

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

The screenshot displays the configuration page for a 'Service Channel' named 'Chat'. The interface includes several sections for defining the channel's behavior and appearance.

- Basic Information:** Name is 'Chat', Application is 'sys_scope', and Global is checked. Active is also checked.
- Short description:** 'Live Agent Chat Interactions'.
- Table:** 'workitem_table' with 'Interaction' as the interaction type. Assign to field is 'assigned_to' and Assignment group field is 'assignment_group'.
- Advanced condition:** Checked. Condition is 'Type' is 'Chat'.
- Type:** 'Chat'.
- Inbox Alert Audio:** 'inbox_alert_audio'.
- Message Alert Audio:** 'message_alert_audio'.
- Capacity and Utilization:** Default work item size is 1, Default capacity is 4. Utilization condition is 'State' is not one of 'On Hold', 'New', 'Work In Progress', 'Closed Complete'.

5. Open awa_queue table

6. Create new record as per below screenshot

Queue Virtual Agent Queue [ava_queue [scratchpad][table fields][toggle label]]

* Name | name: Virtual Agent Queue

* Number | number: QUE00002

* Service channel | service_channel: Chat

Active | active: ☒

Short description | short_description:

Define condition here | use_condition: ☒

Condition mode | condition_mode: Simple | simple

Work item routing condition | condition: Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

* Initial agent response | Thank you for contacting support. I am looking into your question now and will be with you shortly.

* Max wait time message | No agents are available to chat right now. Check back later.

Target wait time | target_wait_time: Days 00 Hours 00 00 00

Max Wait Time | max_wait_time: Days 0 Hours 00 00 00

Update Delete

Assignment Eligibility (1) Work Item Sort Order (1) Post Chat Survey Queue Triggers

Assignment Eligibility | ava_eligibility_pool Eligible at | eligibility Search

Queue = Virtual Agent Queue

Groups agent assignment rule agent_assignment_rule Eligible at eligibility

7. In the related list of Assignment Eligibility

8. click on New

Assignment Eligibility Live Agent Group: Incident assignment rule [ava_eligibility_pool [scratchpad][table fields][toggle label]]

Current View: Default view (click me for other views)

agent_assignment_rule

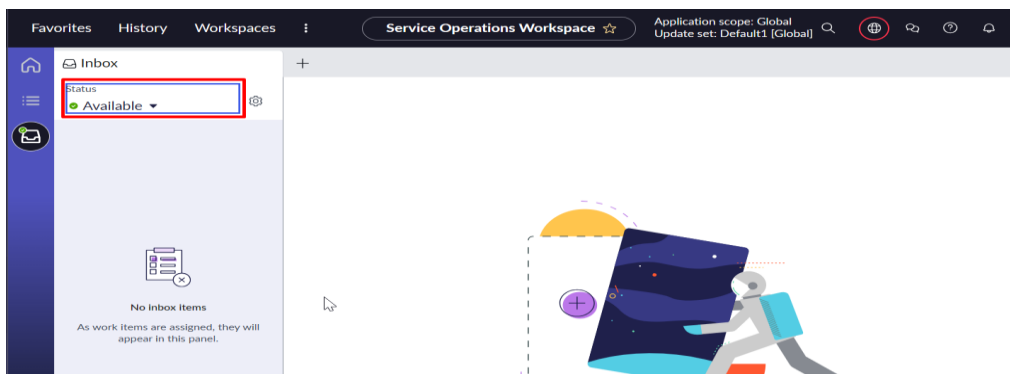
* Groups | groups Live Agent Group

Update Delete

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

The screenshot displays the 'sys_cs_branding_setup' interface, which is used for configuring the branding of a chat window. The interface is divided into several sections:

- Branding Setup:** Includes fields for 'Branding name' (Default Branding), 'Application' (sys_scope), 'Global', 'Branding key' (default_branding), and 'Update' button.
- Chat Window:** Contains settings for the chat header, including 'Chat Header' (header_label), 'Chat Header Logo' (va_logo), 'Chat Header Background' (header_bg_color), 'Chat Background' (bg_color), 'Menu Icon' (menu_icon_color), 'Chat Header Font' (header_font_color), and 'Input Background' (input_bg_color).
- Chat Messages:** Includes settings for user and agent bubbles, bot bubbles, links, buttons, and notifications, such as 'User Bubble Background' (bubble_bg_color), 'Agent Bubble Background' (agent_bubble_bg_color), 'Bot Bubble Background' (bot_bubble_bg_color), 'Link' (link_color), 'Button Background' (button_bg_color), 'Notification Background' (notification_bg), 'User Bubble Font' (bubble_font_color), 'Agent Bubble Font' (agent_bubble_font_color), 'Bot Bubble Font' (bot_bubble_font_color), 'Link disabled' (disabled_link_color), 'Bot Profile' (va_profile), and 'Notification Text' (notification_text).
- Others:** Includes settings for system messages, category background, separator, minimum delay before displaying typing animation, time stamp, category font, loading animation, and minimum delay between bot messages.
- Menu Options:** Includes a 'Menu Title' (menu_title) field and an 'Update' button.
- Menu Items Table:** A table listing menu items with columns for 'Icon', 'Label', 'Value', 'Type', 'Order', and 'Visible'. The table contains 10 rows of data.

Icon	Label	Value	Type	Order	Visible
	Close icon	model-close	Icon	1	true
	End conversation	end-conversation	Icon	1	true
	Attachment icon	attachment	Icon	1	true
	Notification	notification	Icon	1	true
	Audio Alerts	audio-alert	Icon	1	true
	Close icon	model-close	Icon	1	true
	Search icon	topic-list-search	Icon	1	true
	Close icon	contact-support-close	Icon	1	true

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