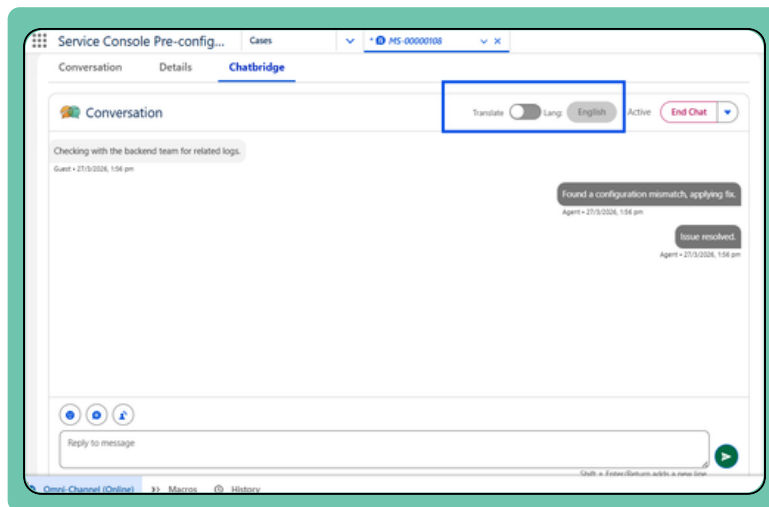


Chatbridge Conversation Setup

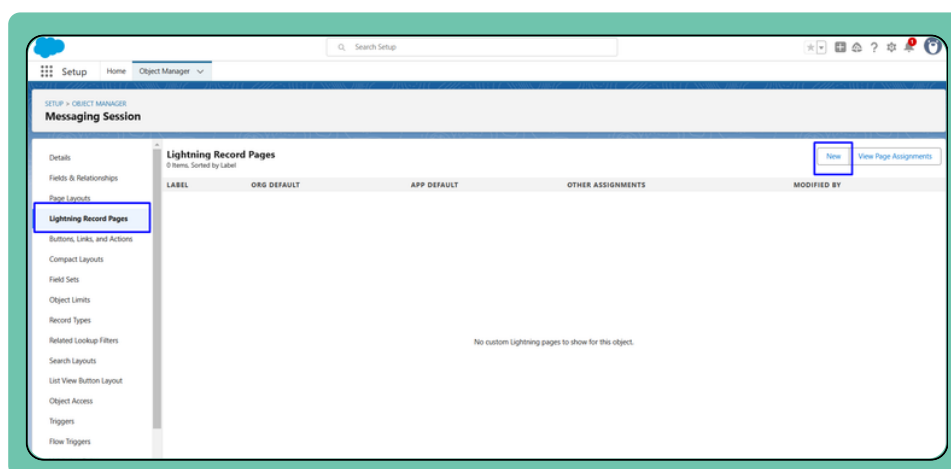


ChatBridge Conversation Component

1. **Add ChatBridge component in Messaging Session layout:** This section will guide you to add the ChatBridge component on the messaging session page layout. The toggle button allows you to activate the translation feature.



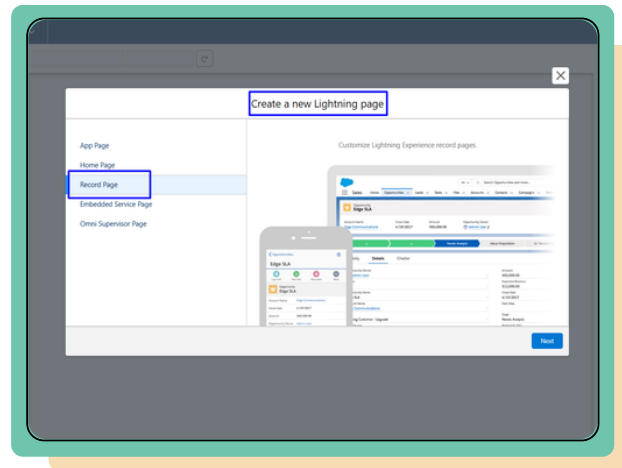
- a. Set up the ChatBridge component on the Chat screen (**If record page does not exist**)
 - i. Go to Setup > Object Manager > Select Messaging Session Object > Select Lightning Record Pages > Click on New



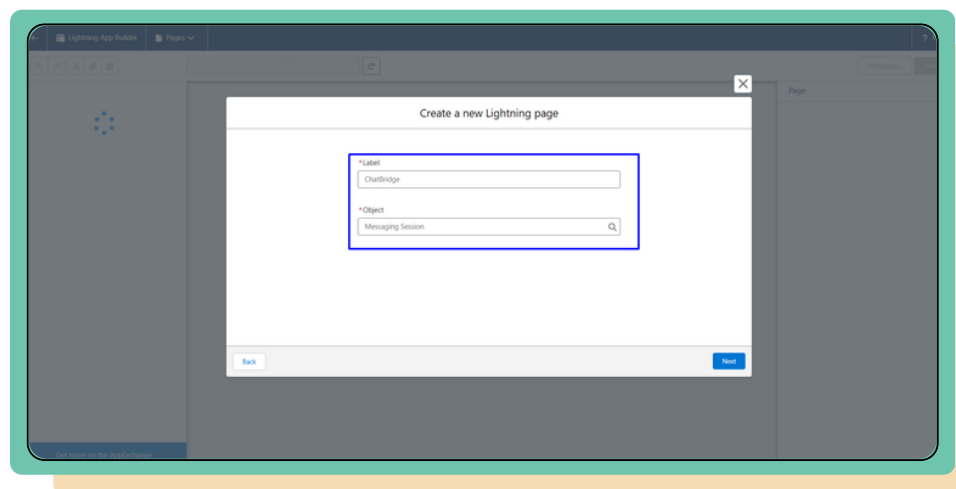
Chatbridge Conversation Setup



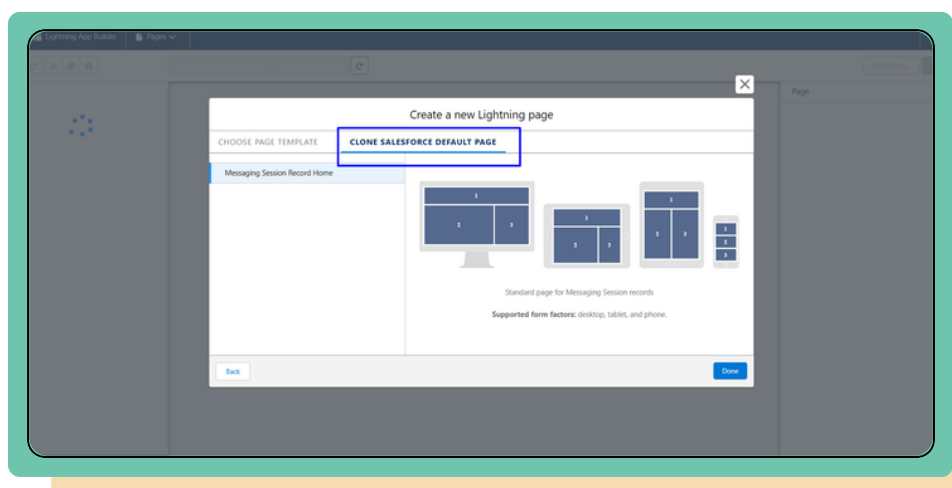
ii. Select Record Page



iii. Fill in the required details label and the Object details. For the label you can select ChatBridge, and for Object Messaging Session



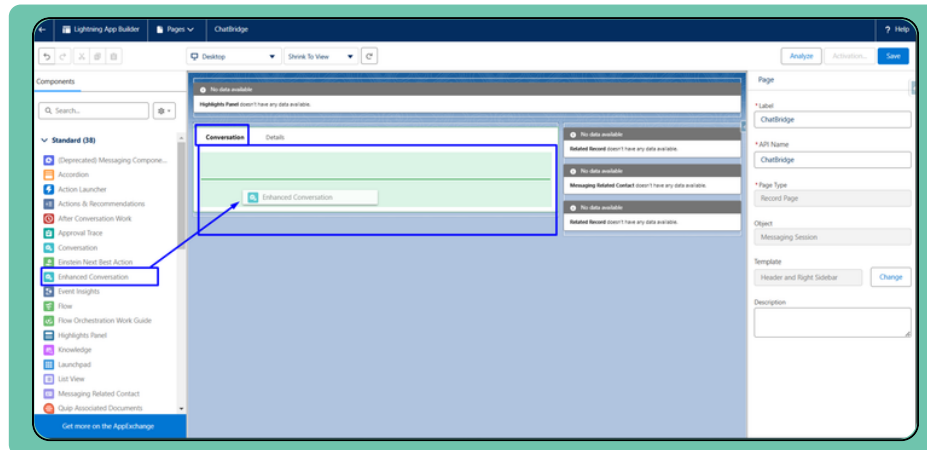
iv. Select Clone Salesforce Default Page and click Done



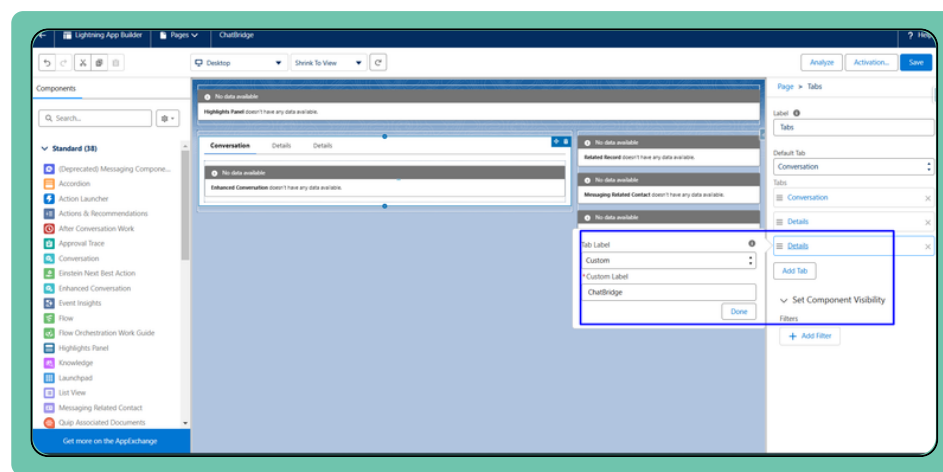
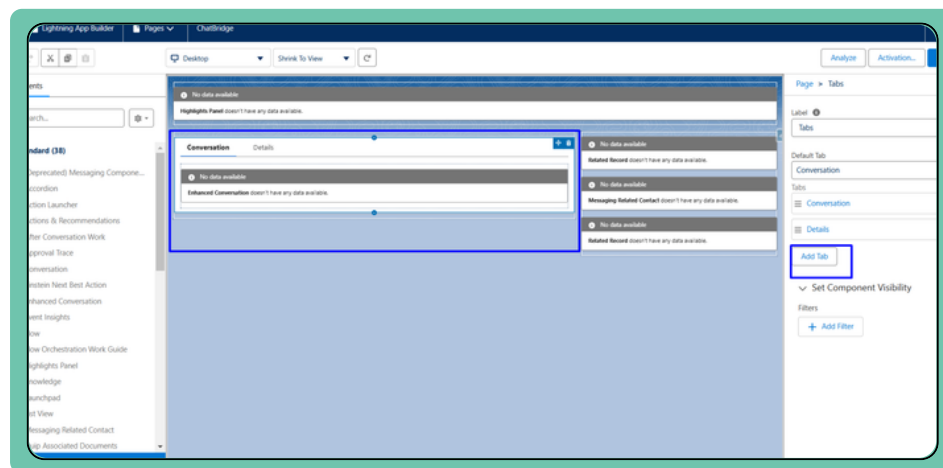
Chatbridge Conversation Setup



v. On the Conversation tab, drag the enhanced conversation from the left side to the section.



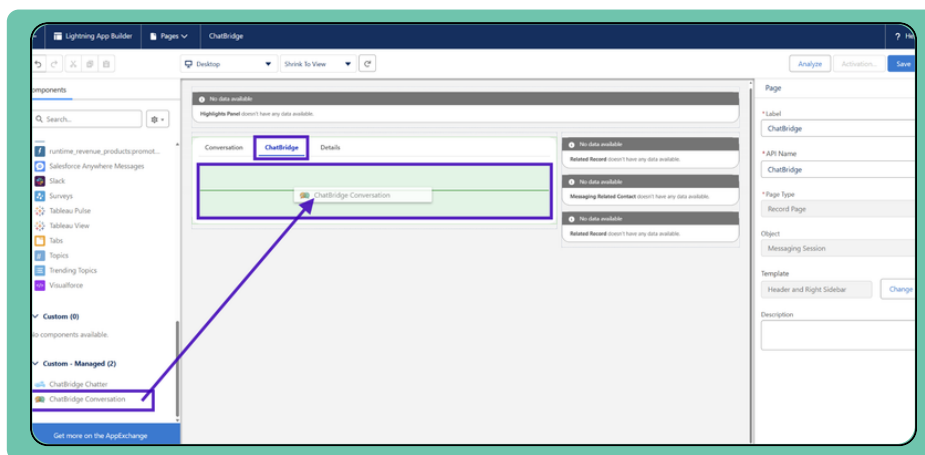
vi. Select on Tabs, and click on Add Tab. Fill out the details for the tab label, select Custom, and for the custom label ChatBridge, click Done.



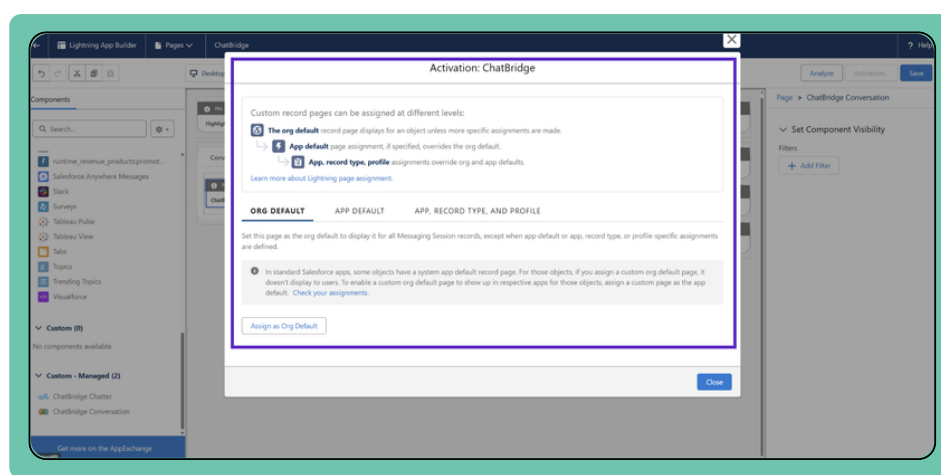
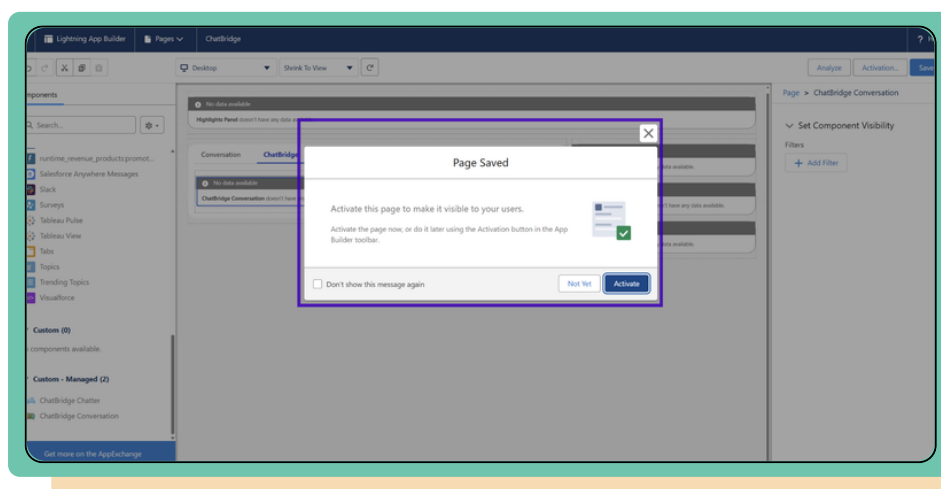
Chatbridge Conversation Setup



vii. Drag the ChatBridge Conversation managed components to the ChatBridge tab section.



viii. Click on Save and it will automatically open the activation page, otherwise you can select on Activation.

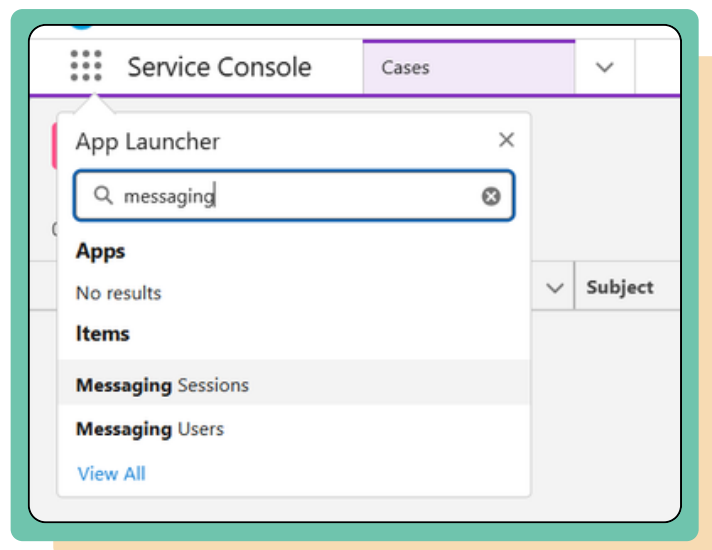


Chatbridge Conversation Setup

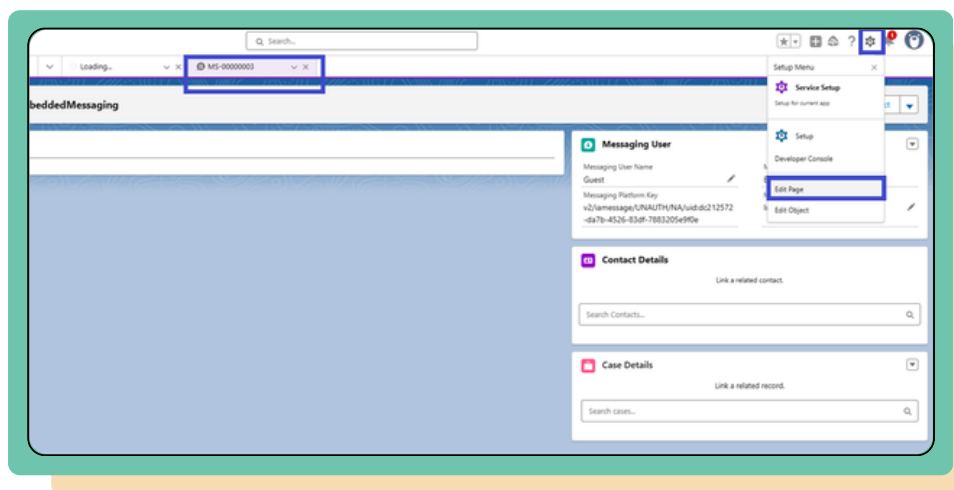


a. Set up the ChatBridge component on the Chat screen(**If record page exist**)

i. Go to list page from app icon



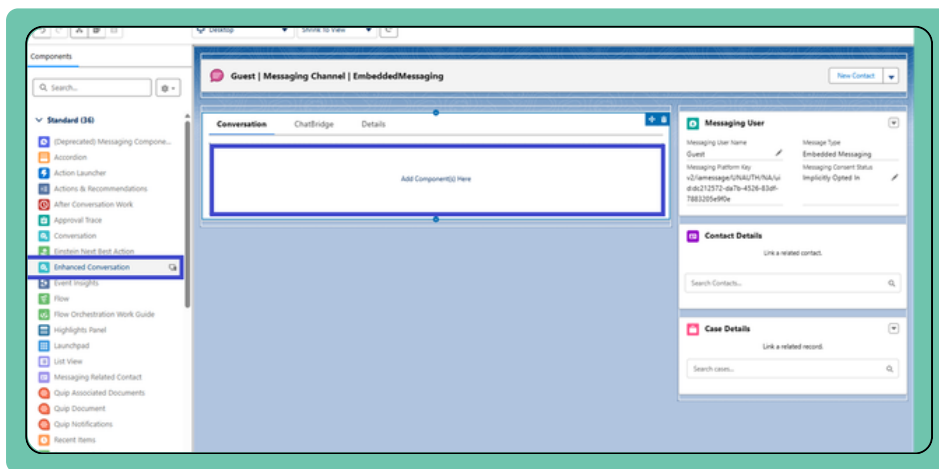
c. Open any existing Messaging Session Record detail page. Click on the Setting icon then click on the edit page.



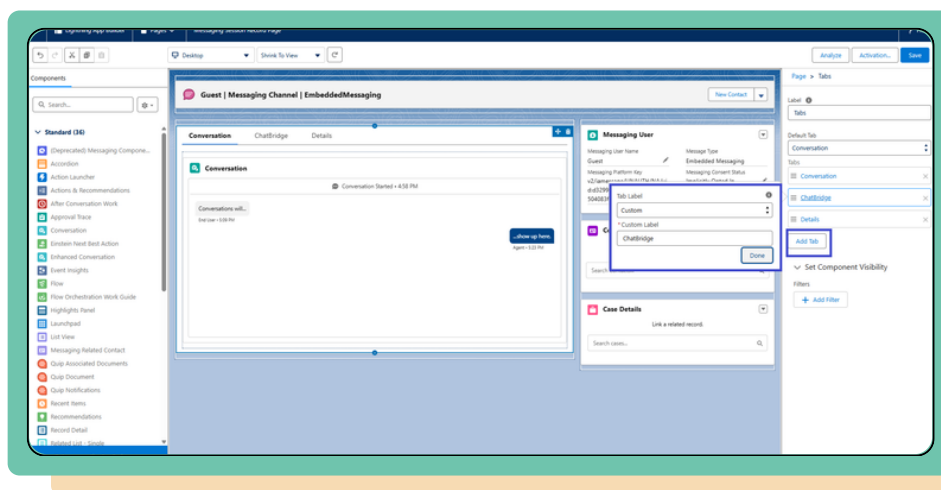
d. Delete the basic **Conversation** component from the Conversation tab (if it exists).

e. Drag the **Enhanced Conversation** component and place it in the Add **Component** Section.

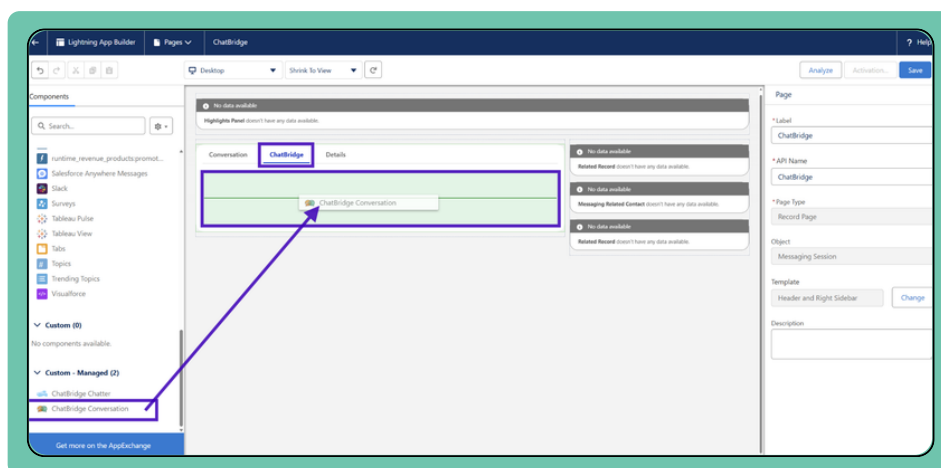
Chatbridge Conversation Setup



f. Create a custom tab from the right section as the image below and name as per your choice like ChatBridge.

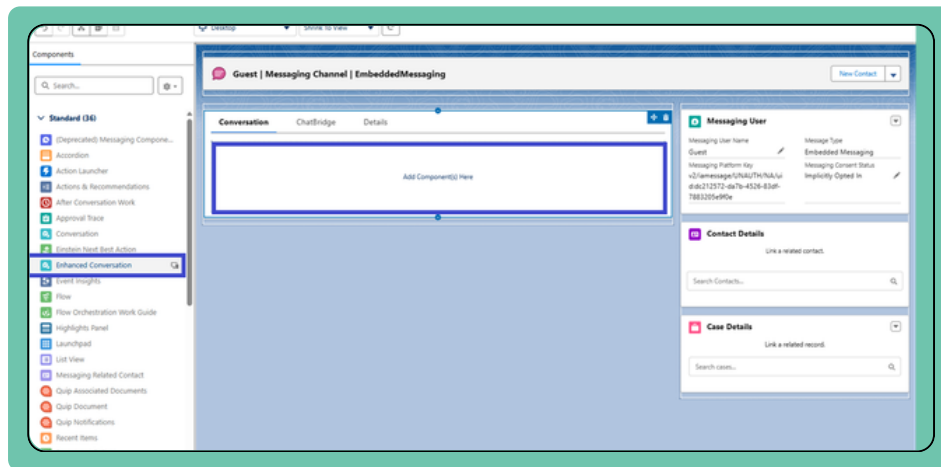


g. Now go to the tab and place the ChatBridge Conversation component.

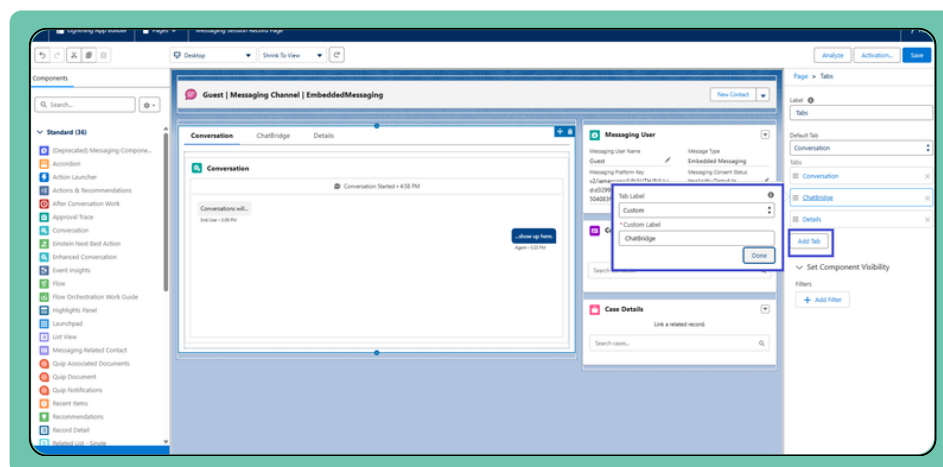


h. Now Click on save.

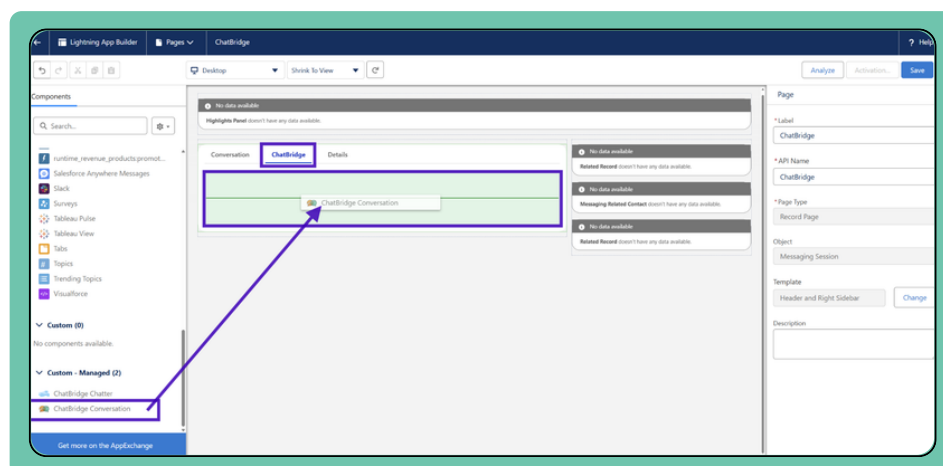
Chatbridge Conversation Setup



f. Create a custom tab from the right section as the image below and name as per your choice like ChatBridge.



g. Now go to the tab and place the **ChatBridge Conversation** component.



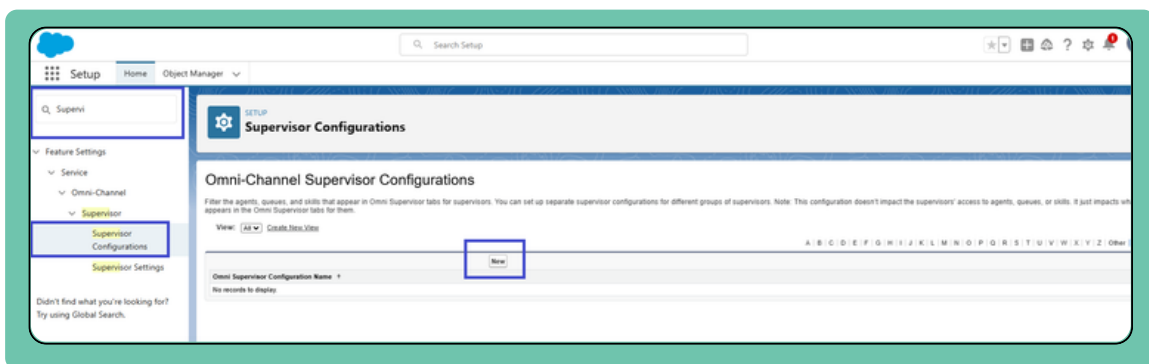
h. Now Click on save.

Chatbridge Conversation Setup

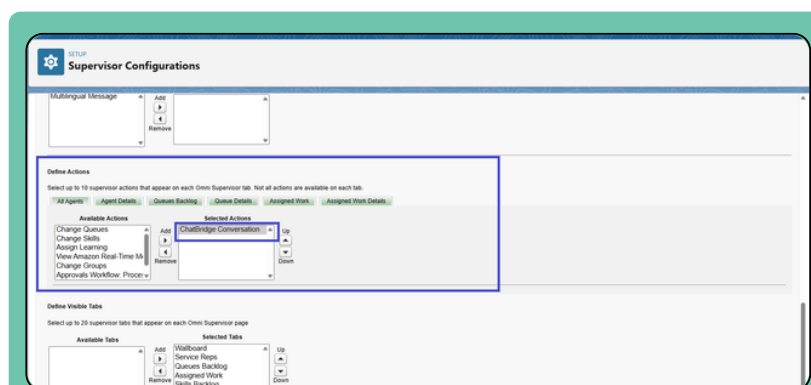
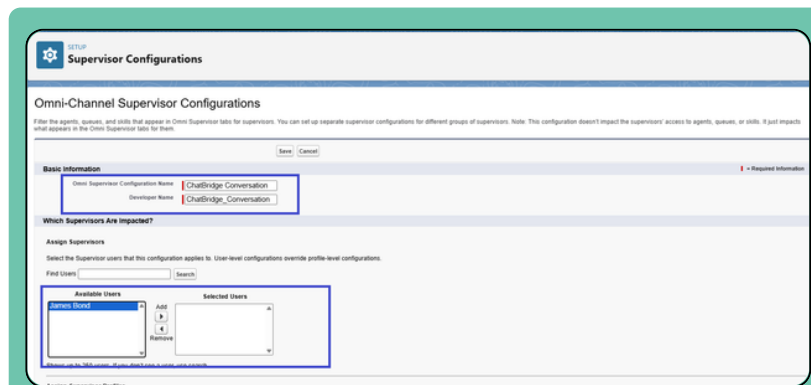


1. Setting up Supervisor Conversation Chat

- Go to Setup > Home > Process Automation > Flows, and select **ChatBridge Conversation flow**.
- Click on **Save as New Flow** and enter the label of your choice, we are going with the label **ChatBridge Conversation**, Supervisor will see this while using the app.
- Go to **Setup** > Search in Quick Find for **"Supervisor Configurations"** > Select **"Supervisor Configurations"** > Click on **New**.



- Enter the required details as shown in the image below.



- Verify the above entered details and click on Save.

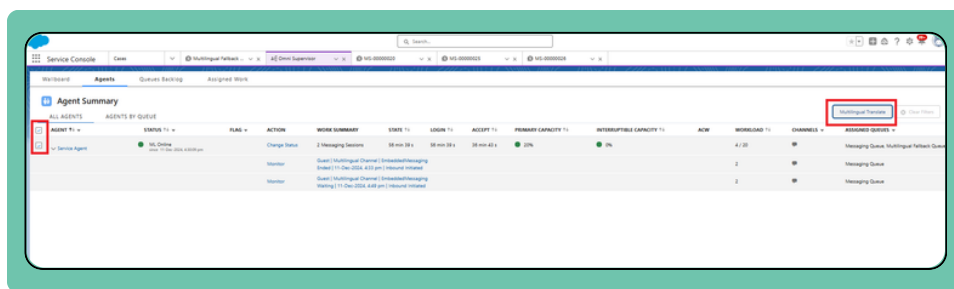
Chatbridge Conversation Setup



Supervisor

Supervisor - Accessing the Translation Feature

- Navigate to the Supervisor page (App icon > Omni Supervisor (or Command Center for Service)), and click on the Agents (or Service Reps) tab there.



- An action button ChatBridge Translate will appear there, select an Agent from the table (Agents will appear there only when they are online), and click on the action.
- A modal will pop up as shown below. If an agent is having multiple chat sessions active, you should be able to select any session from the drop-down on top.
- With the language selection button (same as Agent), the Supervisor can change the language to see the messages in its language.
- Click the Refresh button to refresh the chat.
- The Supervisor can view both the original and translated chat by clicking Show Original or Show Translated.

