

## **5.2 How to Schedule a Follow-up Activity**

### **Bright Pattern Documentation**

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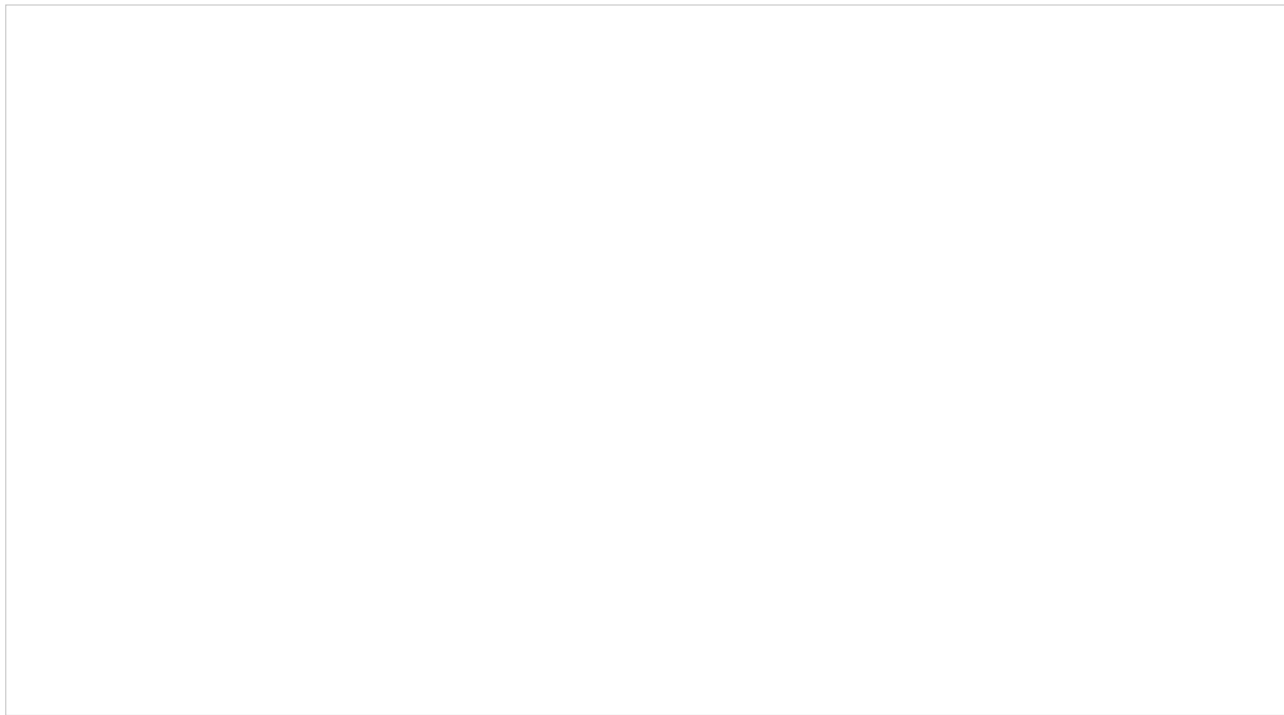
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# How to Open the Calendar

Your Agent Desktop is equipped with a calendar where you can schedule various tasks and events related to your work, such as follow-up calls with customers. You can configure your calendar to provide reminders for such scheduled events.

To open the calendar, click the **Calendar**  icon in the main menu on the left-hand side of the screen. The calendar view will open in the *Context Information Area*. You can use the standard controls above the calendar grid to switch between the **day**, **week**, and **month** views, to move to other dates in the past (<) or in the future (>), and to return to the view containing the current date (**today**). The current date is highlighted with a light yellow background.



Calendar