API for Canned Response

Create a LWC Component

Use API for Showing the Canned Response.

Name: agentHelp

Hyper Link: https://apps.mypurecloud.com/smart-advisor-ui/#/suggestions?host=cx&locale=en-us&iid=vendercallkay

Replace the vendercallkay with value dynamically of vendercallkay

JS Code:

import { LightningElement, track,wire, api } from 'lwc';

import { getRecord } from 'lightning/uiRecordApi';

const FIELDS= ['VoiceCall.VendorCallKey'] ; *// getting vendercall key value*

export default class AgentHelp extends LightningElement {

    @track cloudfrontUrl = 'https://apps.mypurecloud.com/smart-advisor-ui/#/suggestions?host=cx&locale=en-us&iid={!vendorCallKeyFromVCR}';  *// adding vender call key value to this hyper link*

    @api recordId;

    @track vendorCallKeyFromVCR; *// VendorCallKey from Voice Call Record*

    @wire(getRecord, { recordId:'$recordId', fields:FIELDS})

    voiceCall({data,error}){

        console.log('Record ID:', this.recordId);

        if(data){

            console.log('BG data ', data);

            this.vendorCallKeyFromVCR = data.fields.VendorCallKey.value;

        }

        else{

            console.error(error)

        }

    }

}

HTML Code:

<template>

     <div *class*=*"slds-m-around\_none"*>

        <iframe *src*={*cloudfrontUrl*} *allow*={*allowComponent*} *frameborder*=*"0"* *style*=*"width: 100%; height: 900px; padding-top: 1px;"* ></iframe>

    </div>

*<!-- {vendorCallKeyFromVCR} -->*

</template>

Final Output:



