



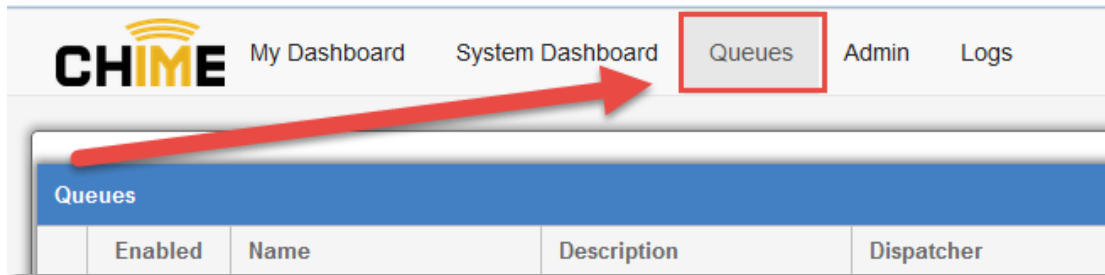
## How to Edit Text Resources to Include System Variables

Spring 2016

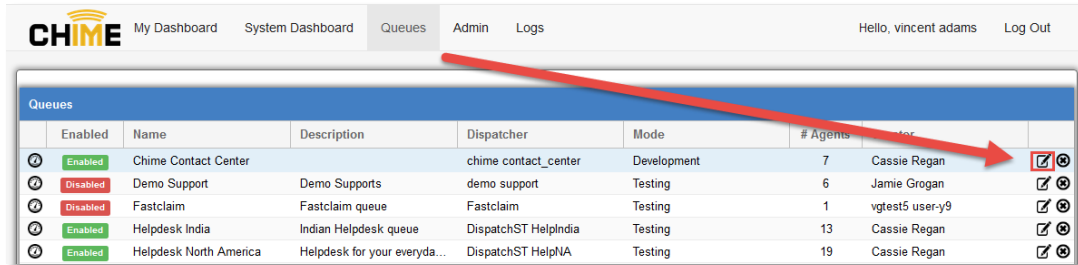
# HOW TO VIEW SEEKER NAME WITH CHIME?

## EDITING TEXT RESOURCES AND USING SYSTEM VARIABLES

1. Access the Chime application – the link should look something like this: **“your\_chime\_URL/chime”**
2. Once you are logged in, click on the **“Queues”** tab at the top of the page. *Note: You must be an administrator in Chime to access this page.*

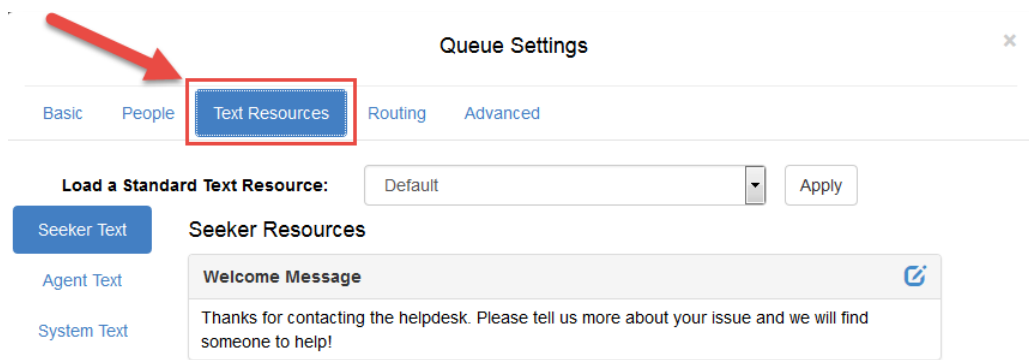


3. Pick the queue you want to edit, and click on the **“Edit Queue”** icon.

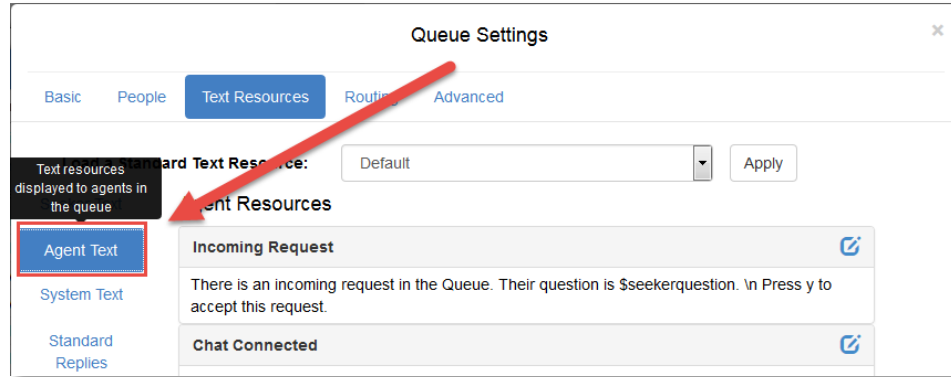


4. This will bring up a new window called **“Queue Settings”**. From the Queue Settings window, click on the **“Text Resources”** tab.

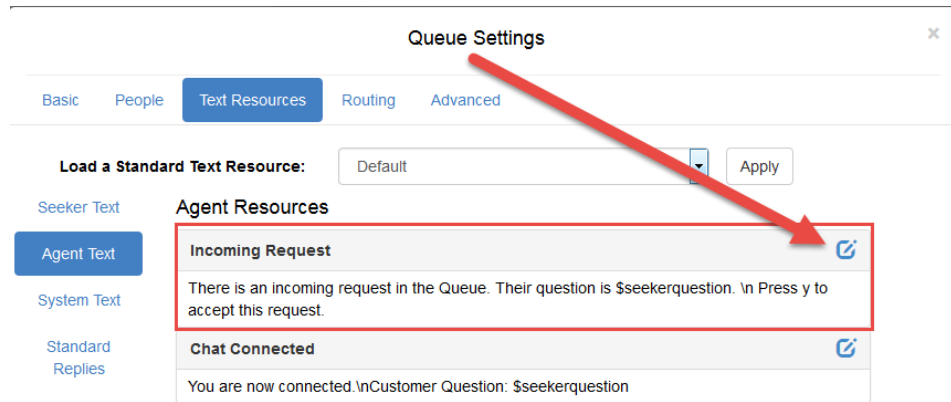
*Note: Text resources are the automated messages sent to seekers and agents. They are all customizable.*



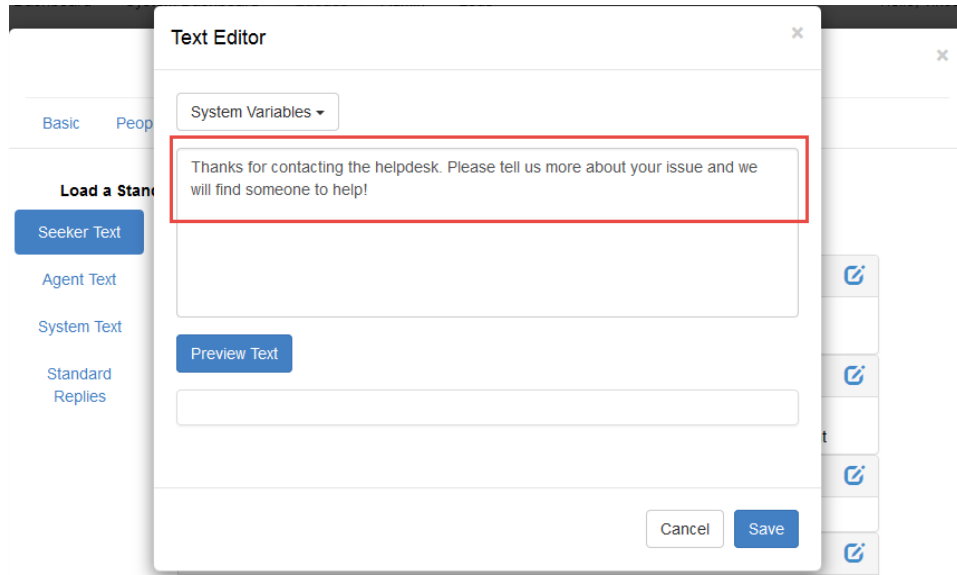
5. Now click on the “Agent Text” tab.



6. Next, we will want to edit the “Incoming Request” text. This is the text that an agent sees when a seeker comes in with a request. Click the edit button to change the Incoming Request message.



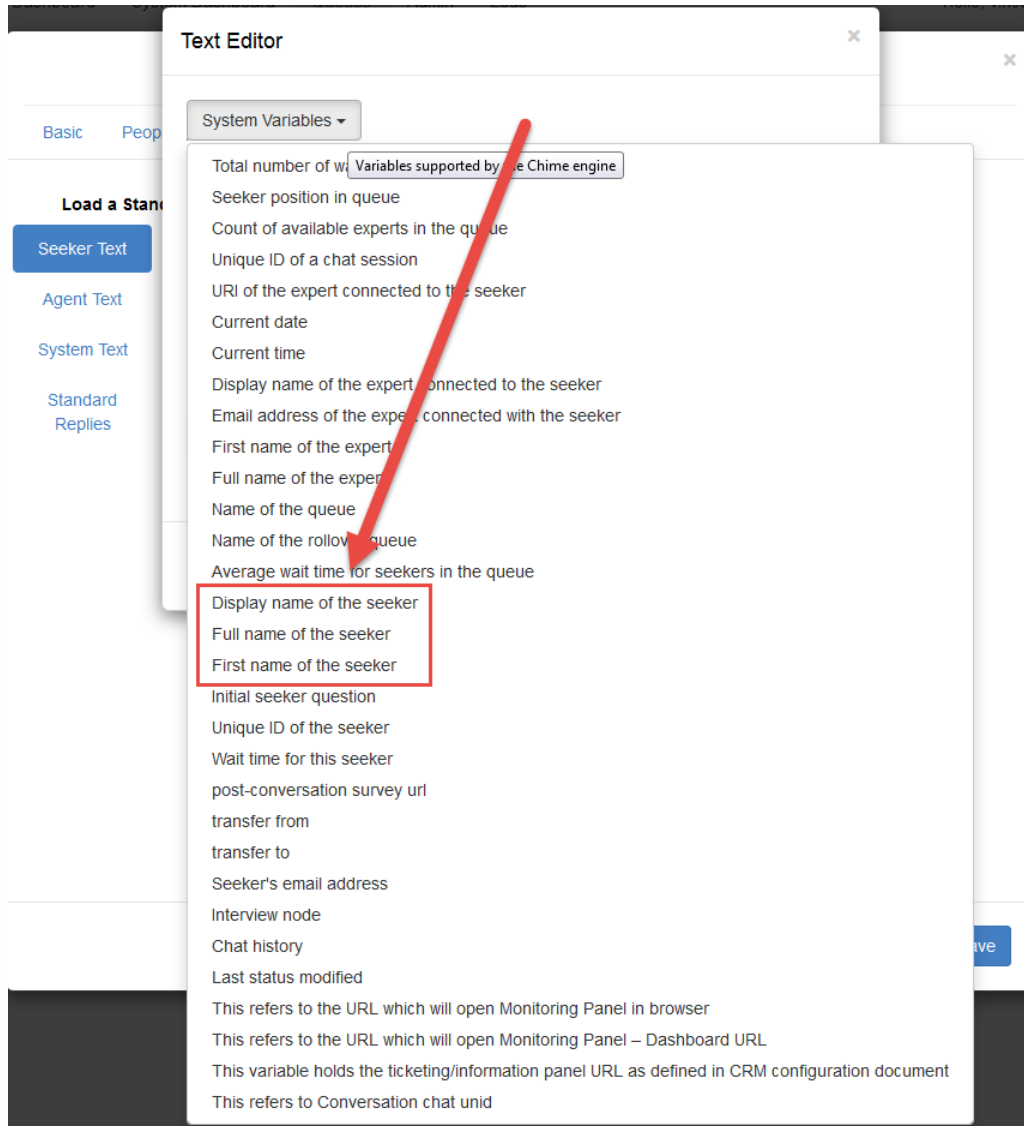
7. This will bring up the “Text Editor” window. This is where you will change the Incoming Request message.



- Next, since we want to be able to see the seeker's name, we will add a **"System Variable"** to this text. To do this, click on the System Variables menu.
- Once you've clicked on the **System Variables** drop-down menu, you will see a long list of the different variables available to use. If you want to see the full name of the seeker in this text resource, choose **"Full name of the seeker."** This will insert that variable into the text area. This should look something like **"\$seekerfullname."**

*Note: You can copy and paste the following paragraph into the text field:*

**There is an incoming request in the queue from  
\$seekerfullname. Press 'y' to accept, or 'n' to decline.**



10. If you have added the new system variable to the text resource, and are finished with any changes, you may click **“Preview Text”** to see what your message will look like in a chat.
11. If you are done viewing the preview, or don’t want to, then click Save. If you are finished editing text resources, click **Save** in the **Queue Settings** window, and then Close.
12. **Now that you have edited text resources to include a system variable, you can add more system variables to other text resources, if desired, as well as test that the text resources show up correctly in chats. Here’s what the text should look like in a Sametime chat:**

