

Dynamics 365 Customer Service Implementation Resources

Presenters:

Michele Mazzucco – FastTrack Solution Architect

Vince Angeloni – FastTrack Solution Architect

Joseph Thomas – FastTrack Solution Architect

Nuno Silva – FastTrack Solution Architect



TechTalk Series

- **Implementation Resources – introduction** ←
- Channel Integration Framework 2.0
- Samples and tools
- Testing for Service
- Analytics for Service

Agenda

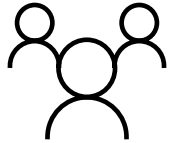
- FastTrack and Implementation Guide
- Implementation Resources
- Samples and tools overview
- Deep dive on resources – part 1

Implementation Resources - Introduction

Michele Mazzucco

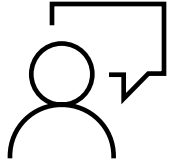


FastTrack and Implementation Guide



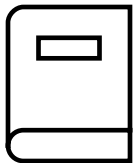
FastTrack for Dynamics 365 is a customer success program powered by the Microsoft engineering team to enable organizations to accelerate Dynamics 365 implementations and Go-live with confidence

[About FastTrack for Dynamics 365 - Dynamics 365 | Microsoft Learn](#)



Success by Design is the prescriptive guidance - approaches & recommended practices - and framework for designing, building and deploying a Dynamics 365 solution

[Introduction to Success by Design - Dynamics 365 | Microsoft Learn](#)

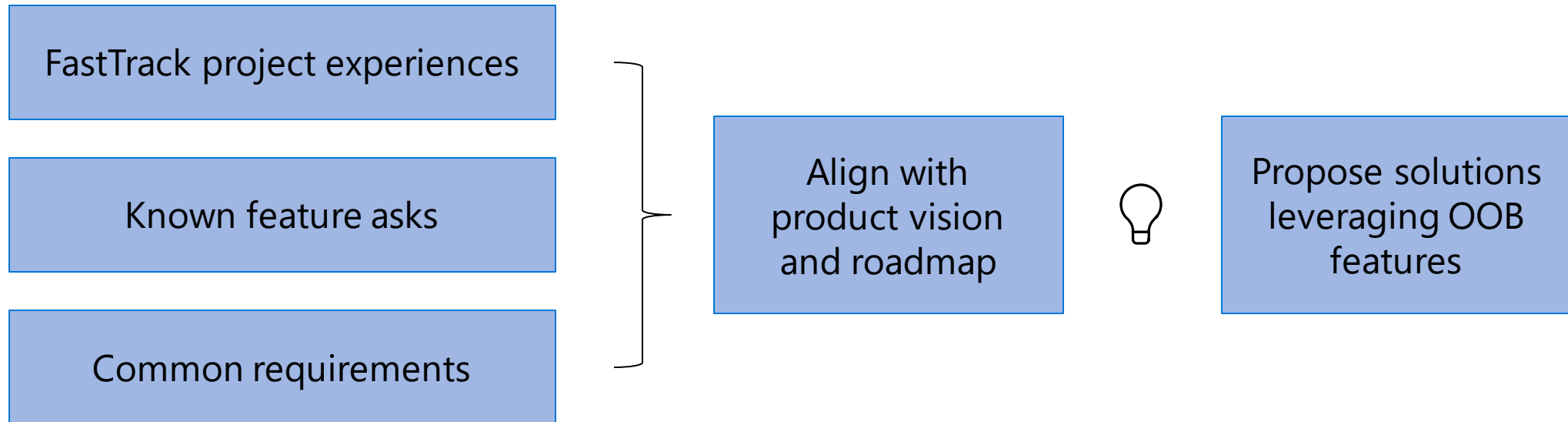


The implementation guide represents the collective knowledge and experience of the FastTrack for Dynamics 365 team, gained over thousands of Dynamics 365 implementations.

<https://aka.ms/d365implementationguide>

What are the Implementation Resources?

- Sub-section of the Implementation Guide
- A collection of resources to support implementation of solutions (faster, better)
- Resources cover different business applications, but this series is focused on Dynamics 365 Customer Service



Customer Service Implementation Resources

<https://aka.ms/d365csresources>

Samples

Starter Packs

Tutorials

Guides

Omnichannel

- Customer Service Workspace
- Unified Routing
- Channel Integration Framework

**Copilot Studio
and AI**

Analytics

ALM

Customer Service Implementation Resources

❓ Are these resources officially supported by Microsoft?

- ☑ This is community content, offered “as-is” and not part of Microsoft products
- ☑ Meant to be a starting point for you to implement your project
- ☑ All code and solutions are starter samples for your implementation, not a final product
- ☑ All tutorials and guidance are in line with Microsoft’s best practices

❓ Can I contribute to these resources?

- ☑ Some of the items will have a corresponding GitHub repo (e.g., code samples)
- ☑ We’ll evaluate other forms of collaboration

❓ Can I submit my ideas for new resources?

- ☑ Submit your suggestions in the [Ideas portal](#)
- ☑ Leverage any FastTrack engagement you have on your project

Samples and tools

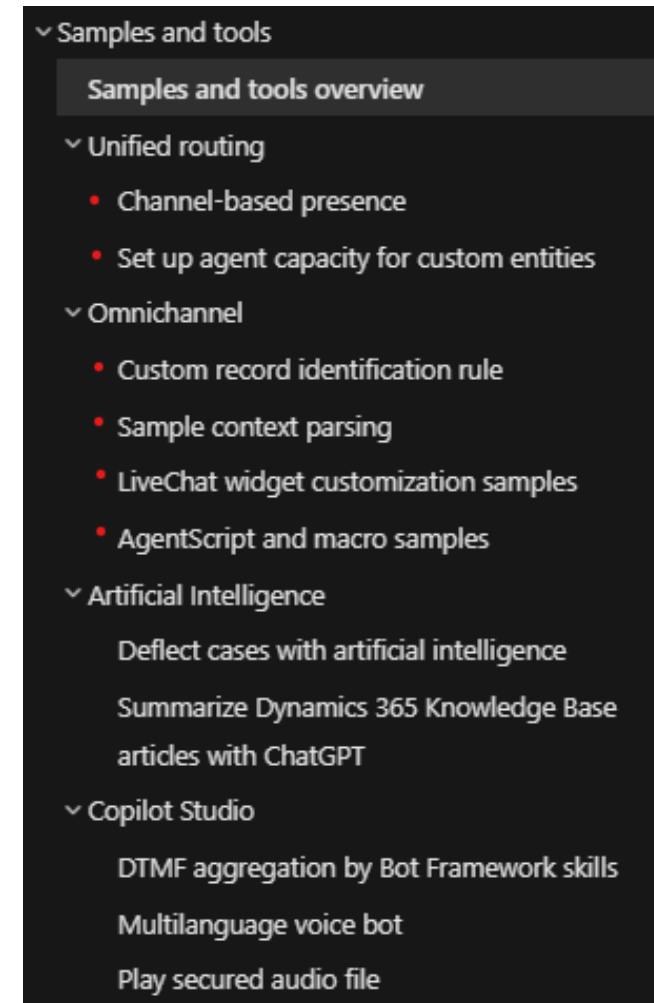
Vince Angeloni



Samples and tools - Overview

Areas:

- Unified Routing
- Omnichannel
- Artificial Intelligence
- Copilot Studio



[Sample library for Customer Service - Dynamics 365 | Microsoft Learn](#)

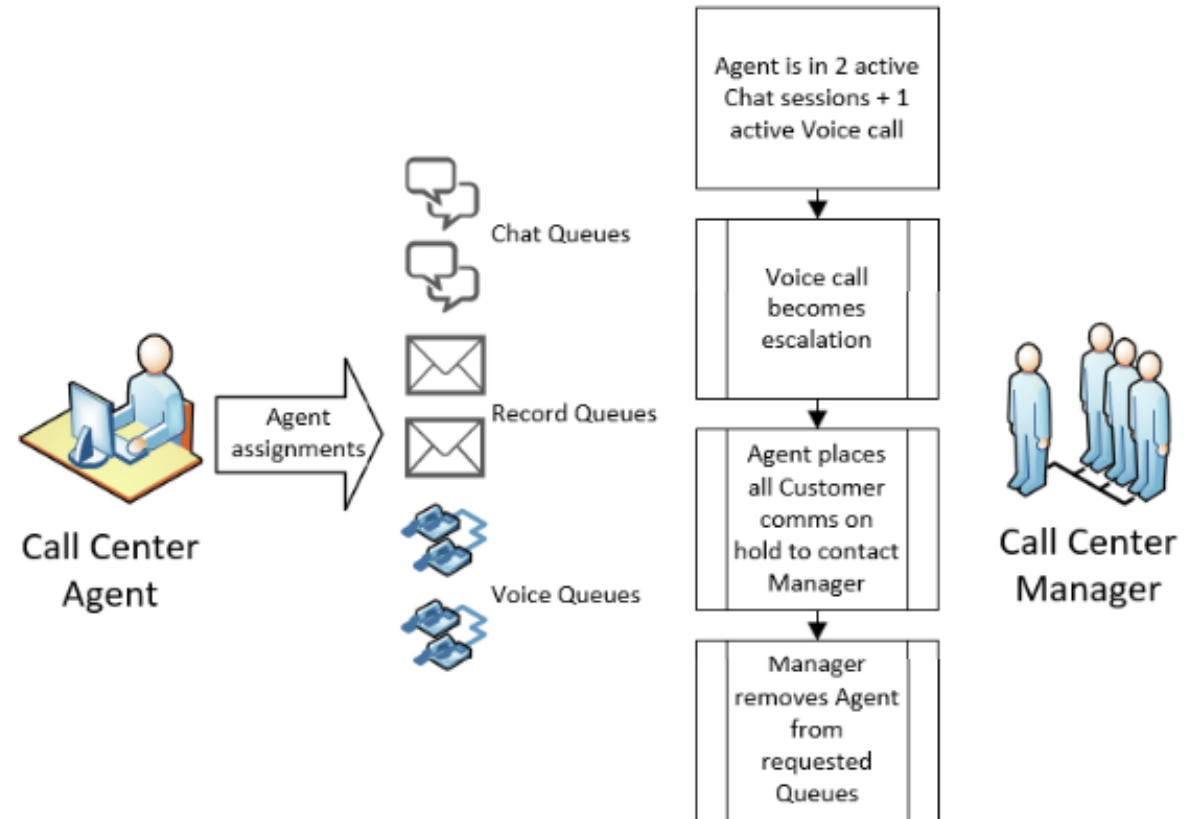
Channel-based presence

Joseph Thomas



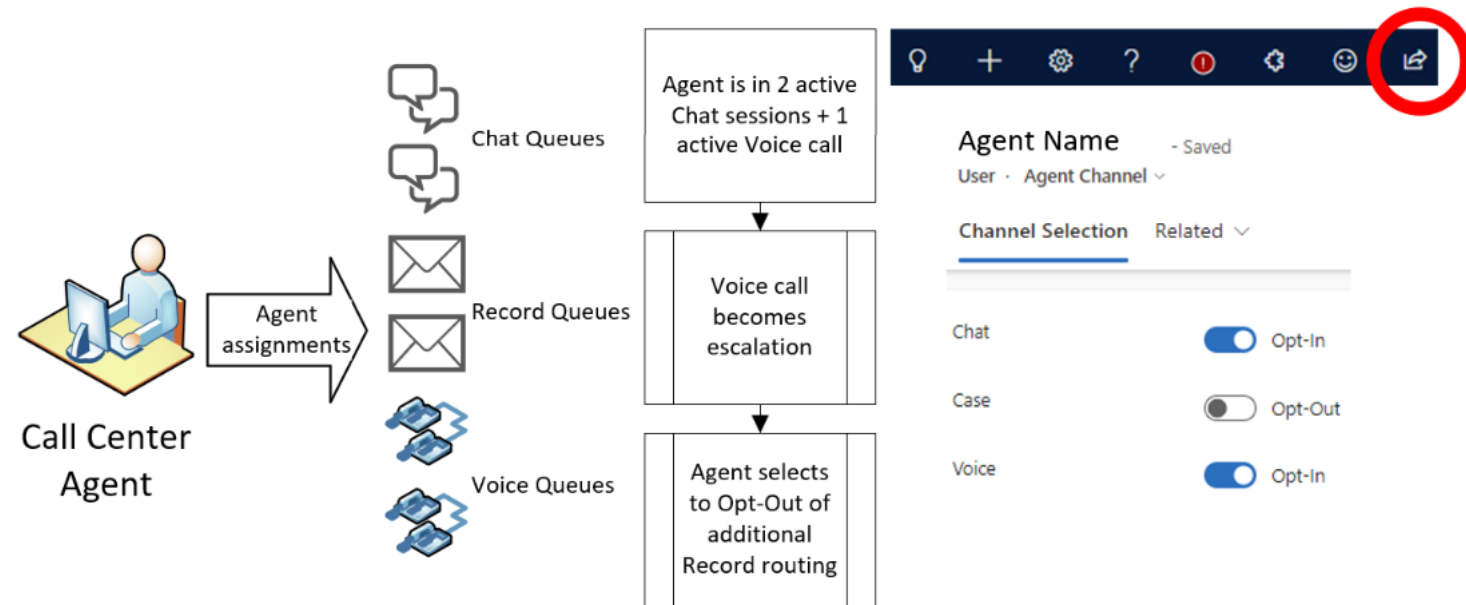
Channel-based presence – Use Case

- Agent is assigned to multiple channels (e.g. Chat, Voice, Record).
- Situations present themselves that require the Agent to temporarily halt additional incoming routed items
- Agent must contact Manager to have themselves removed from specific Queues



Channel-based presence – Solution

- Agent is assigned to multiple channels (e.g. Chat, Voice, Record).
- Situations present themselves that require the Agent to temporarily halt additional incoming routed items
- Without involving her Manager or placing the Customer(s) on hold, within seconds Agent can make temporarily remove themselves from additional routing assignment




Customer Service Agent Dashboard ▾

My Active Cases ▾

<div>Filter by keyword</div>						
<input type="checkbox"/> Case Title ▾	Case Number ▾	Priority ▾	Origin ▾	Customer ▾	Status Reason ▾	Created On ▾
<input type="checkbox"/> CAS-01054-Q3P8Y6	CAS-01054-Q3P8Y6		Email	Correna Sergent	In Progress	4/2/2024 5:17 PM
<input type="checkbox"/> CAS-01053-K0Q5B1	CAS-01053-K0Q5B1		Phone	WQUED	In Progress	3/20/2024 11:52 AM

Rows: 1 - 2 of 2

Cases Available to Work On ▾

Filter by keyword			
Title ▾	Entered Queue ↓ ▾	Queue ▾	Worked By ▾
			

My Open Activities

<input type="checkbox"/>	Activity ... ▾	Subject ▾	Regardi... ▾	Priority ▾	Start Date ▾	Due Date ↑ ▾
<input type="checkbox"/>	Email	Rheem Test 6.8	CAS-01053-KK	Normal		
<input type="checkbox"/>	Email	Rheem Test 7.6	CAS-01053-KK	Normal		
<input type="checkbox"/>	Email	Rheem Test 1.1		Normal		
<input type="checkbox"/>	Email	Rheem Test 2		Normal		
<input type="checkbox"/>	Email	Rheem Test 3		Normal		
<input type="checkbox"/>	Email	Rheem Test 4		Normal		

Channel-based presence – Summary of Solution

- Custom button embedded in the native Customer service workspace ribbon. (Jscript and instructions provided)
- 3 custom Boolean fields added to the User entity
- 1 custom form added to the User entity
- Addition of 1 condition to your Assignment Rules – “IF custom Boolean field(s) on User record = Opt-In”
- *Note: Must create a custom Assignment Method as out of the box ones are not editable*

Edit assignment rule
Add conditions and ordering attributes to define this rule. [Learn more](#)

Rule Name *

Case Opt-in

[Root record: User](#)
Root record is the starting record for the conditions and the output below. Starting from the root record you can navigate to its related records and attributes.

Conditions
Rules for capacity, presence, agent operating hours, and skills have been added by default. These can be removed if not required. [Learn more](#)

And

<input type="checkbox"/>	User skills	Exact match	All skills	...
<input type="checkbox"/>	Presence status	Equals	Conversation • Work Stream • All...	...
<input type="checkbox"/>	Available capacity	Is greater than	Conversation • Work Stream • Ca...	...
<input type="checkbox"/>	Calendar schedule	Is working
<input type="checkbox"/>	Case	Equals	Opt-In	...

+ Add

Agent capacity for custom entities

Joseph Thomas



Agent capacity for custom entities

- Use Case:
 - In Dynamics 365 Customer Service in order to leverage Capacity Based Routing for any entity other than the case (incident) entity some additional configuration is necessary. We will outline two options to achieve this, a no-code option and a low-code option.
- **Option #1 No-Code via PowerAutomate**
- **Option #2 Low-Code via plug-in.**

Detailed description can be found on MS Learn:

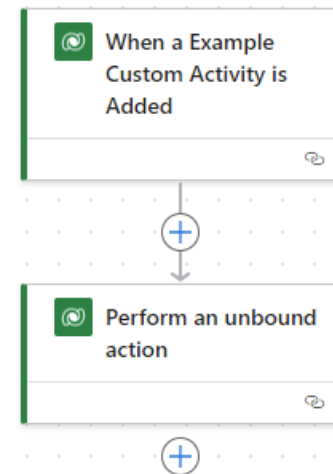
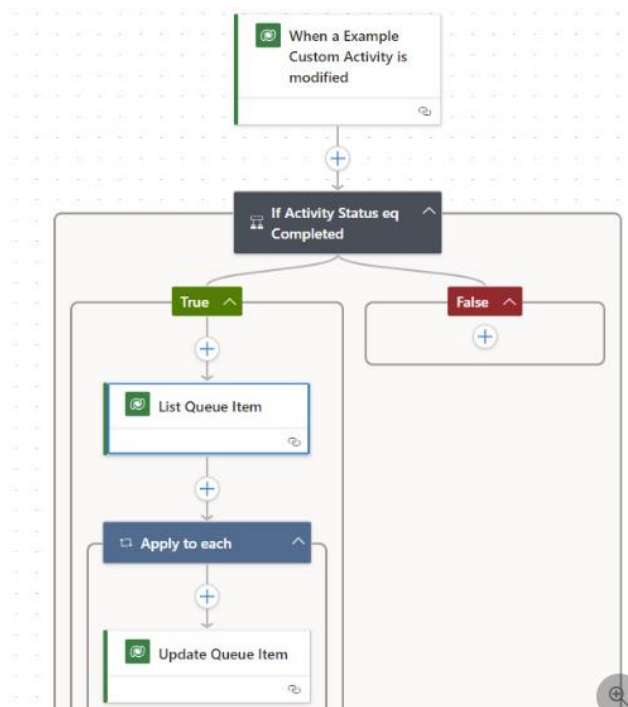
[Set up agent capacity for custom entities - DCCP | Microsoft Learn](#)

Agent capacity for custom entities – note on your business process

- Define the business processes surrounding your custom entity
- Define when it is appropriate for your custom entity record to begin the Routing process
 - This will be the Trigger for Flow #1
- Define what it means for your custom entity record to be “complete” (i.e. Status Reason, Business Process Flow, etc).
 - This will be the Trigger for Flow #2

Option #1 No-Code via PowerAutomate

Flow #1 - Utilize an Unbound Action step (Action name = msdyn_ApplyRoutingRuleEntityRecord) to create a Queue Item record



Perform an unbound action

Parameters Settings Code View Testing About

Action Name *

msdyn_ApplyRoutingRuleEntityRecord

Advanced parameters

Showing 1 of 1

Item/Target

dccp_examplecustomactivityentities(body/act... ×)

Flow #2 – When the Status Reason of your custom entity = 'Completed' (or whatever your process dictates), the Flow places a "-1" in the 'Worked By' field and changes the Status = Inactive

Option #2 Low-Code via plug-in

Plugin #1 - Route non-case records using a plug-in

– the steps and sample code available applies the Action (msdyn_ApplyRoutingRuleEntityRecord)

Plugin #2 - Close live work items or deactivate –

these steps and sample code provide the template to close the Queue Item when the custom entity is "complete"

Note: This option would be preferable in the situation where a synchronous/real-time action is preferred to the asynchronous nature of PowerAutomate.

```
C#
public class SamplePlugin : IPlugin
{
    public void Execute(IServiceProvider serviceProvider)
    {
        // Obtain the tracing service
        ITracingService tracingService = (ITracingService)serviceProvider.GetService(typeof(ITracingService));
        // Obtain the execution context from the service provider
        IPluginExecutionContext context = (IPluginExecutionContext)serviceProvider.GetService(typeof(IPluginExecutionContext));
        // Check if create message
        if (context.MessageName.ToLower().Equals("create"))
        {
            // The InputParameters collection contains all the data passed in the message request
            if (context.InputParameters.Contains("Target") && context.InputParameters["Target"] is Entity)
            {
                // Obtain the entity
                Entity entity = (Entity)context.InputParameters["Target"];
                // Obtain the entity type
                string entityType = entity.LogicalName;
                // Check if the entity type is "your entity type"
                if (entityType.Equals("your entity type"))
                {
                    // Obtain the user name and password
                    string userName = context.InputParameters["your user name"] as string;
                    string password = context.InputParameters["your password"] as string;
                    // Obtain the connection string
                    string conn = $"@{userName};Password={password};AppId={AppId};RedirectUri={RedirectUri};LoginPrompt=Auto;RequireNewInstance=True";
                    // Create the CRM service client
                    using (var svc = new CrmServiceClient(conn))
                    {
                        // Create the WhoAmI request
                        WhoAmIRequest request = new WhoAmIRequest();
                        // Execute the WhoAmI request
                        WhoAmIResponse response = (WhoAmIResponse)svc.Execute(request);
                        // Write the user ID to the console
                        Console.WriteLine("Your User Id is {0}", response.UserId);
                        try
                        {
                            // Provide queueitem id as the second parameter which has to be deactivated.
                            svc.UpdateStateAndStatusForEntity("queueitem", new Guid("6f15a7f0-8788-eb11-a812-000d3a59352"));
                        }
                        catch (Exception ex)
                        {
                            Console.WriteLine(ex.Message);
                        }
                    }
                    Console.WriteLine("Press any key to exit.");
                    Console.ReadLine();
                }
            }
        }
    }
}
```

Custom record identification

Vince Angeloni



Custom record identification

Scenario:

In Omnichannel for Dynamics 365 Customer Service, you can identify the customer on incoming conversation.

- Considering the sample where IVR asks to the caller for the account number to identify the customer, C2.

Entity to be linked	Variable name to be set by bot	Attribute for Dynamics 365 entity to match with corresponding variable name in bot
Account	<ul style="list-style-type: none">• Name• Email• Phone	<ul style="list-style-type: none">• name• emailaddress1• telephone1
Contact	<ul style="list-style-type: none">• Name• Email• Phone	<ul style="list-style-type: none">• name• emailaddress1• mobilephone
Case	CaseNumber	ticketnumber

The article describes how to customize the Record Identification rule by using a custom FetchXML search criteria:

```
<condition attribute="accountnumber" operator="eq" value="{AccountNumber}" />
```

MS Learn link:

[Custom record identification - Dynamics 365 | Microsoft Learn](#)

Context parsing in JavaScript

Vince Angeloni



Sample context parsing in JavaScript

Scenario:

Context variables are data that provide information about the conversation before it starts, such as the channel, the customer profile, and the custom settings.

You might want to access context variables from custom JavaScript code in web resources.

JavaScript

```
function parseContextVariables(executionContext) {  
    var formContext = executionContext.getFormContext();  
    Microsoft.Apm.getFocusedSession().getContext().then((context) => {  
        var customerName = context.parameters.customerName;  
        alert(customerName);  
    })  
};
```

MS Learn link:

[Sample context parsing with JavaScript - Dynamics 365 | Microsoft Learn](#)

Agent scripts and macros

Vince Angeloni



AgentScript and macro samples

- Agent scripts play a crucial role in minimizing human errors during the resolution process.
- They serve as structured guidelines, directing customer service agents on the necessary steps to take during interactions

The screenshot displays the Microsoft Dynamics 365 Customer Service workspace. The top navigation bar includes the Dynamics 365 logo, 'Customer Service workspace', a search bar, and a 'New look' toggle. Below the navigation bar, the main content area shows a case titled 'Contact information required (sample)' with a status of 'Saved'. The case details include 'Case Number: CAS-01043-Y6Y2M9', 'Phone Origin', 'Created On: 11/28/2023 4:37 PM', and 'Owner: Vince Angeloni'. The left sidebar contains a list of fields for the case, such as Case Title, Customer, Subject, Priority, Case Status, Product, and Description. The right sidebar shows 'Agent scripts' with a dropdown menu for 'Contoso Support' and a list of scripts including 'Greetings', 'Send Initial Response', 'Clone case', and 'Collaboration task'. The main content area also features a 'Summary' section with a message 'There's not enough information to summarize.' and a 'Timeline' section with a search bar and a list of recent events.

Dynamics 365

Customer Service workspace

Search

SANDBOX

New look

Home

Inbox

Inbox views

All Cases

3

My cases

Last week

1

account locked

CAS-01073-R0L7T3

Customer: Adventure Works (sample)

Active • Thu 4/11

February

1

Complete overhaul required (sample)

CAS-01066-G3J4X0

Customer: Paul Cannon (sample)

Active • High • 2/29/2024

January

1

This is my Issue1

CAS-01033-D1L5C1

Customer: Contoso Bank

Active • Normal • 1/22/2024

3 items

Last updated at 8:10 AM

Add to Contoso Inv

Save

Save & Close

Save & Route

Refresh

New

Convert to Work Order

Resolve Case

Share

This is my Issue1

- Saved

Case

Case for Multisession experience

CAS-01033-D1L5C1

Case Number

Phone

Origin

3/28/2023 1:26 PM

Created On

AS

Anand Singh

Owner

Summary

Details

Related

Case Title

This is my Issue1

Customer

Contoso Bank

Subject

Priority

Normal

Case Status

In Progress

Product

Description

Phone: +1234567890 /
Email: email@address.com /
InteractionId: a41b6416-78ff-409a-8b96-76fe87aa8b13

Timeline

Search timeline

Enter a note...

Recent

Modified on: 8:06 AM

Email from: Vince Angeloni Active

A case has been opened for your request

Dear Contoso Bank, We have opened a case This is my Issue1 in response to your request and assigned it to An...

View more

Auto-post on Case This is my Issue1: 3/28/2023, 1:26 PM

Case created by Anand Singh for Account Contoso Bank

<div><div></div><div>Search admin sett...</div><div>Guided channel s...</div><div>Customer support</div><div>Overview</div><div>User management</div><div>Bots</div><div>Channels</div><div>Queues</div><div>Routing</div><div>Workstreams</div><div>Case settings</div><div>Customer settings</div><div>Agent experience</div><div>Overview</div><div>Workspaces</div><div>Productivity</div><div>Knowledge</div><div>Collaboration</div><div>Operations</div><div>Overview</div><div>Insights</div></div>	<div><div>Summaries</div><div>AI Copilot</div><div>Let agents catch up on cases and live conversations using AI-generated summaries.</div><div>Learn more</div></div>	Manage >
	<div><div>Transcript</div><div>Try out our new transcript experience.</div><div>Learn more</div></div>	Manage >
	<div><div>Outbound and inbound profiles</div><div>Create configurations to enable agents to make outbound calls and/or to receive direct inbound calls.</div><div>Learn more</div></div>	Manage >
	<div><div>Message formatting</div><div>Try out our new capability to send and receive formatted messages using markdowns.</div><div>Learn more</div></div>	Manage >
	<div><div>Quick replies</div><div>Allow agents to create their own quick reply messages with keyboard tagging. Manage and create frequently-used messages that agents can use to quickly respond to customers.</div><div>Learn more</div></div>	Manage >
	<div><div>Personal quick replies</div><div>Allow agents to create their own quick reply messages with keyboard tagging.</div><div>Learn more</div></div>	Manage >
	<div><div>Rich messages</div><div>Create rich messaging experiences for customers. Rich messages are used to create better interaction experiences between agents and customers.</div><div>Learn more</div></div>	Manage >
	<div><div>Email templates</div><div>Create reusable email content with dynamics content that can be leveraged repeatedly.</div><div>Learn more</div></div>	Manage >

Dynamics 365

Customer Service admin center

Search

SANDBOX

Try the new look

+

?

Search admin sett...

Guided channel s...

Customer support

Overview

User management

Bots

Channels

Queues

Routing

Workstreams

Case settings

Customer settings

Agent experience

Overview

Workspaces

Productivity

Knowledge

Collaboration

Operations

Overview

Insights

←

Show Chart

+ New

🗑 Delete

↺ Refresh

📊 Visualize this view

📧 Email a Link

🔗 Flow

📄 Export to Excel

📄 Import from Excel

🔗 Share

All macros

Edit columns

Edit filters

Filter by keyword

Process Name	Description	Status	Created On	Modified On
ALM Live Chat Macro	Macro for the Live Chat	Activated	4/26/2023 11:03 AM	8/9/2023 4:52 AM
ALM SMS Macro	Macro for the SMS Channel	Activated	8/9/2023 4:55 AM	8/9/2023 4:55 AM
ALM Voice Macro	Macro for the Voice Channel	Activated	8/9/2023 4:56 AM	8/9/2023 4:56 AM
ALM WhatsApp Macro	Macro for the WhatsApp Channel	Activated	12/6/2023 4:15 AM	12/6/2023 4:15 AM
Clone case	Creates a copy of this case	Activated	8/30/2023 3:31 PM	8/30/2023 3:31 PM
Collaboration task	Creates a task for collaboration purposes	Activated	8/30/2023 3:31 PM	8/30/2023 3:31 PM
CSW Case to Contoso Invoicing		Activated	12/22/2023 4:59 PM	2/7/2024 10:54 PM
Custom Case Macro		Activated	2/20/2023 2:29 PM	2/20/2023 2:29 PM
Custom Routing Macro	A macro for the custom routing entity	Activated	4/21/2023 11:54 AM	4/21/2023 11:54 AM
Open KB		Activated	6/16/2023 3:19 PM	3/12/2024 1:40 AM
Send Initial Response	Send email to customer informing case ...	Activated	8/30/2023 3:31 PM	8/30/2023 3:31 PM

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Page 1

Customer support

- Overview
- User management
- Bots
- Channels
- Queues
- Routing
- Workstreams
- Case settings
- Customer settings

Agent experience

- Overview
- Workspaces
- Productivity
- Knowledge
- Collaboration

Operations

- Overview
 - Insights

Contoso Support - Saved

Agent script

General Related

Name * Contoso Support

Unique Name * new_agentscript_support


Owner Sourav Das Biswas

Language * English (United States)

Description ---

Agent script steps

+ New Agent script step :

 Name ▾	Order ↑ ▾	Action type ▾	Modified On ▾
Greetings	1	Text	8/30/2023 3:31 PM
Send Initial Response	2	Macro	8/30/2023 3:31 PM
Clone case	3	Macro	8/30/2023 3:31 PM
Collaboration task	4	Macro	3/12/2024 1:37 AM

1 - 4 of 4

Page 1

Live Chat Widget customization

Nuno Silva



Live Chat Widget customization samples

Library of sample code that will allow customers and partners to customize Omnichannel Live Chat Widget. The library is a live website aka.ms/d365lcwsamples with sample code that can be copied and ready to use and an example of sample code running.

Digital Contact Center Platform documentation

Live Chat Customizations Sample Library

[Instructions](#)

General

[Change Widget Position](#)

Pre-Chat

[Change Pre-chat Content](#)

Popout

[Show Header in Popout](#)

Chat Container

[Change Message Bubble Colors](#)

[Hide Attachment Upload Button](#)

[Change Agent Avatar](#)

[Hide Agent Avatar](#)

Chat Button

[Extend Chat Button Width](#)

[Hide Chat Button Subtitle](#)

[Customize Chat Button](#)

Load Screen

[Change Load Screen Item Order](#)

[Change Load Screen Text](#)

Header

[Change Header Text](#)

[Change Header Icon](#)

[Hide Header Items](#)

[Add Custom Header Button](#)

[Add Custom Header Icon](#)

Footer

[Hide Footer Items](#)

Post Chat Loading Screen

[Add Post Chat Loading Screen Spinner](#)

[Change Post Chat Loading Text](#)

Instructions

In the sample code provided, please replace existing environment details by your environment details. Below image shows you environment details to replace:

```
<script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwai/livechatwidget/scripts/LiveChatBootstrapper.js"
id="Microsoft_Omnichannel_LCWidget"
data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
data-lcw-version="test"
data-customization-callback="lcw">
</script>
```

To get your environment details please follow these instructions:

[Chat Widget snippet code](#)

Note:

When testing sample code provided from this website, if sample widget don't work, please press Ctrl + F5 in your keyboard and try again.

[Implementation optimization resources](#) - Microsoft FastTrack

The article describes how to customize Live Chat widget by modifying OOB script.

[Live chat widget customization samples - Dynamics 365 | Microsoft Learn](https://aka.ms/d365lcwsamples)

Live Chat Widget customization samples

Instructions

In the sample code provided, please replace existing environment details by your environment details. Below image shows you environment details to replace:

```
<script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwan/livechatwidget/scripts/LiveChatBootstrapper.js"
id="Microsoft_Omnichannel_LCWidget"
data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
data-lcw-version="test"
data-customization-callback="lcw">
</script>
```

To get your environment details please follow these instructions:

[Chat Widget snippet code](#)

Note:

When testing sample code provided from this website, if sample widget don't work, please press Ctrl + F5 in your keyboard and try again.

Live Chat Widget customization samples

Change Widget Position



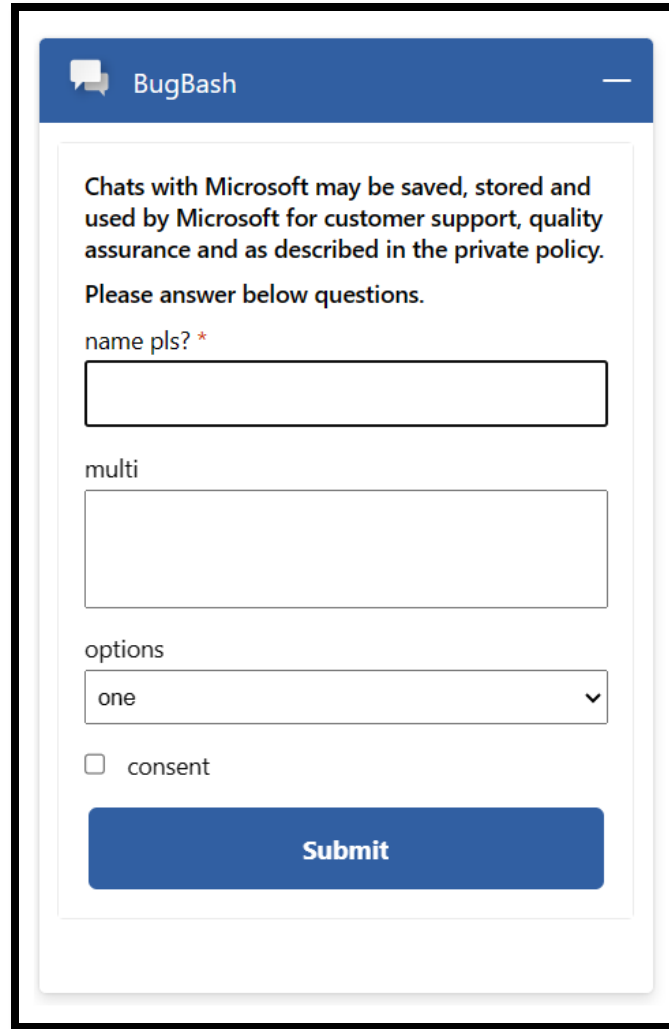
Live Chat Widget customization samples

Change Widget Position

```
1 <!DOCTYPE html>
2 <html>
3   <head>
4     <meta charset="UTF-8">
5     <meta name="viewport" content="width=device-width, initial-scale=1.0">
6     <meta http-equiv="X-UA-Compatible" content="ie=edge">
7     <title>Sample - Change Widget Position</title>
8   </head>
9   <body>
10    <script>
11      function lcw() {
12        return {
13          styleProps: {
14            generalStyles: {
15              right: "40px",
16              bottom: "200px"
17            }
18          }
19        }
20      }
21    </script>
22
23    <script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwan/livechatwidget/scripts/LiveChatBootstrapper.js"
24      id="Microsoft_Omnichannel_LCWidget"
25      data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
26      data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
27      data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
28      data-lcw-version="test"
29      data-customization-callback="lcw">
30    </script>
31
32    <h1>Sample page</h1>
33    <button type="button" onclick="javascript:window.close()">Close</button>
34
35  </body>
36 </html>
```

Live Chat Widget customization samples

Change Pre-chat Content



The image shows a live chat widget interface for 'BugBash'. It features a blue header bar with the 'BugBash' logo and a close button. Below the header, there is a white box containing pre-chat content. The content includes a privacy notice, a request to answer questions, and three input fields: a text field for 'name pls?' with a red asterisk, a text area for 'multi', and a dropdown menu for 'options' currently set to 'one'. There is also an unchecked checkbox for 'consent' and a blue 'Submit' button at the bottom.

BugBash

Chats with Microsoft may be saved, stored and used by Microsoft for customer support, quality assurance and as described in the private policy.

Please answer below questions.

name pls? *

multi

options

one

☐ consent

Submit

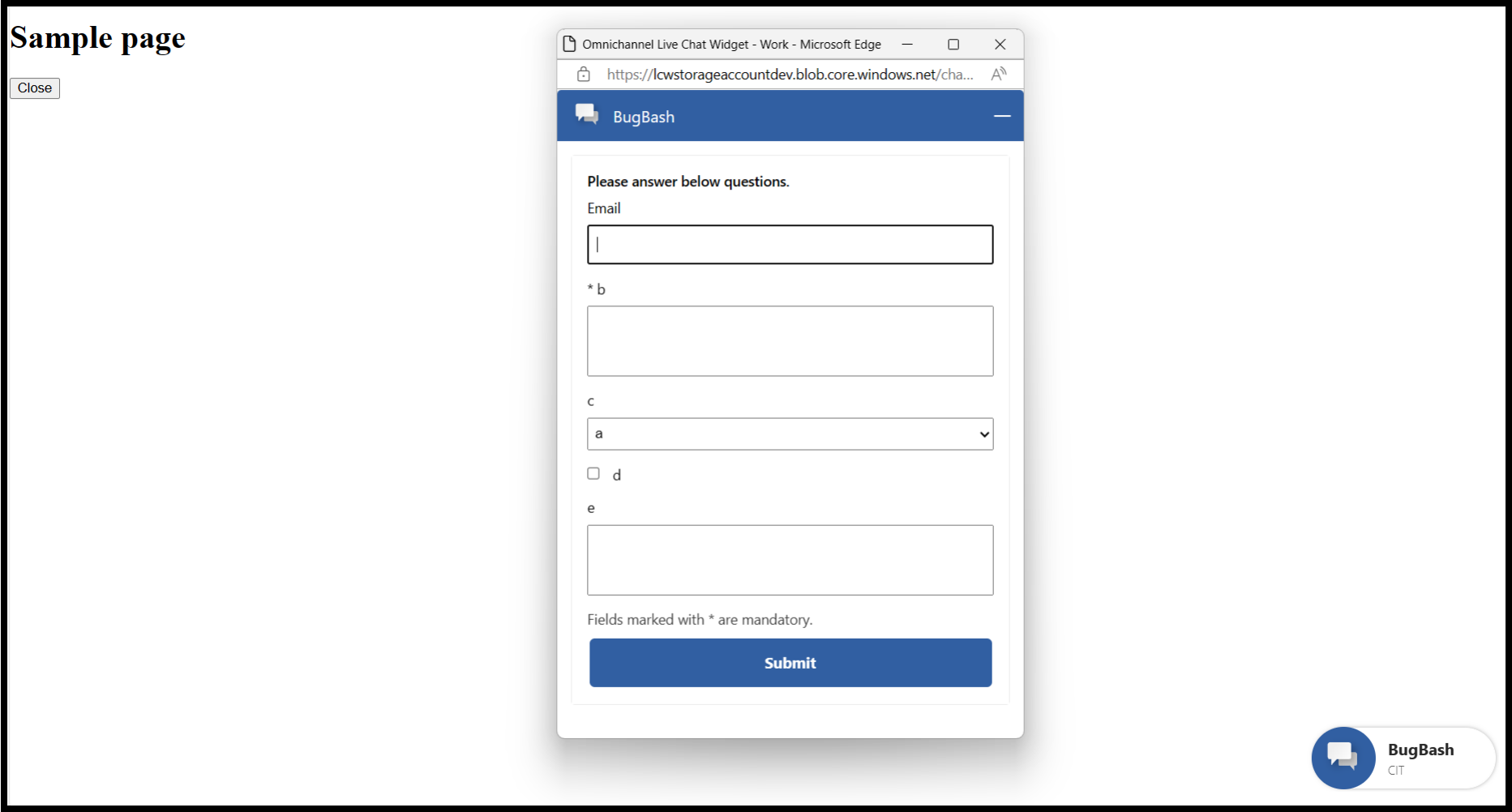
Live Chat Widget customization samples

Change Pre-chat Content

```
1 <!DOCTYPE html>
2 <html lang="en">
3
4 <head>
5   <meta charset="UTF-8">
6   <meta name="viewport" content="width=device-width, initial-scale=1.0">
7   <meta http-equiv="X-UA-Compatible" content="ie=edge">
8   <title>Sample - Change Prechat Content</title>
9 </head>
10
11 <body style="margin: 0">
12   <script>
13     function lcw() {
14       return {
15         preChatSurveyPaneProps: {
16           controlProps: {
17             payload: '{ "$schema": "http://adaptivecards.io/schemas/adaptive-card.json", "type": "AdaptiveCard", "version": "1.1", "body": [{ "type": "TextBlock", "weight": "bolder", "text": "Chats with Microsoft may be saved, stored and used by Microsoft for customer support, quality assurance and as described in the private policy.", "wrap": true }, { "type": "TextBlock", "weight": "bolder", "text": "Please answer below questions.", "wrap": true }, { "type": "Input.Text", "id": "1e5e4e7a-8f0b-ec11-b6e6-000d3a305d38", "label": "name pls?", "maxLength": 100, "isRequired": true, "errorMessage": "required" }, { "type": "Input.Text", "id": "7f8f5d6d-995e-ec11-8f8f-000d3a31376e", "label": "multi", "style": "text", "isMultiline": true, "maxLength": 250 }, { "type": "Input.Toggle", "id": "e4bdf7cb-995e-ec11-8f8f-000d3a31376e", "label": "options", "isMultiSelect": false, "value": "1", "style": "compact", "choices": [{ "title": "1", "value": "1" }, { "title": "two", "value": "2" }, { "title": "three", "value": "3" } ] }, { "type": "Input.Toggle", "id": "b26011d2-995e-ec11-8f8f-000d3a31376e", "label": "valueOn", "valueOff": "False", "value": "false" } ], "actions": [ { "type": "Action.Submit", "title": "Submit", "data": { "Type": "InputSubmit" } } ] }'
18           }
19         }
20       }
21     }
22   </script>
23   <script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwani/livechatwidget/scripts/LiveChatBootstrapper.js"
24     id="Microsoft_Omnichannel_LCWidget"
25     data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
26     data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
27     data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
28     data-lcw-version="test"
29     data-customization-callback="lcw">
30   </script>
31
32   <h1>Sample page</h1>
33   <button type="button" onclick="javascript:window.close()">Close</button>
34
35 </body>
36
37 </html>
```

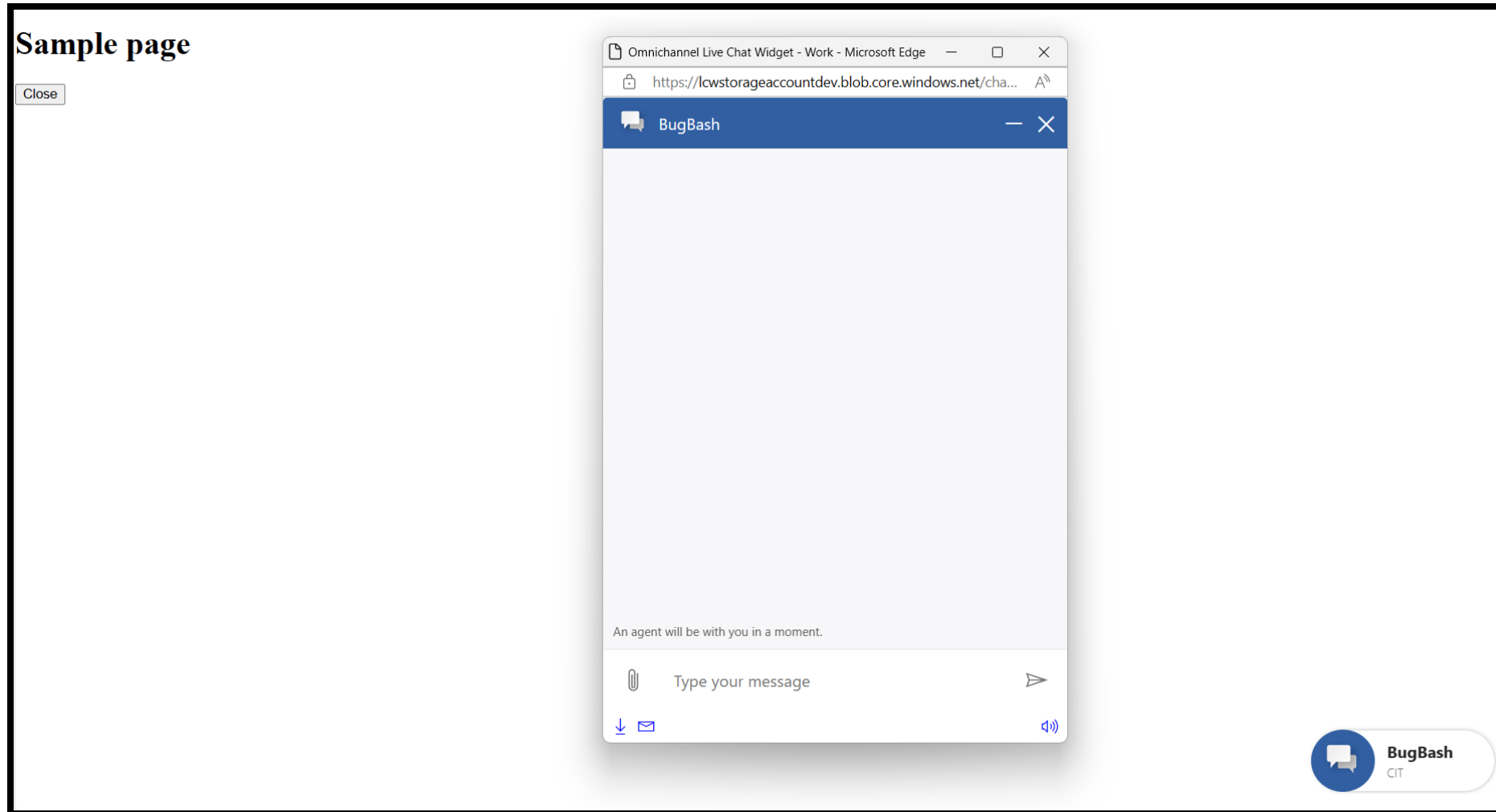
Live Chat Widget customization samples

Change Header in Popout



Live Chat Widget customization samples

Change Header in Popout



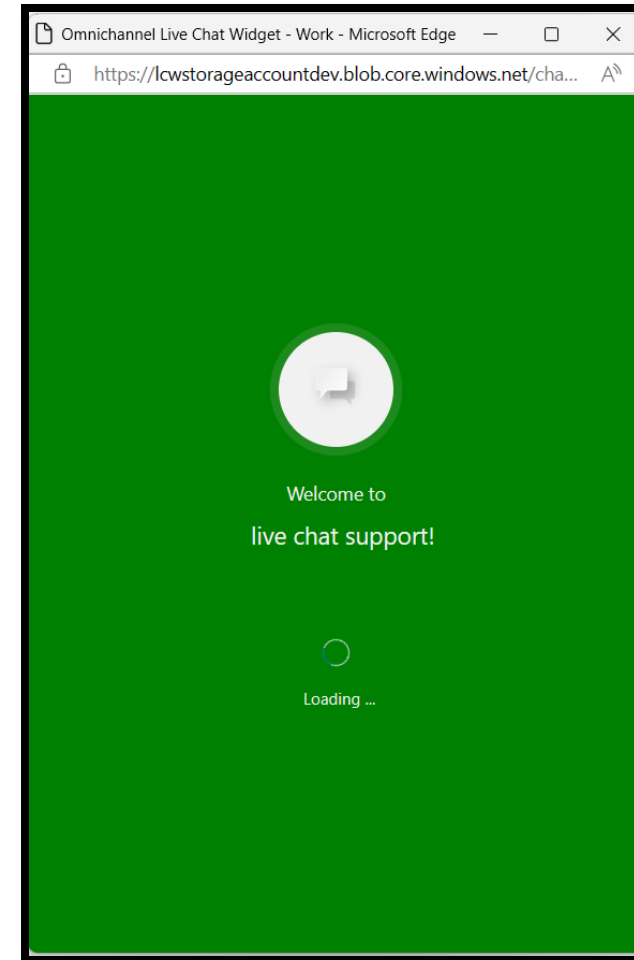
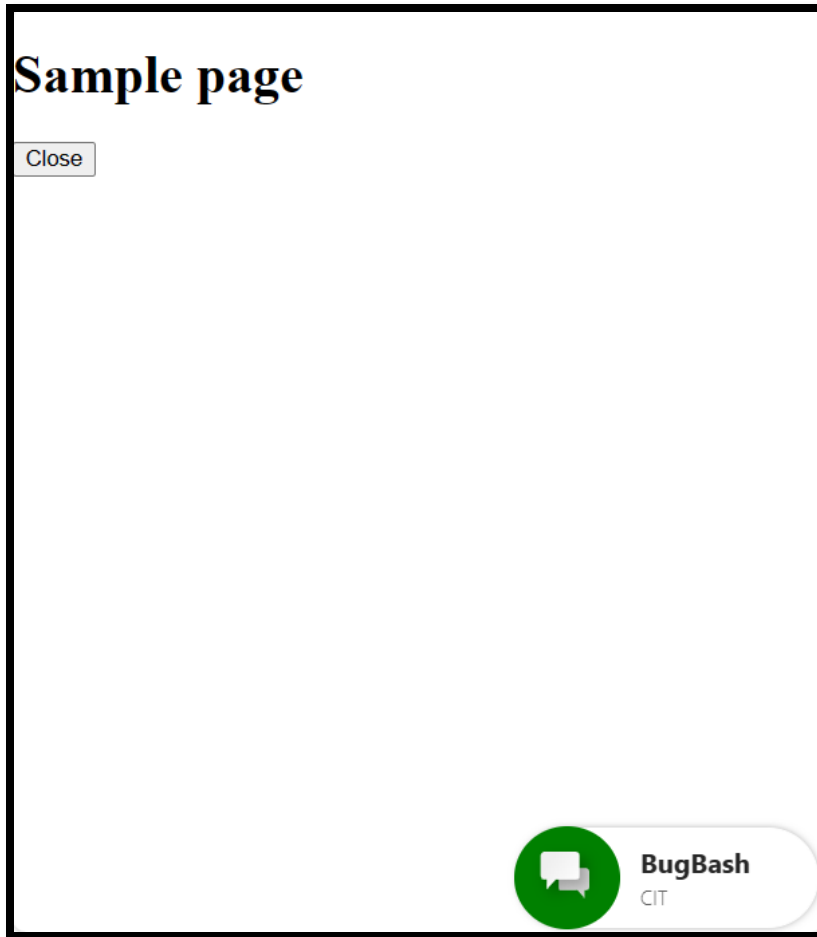
Live Chat Widget customization samples

Change Header in Popout

```
1
2 <!DOCTYPE html>
3 <html lang="en">
4
5 <head>
6   <meta charset="UTF-8">
7   <meta name="viewport" content="width=device-width, initial-scale=1.0">
8   <meta http-equiv="X-UA-Compatible" content="ie=edge">
9   <title>Show Header In Popout</title>
10 </head>
11
12 <body style="margin: 0">
13   <script>
14     function lcw() {
15       return {
16         controlProps: {
17           hideHeader: false
18         }
19       }
20     }
21   </script>
22   <script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwan/livechatwidget/scripts/LiveChatBootstrapper.js"
23     id="Microsoft_Omnichannel_LCWidget"
24     data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
25     data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
26     data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
27     data-lcw-version="test"
28     data-customization-callback="lcw"
29     data-open-in-window="true">
30   </script>
31
32   <h1>Sample page</h1>
33   <button type="button" onclick="javascript:window.close()">Close</button>
34
35 </body>
36
37 </html>
```


Live Chat Widget customization samples

Change Message Bubble Colors



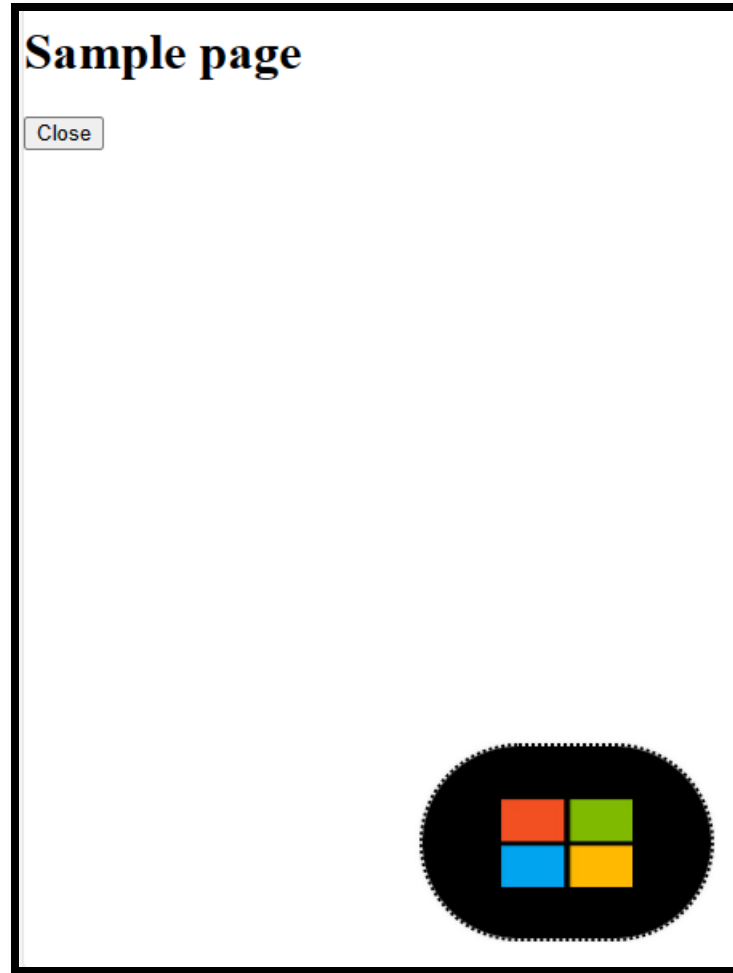
Live Chat Widget customization samples

Change Message Bubble Colors

```
1  <!DOCTYPE html>
2  <html lang="en">
3  <head>
4    <meta charset="UTF-8">
5    <meta name="viewport" content="width=device-width, initial-scale=1.0">
6    <meta http-equiv="X-UA-Compatible" content="ie=edge">
7    <title>Change Message Bubble Colors</title>
8  </head>
9  <body style="margin: 0">
10   <script>
11     function lcw() {
12       return {
13         webChatContainerProps: {
14           adaptiveCardStyles: {
15             background: "black",
16             color: "white"
17           },
18           webChatStyles: {
19             bubbleBackground: "lightblue",
20             bubbleTextColor: "black",
21             bubbleFromUserBackground: "#ff0000",
22             bubbleFromUserTextColor: "yellow"
23           }
24         }
25       }
26     }
27   </script>
28   <script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwan/livechatwidget/scripts/LiveChatBootstrapper.js"
29     id="Microsoft_Omnichannel_LCWidget"
30     data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
31     data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
32     data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
33     data-lcw-version="test"
34     data-color-override="green"
35     data-customization-callback="lcw">
36   </script>
37
38   <h1>Sample page</h1>
39   <button type="button" onclick="javascript:window.close()">Close</button>
40 </body>
41 </html>
```

Live Chat Widget customization samples

Customize Chat Button



Live Chat Widget customization samples

Customize Chat Button

```
7      <title>Customize Chat Button</title>
8    </head>
9    <body style="margin: 0">
10     <script>
11       function lcw() {
12         return {
13           chatButtonProps: {
14             controlProps: {
15               hideChatTextContainer: true
16             },
17             styleProps: {
18               generalStyleProps: {
19                 height: "120px",
20                 width: "120px",
21                 backgroundColor: "black",
22                 justifyContent: "center",
23                 alignItems: "center",
24                 borderStyle: "none",
25                 "&:hover": {
26                   backgroundColor: "#cdcdcd",
27                 }
28               },
29               iconStyleProps: {
30                 width: "70%",
31                 height: "70%",
32                 cursor: "pointer",
33                 backgroundImage: "url(https://lcwstorageaccountdev.blob.core.windows.net/charlwan/v2samples/samples/resources/microsoft.jpg)",
34                 backgroundColor: "black",
35                 borderStyle: "none",
36                 margin: "0px"
37               }
38             }
39           }
40         }
41       }
42     </script>
43     <script v2 src="https://lcwstorageaccountdev.blob.core.windows.net/charlwan/livechatwidget/scripts/LiveChatBootstrapper.js"
44       id="Microsoft_Omnichannel_LCWidget"
45       data-org-id="1ced8f4f-9f9f-4d24-9939-c2f24d6ea8f8"
46       data-app-id="561b0880-f454-426a-8f68-76e01b2b745c"
47       data-org-url="https://1ced8f4f9f9f4d249939c2f24d6ea8f8-crm.omnichannelengagementhub.com"
48       data-lcw-version="test"
49       data-customization-callback="lcw">
50     </script>
```



QUESTIONS

Dankie

Faleminderit

Shukran

Chnorakaloutioun

Hvala

Blagodaria

Děkuji

Tak

Dank u

Tānan

Kiitos

Merci

Danke

Ευχαριστώ

A dank

Mahalo

ἰδιῶ.

Dhanyavād

Köszönöm

Takk

Terima kasih

Grazie

Grazzi

Thank you!

감사합니다

Paldies

Choukrane

Aċiū

Благодарам

ありがとうございました

谢谢

Баярлалаа

Dziękuję

Obrigado

Mulțumesc

Спасибо

Ngiyabonga

Ďakujem

Tack

Nandri

Kop khun

Teşekkür ederim

Дякую

Хвала

Diolch