



Version 2.3.5 Release Notes (v1)

March 10, 2022

This release note covers the following features introduced into kama DEI:

1. Live Chat Integration capability
2. Enhanced Conversation Flow for live chat integration
3. Enhanced Conversation management for double failure

Please note in advance, after some upgrades, **you may have to do a hard refresh of your browser** to force the browser to update the JavaScript cache that it has stored in your browser for our application URL. If you notice any issues which don't look or work like they are described here, please note these tips on performing a hard refresh of your browser:

- For Chrome or Edge on Windows:
 - Hold down Ctrl and click the Reload button.
 - Or Hold down Ctrl and press F5
- On Chrome on Mac
 - hold down Cmd and Shift and then press R on your keyboard.
- Safari on Mac
 - Hold/click Opt + Cmd + E

The following describes the new features and their usage.

1. Live Chat Integration capability:

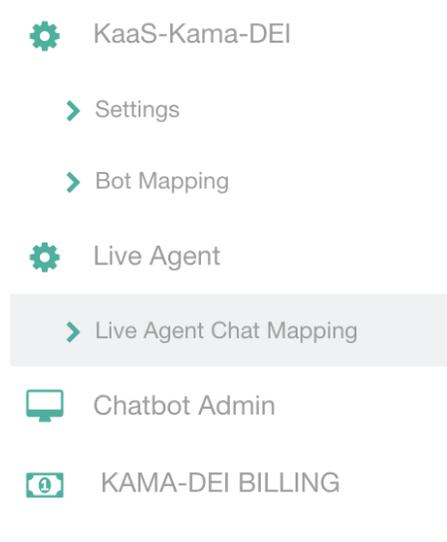
This is the key feature of this release. It enables the integration of live chat help desk applications, including Salesforce and those offered by other Customer Relationship Management or Live Chat platforms.

As always, kama DEI integrations are built with zero-code, scalability, and compatibility in mind; our live chat integration is no different. Integration to supported platforms is often able to be achieved in minutes with no middleware or technical integration effort.

Having stated this, the Live Agent handoff function is a chargeable service item and the first step is to work with your kama DEI Account Administrator or a licensed kama DEI Reseller or integration partner to arrange for the Live Chat Integration to be added to your kama DEI service

Once the service is turned On for Organization and Portal, the following steps are used to enhance conversation flows to trigger Live Chat mapping and hand off conversations to your Live Agents.

Menu -> Live Agent -> Live Agent Chat Mapping



And you will be able to configure the integration parameters with the choice of the Live Chat platform REST API. The current parameters show the configuration of Salesforce Live Chat integration.

∨ LIVE AGENT CHAT MAPPING

Parameters for Live Agent API

Intent Name	Live Agent Chat
API Version	1
API URL	https://login.kama-dei.com:3030/https://d.la3-c2-ia4.salesforce.com/liveagent
Organization ID	00D5Y000002Teuy
Deployment ID	5725Y000000Q8TM
Button ID	5735Y000000Q8kw
Timeout (Sec)	0
	<input type="checkbox"/> Inactive

[Save Changes](#)

From the section “Mapping”, you are able to configure the problem KR's you want to offer the Live Chat transfer option. Then when the problem KR is identified by kama DEI, a Live Chat transfer option will be given as one solution. You can also configure the hand off message when the Live Chat hand off succeeded.

Mapping

Kama-DEI Knowledge Records

Knowledge Record	Hand Off Message
<input type="text" value="person can request information on SUV"/> <input type="button" value="Select KR"/>	<div style="border: 1px solid #ccc; height: 40px;"></div> <input type="button" value="Edit"/>

Once all Live Agent Mapping has been configured completely, do not forget to hit the “Publish” on the upper right side of the window to activate the mapping data.

∨ LIVE AGENT CHAT MAPPING

Live Agent Integration Status: Unpublished [Back](#)

Mapping Name	kama.ai live agent mapping	
Organization	Kama.AI	Live Agent Integration is Active
Persona	N.A. Enterprise Marketer	
Portal	Kama.ai	Live Agent Integration is Active

You are all set! You and your clients will be able to enjoy the best of both worlds in one convenient, integrated chat experience.

2. Enhanced Conversation Flow for live chat integration:

For Live Chat initiation when a problem KR was linked to a Live Chat Mapping data, it is possible that the problem KR only has “transfer to live agent” as its solution; or the problem KR has one/multiple solutions, also with the option to “transfer to live agent”. In this case, “transfer to live agent” option will be clickable when the live agent feature detects agents are available.

When kama DEI finds only one solution, “transfer to live agent”, users may be frustrated that the only option is offered but not clickable in case the live agent is detected not available.

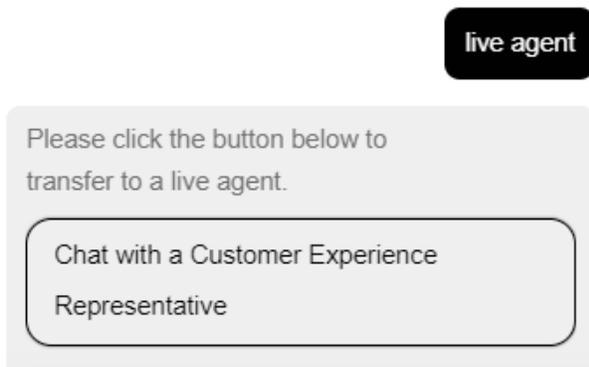
For this, the intro message can be adapted both cases to be more instructive. An example of this follows:

Scenario 1: kama DEI did not find any other solution but does find live agent mapping data for the problem. **Live chat agents ARE available.**

Also, please note that kama DEI has a new standard messages for Live Agent integration which are configurable by your organization.

User Input = "live agent"

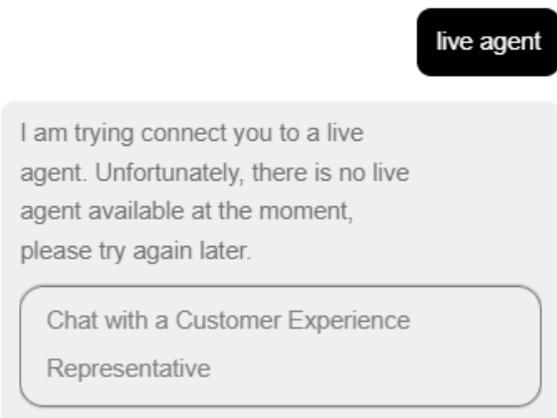
Message text sent: Please click the button below to transfer you to a live agent (customizable message).



Scenario 2: kama DEI does not find any other solutions but did find live agent mapping data for the problem. **Live chat agents are NOT available**

User Input = "live agent"

Note, the standard message is now by "I am trying to connect you to a live agent. Unfortunately, there is no live agent available at the moment, please try again later". (this message is customizable by your organization)



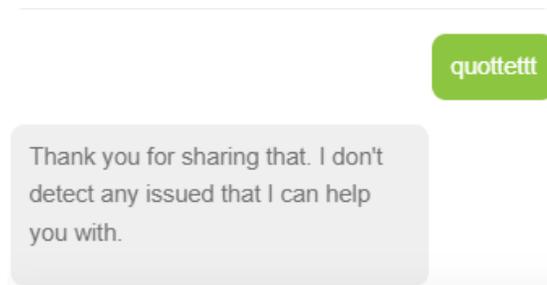
3. Improved double failure handling for timeout:

Previously, kama DEI could detect a second failure (refer to as “double failure”) and give a different instructive message, which can make the conversation flow smoothly and instruct the user to enter information in another way for example.

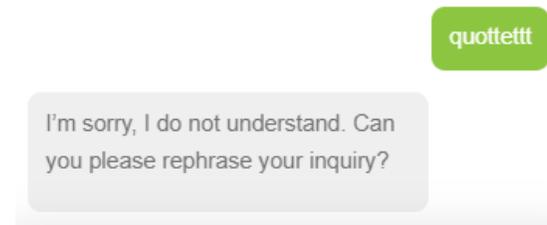
However, there was an edge case that when there is a relatively long period of time between the first and second failure, and the API key for the user/chat has been reissued.

Previously under this case, kama DEI was not able to detect the double failure. We have enhanced the handling logic and resolved the issue. Now the double failure detection is more accurate and robust even after long periods.

First failure:



Second failure (after a new API key is issued to the user/chat):



Note: If you notice that there are issues with these updates or any kama DEI functionality that you cannot understand or rectify, **please issue a support ticket through [Service Desk](#) on website and we will address it as a Service Request.**