

5.2 Contact

Bright Pattern Documentation

Generated: 5/18/2022 5:59 am

Content is available under license unless otherwise noted.

Table of Contents

Table of Contents	2
Purpose	3
Purpose	3

Purpose

The Bright Pattern Contact Center *Form Builder Reference Guide* describes the building blocks of the Bright Pattern Contact Center web forms. This guide explains how to use these building forms to build custom forms for the Agent Desktop application.

Forms are configured in the Contact Center Administrator application, while the form fields are added and edited in the Form Builder application. For more information about form management, such as association of forms with outbound campaigns, see the *Contact Center Administrator Guide*, section [Forms](#).



Drag and drop fields to build custom forms with the Form Builder application

[Next >](#)

Purpose

The Bright Pattern Contact Center *Form Builder Reference Guide* describes the building blocks of the Bright Pattern Contact Center web forms. This guide explains how to use these building forms to build custom forms for the Agent Desktop application.

Forms are configured in the Contact Center Administrator application, while the form fields are added and edited in the Form Builder application. For more information about form management, such as association of forms with outbound campaigns, see the *Contact Center Administrator Guide*, section [Forms](#).



Drag and drop fields to build custom forms with the Form Builder application

[Next >](#)