

5.2 How to Accept a Chat Request

Bright Pattern Documentation

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How to Interpret Your Current State Information

The agent state is the indication of your current availability to handle service calls. This information is used by the system to decide whether a new service call can be delivered to you. The information about the time you spend in each state also appears in reports about your performance.

The Agent Desktop application uses icons to represent agent states. Your current state is shown in the upper left-hand corner of Agent Desktop. These icons, the states they represent, and descriptions of those states are described as follows.

Note: Information in the main text of this section is valid if your system is configured to let you handle one customer interaction at a time. This configuration is most typical when you handle calls only. If you process interactions of other types (e.g., chats or emails), then, depending on your contact center practices, you may be expected to handle multiple interactions simultaneously. The differences in interpretation of your states in this case are briefly explained in the notes following a state description. For a more detailed explanation, see sections [Handling Multiple Chat Sessions](#) and [General Information About Handling Email](#).

Agent States

Ready



You are available to take a service call. In most cases, you make yourself *Ready* manually. See [How to Make Yourself Ready](#) for more information.

Depending on your contact center practices, the *Ready* state may also be applied automatically under some of the following conditions:

- Upon login
- As soon as you finish a previous service call
- When the time allocated for after-call work associated with the previous call expires
- When the rest time associated with the previous call expires

You may also be forced into the *Ready* state by your supervisor.

Note: If you are expected to handle multiple interactions simultaneously, the *Ready* state will only be applied when you do not have any active interactions on your desktop. However, in this case you may receive new interactions in states other than *Ready*.

Ringling



You are unavailable to take service calls because one service call is already being delivered to you. The ringing icon is briefly displayed while your phone is ringing.

Busy



You are unavailable to take new service calls because you are already handling a service call. This state is displayed from the moment the call is connected and until it is released. For outbound calls, it also includes the call dialing phase. When your service call is released, depending on your contact center practices and the services that you provide, you will be switched automatically to either the *After Call Work* state, the *Not Ready* state, or the *Ready* state.

Note: Even if you are expected to handle multiple interactions simultaneously, your state will be displayed as *Busy* as long as you have at least one active interaction of any media type. However, your actual availability will depend on the number of interactions you are currently handling versus the maximum number of interactions you are expected to be able to handle simultaneously. Therefore, you may receive new interactions when you are in the *Busy* state.

After Call Work



You are unavailable to take new service calls because you are processing information related to the call that you previously handled. This state may or may not be used depending on your contact center practices and the services that you provide. If it is used, you will be switched to this state automatically as soon as the call is released by either the customer or yourself. You will remain in this state until you manually make yourself *Ready* or *Not Ready* to take another call. Note that your *After Call Work* state may also end automatically if the time allocated for the after-call work exceeds the limit set by your administrator.

Note: If you are expected to handle multiple interactions simultaneously, you may receive new interactions when you are in the *After Call Work* state. You will be switched to this state only when the last live interaction on your desktop is finished. (Otherwise, you will continue to be in the *Busy* state.)

Not Ready



You are unavailable to take service calls because you are temporarily away from your desktop or busy doing some work that is not directly related to handling of service calls. Under normal circumstances, you make yourself *Not Ready* manually. Your system may also be configured to let you indicate a specific reason for being *Not Ready*. For more information, see [How to Make Yourself Not Ready](#) and the following *Not Ready* agent states: *Lunch*, *Away From Desk*, and *Break*. These reasons are specific to your contact center. You will get detailed instructions about the meaning and usage of such reasons from your administrator.

Depending on your contact center practices, the *Not Ready* state may also be applied automatically under some of the following conditions:

- Upon login
- As a short rest time after finishing processing of a service call
- Upon rejection of a service call
- If you do not answer a ringing service call within a reasonable time
- When your Agent Desktop loses connection to the system

You may also be forced into the *Not Ready* state by your supervisor.

Note: You will not receive any interactions while you are in this state regardless of how many interactions you are expected to handle simultaneously.

Lunch



You are unavailable to take service calls because you are on your lunch break. Under normal circumstances, you manually set the agent state to *Lunch* or some other Not Ready reason. See [How to Make Yourself Not Ready](#) for more information. These reasons are specific to your contact center. You will get detailed instructions about the meaning and usage of such reasons from your administrator.

Away From Desk



You are unavailable to take service calls because you are temporarily away from your desktop. Under normal circumstances, you manually set the agent state to *Away From Desk* or some other Not Ready reason. See [How to Make Yourself Not Ready](#) for more information. These reasons are specific to your contact center. You will get detailed instructions about the meaning and usage of such reasons from your administrator.

Break



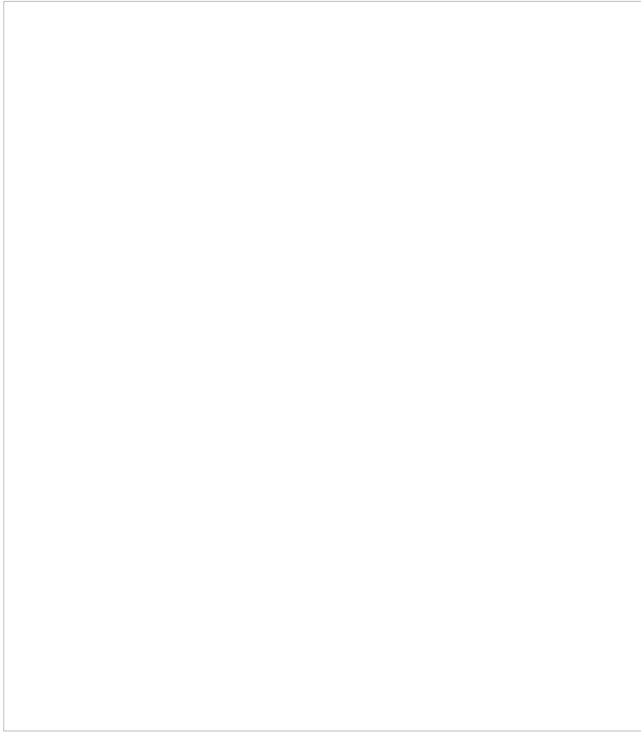
You are unavailable to take service calls because you are taking a break. Under normal circumstances, you manually set the agent state to *Break* or some other Not Ready reason. See [How to Make Yourself Not Ready](#) for more information. These reasons are specific to your contact center. You will get detailed instructions about the meaning and usage of such reasons from your administrator.

Chat Messages

Chat messages may be initiated by either the customer or the agent. If the customer entered chat text at the time of the chat request, the customer's chat text (i.e., message) will be displayed in the *Control Info Panel* above the *Text Input Field* of the Agent Desktop application.

Chat Session Timer

Your chat session is displayed in the *Active Communications List*. Beside the customer's name, a timer shows the time elapsed since the beginning of the chat session.



Chat timer indicating a delayed response

Sending and Receiving Chat Messages

To send a chat message to the customer, simply follow these steps:

1. Type the desired text in the *Text Input Field*.
2. Click the **Send message** icon .


All chat messages entered by yourself and by the customer will appear in chronological order in the *Chat Dialog Window* above the *Chat Input Window*. Note that depending on your contact center configuration, you may hear a tone each time you get a new message from the customer.

If the customer has initiated the chat from a website, you will also be able to see the name of the page that the customer had open when the chat was requested. This information will be updated when the customer navigates to other pages of the website.

Using Canned Chat Responses

For standard situations, such as greetings or ending the conversation, instead of typing the message from scratch, you may be able to select it from a list of canned (predefined) chat responses. You can create such responses yourself. For more information, see [How to Create and Edit Chat Responses](#). Canned responses may also be prepared and made available to you by your system administrator. Variables, which may appear in some canned messages as letters preceded by the “%” sign, have the following meanings:

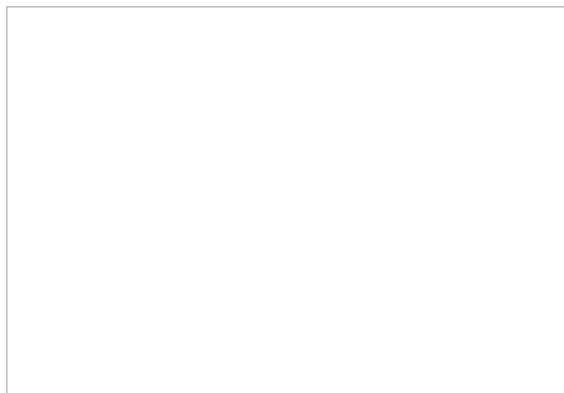
- %F – customer’s first name
- %L – customer’s last name

To select a canned chat response, click the **Select pre-defined message** icon  and select the desired message. The selected message will appear in the **Text Input Field**. Note that you can modify this message before sending it. Click **Send message**.

If your contact center uses a [knowledge base](#) for customer service, you may be able to use information from that knowledge base in your chat messages.

Sending Web Links

In web chats, you may copy and paste URLs into the text input field and have them appear as clickable underlined links. Note that the full URL must be copied and pasted into the chat in order for it to appear as a link; the URL must begin with either *http://* or [http://www.](#) or *www.* to appear as a link. It is best practice to copy and paste the entire URL from your browser.



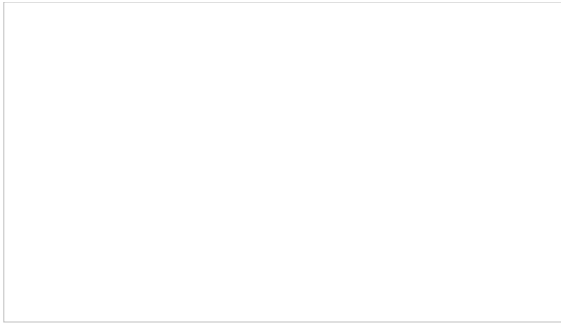
Sending web links in chat

Links to pages within the same domain as the active web chat will open in the same browser window, whereas links pointing to other domains will open in a separate browser window.

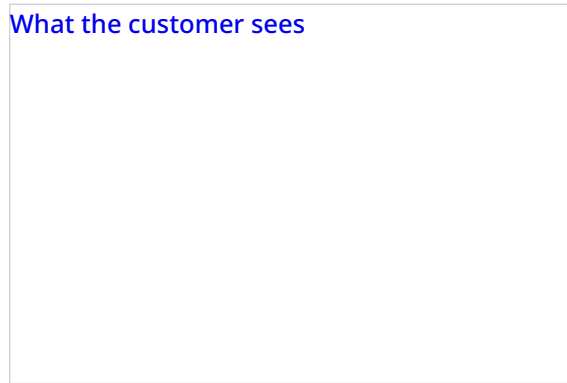
Customer Chat Inactivity

When a chat conversation is idle, both the agent and the customer will be notified of the inactivity, and the customer will be prompted to respond in order to continue the conversation. As with any message sent to or from the customer, the inactivity alert will be displayed as part of the conversation in the chat window. This functionality is helpful to the agent, who may be handling multiple chats or calls at the same time. Inactivity alerts give the agent the opportunity to prompt the customer to respond, or provide further avenues of assistance.

An example of the inactivity alert visible to the agent using the Agent Desktop application is shown.



The customer receives the same message and is prompted to respond.



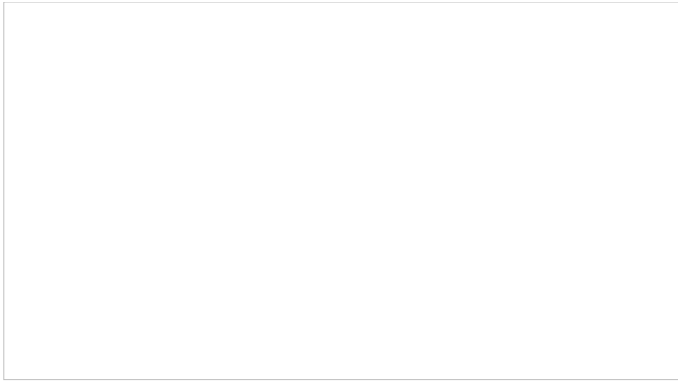
If the conversation is idle for the length of time set in your chat service properties, the chat will be terminated. Both the agent and the customer will receive a message that indicates the conversation is closed: *Chat session ended*.

How to Make Yourself Ready

You manually make yourself *Ready* to indicate your readiness to handle interactions. You can make yourself *Ready* if your current state is either [After Call Work](#) or [Not Ready](#).

To make yourself *Ready*:

1. Click the **User Status Indicator/Selector**.
2. Select **Ready** from the drop-down menu or press **F9**.



Making yourself Ready

Your state changes to *Ready*. You may now receive an interaction matching your qualifications at any time.