

Confluence Integration

The jtel E-Mail client can be coupled with an Atlassian confluence instance, for the purpose of searching for and providing agents with text building blocks and attachments for answering e-mails.

Text building blocks can come from any page in confluence. The jtel System will take the whole text from the page and insert it into the email client, including all attachments found on the page. Agents can choose which page to insert from a list of available pages.

To integrate, perform these steps.

Create and Configure the Confluence API Key

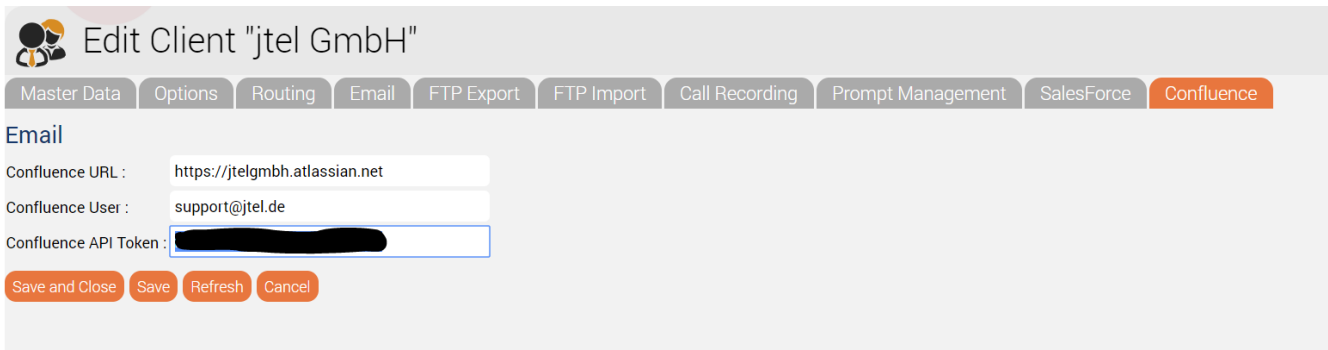
Login to your Atlassian account.

Then visit this link:

<https://id.atlassian.com/manage/api-tokens>

In the following dialogue, give the token a meaningful name, and click on "Create".

Copy the API token to the clipboard, and paste into the settings under [Client Master Data](#) as shown here, together with the URL of the confluence server (without a trailing slash!) and the user name



The screenshot shows the 'Edit Client' interface for 'jtel GmbH'. The 'Confluence' tab is selected, displaying configuration fields for the Confluence integration. The fields are: 'Confluence URL' with the value 'https://jtelgmbh.atlassian.net', 'Confluence User' with the value 'support@jtel.de', and 'Confluence API Token' with a redacted token. At the bottom, there are four buttons: 'Save and Close', 'Save', 'Refresh', and 'Cancel'.

Master Data	Options	Routing	Email	FTP Export	FTP Import	Call Recording	Prompt Management	SalesForce	Confluence
<h3>Email</h3> <p>Confluence URL : <input type="text" value="https://jtelgmbh.atlassian.net"/></p> <p>Confluence User : <input type="text" value="support@jtel.de"/></p> <p>Confluence API Token : <input type="text" value="REDACTED"/></p> <p><input type="button" value="Save and Close"/> <input type="button" value="Save"/> <input type="button" value="Refresh"/> <input type="button" value="Cancel"/></p>									

Create Pages for Text Building Blocks



The content can be retrieved from potentially any appropriately marked page.





Pages are retrieved using a CQL query, see here for help:

<https://developer.atlassian.com/server/confluence/advanced-searching-using-cql/>



We recommend using labels to tag the pages you want agents to be able to include for particular tasks.

For example, imagine you have a technical support ACD group, you might tag the page as shown below:

TEXTBLOCKS / Textbausteine  

   [Share](#) 


Test with Attachment


 Created by Lewis Graham
Last updated 39 minutes ago •  Analytics


This content will be inserted into the text field when the agent selects this page.

Also, the attachment below will be added to the email.

jtel System
Anschaltung.pdf

 116 KB

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jtelacd tech_support 

Setup Query for Text Building Blocks

Each ACD group can have it's own query for retrieving text building blocks from the confluence server.

The query can be either:

- A comma separated list of labels
- A CQL query

This is configured in the ACD Group settings:

 Edit Group "Group 1 - BigShoes"

Master DataOnline ParametersQueueDistributionAgent ParametersOffline ParametersAgentsSkill AdjustmentRulesSynonymsTransaction CodesConfluenceParameters

Confluence TextBlocks Email

Confluence TextBlocks Tags / CQL Query :

cql: space=TEXTBLOCKS and (label in ('vertrieb'))

Specify a comma separated list of tags. Or specify a CQL query prefixed with cql:. For example: cql: space=MySpace and (label in ('autoresponder','contract')). See also <https://developer.atlassian.com/server/confluence/advanced-searching-using-cql/>

Refresh

Confluence TextBlocks SMS

Confluence TextBlocks Tags / CQL Query :

cql: space=TEXTBLOCKS and (label in ('vertrag', 'sms'))

Specify a comma separated list of tags. Or specify a CQL query prefixed with cql:. For example: cql: space=MySpace and (label in ('autoresponder','contract')). See also <https://developer.atlassian.com/server/confluence/advanced-searching-using-cql/>

Refresh

SaveCancel

The query in the screenshot above would search the space TEXTBLOCKS for all pages tagged with either "autoresponder" or "vertrag".

See also here: <https://developer.atlassian.com/server/confluence/advanced-searching-using-cql/> for more information on how to write CQL queries.