Chat CORE-SME:

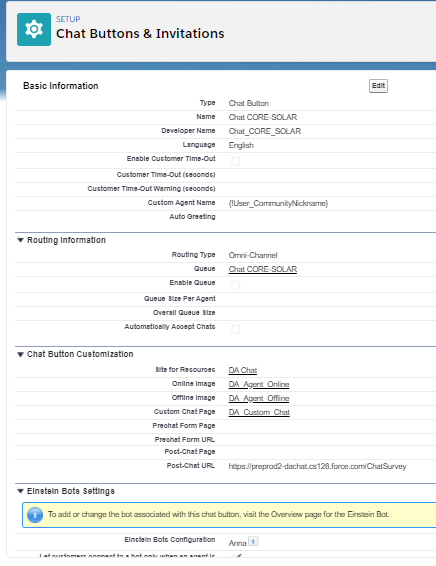


Chat CORE-SMARTPLUS



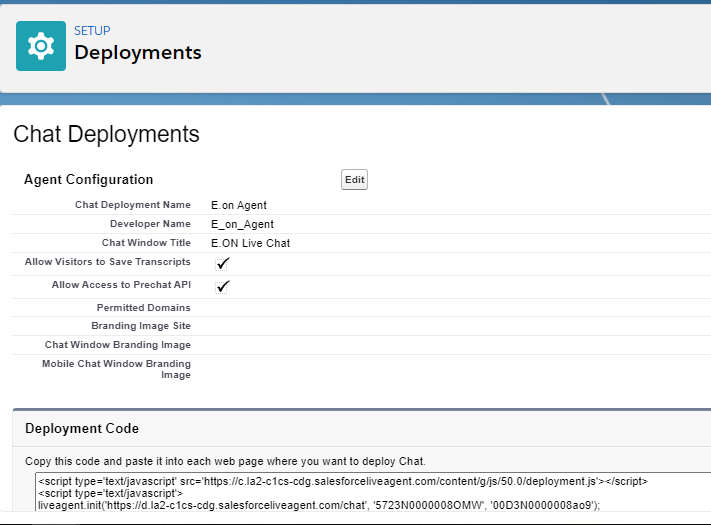


Chat CORE-SOLAR

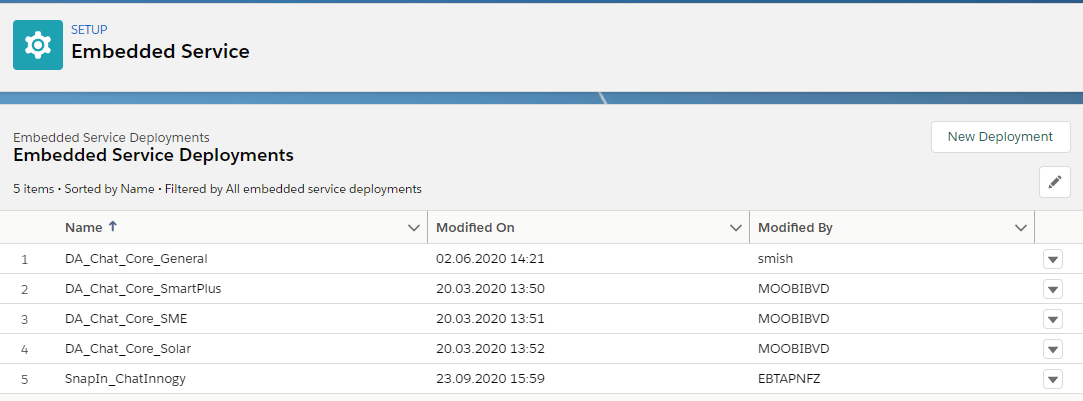


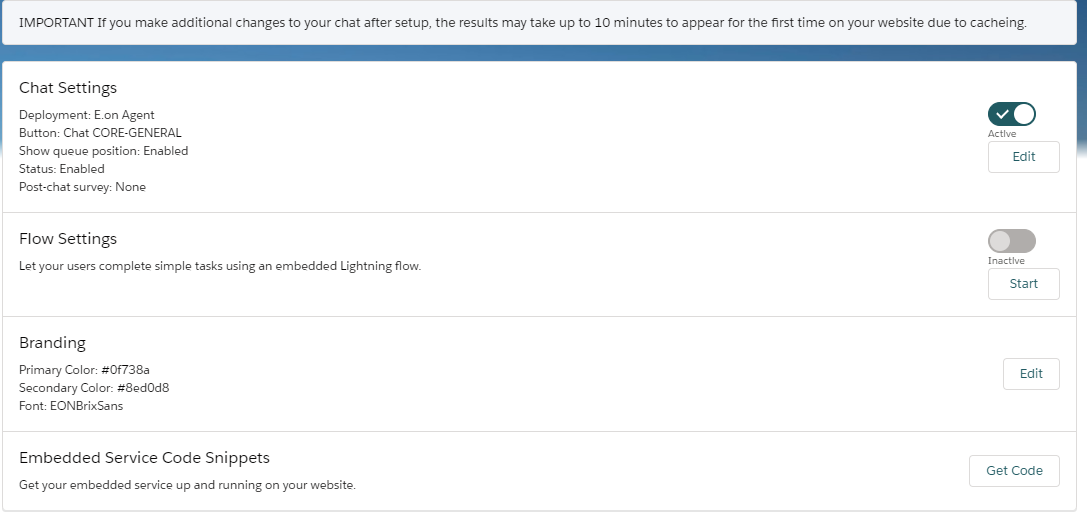
# Chat Deployments

E.on Agent

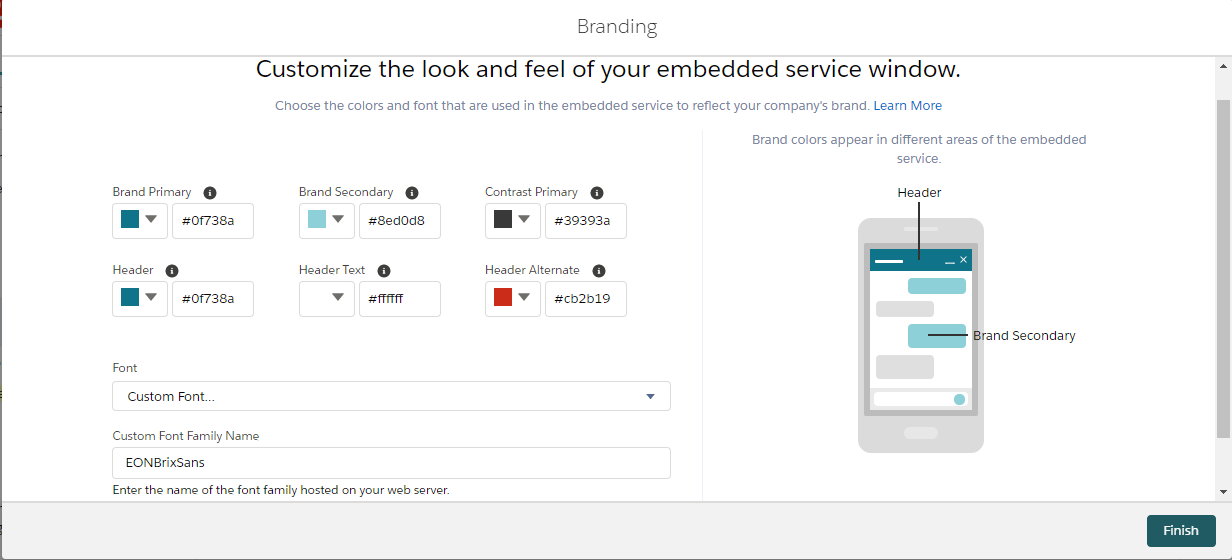


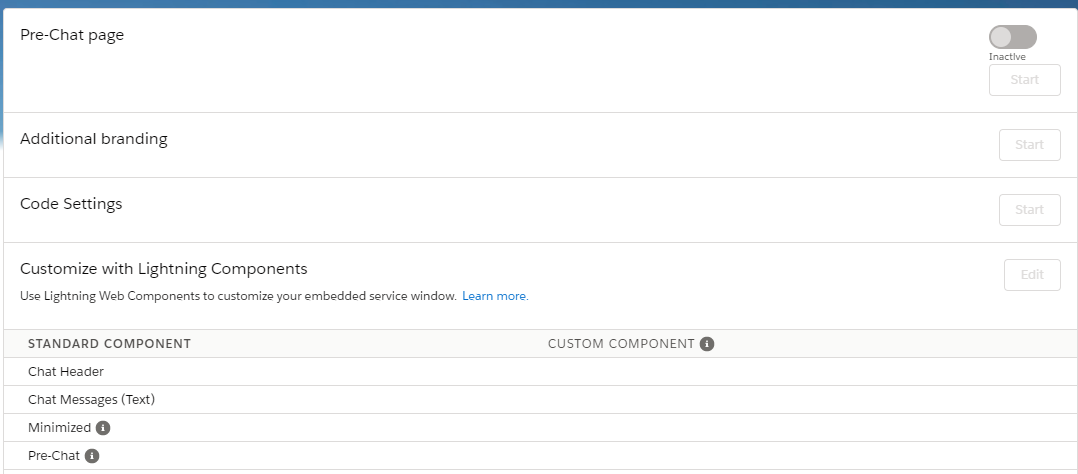
# Embedded Service Deployments



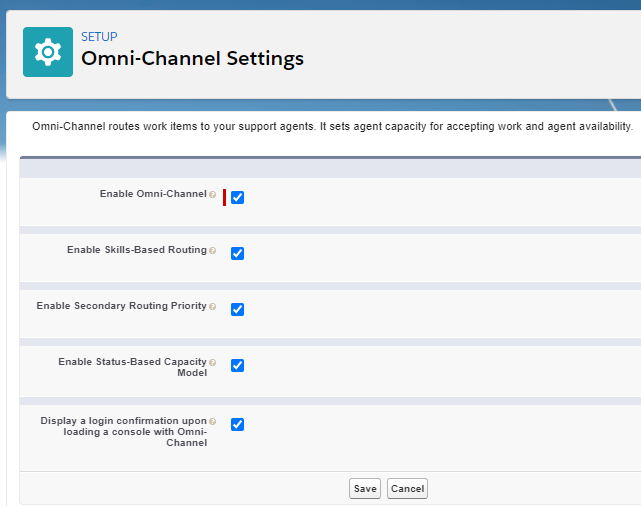


Branding Update for Chatbot



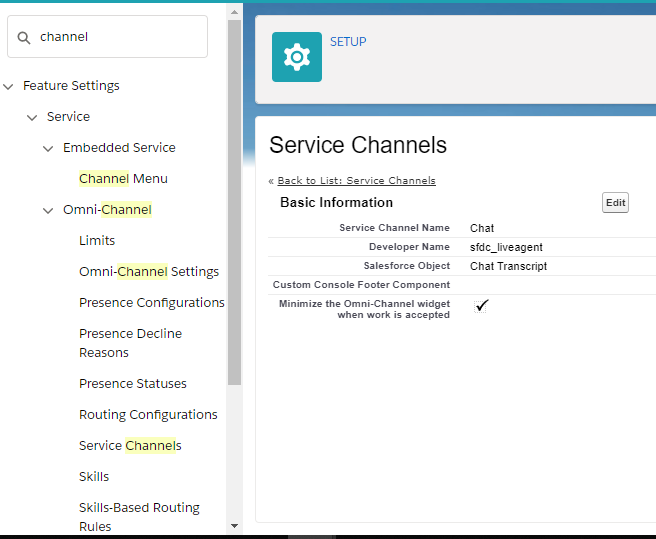


# Omni-Channel Settings



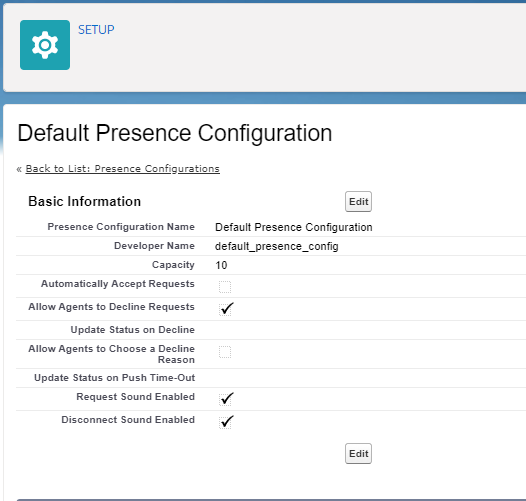
# Service Channels

Service Channel Name: Chat



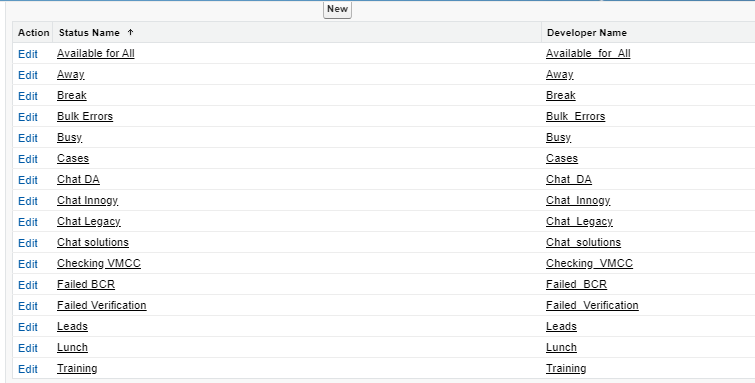
# Presence Configurations

Default Presence Configuration

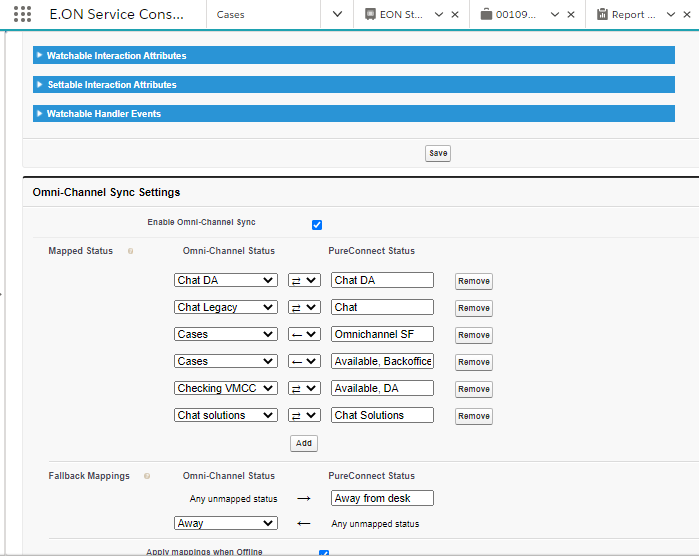


# Presence Statuses

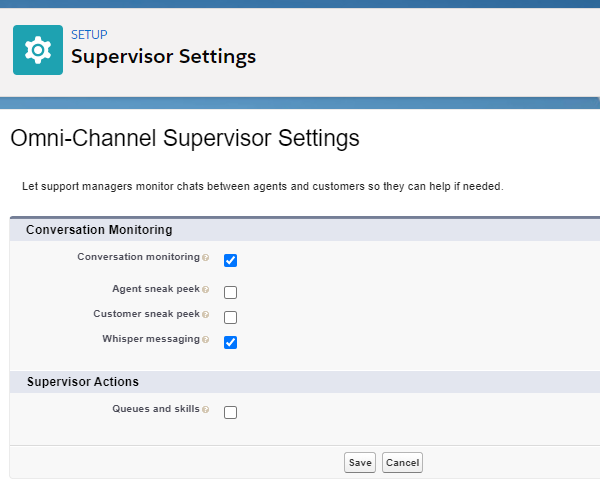
Key recent changes: Chat Innogy status introduced

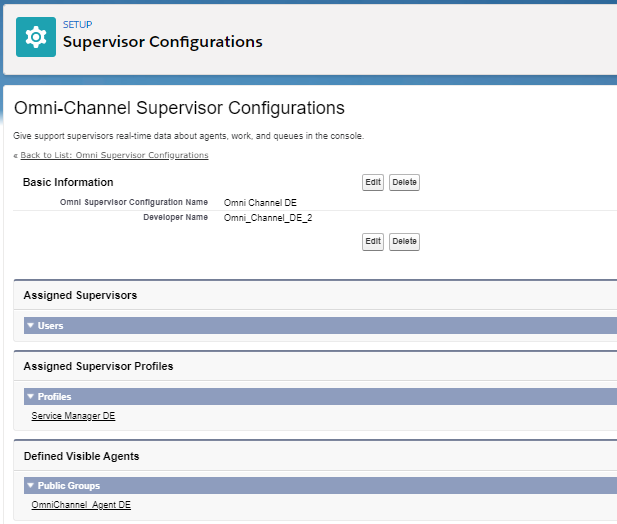


Omni-channel status sync between Salesforce and VMCC in Salesforce Call Centre Setting

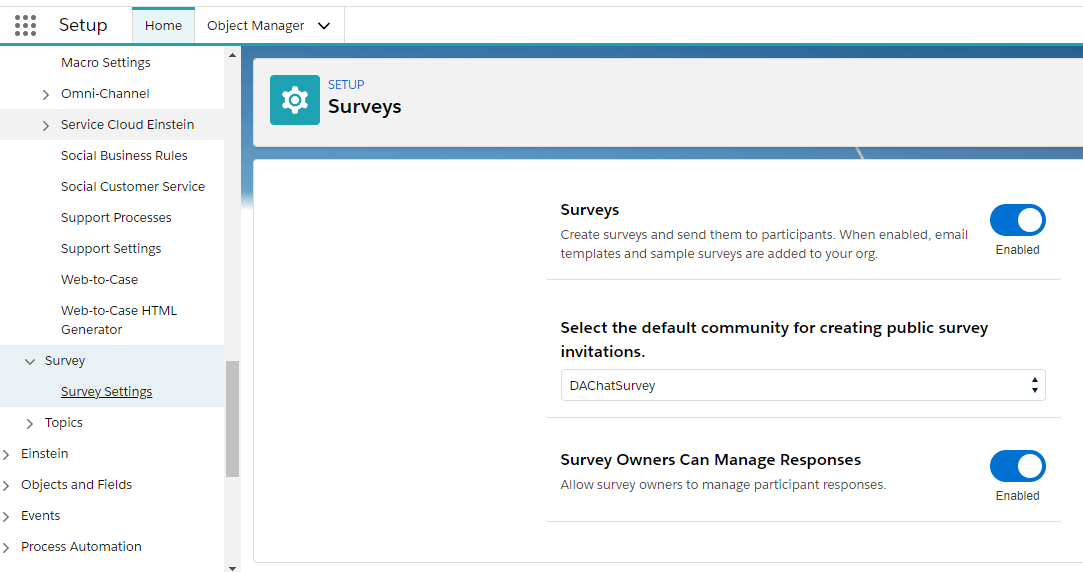


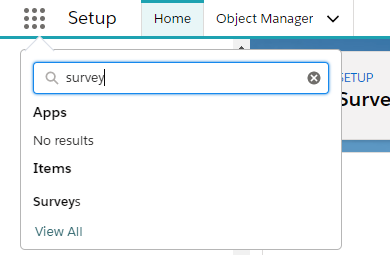
# Supervisor Setting and Configurations

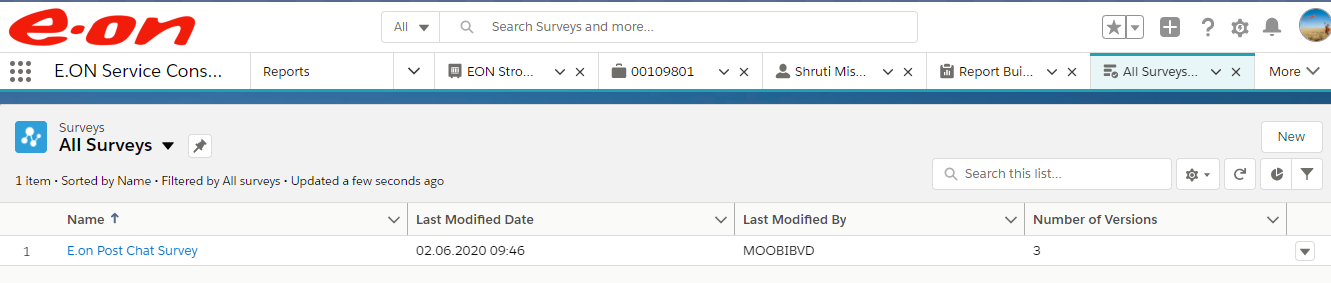


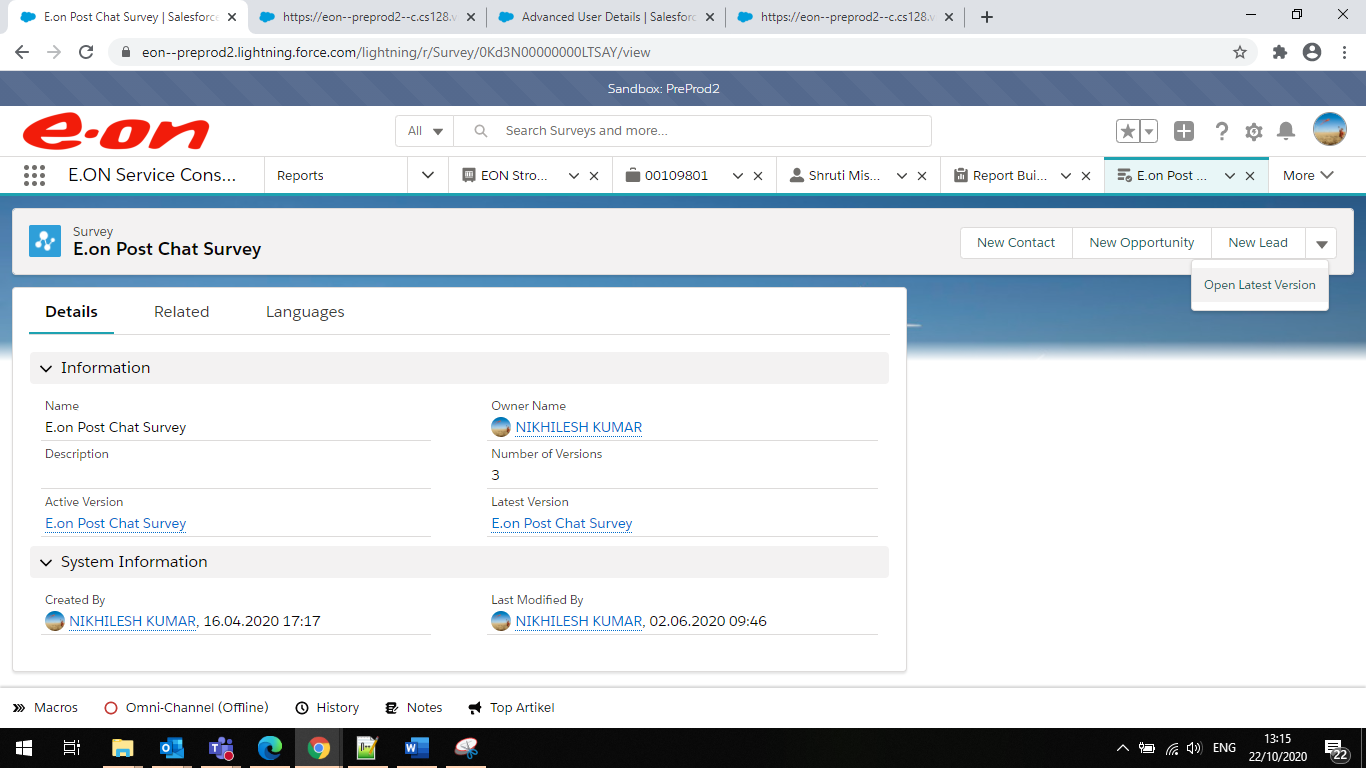


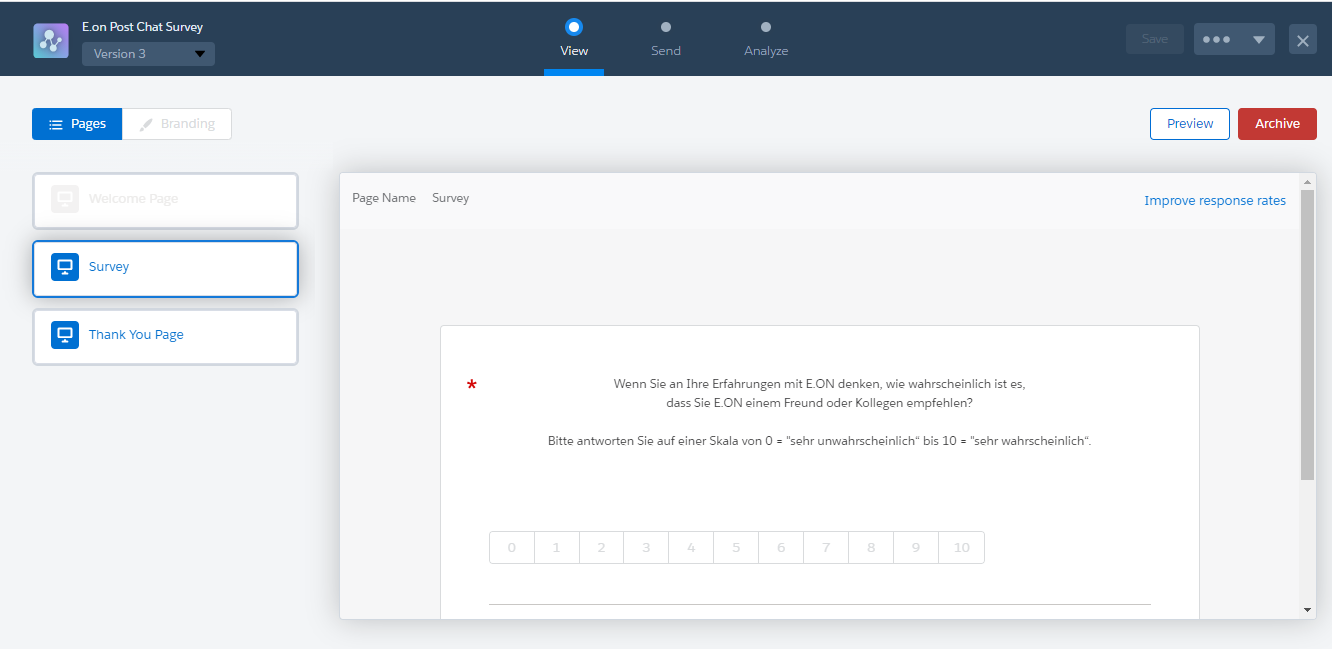
# Chatbot Survey





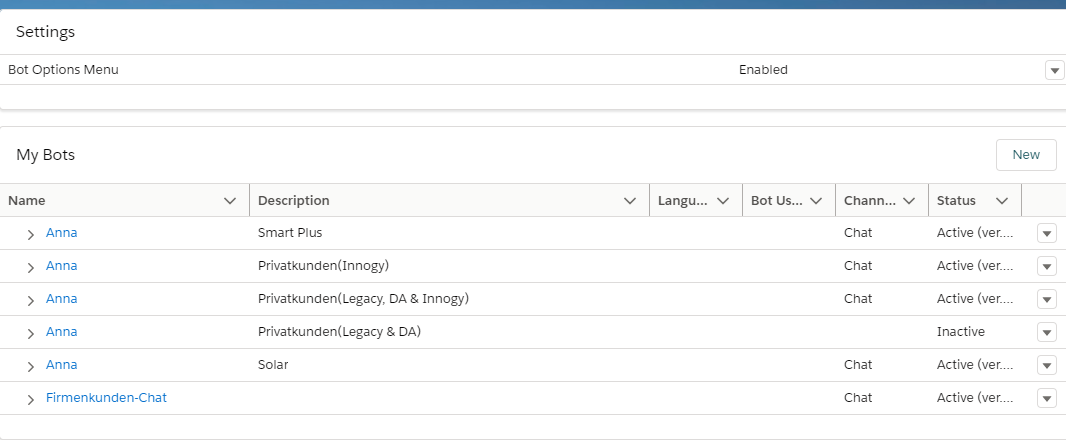






# Chatbots

Chatbot Menu option disabled:

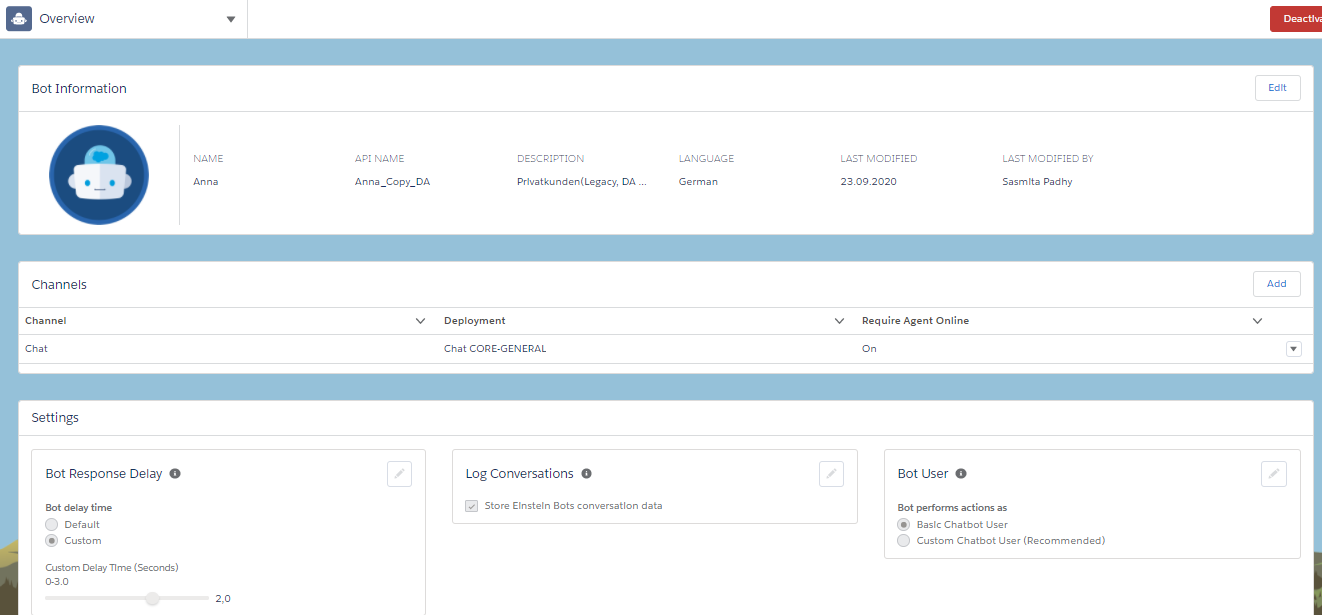


5 active Bots

* Hybrid (**Name: Anna, Description: Privatkunden(Legacy, DA & Innogy)**)
* Innogy (**Name: Anna, Description: Privatkunden(Innogy)**)
* SME (**Name: Firmenkunden-Chat**)
* SMARTPLUS (**Name: Anna, Description: Smart Plus)**
* SOLAR (**Name: Anna, Description: Solar)**

Hybrid





# User and Profile setting for Chatbot users

Service Cloud User and Chat User should be enabled for User using chatbot to accept work item through Chat Channel



Queues : User assigned to queue mentioned in Point 2

Permission Sets:

* sfdc.chatbot.service.permset
* LiveChat