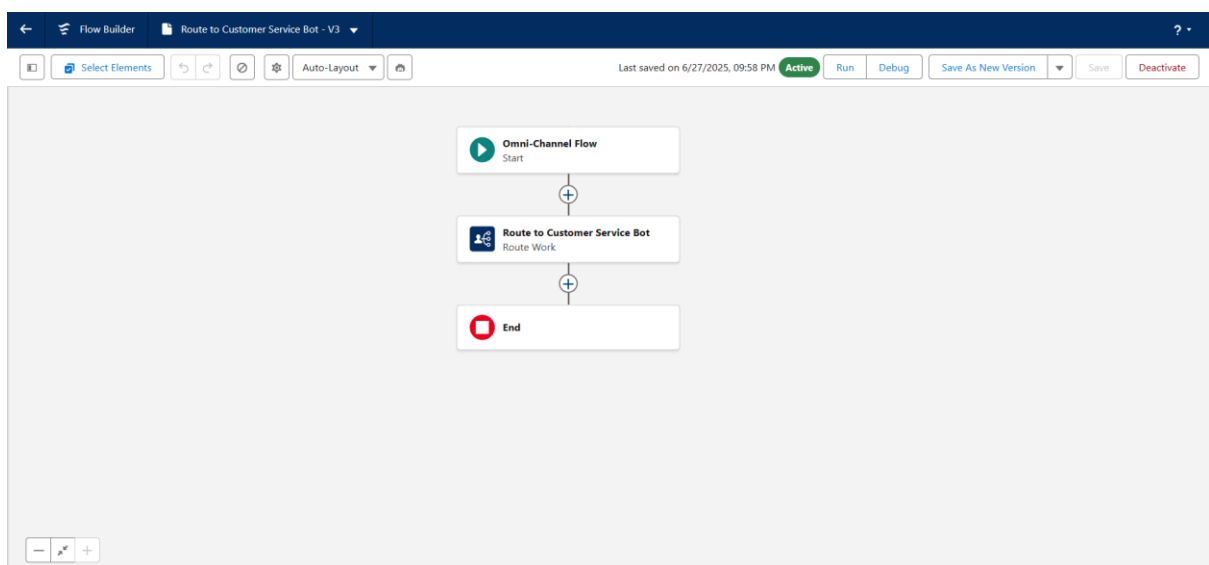


# CXINTEL – CUSTOMER EXPERIENCE INTELLIGENCE PLATFORM

## Phase 8: Advanced AI Extensions

### Route to customer Service Bot Flow



### Omni-Channel Settings

The Omni-Channel Settings configuration page is shown. The left sidebar contains a search bar with 'omni' and a list of settings categories: Feature Settings, Omnichannel Inventory, Service, Omni-Channel, Limits, Omni-Channel Home, and Omni-Channel Settings (selected). The main content area displays the 'Omni-Channel Settings' configuration. The settings include:

- Enable Omni-Channel: ☒ (Required Information)
- Enable Skills-Based and Direct-to-Agent Routing: ☒
- Enable Secondary Routing Priority: ☒
- Enable Status-Based Capacity Model: ☒
- Define login behavior when an agent uses Omni-Channel opens a new window or tab:
  - ☒ Automatically log agents in to Omni-Channel in the new window or tab
  - ☐ Warn agents in a popup that open tab-based work will be terminated
  - ☐ Don't automatically log agents in to Omni-Channel on a new window or tab

The 'Enhanced Omni-Channel Routing' toggle is currently turned off. The bottom of the page has 'Save' and 'Cancel' buttons.

# Queue

The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with "queu" and a navigation menu with "Users", "Queues", "Environments", and "Jobs". The "Queues" section is expanded, showing "Apex Flex Queue". The main content area is titled "Chatbot Messaging Queue" and displays a table with the following data:

Label	Queue Name
Chatbot Messaging Queue	Chatbot_Messaging_Queue

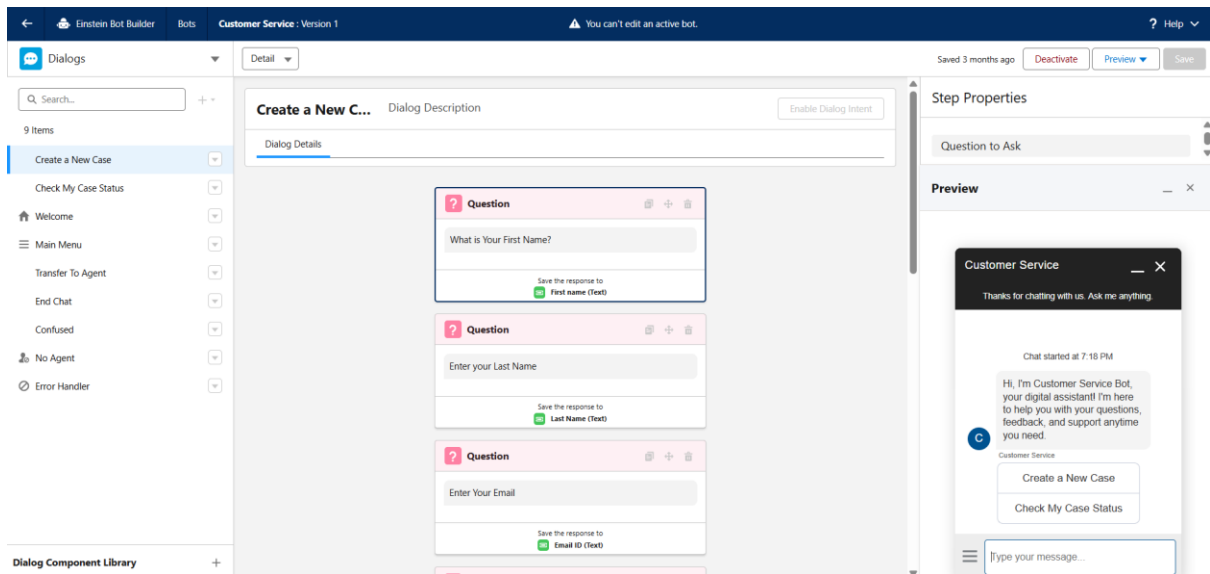
Below the table, there is a section for "Supported Objects" and "Queue Description". The "Supported Objects" section shows "Messaging Session". The "Queue Description" section shows "Created By: CXIntel, 6/26/2025, 11:28 AM". The "Routing Configuration" section shows "Chatbot Message Routing" and "Modified By: CXIntel, 6/27/2025, 9:01 AM".

# Messaging for In-App Web

The screenshot shows the Salesforce Setup interface for "Messaging for In-App and Web". The left sidebar contains a search bar with "Quick Find" and a navigation menu with "Setup Home", "Salesforce Go", "Service Setup Assistant", "Commerce Setup Assistant", "Field Service Setup Home (Beta)", "Hyperforce Assistant", "Release Updates", "Salesforce Mobile App", "Lightning Usage", "Optimizer", "Sales Cloud Everywhere", "ADMINISTRATION", "Users", "Data", "Email", "PLATFORM TOOLS", "Subscription Management", "Apps", "Feature Settings", and "Analytics". The main content area is titled "Messaging for In-App and Web" and displays the following settings:

- Channel Name:** Chatbot Message
- Developer Name:** Chatbot\_Message
- User Verification:** ☐ Add User Verification
- Authorization Token Expiration Time for Unverified Users:** 360
- reCAPTCHA Verification:** ☐ Use reCAPTCHA
- reCAPTCHA API Key Pair:** Select... (New API Key Pair button)
- Omni-Channel Routing:** Select your routing type and add queue details if required.
- Routing Type:** Omni-Flow
- Flow Definition:** Route to Customer Service Bot
- Fallback Queue:** Chatbot Messaging Queue

# Customer Service Bot



## Transfer To Agent

