5.2 How to Interpret Your Current State Information

Bright Pattern Documentation

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Handling Multiple Chat Sessions

Depending on your personal qualifications and your contact center practices, you may be expected to handle multiple chat sessions simultaneously.

When you have a few active chat sessions, only one of them will be in focus at any given moment. The in-focus session is the one that is currently displayed in the *Contact Info Panel*. It is also highlighted in the *Active Communications List*. All chat-related controls take effect for the in-focus session only. If you receive a chat message from a customer whose session is currently out of focus, the chat icon ☐ of this session in the *Active Communications List* will start blinking. You can place this session in focus by selecting it in the list. You can switch between your various sessions in this manner at any time.

Multiple chat sessions

Arrival of a new chat request will always be indicated by the chat alert pop-up window regardless of how may chat sessions you may already have in progress at your Agent Desktop. See section How to Accept a Chat Request for more information. When you accept such a request, this new chat session will be automatically placed in focus to enable you to provide an immediate response to the new customer.

Note that you will remain in the *Busy* state for as long as you have at least one active chat session on your desktop.

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.**
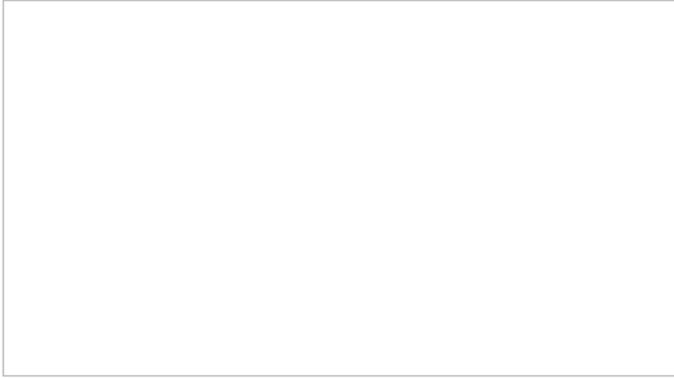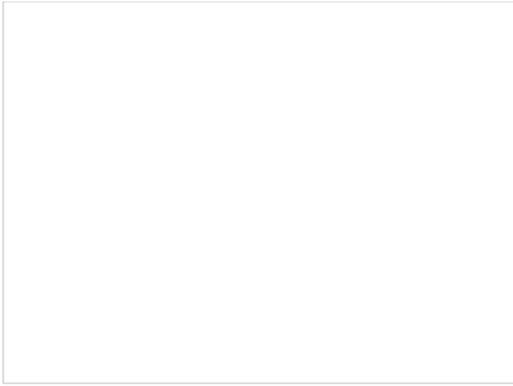

Making yourself Ready

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

How to Make Yourself Not Ready

During your working session, you may need to make yourself temporarily unavailable to handle interactions (e.g., to take a scheduled break, to have a meal, or to attend a meeting). You may be required to indicate a specific reason for becoming unavailable every time you make yourself *Not Ready*. You can make yourself *Not Ready* if your current state is either *Ready* or *After Call Work*. You can also change reasons for being *Not Ready*.

First, specify why you are *Not Ready*.

- Click **User Status Indicator/Selector.**

- From the drop-down menu, select **Not Ready** or any specific reason for becoming not ready, such as *Break* or *Lunch*. The exact set of reasons is specific to your contact center.

- You can also press **F8,** select the desired *Not Ready* state with the cursor keys, and press **Enter.**

Making yourself Not Ready

Your state changes to *Not Ready.* You will not receive any service calls while you are in this state. You will have to make yourself *Ready* manually when you are ready to take service calls again. See How to Make Yourself Ready for more information.

Note that you can request *Not Ready* to be your next state while you are in the *Busy* state (i.e., while actively handling an interaction). Your current state will not change, but the system will note your desired next state and will switch you to this state after you finish processing the current interaction. The requested *Not Ready* state will be displayed as *Next* under the current state display.
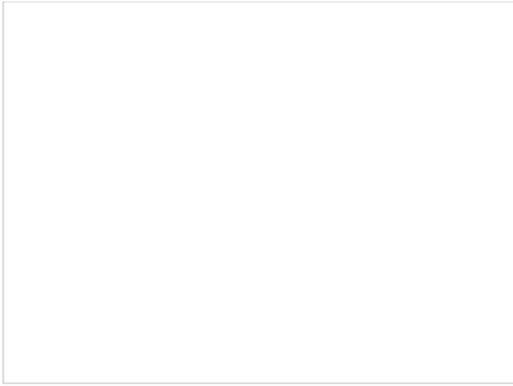
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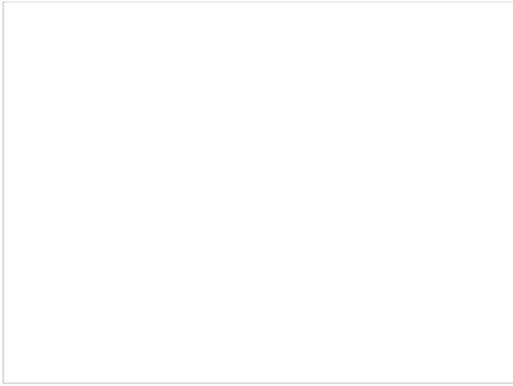
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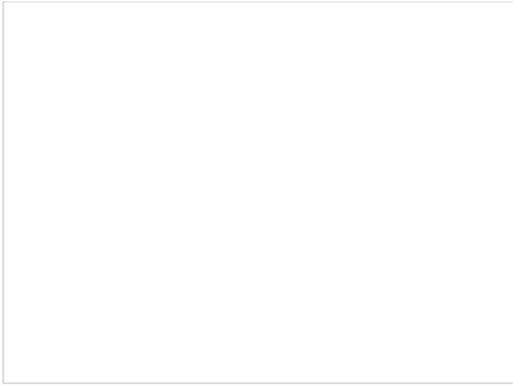
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