Set up Live Virtual Agent:

1. Make a Group, add member in the group, give roles required
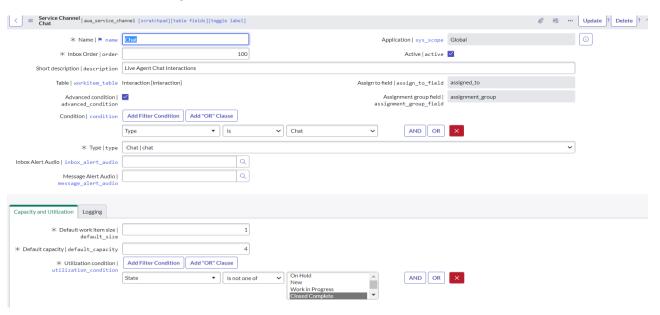
agent_workspace_user, awa_agent,

optional: virtual_agent_admin, awa_admin
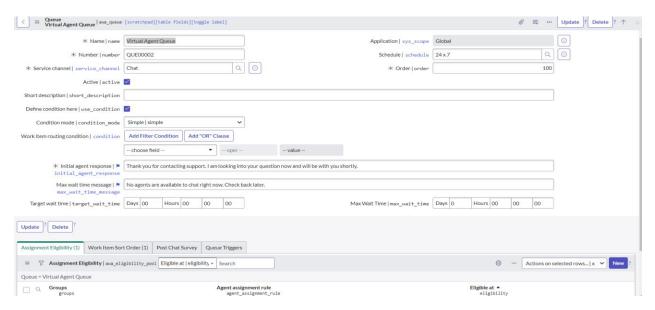
2. Activate the Plugin: Glide Virtual Agent

3. Open: awa_service_channel - table

4. Open: Chat - record

See all the details is according to the below screenshot

5. Open awa_queue table

6. Create new record as per below screenshot
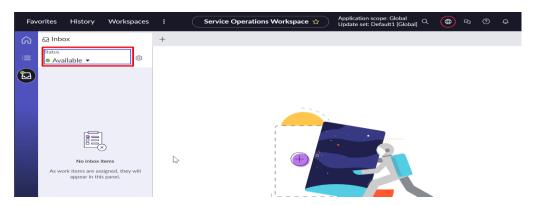
7. In the related list of Assignment Eligibility

8. click on New

Note: In group select the name of the group which contains the live agents, which we made in the first step.
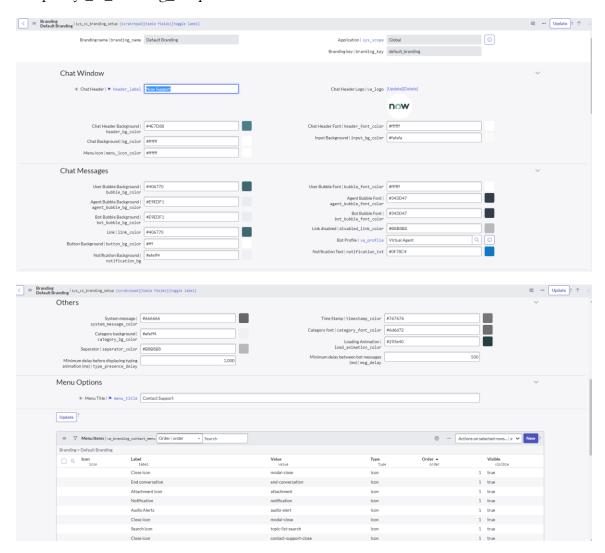
Testing of Live Virtual Agent

1. Open the workspace of any agent which is the part of the group.

2. Make the Agent Available to handle the live chat.

3. Then using another browser test the Live agent using the portal.

For the Banding of the Chat Window of the Virtual Agent

1. Open sys_cs_branding_setup - Table

Here you can make changes as per the requirement to brand your chat window