

5.2 Dial-in

Bright Pattern Documentation

Generated: 5/16/2022 4:34 am

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Table of Contents

Table of Contents	2
Voice	7
Screen Properties	7
Scenario Entries tab	7
List of dial-in scenario entries	7
Dial-in scenario entry properties	7
Associations tab	7
List of associations	7
Voice Scenario Templates	7
Auto-Attendant	7
Campaign Return Calls	7
Customer Survey	8
External Agent Dial-in	8
IVR Campaign	8
Inbound Service	8
Predictive Telemarketing Campaign	8
Right Party Connect Campaign	8
Salesforce Integration Example	8
Virtual Queue (Callback)	8
Voice Prompt Recording	8
Voice Signature	9
Voice	9
Screen Properties	9
Scenario Entries tab	9
List of dial-in scenario entries	9
Dial-in scenario entry properties	9
Associations tab	9
List of associations	9
Voice Scenario Templates	10
Auto-Attendant	10
Campaign Return Calls	10
Customer Survey	10
External Agent Dial-in	10
IVR Campaign	10
Inbound Service	10
Predictive Telemarketing Campaign	10
Right Party Connect Campaign	10
Salesforce Integration Example	11
Virtual Queue (Callback)	11
Voice Prompt Recording	11
Voice Signature	11
Properties Tab	11
Common Properties	12
Name	12
Type	12
Client Partition	13
Outbound email account	13
Hours of operation	13
Override schedule on selected days	14
Use dispositions	14
Require dispositions	14
Enter After Call Work	14
Natural Language Understanding	14
Service-Specific Properties	15
Voice Properties (Inbound, Outbound, and Blended)	15
Enable voice signature flag	15
Perform list lookups on incoming calls	15
Record calls/ Do not record calls	15
Record IVR call segment	16
Transcribe calls	16
Enable Virtual Queue functionality	16
Notify agents in ACW about calls in queue	16
Notify after calls are waiting for	16
Outbound chat service	16
Chat Properties	17
Bot / Chat Suggestions engine	17
Outbound chat accounts	17
Email Properties	17
Short name	17

Directory folder	17
Marketing Properties	17
Hours of Operation	18
Screen Properties	18
Hours of Operation tab	18
Name	18
Hours	18
clone	19
Associations tab	19
Services	19
If	19
Branches and Conditions	19
Multiple Conditions	20
Typical Uses	20
Current Date and Time	20
Current Time	21
Estimated Waiting Time	21
Scenario variable (HOP)	21
Properties Tab	21
Common Properties	22
Name	22
Type	22
Client Partition	23
Outbound email account	23
Hours of operation	23
Override schedule on selected days	24
Use dispositions	24
Require dispositions	24
Enter After Call Work	24
Natural Language Understanding	24
Service-Specific Properties	25
Voice Properties (Inbound, Outbound, and Blended)	25
Enable voice signature flag	25
Perform list lookups on incoming calls	25
Record calls/ Do not record calls	25
Record IVR call segment	26
Transcribe calls	26
Enable Virtual Queue functionality	26
Notify agents in ACW about calls in queue	26
Notify after calls are waiting for	26
Outbound chat service	26
Chat Properties	27
Bot / Chat Suggestions engine	27
Outbound chat accounts	27
Email Properties	27
Short name	27
Directory folder	27
Marketing Properties	27
If	28
Branches and Conditions	28
Multiple Conditions	28
Typical Uses	29
Current Date and Time	29
Current Time	29
Estimated Waiting Time	29
Scenario variable (HOP)	29
Play Prompt	30
Prompts	30
Settings	30
Allow interrupting prompt by phone button	30
Re-use digit from interrupting button in the next block	30
Exit immediately and continue playing prompt in background	30
Access Numbers	31
Access Number Types	32
Extension	32
Scenario	32
Text out	32
Scenario, text out	32
Unassigned	32

How to Associate a Selected Access Number with a Scenario	32
How to Associate a Selected Access Number with an Extension (the DID Function)	33
How to Attach a Prefix to an Access Number When It Is Used As a Caller ID	34
How to Associate a Range of Access Numbers with a Range of Extensions	34
How to Specify Where Unsolicited Inbound Messages Go	34
Access Numbers	35
Access Number Types	35
Extension	35
Scenario	35
Text out	35
Scenario, text out	35
Unassigned	35
How to Associate a Selected Access Number with a Scenario	36
How to Associate a Selected Access Number with an Extension (the DID Function)	36
How to Attach a Prefix to an Access Number When It Is Used As a Caller ID	37
How to Associate a Range of Access Numbers with a Range of Extensions	37
How to Specify Where Unsolicited Inbound Messages Go	37
Access Numbers	38
Access Number Types	38
Extension	38
Scenario	38
Text out	39
Scenario, text out	39
Unassigned	39
How to Associate a Selected Access Number with a Scenario	39
How to Associate a Selected Access Number with an Extension (the DID Function)	39
How to Attach a Prefix to an Access Number When It Is Used As a Caller ID	40
How to Associate a Range of Access Numbers with a Range of Extensions	40
How to Specify Where Unsolicited Inbound Messages Go	40
Auxiliary Skills	41
How to Create Auxiliary Skills	42
Set Priority	42
Settings	43
How to Use the Directory	44
Display Icons	44
Available	44
Away	44
Do Not Disturb	45
On the Phone	45
Logged out	45
Placing a Call From the Directory	45
How to Use the Directory	45
Display Icons	46
Available	46
Away	46
Do Not Disturb	46
On the Phone	47
Logged out	47
Placing a Call From the Directory	47
Variables	47
Local Variables	47
\$(destination)	47
\$(__sip_response_code__)	47
\$(fetchURLResultBody)	48
\$(fetchURLResultCode)	48
\$(integrationResultBody)	48
\$(integrationResultCode)	48
\$(agentState)	48
\$(notReadyReason)	48
\$(targetDisconnectedCause)	49
\$(doNotRecord)	49
\$(banVoiceRecording)	49
\$(banMonitoring)	49

\$(ttsVoice)	49
\$(botContext)	49
\$(XXX)	49
Screenpop Data	49
\$(screenpopData.XXX)	49
Media Item (Call, Chat) Properties	49
\$(item.globalInteractionId)	49
\$(item.interactionId)	50
\$(item.interactionStepId)	50
\$(item.media)	50
\$(item.from)	50
\$(item.to)	50
\$(item.priorTo)	50
\$(item.contactId)	50
\$(item.firstName)	50
\$(item.lastName)	50
\$(item.customerPhone)	51
\$(item.email)	51
\$(item.sendTranscript)	51
\$(item.data.<name>)	51
\$(item.message)	51
\$(item.newMessage)	51
\$(item.transcript)	51
\$(item.transcript.text)	51
\$(item.transcript.HTML)	51
\$(item.externalChatData)	52
\$(item.externalChatData.user_platform.browser)	52
\$(item.externalChatData.user_platform.os)	52
\$(item.externalChatData.user_platform.description)	52
\$(item.virtualDevice)	52
\$(item.sip.headers)	52
\$(item.sip.send.headers.XXX=ZZZ)	52
\$(item.EWT)	52
\$(item.queuePos)	52
\$(item.continuationUserId)	53
\$(item.averageSentiment)	53
\$(item.sentiment)	53
\$(item.emotion)	53
\$(item.keywords)	53
Scenario Configuration Properties	53
\$(app.version)	53
\$(app.appName)	53
\$(app.name)	53
\$(app.priority)	53
\$(app.tenantName)	53
Custom Parameters	54
\$(app.custom.XXX)	54
User Configuration Variables	54
\$(user.id)	54
\$(user.version)	54
\$(user.loginId)	54
\$(user.team)	54
\$(user.firstName)	54
\$(user.lastName)	54
\$(user.phone)	54
Service Parameters	54
\$(service.name)	55
\$(service.version)	55
\$(service.slPercent)	55
\$(service.slTimeout)	55
\$(service.EWT)	55
\$(service.queueLength)	55
Outbound Target Workitem Parameters	55
\$(workitem.id)	55
\$(workitem.firstName)	55
\$(workitem.lastName)	55
\$(workitem.suggestedPhone)	55
\$(workitem.otherInfo)	55
\$(workitem.fullInfo)	55

Voice

To create or edit voice scenarios, select the **Voice** option from the *Scenarios* menu.

You can use the right pane of the **Scenarios > Voice** view to manage associations of voice scenarios with access numbers (i.e., to create and edit dial-in scenario entries).

Screen Properties

The **Voice** screen properties are organized into two tabs: Scenario Entries and Associations. They are described as follows.

Scenario Entries tab

List of dial-in scenario entries

This is a list of the [dial-in scenario entries](#) where the selected scenario is used.

Note that if a scenario is associated with more than one number within the same entry, only one number will be displayed in the list. If both external and internal access numbers are associated with a scenario within the same entry, the internal number will be displayed. To see the full set of numbers associated with a selected scenario within the same entry, see the entry properties below the list.

Dial-in scenario entry properties

Dial-in scenario entry properties are the properties of the dial-in scenario entry selected in the *List of dial-in scenario entries*. For a description of these properties, see section [Scenario Entries - Dial-in](#).

You can edit these properties or define a new entry for the selected scenario in this view.

Associations tab

List of associations

List of associations lists all contact resources that are referred to in this scenario, such as skills and services. This may be useful, for example, when you use the same scenarios in several separate environments (e.g., development, staging, and production).

Voice Scenario Templates

The following scenario examples (templates) are available to support the development of voice scenarios:

Auto-Attendant

This scenario fragment connects an incoming call to an extension number that the caller enters via IVR.

Campaign Return Calls

This scenario can be used to process inbound calls that customers make in response to missed campaign calls. The scenario offers an opt-out option to the callers.

Customer Survey

This scenario fragment prompts the customer to evaluate the call that just ended using the standard first call resolution, customer satisfaction, and net promoter score parameters.

External Agent Dial-in

This scenario is started when an agent logs into the system with option [Dial-in and keep line open](#). The scenario collects the info necessary for user authentication and plays a confirmation message.

IVR Campaign

This scenario is started when a call attempt from an [automatic \(IVR\) outbound campaign](#) is answered. The scenario sets a disposition and plays a message to the called party.

Inbound Service

This scenario routes an inbound service call. The scenario checks call arrival time against service hours, offers service selection, routes calls to a qualified agent based on selected service parameters (skills), and performs a screen-pop.

Predictive Telemarketing Campaign

This scenario is started when a call attempt from a [predictive outbound campaign](#) is answered. In compliance with the U.S. telemarketing regulations, the scenario attempts to distribute the answered call to an agent within the compliance time (2 seconds). Calls that cannot be answered within the compliance time are routed to an interactive voice response (IVR) script that offers an opt-out option to the called party. Called parties who opt out are added to the internal [DNC list](#).

Right Party Connect Campaign

This scenario is started when a call attempt from a Right Party Connect (RPC) [predictive outbound campaign](#) is answered. The scenario verifies whether the person who answers the call is the intended party, and if so, connects this call to an agent. Otherwise, the scenario verifies if the intended party is unavailable or this is a wrong number and sets the corresponding disposition.

Salesforce Integration Example

This scenario returns Salesforce data based on the case number that the caller provides via IVR and provides it as a screen pop to the selected agent.

Virtual Queue (Callback)

This scenario fragment implements the [virtual queue function](#) for an inbound/blended service.

Note that this template is designed to support callback numbers of the North American Dialing Plan (NDAP) only.

Voice Prompt Recording

This scenario facilitates over-the-phone recording of a voice message that is stored as a shared voice segment and can be used in other scenarios (e.g., in automatic outbound campaigns). For more information, see section [Shared Voice Segments](#).

Voice Signature

Voice Signature is an example of an IVR script that the agent can conference into a customer call to facilitate collection of customer's voice signature. For more information, see the description of property *Enable voice signature flag* in section [Services and Campaigns - Properties Tab](#).

Voice

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Voice Prompt Recording

This scenario facilitates over-the-phone recording of a voice message that is stored as a shared voice segment and can be used in other scenarios (e.g., in automatic outbound campaigns). For more information, see section [Shared Voice Segments](#).

Voice Signature

Voice Signature is an example of an IVR script that the agent can conference into a customer call to facilitate collection of customer's voice signature. For more information, see the description of property *Enable voice signature flag* in section [Services and Campaigns - Properties Tab](#).

Properties Tab

General service settings are configured in the *Properties* tab. The settings are listed in alphabetical order and are described as follows.



Services & Campaigns > Properties tab

Common Properties

The following properties are available for all service types except where noted.

Name

Name is the service name. This field is mandatory and must be unique within the contact center.

Because service names are used as names for corresponding default service skills, they should not coincide with names of any [auxiliary skills](#).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Type

Type is the type of service or campaign.

- **Inbound Voice** is for inbound voice services.
- **Outbound Voice** is for pure outbound campaigns.

- **Blended Voice** is for when you expect to receive inbound calls that are logically part of your outbound campaign (i.e., when customers who missed your campaign call attempts call back using one of the campaign Caller IDs) and want those inbound calls to be handled by the same agents and in the same way.
- **Chat** is for chat services.
- **Email** is for email services.

If you expect to receive inbound calls that are logically part of your outbound campaign but want these calls to be handled by different agents, you will have to set up two services: an *Outbound Voice* service for the primary outbound campaign and a *Blended Voice* service for the inbound calls. Make sure the following conditions are met:

- Both services have the same [general outbound settings](#).
- Both services are associated with the same internal [DNC lists](#).
- The inbound portion of the blended service has [disposition Add to DNC](#).
- The outbound portion of the blended service is permanently [enabled](#).
- The outbound portion of the blended service does not have any [calling hours](#) configured.

Note the following:

- Service type *Marketing* is reserved for future use.
- Chat and email services cannot change their types after it was specified at the time of service creation.
- Outbound SMS functions are supported for voice services.
- Inbound SMS functions are supported for chat services.
- Definition of many service properties will depend on the selected service type.
- Some types of services may have to be enabled by the service provider in order to become available to you.

Client Partition

Reserved for future use.

Outbound email account

Outbound email account is an email-service-specific property that will be used for sending new outbound emails associated with this service. This parameter must be specified if this service will be used to send [outbound emails unrelated to existing cases](#).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Hours of operation

Hours of operation (HOP) are the service hours. Choose **select** to use one of the [pre-configured schedules](#), and select a schedule from the drop-down list. Note that you can edit the selected schedule by clicking **customize**.

Choose **specify** to define a schedule specifically for this service. See section [Hours of Operation](#) for information about creating a schedule. Once you have finished defining this new schedule, you can make it available for use in other services by clicking **save this HOP as shared**.

HOP can be defined for the scenario entry through which interactions access the service. To understand the relationship between these settings, see the description of property *Hours of operation* of the [dial-in scenario entry](#).

Note also that this HOP setting only specifies when the service is open/closed. In order to complete the HOP configuration, you need to define the following additional elements in the interaction processing scenario associated with this service:

- Checking whether interactions arrive within or outside the HOP. Use the [If](#) scenario block for this purpose with the following condition: "The current date and time" "is not" "scenario default hours of operation".
- Specifying the action to be applied to interactions if the above condition is met (e.g., [play an announcement](#) and [exit](#) or offer [voicemail](#)).

Override schedule on selected days

You can override the above permanent service schedule temporarily by selecting the *Override schedule on selected days* checkbox and defining a temporary schedule for a specified period of time.

Use dispositions

Indicates whether [dispositions](#) can be used for this service or campaign. For outbound and blended voice services, the use of dispositions is mandatory.

If the checkbox is selected, you will be able to define service-specific dispositions in the [Dispositions tab](#) and the Agent Desktop application will display the [disposition selection menu](#) for the interactions associated with this service. Otherwise, the disposition-related elements will be hidden for this service.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Require dispositions

If the use of [dispositions](#) is enabled by the previous setting, you can additionally indicate whether disposition selection is mandatory. For outbound and blended voice services, the use of dispositions is mandatory.

If the *Require dispositions* checkbox is selected, Agent Desktop will force agents to select a disposition for the current interaction before exiting after-call work (ACW). Otherwise, agents will be able to finish interaction handling without selecting any disposition. Note that if ACW timeout is defined, the system will automatically set a blank disposition (i.e., no disposition) after the timeout runs out, even when *Require dispositions* is set.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Enter After Call Work

Enter After Call Work specifies whether agents should enter the [After Call Work state](#) after finishing interactions associated with this service. To apply the [setting defined at the contact center level](#), select **system-wide setting**.

Note that after-call work (ACW) is mandatory for services with mandatory disposition selection (see the previous setting). For the teams providing services with mandatory disposition selection, it is also recommended not to enforce automatic exit from the *After Call Work* state or set the timeout for such an exit generously.

Natural Language Understanding

Integration accounts of the Natural Language Understanding (NLU) type that are configured for your system appear in the *Natural Language Understanding* drop-down list. To enable NLU sentiment analysis to be used during chat interactions, select the desired integration account from the list.

Clicking **add/edit** will redirect you to *Call Center Configuration > Integration Accounts*, where you will configure or edit such an [integration account](#).

Note that this property is not available for chat services.

Service-Specific Properties

The following is a list of service properties available per service type.

Voice Properties (Inbound, Outbound, and Blended)

The following properties are available for all voice services except where noted.

Enable voice signature flag

If the *Enable voice signature flag* checkbox is selected, agents will be able to indicate whether a voice signature has been collected during a particular call associated with this service. The voice signature flag will be stored as part of the call record, and it can be used to facilitate the export of and subsequent search for the corresponding recordings. For more information, see sections [Interaction Records Search](#) and [Recordings Details Format](#) of the *Reporting Reference Guide*, .

The voice signature flag can be displayed for agents via the activity form associated with the given service. For more information, see the *Form Builder Reference Guide*, section [Voice Signature System](#). If the form is not used, the flag will be displayed in the *Contact Info Panel* of Agent Desktop. For more information, see section [How to Collect a Voice Signature](#) of the *Agent Guide*.

Voice signature collection makes sense only if calls are recorded. Therefore, when you select this checkbox, the *Recorded calls* parameter of this service (see below) will be automatically set to 100% and become read-only.

To facilitate and ensure compliance of the voice signature collection process, one of the following additional capabilities shall be considered:

- Agents can use prerecorded voice prompts defined as part of the service and made available to them during the corresponding calls. For more information about the prerecorded service prompts, see section [Canned Tab](#).
- Agents can connect an interactive voice response (IVR) application that will play the necessary prompts, pausing after each such prompt, giving the customer a chance to respond. Bright Pattern Contact Center provides a scenario template called [Voice Signature](#), which can be used as an example of such an application. For more information about creating scenarios from templates, see section [Scenarios Overview](#) of this guide.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Perform list lookups on incoming calls

For blended voice campaigns, selecting this checkbox enables the system to identify incoming callers by looking up list data.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Record calls/ Do not record calls

The *Record calls* checkbox allow you to record a specific service's calls. Note: If [call recording](#) is enabled as a global setting, this checkbox option will change to **Do not record calls** and you can mark this service or campaign to not be recorded

Record IVR call segment

Record IVR call segment indicates whether recordings of calls associated with this service will include recording for the IVR phase of the call. Note that the use of this option should normally be avoided for IVR applications that may process sensitive authentication data such as payment card PIN codes.

Please note: The incorporation of the [\\$\(banVoiceRecording\)](#) or [\\$\(banMonitoring\)](#) variables in a [voice](#) scenario with an IVR menu will override any recording or monitoring settings you have configured, if selected by a customer. For more information, see [Variables](#) in the *Scenario Builder Reference Guide*.

Transcribe calls

Transcriptions may be saved for voice calls if a speech-to-text integration account (e.g., IBM Watson) is enabled for your contact center and call recording is enabled for a service. To enable transcripts for a service, select the *transcribe calls* checkbox.

Enable Virtual Queue functionality

Enable Virtual Queue functionality indicates whether the *Virtual Queue* option is enabled for this service. *Virtual Queue*, also sometimes referred to as *Callback Option*, is an enhancement of the regular automatic call distribution method used in inbound call center services. During periods of significant wait times, this option allows customers to hang up the call while keeping their position in the service queue and to receive a callback when it is their turn to be connected to an agent.

Note that in order to function properly, the *Virtual Queue* option must be additionally configured in the scenario associated with this service. For detailed instructions about virtual queue configuration, see the [Virtual Queue Tutorial](#).

This setting is available for inbound and blended voice services only.

Notify agents in ACW about calls in queue

Agents may be notified visually and audibly about new service calls waiting in queue while they are in the [After Call Work state](#). This may be used to prompt the agents to finish their ACW faster. This option is essential only for inbound and blended services and only if the ACW state is used for handling of interactions associated with this service (see *Enter After Call Work* above). If selected, notifications will be sent to all agents who have the default service skill with any level other than "0" and who are currently in the ACW state.

Notify after calls are waiting for

This setting is essential only if the *Notify agents in ACW about calls in queue* option is selected. This setting specifies how long a new service call will wait in queue before notifying the agents. If not specified, the agents will be notified as soon as a new call enters the service queue.

Outbound chat service

For voice services, the *outbound chat service* drop-down list shows all services of the "chat" type. Selecting an outbound chat service enables agents to send an SMS while on a voice call, creating a chat interaction with the SMS ANI from the selected chat service.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Chat Properties

The following properties are available for chat services.

Bot / Chat Suggestions engine

Integration accounts of the IBM Watson type that are configured for your system appear in the *Bot / Chat Suggestions engine* drop-down list. To enable a bot to make suggestions to users during chat interactions, select the desired integration account from the list.

Clicking **add/edit** will redirect you to *Call Center Configuration > Integration Accounts*, where you will configure or edit such an [integration account](#).

Outbound chat accounts

Select the account to use for outbound chats for this service or campaign. *Outbound chat accounts* include chat media (e.g., web chat), SMS numbers, and integration accounts (e.g., messenger integrations).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Email Properties

The following properties are available for email services.

Short name

An optional field, *short name* is the short service name available for email services only and has a 12-character limit. If specified, this name will be displayed for emails associated with the given service in [personal](#) and [team](#) email queue views of the Agent Desktop. (Otherwise, nothing will be displayed due to limited space.)

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Directory folder

For email services, this is the folder of the [Agent Desktop directory](#) where this service will appear. This directory will be shown to the agent when the agent selects an email transfer function. You can select an existing folder or create a new one.

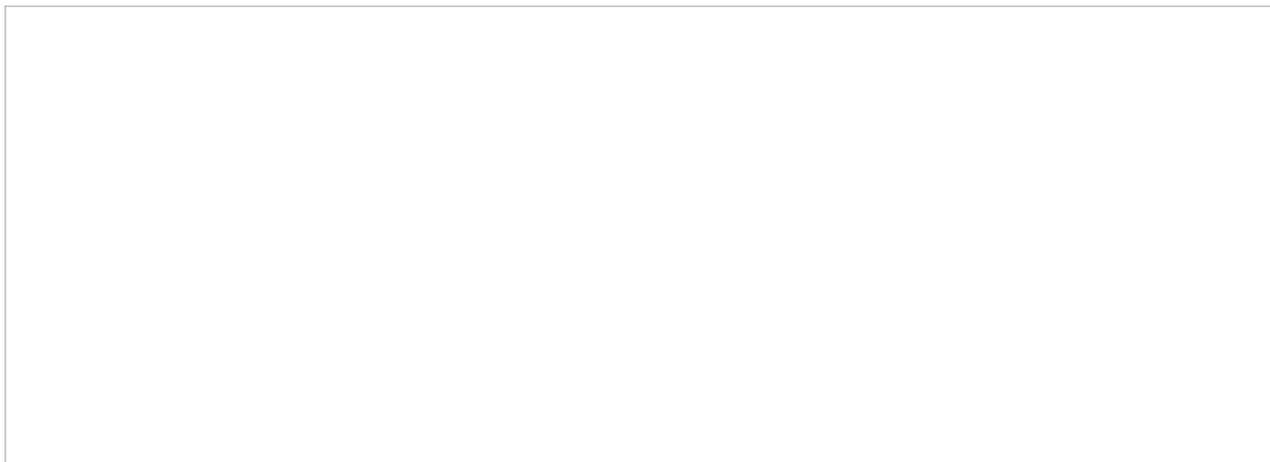
Marketing Properties

These properties are reserved for future use.

Hours of Operation

Hours of Operation (HOPs) are the service schedules that you define externally and then assign to services or scenario entries. For more information, see section [Calendars](#).

To define HOPs, select the **Hours of Operation** option from the *Call Center Configuration* menu.



Call Center Configuration > Hours of Operation

Screen Properties

The *Hours of Operation* screen properties are organized into two tabs: Hours of Operation tab and Associations. Screen properties for both are described as follows.

Hours of Operation tab

Name

The *Name* refers to the HOP name. It is mandatory and must be unique within the contact center.

Hours

Hours specifies the [calendars](#) that comprise this HOP with the hours of operation defined for each. By default (no calendars assigned), this schedule will be treated as a 24/7 operation.

To add a calendar, click **add**, select the calendar from the drop-down menu, and specify the operation hours for the days in that calendar. If your contact center does not operate during the days of the given calendar, select **closed**.

You can define a new calendar directly within calendar assignment dialog by clicking **add/edit**.

To remove or edit previously defined hours, hover the cursor over their names.

If your HOP contains calendars with different levels of specificity, the more specific level takes priority over the more generic one(s). The levels of specificity, from more generic to more specific, are weekly, monthly and day of Nth week, yearly, and a specific date. For example, if HOP has the calendars Mon-Fri 9 am – 7 pm, Sat 10 am – 6 pm, and Jan 1st 11am – 5 pm defined, the associated services will be open between 11 am and 5 pm on Jan 1st of every year regardless of what day of the week it is.

If your HOP contains any gaps (i.e., undefined days), Bright Pattern will consider the associated services to be closed during such days. For example, if you have HOP that only have the calendars Mon-Fri 9 am – 7 pm and Sat 10 am – 5 pm defined, the associated service will be considered closed on Sundays.

If your HOP contains two calendars with the same days and with different hours of operation, the resulting hours of operation for such days will be the union of two time intervals. For example, if you have an HOP with calendar Sat 9 am – 3 pm, and with calendar Sat-Sun 10 am – 5 pm, the resulting hours for Saturday in the associated services will be 9 am – 5 pm. One exception is the *closed* check box that overrides any open hours. For example, if you have an HOP with calendar Sat marked as “closed”, and with calendar Sat-Sun 10 am – 5 pm, Saturday will be considered “closed.”

clone

This option allows you to define a new HOP based on the currently selected one. When you click **clone**, a copy of the currently selected HOP is created with default name *Copy of [Schedule Name]*. You can change the HOP name, as well as add calendars to, remove them from, or edit their hours in, this new HOP.

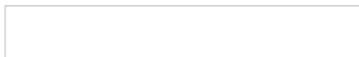
Associations tab

Services

In this tab, services that use the given schedule are listed. Select a service from the list to see the service definition.

If

The If scenario block allows branching of a scenario based on verification of some specified conditions. Multiple conditional exits (branches) can be configured in the same block.



Branches and Conditions

A branch can include one or more logical expressions (conditions), where each condition verifies one the following:

- Caller’s number
- Current date
- Current date and time
- Current time
- Day
- Dialed number
- Estimated waiting time
- Scenario variable (HOP)
- Scenario variable (number)
- Scenario variable (string)

Use the **Add branch** button to add a branch corresponding to the desired conditional exit. Provide a label that will identify the corresponding conditional exit in the flowchart.

Click the **add condition** link to define a logical expression for verification of one of the above parameters.



Scenario Builder If scenario block settings

Multiple Conditions

Multiple conditions in a branch can be joined by either the AND (default) or OR operator.

- AND is used if all specified conditions in a branch must be met in order for the scenario to take the given branch exit.
- OR is used when it is sufficient for one of the specified conditions to be met in order for the scenario to take the given branch exit.

If necessary, add more branches as described. (Note that there is a limit of 20 branches per If block.)

The branches are tried in the order in which they are defined in the block. If none of the branches leads to a positive verification, the block that directly follows the given *If* block in the flowchart is executed.

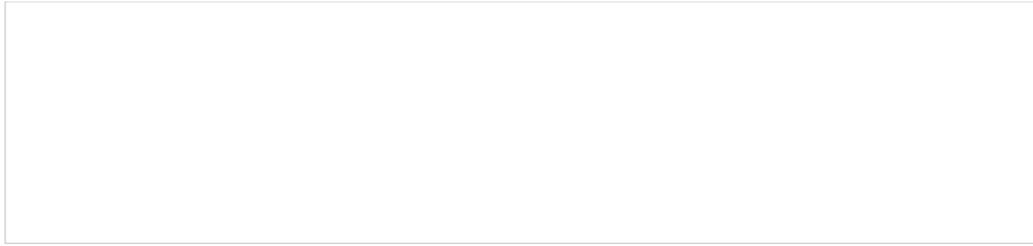
Typical Uses

The following are examples of some typical uses of the If block.

Current Date and Time

The *Current date and time* condition is normally used to check the interaction arrival time against the Hours of Operation (HOP) specified in the associated [scenario entry](#), as illustrated in the [Scenario Example](#).

In addition, the *current date and time* condition can be used to check the current date and time against the configured calendar hours of operation (HOP) without involving an HOP variable.



The current date and time is checked against the default HOP, without using a variable

Current Time

The *Current Time* condition can be used along with a Find Agent block to set queue limits based on the time of day. For example, the Current Time condition may be set in the If block to find an agent and set queue limits: "If 10-5 (where 10-5 refers to 10:00 am to 5:00 pm), find an agent with queue limit of 20" and/or "If 5-7 (where 5-7 refers to 5:00 pm to 7:00 pm), find an agent with queue limit of 10."

Estimated Waiting Time

The *Estimated Waiting Time* condition can be used to determine further processing of the interaction based on the time that the given interaction is likely to wait in the service queue before it can be delivered to an agent. (Note, however, that the estimated waiting time condition related to the Virtual Queue function is defined in the [Find Agent](#) block.)

Scenario variable (HOP)

The *Scenario variable (HOP)* condition can be used to check the interaction arrival time against any other HOP defined as a [scenario parameter](#).

[< Previous](#) | [Next >](#)

Properties Tab

General service settings are configured in the *Properties* tab. The settings are listed in alphabetical order and are described as follows.



Services & Campaigns > Properties tab

Common Properties

The following properties are available for all service types except where noted.

Name

Name is the service name. This field is mandatory and must be unique within the contact center.

Because service names are used as names for corresponding default service skills, they should not coincide with names of any [auxiliary skills](#).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Type

Type is the type of service or campaign.

- **Inbound Voice** is for inbound voice services.
- **Outbound Voice** is for pure outbound campaigns.

- **Blended Voice** is for when you expect to receive inbound calls that are logically part of your outbound campaign (i.e., when customers who missed your campaign call attempts call back using one of the campaign Caller IDs) and want those inbound calls to be handled by the same agents and in the same way.
- **Chat** is for chat services.
- **Email** is for email services.

If you expect to receive inbound calls that are logically part of your outbound campaign but want these calls to be handled by different agents, you will have to set up two services: an *Outbound Voice* service for the primary outbound campaign and a *Blended Voice* service for the inbound calls. Make sure the following conditions are met:

- Both services have the same [general outbound settings](#).
- Both services are associated with the same internal [DNC lists](#).
- The inbound portion of the blended service has [disposition Add to DNC](#).
- The outbound portion of the blended service is permanently [enabled](#).
- The outbound portion of the blended service does not have any [calling hours](#) configured.

Note the following:

- Service type *Marketing* is reserved for future use.
- Chat and email services cannot change their types after it was specified at the time of service creation.
- Outbound SMS functions are supported for voice services.
- Inbound SMS functions are supported for chat services.
- Definition of many service properties will depend on the selected service type.
- Some types of services may have to be enabled by the service provider in order to become available to you.

Client Partition

Reserved for future use.

Outbound email account

Outbound email account is an email-service-specific property that will be used for sending new outbound emails associated with this service. This parameter must be specified if this service will be used to send [outbound emails unrelated to existing cases](#).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Hours of operation

Hours of operation (HOP) are the service hours. Choose **select** to use one of the [pre-configured schedules](#), and select a schedule from the drop-down list. Note that you can edit the selected schedule by clicking **customize**.

Choose **specify** to define a schedule specifically for this service. See section [Hours of Operation](#) for information about creating a schedule. Once you have finished defining this new schedule, you can make it available for use in other services by clicking **save this HOP as shared**.

HOP can be defined for the scenario entry through which interactions access the service. To understand the relationship between these settings, see the description of property *Hours of operation* of the [dial-in scenario entry](#).

Note also that this HOP setting only specifies when the service is open/closed. In order to complete the HOP configuration, you need to define the following additional elements in the interaction processing scenario associated with this service:

- Checking whether interactions arrive within or outside the HOP. Use the [If](#) scenario block for this purpose with the following condition: "The current date and time" "is not" "scenario default hours of operation".
- Specifying the action to be applied to interactions if the above condition is met (e.g., [play an announcement](#) and [exit](#) or offer [voicemail](#)).

Override schedule on selected days

You can override the above permanent service schedule temporarily by selecting the *Override schedule on selected days* checkbox and defining a temporary schedule for a specified period of time.

Use dispositions

Indicates whether [dispositions](#) can be used for this service or campaign. For outbound and blended voice services, the use of dispositions is mandatory.

If the checkbox is selected, you will be able to define service-specific dispositions in the [Dispositions tab](#) and the Agent Desktop application will display the [disposition selection menu](#) for the interactions associated with this service. Otherwise, the disposition-related elements will be hidden for this service.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Require dispositions

If the use of [dispositions](#) is enabled by the previous setting, you can additionally indicate whether disposition selection is mandatory. For outbound and blended voice services, the use of dispositions is mandatory.

If the *Require dispositions* checkbox is selected, Agent Desktop will force agents to select a disposition for the current interaction before exiting after-call work (ACW). Otherwise, agents will be able to finish interaction handling without selecting any disposition. Note that if ACW timeout is defined, the system will automatically set a blank disposition (i.e., no disposition) after the timeout runs out, even when *Require dispositions* is set.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Enter After Call Work

Enter After Call Work specifies whether agents should enter the [After Call Work state](#) after finishing interactions associated with this service. To apply the [setting defined at the contact center level](#), select **system-wide setting**.

Note that after-call work (ACW) is mandatory for services with mandatory disposition selection (see the previous setting). For the teams providing services with mandatory disposition selection, it is also recommended not to enforce automatic exit from the *After Call Work* state or set the timeout for such an exit generously.

Natural Language Understanding

Integration accounts of the Natural Language Understanding (NLU) type that are configured for your system appear in the *Natural Language Understanding* drop-down list. To enable NLU sentiment analysis to be used during chat interactions, select the desired integration account from the list.

Clicking **add/edit** will redirect you to *Call Center Configuration > Integration Accounts*, where you will configure or edit such an [integration account](#).

Note that this property is not available for chat services.

Service-Specific Properties

The following is a list of service properties available per service type.

Voice Properties (Inbound, Outbound, and Blended)

The following properties are available for all voice services except where noted.

Enable voice signature flag

If the *Enable voice signature flag* checkbox is selected, agents will be able to indicate whether a voice signature has been collected during a particular call associated with this service. The voice signature flag will be stored as part of the call record, and it can be used to facilitate the export of and subsequent search for the corresponding recordings. For more information, see sections [Interaction Records Search](#) and [Recordings Details Format](#) of the *Reporting Reference Guide*, .

The voice signature flag can be displayed for agents via the activity form associated with the given service. For more information, see the *Form Builder Reference Guide*, section [Voice Signature System](#). If the form is not used, the flag will be displayed in the *Contact Info Panel* of Agent Desktop. For more information, see section [How to Collect a Voice Signature](#) of the *Agent Guide*.

Voice signature collection makes sense only if calls are recorded. Therefore, when you select this checkbox, the *Recorded calls* parameter of this service (see below) will be automatically set to 100% and become read-only.

To facilitate and ensure compliance of the voice signature collection process, one of the following additional capabilities shall be considered:

- Agents can use prerecorded voice prompts defined as part of the service and made available to them during the corresponding calls. For more information about the prerecorded service prompts, see section [Canned Tab](#).
- Agents can connect an interactive voice response (IVR) application that will play the necessary prompts, pausing after each such prompt, giving the customer a chance to respond. Bright Pattern Contact Center provides a scenario template called [Voice Signature](#), which can be used as an example of such an application. For more information about creating scenarios from templates, see section [Scenarios Overview](#) of this guide.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Perform list lookups on incoming calls

For blended voice campaigns, selecting this checkbox enables the system to identify incoming callers by looking up list data.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Record calls/ Do not record calls

The *Record calls* checkbox allow you to record a specific service's calls. Note: If [call recording](#) is enabled as a global setting, this checkbox option will change to **Do not record calls** and you can mark this service or campaign to not be recorded

Record IVR call segment

Record IVR call segment indicates whether recordings of calls associated with this service will include recording for the IVR phase of the call. Note that the use of this option should normally be avoided for IVR applications that may process sensitive authentication data such as payment card PIN codes.

Please note: The incorporation of the [\\$\(banVoiceRecording\)](#) or [\\$\(banMonitoring\)](#) variables in a [voice](#) scenario with an IVR menu will override any recording or monitoring settings you have configured, if selected by a customer. For more information, see [Variables](#) in the *Scenario Builder Reference Guide*.

Transcribe calls

Transcriptions may be saved for voice calls if a speech-to-text integration account (e.g., IBM Watson) is enabled for your contact center and call recording is enabled for a service. To enable transcripts for a service, select the *transcribe calls* checkbox.

Enable Virtual Queue functionality

Enable Virtual Queue functionality indicates whether the *Virtual Queue* option is enabled for this service. *Virtual Queue*, also sometimes referred to as *Callback Option*, is an enhancement of the regular automatic call distribution method used in inbound call center services. During periods of significant wait times, this option allows customers to hang up the call while keeping their position in the service queue and to receive a callback when it is their turn to be connected to an agent.

Note that in order to function properly, the *Virtual Queue* option must be additionally configured in the scenario associated with this service. For detailed instructions about virtual queue configuration, see the [Virtual Queue Tutorial](#).

This setting is available for inbound and blended voice services only.

Notify agents in ACW about calls in queue

Agents may be notified visually and audibly about new service calls waiting in queue while they are in the [After Call Work state](#). This may be used to prompt the agents to finish their ACW faster. This option is essential only for inbound and blended services and only if the ACW state is used for handling of interactions associated with this service (see *Enter After Call Work* above). If selected, notifications will be sent to all agents who have the default service skill with any level other than "0" and who are currently in the ACW state.

Notify after calls are waiting for

This setting is essential only if the *Notify agents in ACW about calls in queue* option is selected. This setting specifies how long a new service call will wait in queue before notifying the agents. If not specified, the agents will be notified as soon as a new call enters the service queue.

Outbound chat service

For voice services, the *outbound chat service* drop-down list shows all services of the "chat" type. Selecting an outbound chat service enables agents to send an SMS while on a voice call, creating a chat interaction with the SMS ANI from the selected chat service.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Chat Properties

The following properties are available for chat services.

Bot / Chat Suggestions engine

Integration accounts of the IBM Watson type that are configured for your system appear in the *Bot / Chat Suggestions engine* drop-down list. To enable a bot to make suggestions to users during chat interactions, select the desired integration account from the list.

Clicking **add/edit** will redirect you to *Call Center Configuration > Integration Accounts*, where you will configure or edit such an [integration account](#).

Outbound chat accounts

Select the account to use for outbound chats for this service or campaign. *Outbound chat accounts* include chat media (e.g., web chat), SMS numbers, and integration accounts (e.g., messenger integrations).

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Email Properties

The following properties are available for email services.

Short name

An optional field, *short name* is the short service name available for email services only and has a 12-character limit. If specified, this name will be displayed for emails associated with the given service in [personal](#) and [team](#) email queue views of the Agent Desktop. (Otherwise, nothing will be displayed due to limited space.)

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Directory folder

For email services, this is the folder of the [Agent Desktop directory](#) where this service will appear. This directory will be shown to the agent when the agent selects an email transfer function. You can select an existing folder or create a new one.

Marketing Properties

These properties are reserved for future use.

If

The If scenario block allows branching of a scenario based on verification of some specified conditions. Multiple conditional exits (branches) can be configured in the same block.



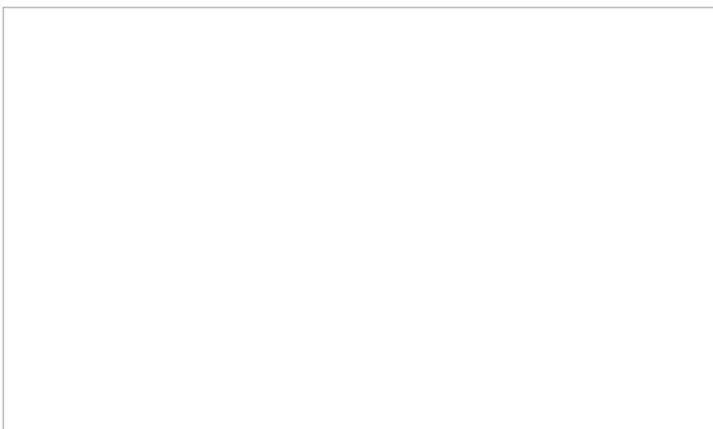
Branches and Conditions

A branch can include one or more logical expressions (conditions), where each condition verifies one the following:

- Caller's number
- Current date
- Current date and time
- Current time
- Day
- Dialed number
- Estimated waiting time
- Scenario variable (HOP)
- Scenario variable (number)
- Scenario variable (string)

Use the **Add branch** button to add a branch corresponding to the desired conditional exit. Provide a label that will identify the corresponding conditional exit in the flowchart.

Click the **add condition** link to define a logical expression for verification of one of the above parameters.



Scenario Builder If scenario block settings

Multiple Conditions

Multiple conditions in a branch can be joined by either the AND (default) or OR operator.

- AND is used if all specified conditions in a branch must be met in order for the scenario to take the given branch exit.
- OR is used when it is sufficient for one of the specified conditions to be met in order for the scenario to take the given branch exit.

If necessary, add more branches as described. (Note that there is a limit of 20 branches per If block.)

The branches are tried in the order in which they are defined in the block. If none of the branches leads to a positive verification, the block that directly follows the given *If* block in the flowchart is executed.

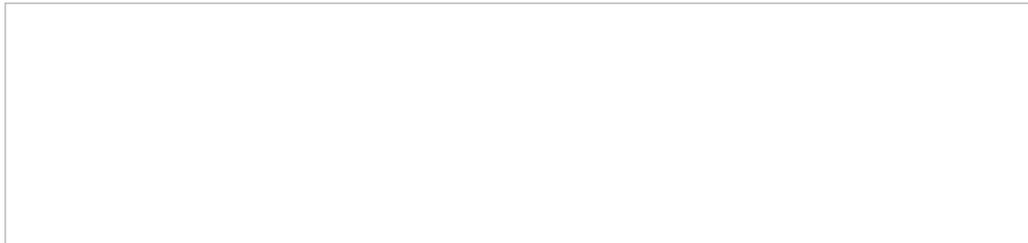
Typical Uses

The following are examples of some typical uses of the If block.

Current Date and Time

The *Current date and time* condition is normally used to check the interaction arrival time against the Hours of Operation (HOP) specified in the associated [scenario entry](#), as illustrated in the [Scenario Example](#).

In addition, the *current date and time* condition can be used to check the current date and time against the configured calendar hours of operation (HOP) without involving an HOP variable.



The current date and time is checked against the default HOP, without using a variable

Current Time

The *Current Time* condition can be used along with a Find Agent block to set queue limits based on the time of day. For example, the Current Time condition may be set in the If block to find an agent and set queue limits: "If 10-5 (where 10-5 refers to 10:00 am to 5:00 pm), find an agent with queue limit of 20" and/or "If 5-7 (where 5-7 refers to 5:00 pm to 7:00 pm), find an agent with queue limit of 10."

Estimated Waiting Time

The *Estimated Waiting Time* condition can be used to determine further processing of the interaction based on the time that the given interaction is likely to wait in the service queue before it can be delivered to an agent. (Note, however, that the estimated waiting time condition related to the Virtual Queue function is defined in the [Find Agent](#) block.)

Scenario variable (HOP)

The *Scenario variable (HOP)* condition can be used to check the interaction arrival time against any other HOP defined as a [scenario parameter](#).

[< Previous](#) | [Next >](#)

Play Prompt

The Play Prompt scenario block plays a voice or music prompt. This building block is also useful for reporting an error or the outcome of an operation for testing purposes. For scenarios in which input from the caller is expected in response to a prompt, use the [Menu](#) and [Collect Digits](#) blocks.

[Play Prompt scenario block](#)

Prompts

With the Play Prompt block, *Prompt to play* is the prompt that the scenario will play to the caller. Click **select** to select (or create) the prompt that this block will play. Prompts already defined for this scenario will appear in a new dialog window. Select the desired prompt and click **Select**. To create a new prompt, click the **Add new** button.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to voice prompts, we recommend that all affected logged-in agents refresh their browser page.

Settings

Allow interrupting prompt by phone button

Select this checkbox to allow callers to interrupt the prompt by pressing a phone key.

Re-use digit from interrupting button in the next block

Select this checkbox if the digit(s) entered by the user should be preserved for potential use in the scenario block that immediately follows this one. If the next block is [Menu](#) or [Collect Digits](#), its initial prompt will be interrupted immediately and the preserved digit(s) will be used as input. If the next block is another Play Prompt block, its prompt will be skipped altogether as long as the option *Allow interrupting prompt by phone button* is selected in that block.

Exit immediately and continue playing prompt in background

Select this checkbox to exit the block immediately and proceed with normal scenario execution while the prompt playback continues in the background until one of the following occurs:

1. Termination of the call by the listening party
2. Execution of the [Exit](#) block
3. Execution of the [Stop Prompt](#) block
4. Execution of any other scenario block containing a voice prompt. Note one exception to this fourth action: if

another Play Prompt block is executed with this option unchecked, the requested prompt will be played once, and the playback of the original continuous prompt will resume.



Scenario Builder Play Prompt scenario block settings

[< Previous](#) | [Next >](#)

Access Numbers

Access numbers are the telephone numbers of your contact center that can be accessed from the public telephone network. These numbers are initially configured and assigned to your contact center at the service provider level. With the Contact Center Administrator application, you can view the available external access numbers and associate them with scenarios, which define how calls arriving at these numbers will be processed by the system. Such associations are called [dial-in scenario entries](#).

You can also associate external access numbers with specific extension numbers of your contact center. In this case, all calls arriving at the external number will be delivered directly to the associated extension. This functionality is called *Direct Inward Dialing (DID)*.

Access numbers can, and in some cases must, be used as caller IDs for regular outbound calls, campaign calls, and outgoing SMS communications. For more information about configuring caller IDs for regular outbound calls, see section [Dial-out Entries](#). For more information about configuring caller IDs for campaign calls and SMS messages, see section [Service and Campaigns - Numbers Tab](#).

Access numbers are also used in chat services to enable customers to request and carry on chat conversations via SMS. For more information about enabling inbound SMS function in chat services, see section [Messaging/Chat](#).

To view the available access numbers, select the **Access Numbers** option from the **Directory** menu.

All access numbers assigned to you by the service provider will appear in the list view. Numbers dedicated to SMS communications will appear in the *[number]/SMS* format.

Access Number Types

Access number types displayed in the list view have the following meanings:

Extension

If an access number is associated with an extension, its type will be set to *extension*, the extension number will appear in column *Internal*, and the user of that extension will appear in column *Details*.

Scenario

If a regular or SMS access number is associated with a scenario entry, its type will be set to *scenario*, and the scenario name will appear in column *Details*.

Text out

If an SMS number is associated with a service, its type will be set to *text out*.

Scenario, text out

If an SMS number is associated with both a scenario entry (for inbound SMS) and a service (for outbound SMS), its type will be set to *scenario, text out*.

Unassigned

Access numbers that do not have any associations will have type *unassigned*.

How to Associate a Selected Access Number with a Scenario

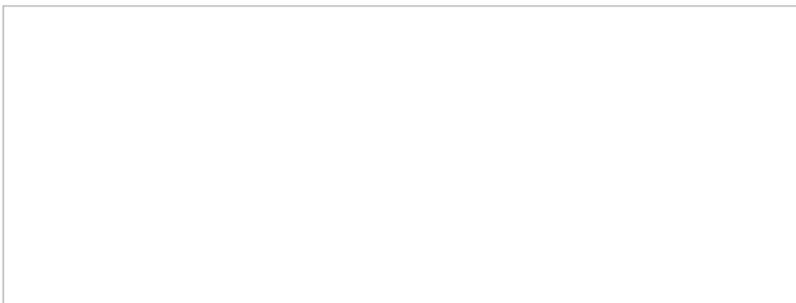
1. Set the *Destination* property to **scenario**.
2. Edit the [dial-in scenario entry properties](#) that will appear in the right pane.



Directory > Access Numbers

How to Associate a Selected Access Number with an Extension (the DID Function)

1. Set the *Destination* property to **extension**.
2. Specify the extension number in the field **Extension**.



Directory > Access Numbers

If the specified extension is a [softphone](#), the name of the associated user will appear next to the entered number. If the specified extension is a [hardphone](#), the internal *Caller ID* of the hardphone will appear.

By default, access numbers used as caller IDs will be transmitted exactly as they appear in the list view of the *Access Numbers* screen.

How to Attach a Prefix to an Access Number When It Is Used As a Caller ID

1. Select the **Add prefix to all caller IDs** checkbox.
2. Enter the desired digits in the **Prefix** field.

Note that the use of access numbers as caller IDs for campaign calls must be enabled at the service provider level. Where such use is restricted, the property pages of the corresponding access numbers will display a read-only parameter *Restrictions* set to *No automated outbound dialing on this number*.

For DID purposes, a range of numbers may be assigned to your contact center at the service provider level. The range will appear in the list view as the starting number followed by the number of numbers in the range in parentheses. Note that such numbers cannot be used for dial-in scenario entries.

How to Associate a Range of Access Numbers with a Range of Extensions

1. Set the *Destination* property to **extension**.
2. Specify the first extension number of the desired range in the field **Extension**.

Association of subsequent extensions in the range will happen automatically.

How to Specify Where Unsolicited Inbound Messages Go

1. Select an access number of type **text out**.
2. Next to *Unsolicited inbound messages go to*, select either **Service** or **API**.
3. Click **Apply**.



Superadmin3.PNG

Note that if you are changing the destination from service to API, this action will remove all associations of this number with the scenario entry and services.

Access Numbers

Access numbers are the telephone numbers of your contact center that can be accessed from the public telephone network. These numbers are initially configured and assigned to your contact center at the service provider level. With the Contact Center Administrator application, you can view the available external access numbers and associate them with scenarios, which define how calls arriving at these numbers will be processed by the system. Such associations are called [dial-in scenario entries](#).

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If an SMS number is associated with a service, its type will be set to *text out*.

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If an SMS number is associated with both a scenario entry (for inbound SMS) and a service (for outbound SMS), its type will be set to *scenario, text out*.

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How to Associate a Selected Access Number with a Scenario

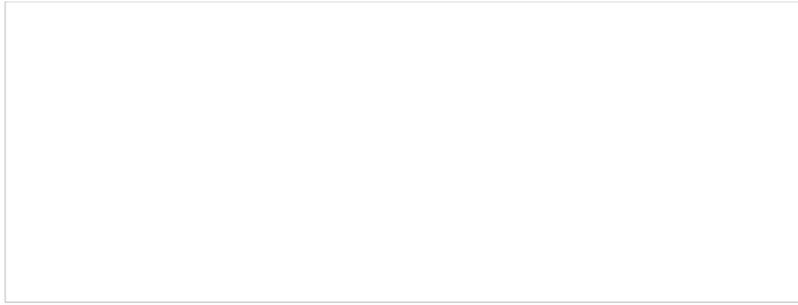
1. Set the *Destination* property to **scenario**.
2. Edit the [dial-in scenario entry properties](#) that will appear in the right pane.



Directory > Access Numbers

How to Associate a Selected Access Number with an Extension (the DID Function)

1. Set the *Destination* property to **extension**.
2. Specify the extension number in the field **Extension**.



Directory > Access Numbers

If the specified extension is a [softphone](#), the name of the associated user will appear next to the entered number. If the specified extension is a [hardphone](#), the internal *Caller ID* of the hardphone will appear.

By default, access numbers used as caller IDs will be transmitted exactly as they appear in the list view of the *Access Numbers* screen.

How to Attach a Prefix to an Access Number When It Is Used As a Caller ID

1. Select the **Add prefix to all caller IDs** checkbox.
2. Enter the desired digits in the **Prefix** field.

Note that the use of access numbers as caller IDs for campaign calls must be enabled at the service provider level. Where such use is restricted, the property pages of the corresponding access numbers will display a read-only parameter *Restrictions* set to *No automated outbound dialing on this number*.

For DID purposes, a range of numbers may be assigned to your contact center at the service provider level. The range will appear in the list view as the starting number followed by the number of numbers in the range in parentheses. Note that such numbers cannot be used for dial-in scenario entries.

How to Associate a Range of Access Numbers with a Range of Extensions

1. Set the *Destination* property to **extension**.
2. Specify the first extension number of the desired range in the field **Extension**.

Association of subsequent extensions in the range will happen automatically.

How to Specify Where Unsolicited Inbound Messages Go

1. Select an access number of type **text out**.
2. Next to *Unsolicited inbound messages go to*, select either **Service** or **API**.
3. Click **Apply**.

Superadmin3.PNG



Note that if you are changing the destination from service to API, this action will remove all associations of this number with the scenario entry and services.

Access Numbers

Access numbers are the telephone numbers of your contact center that can be accessed from the public telephone network. These numbers are initially configured and assigned to your contact center at the service provider level. With the Contact Center Administrator application, you can view the available external access numbers and associate them with scenarios, which define how calls arriving at these numbers will be processed by the system. Such associations are called [dial-in scenario entries](#).

You can also associate external access numbers with specific extension numbers of your contact center. In this case, all calls arriving at the external number will be delivered directly to the associated extension. This functionality is called *Direct Inward Dialing (DID)*.

Access numbers can, and in some cases must, be used as caller IDs for regular outbound calls, campaign calls, and outgoing SMS communications. For more information about configuring caller IDs for regular outbound calls, see section [Dial-out Entries](#). For more information about configuring caller IDs for campaign calls and SMS messages, see section [Service and Campaigns - Numbers Tab](#).

Access numbers are also used in chat services to enable customers to request and carry on chat conversations via SMS. For more information about enabling inbound SMS function in chat services, see section [Messaging/Chat](#).

To view the available access numbers, select the **Access Numbers** option from the **Directory** menu.

All access numbers assigned to you by the service provider will appear in the list view. Numbers dedicated to SMS communications will appear in the *[number]/SMS* format.

Access Number Types

Access number types displayed in the list view have the following meanings:

Extension

If an access number is associated with an extension, its type will be set to *extension*, the extension number will appear in column *Internal*, and the user of that extension will appear in column *Details*.

Scenario

If a regular or SMS access number is associated with a scenario entry, its type will be set to *scenario*, and the scenario name will appear in column *Details*.

Text out

If an SMS number is associated with a service, its type will be set to *text out*.

Scenario, text out

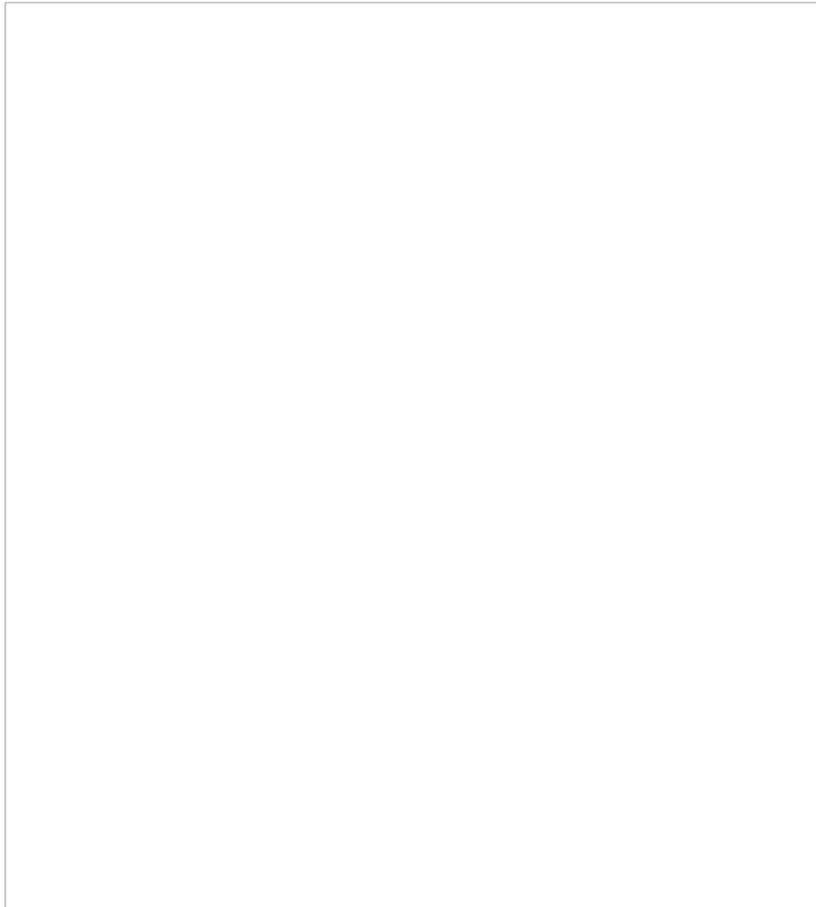
If an SMS number is associated with both a scenario entry (for inbound SMS) and a service (for outbound SMS), its type will be set to *scenario, text out*.

Unassigned

Access numbers that do not have any associations will have type *unassigned*.

How to Associate a Selected Access Number with a Scenario

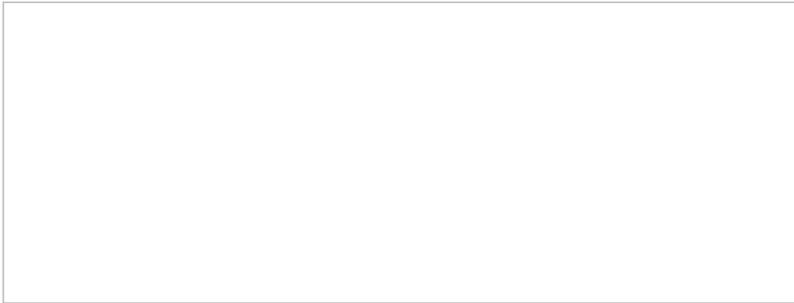
1. Set the *Destination* property to **scenario**.
2. Edit the [dial-in scenario entry properties](#) that will appear in the right pane.



Directory > Access Numbers

How to Associate a Selected Access Number with an Extension (the DID Function)

1. Set the *Destination* property to **extension**.
2. Specify the extension number in the field **Extension**.



Directory > Access Numbers

If the specified extension is a [softphone](#), the name of the associated user will appear next to the entered number. If the specified extension is a [hardphone](#), the internal *Caller ID* of the hardphone will appear.

By default, access numbers used as caller IDs will be transmitted exactly as they appear in the list view of the *Access Numbers* screen.

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1. Select the **Add prefix to all caller IDs** checkbox.
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Note that the use of access numbers as caller IDs for campaign calls must be enabled at the service provider level. Where such use is restricted, the property pages of the corresponding access numbers will display a read-only parameter *Restrictions* set to *No automated outbound dialing on this number*.

For DID purposes, a range of numbers may be assigned to your contact center at the service provider level. The range will appear in the list view as the starting number followed by the number of numbers in the range in parentheses. Note that such numbers cannot be used for dial-in scenario entries.

How to Associate a Range of Access Numbers with a Range of Extensions

1. Set the *Destination* property to **extension**.
2. Specify the first extension number of the desired range in the field **Extension**.

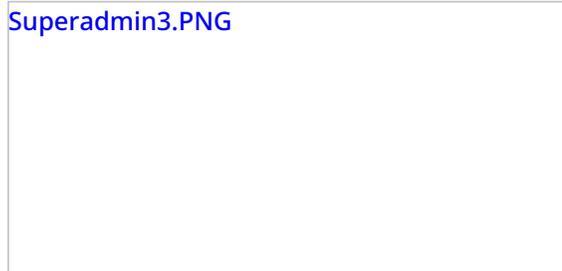
Association of subsequent extensions in the range will happen automatically.

How to Specify Where Unsolicited Inbound Messages Go

1. Select an access number of type **text out**.

2. Next to *Unsolicited inbound messages go to*, select either **Service** or **API**.

3. Click **Apply**.



Superadmin3.PNG

Note that if you are changing the destination from service to API, this action will remove all associations of this number with the scenario entry and services.

Auxiliary Skills

In Bright Pattern Contact Center, distribution of service interactions to agents is based on matching the skills requested by the incoming interaction with the skills possessed by agents. Skills are typically associated with services that the customers are trying to get. Thus, when you configure a service, a default skill representing this service is automatically created by the system. When you [assign a team to this service](#), the default service skill is automatically assigned to all agents of this team.

However, in many cases, a single skill may not sufficiently describe customer's expectation for the requested service. For example, a general support service may have agents specializing in particular products. In this case, in addition to the default service skill for Support, you may need to define skills for Product Type and assign them to the agents who can provide them for the given type of product. Such additional skills that are defined and assigned manually are referred to as auxiliary skills.

Auxiliary skills also can be used for group-based routing. Consider personal routing, where the system attempts to distribute an interaction to the agent who has handled the previous interaction of the same customer. If this agent is not available, the interaction can be then routed to a group of agents who share a particular property with that specific agent (e.g., work in the same office). Such common properties can also be described as auxiliary skills. For more information, see the description of the [Find Agent](#) block in the *Scenario Builder Reference Guide*.

Note that, starting from version 5.1, the language skills are defined separately via section [Language Skills](#). In previous versions of Bright Pattern Contact Center, languages could be configured in Auxiliary Skills. If you configured languages previously, they will be displayed in Auxiliary Skills as "Language - Old."

Note: Auxiliary skills are supported for voice and chat media channels only.



Call Center Configuration > Auxiliary Skills

How to Create Auxiliary Skills

To create auxiliary skills, select **Auxiliary Skills** from the *Call Center Configuration* menu. In Bright Pattern Contact Center, related skills are organized in groups. To set up a new group of related skills, click **add skill group** and enter the group name (e.g., *Accounting*). To define a skill within this new group, click **add skill** and enter the skill name (e.g., *AP*). Repeat the last step for every accounting skill used in your contact center. Note that skill names must be unique within the entire contact center configuration and not just within the group. Note also that auxiliary skill names may not coincide with names of any services since the latter are used for default service skills.

To edit or delete previously defined skills and skill groups, hover the cursor over their names and click either **edit** or **delete** . **Please note:** When you delete a group, all skills within this group will be deleted as well. Unlike the default service skills, auxiliary skills must be assigned to agents explicitly. See section [Skills Levels](#) for more information.

Set Priority

The Set Priority scenario block specifies the priority of the given interaction relative to other interactions competing for the same resources.



Several examples how priorities are determined are given.

Example 1: Calls from platinum-level customers may be given a higher priority relative to other calls requesting the same service to minimize the wait time for high-value interactions.

Example 2: Calls internally transferred to a service may be given a higher priority relative to the directly arriving calls to minimize the wait time for customers who have previously waited in a queue.

Example 3: Some of your agents are qualified to provide both sales and customer service. You can assign a higher priority to sales calls. This priority will be taken into account every time an agent that possess both sales and customer service skills becomes available.

Note that if your agents are qualified to provide different services, priority can be used to prioritize calls depending on the service that is requested.

Interaction priorities

The value range for priority setting is from 1 to 100. The instantaneous priority of an interaction is calculated as a function of its set priority and the time that the interaction has spent in the service queue.

- **0.5:** Specify 0.5 to make the interaction move through the queue at half the speed of interactions with priority 1.
- **1:** The default interaction priority is 1.
- **2:** Specify 2 to double the speed with which the given interaction will move through the queue relative to interactions with priority 1.

Priority set by this block supersedes the priority that may be preconfigured at the [scenario entry](#) level.

Settings

The Set Priority block has just one setting, *Priority*, which is where you enter the value of the priority relative to other interactions in queue.



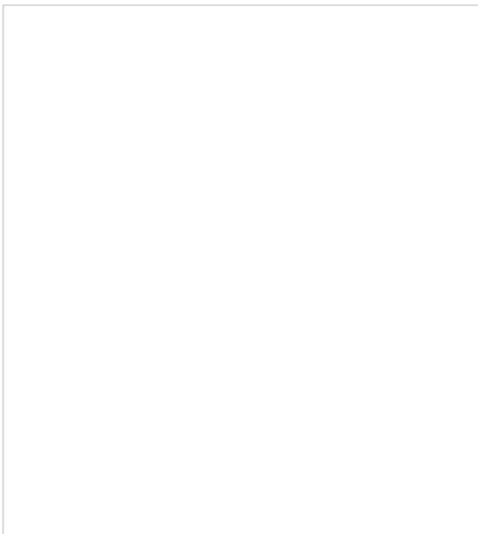
Scenario Builder Set Priority scenario block settings

How to Use the Directory

You can make calls to the users and contacts registered in your contact center directory by selecting them from the *Directory* tab. The directory will typically provide contacts of users in your organization grouped by teams. It may also contain external contacts. For internal contacts, the directory also provides information about their current availability to communicate.

To view directory contacts, click the *Directory* tab. The directory will initially list all teams configured in your contact center. External contacts will also be organized in folders. To see contacts of members of a particular team or folder, click the arrow icon next to its name.

You can also search for a contact by typing the contact name or number in the search field that you see above the list of contacts. As you type, only the matching contacts will remain visible in the directory.



Directory

Display Icons

For each contact, the directory will display the name and phone number. For users, the directory will also display icons indicating their current availability to communicate. The icons have the following meanings.

Available



The user is at the desk and is not on a phone call.

Away



The user is logged in but is likely to be away from the desk at the moment. This status is assigned automatically if no computer activity has been detected for the last 15 minutes. As soon as some activity is detected, the user is automatically switched to status *Available*. This status does not prevent you from attempting to contact the user.

Do Not Disturb



The user has manually set the status indicating the desire not to be contacted at the moment. This status does not prevent you from attempting to contact the user.

On the Phone



The user is currently on a phone call. This status is assigned automatically when the user makes or answers a phone call. This status applies to users busy with phone calls only; status *Available* will be displayed for users who handle interactions of any other media types.

Logged out



The user is currently logged out.

Placing a Call From the Directory

To call a number from the directory, follow these steps.

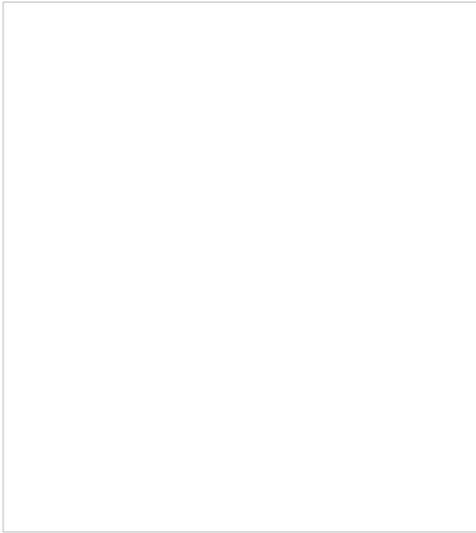
1. Select the contact you wish to call. The contact's number will appear in the *Number Input Field*.
2. If necessary, select the service as described in section [How to Make an Outbound Call](#).
3. Click the **Initiate call** button.

How to Use the Directory

You can make calls to the users and contacts registered in your contact center directory by selecting them from the *Directory* tab. The directory will typically provide contacts of users in your organization grouped by teams. It may also contain external contacts. For internal contacts, the directory also provides information about their current availability to communicate.

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2. If necessary, select the service as described in section [How to Make an Outbound Call](#).
3. Click the **Initiate call** button.

Variables

This section describes the variables that are used in Bright Pattern Contact Center scenarios and [workflows](#).

Variables are accessed using the common $$(varname)$ format. They can be used in [integer](#) and [string](#) expressions.

Most of the scenario variables are local (i.e., their values are available to the scenario where they are defined and to the sub-scenarios that are started from that parent scenario using the [Start Another Scenario](#) block). Variable $$(item.customerPhone)$, as well as all variables in the General or Local category of scenarios launched for consult calls and blind transfers, inherit values of the same variables of the associated primary calls. To share data between independent scenarios, consider using blocks [Fetch URL](#) or [DB Execute](#) to store variable values in a persistent storage and to access them from other scenarios.

Local Variables

$$(destination)$

$$(destination)$ specifies the destination for the [Connect Call](#) or [Connect Chat](#) block.

$$(__sip_response_code__)$

`$(__sip_response_code__)` is an optional variable that specifies the SIP response code sent on an unanswered inbound call. The default is 480. It works only if the scenario has [Accept](#) or [Answer](#) blocks and the scenario finishes before the Answer block.

\$(fetchURLResultBody)

`$(fetchURLResultBody)` specifies the body of HTTP response received by the most recent [Fetch URL](#) block. Note that the block will report the same value via the `$(integrationResultBody)` variable.

\$(fetchURLResultCode)

`$(fetchURLResultCode)` specifies the code of HTTP response received by the most recent [Fetch URL](#) block. Note that the block will report the same value via the `$(integrationResultCode)` variable..

\$(integrationResultBody)

`$(integrationResultBody)` specifies the body of HTTP response received by the most recent of these integration blocks:

- [RightNow Create Object](#)
- [RightNow Search](#)
- [RightNow Update](#)
- [Salesforce.com Delete](#)
- [Salesforce.com Insert](#)
- [Salesforce.com Search](#)
- [Salesforce.com Update](#)
- [Zendesk Create Object](#)
- [Zendesk Search](#)
- [Zendesk Update](#)
- [Fetch URL](#)

To understand why an attempt to look up or update data in a third-party application may have failed, consider using this variable and the corresponding `$(integrationResultCode)` after each integration block in the following manner:

- Use the [If](#) block to separate failed attempts from successful ones (e.g., *If scenario variable (number) \$(integrationResultCode) is not = 200*). (The exact expression will depend on the messages returned by the third-party application, their codes, and the types of messages you expect to be notified about.)
- For failed attempts, use either the [EMail](#) or [Internal Message](#) block to submit content of both these variables to concerned personnel.

\$(integrationResultCode)

`$(integrationResultCode)` specifies the code of HTTP response received by the most recent of the integration blocks. For more information, see the description of the `$(integrationResultBody)` variable.

\$(agentState)

`$(agentState)` specifies the state of the agent obtained by the most recent [Set Agent State](#) block.

\$(notReadyReason)

`$(notReadyReason)` specifies the *Not Ready* reason of the agent obtained by the most recent [Set Agent State](#) block.

\$(targetDisconnectedCause)

In the event of agent connection loss during a chat with a customer, the *\$(targetDisconnectedCause)* variable informs the chat scenario of the cause of the agent's disconnection in the *Target Disconnected* branch of [Connect Chat](#) block. Possible causes could be one of the following: "UserHangup," "SystemHangup," "UserLogout," or "Failure."

\$(doNotRecord)

\$(doNotRecord) can be set to **1** or **true** (case insensitive) prior to [Connect Call](#) block to disable voice recording. This overrides all recording settings in configuration. Recording can still be enabled manually via Agent Desktop or via desktop API methods. See also [\\$\(banVoiceRecording\)](#).

\$(banVoiceRecording)

The *\$(banVoiceRecording)* variable can be set to **1** or **true** (case insensitive) to ban voice recording for the entire call. This overrides all recording settings in configuration. It will also block any any attempts to enable recording manually via Agent Desktop or via desktop API methods. See also [\\$\(doNotRecord\)](#).

\$(banMonitoring)

The *\$(banMonitoring)* variable can be set to "1" or "true" (case insensitive) to ban call monitoring by a supervisor.

\$(ttsVoice)

\$(ttsVoice) can be set to specify the TTS voice to be used by the scenario.

\$(botContext)

The *\$(botContext)* variable is part of the sentiment analysis context.

\$(XXX)

\$(XXX) is a custom (user-defined) variable. Substitute *XXX* with a meaningful variable name (e.g., *\$(accountNumber)*). Custom variables are used to pass custom data between blocks of the same scenario and to transfer such data from scenarios of primary customer calls to the associated dependent calls (consultations and blind transfers). Scenarios launched for consult calls and blind transfers will recreate all custom variables defined in scenarios of the associated primary calls and will inherit their values.

Screenpop Data

\$(screenpopData.XXX)

\$(screenpopData.XXX) specifies the list of the screen pop data received or set by interactive voice response (IVR). An actual list of available screen pop data elements depends on the particular IVR and integration.

Media Item (Call, Chat) Properties

\$(item.globalInteractionId)

\$(item.globalInteractionId) specifies the [Global interaction identifier](#).

\$(item.interactionId)

\$(item.interactionId) specifies the interaction identifier. This parameter is maintained for backward compatibility. Starting with Bright Pattern Contact Center version 3.11, the *\$(item.globalInteractionId)* variable is recommended for use in any operations involving [interaction identification](#).

\$(item.interactionStepId)

\$(item.interactionStepId) specifies the interactions step identifier. This variable can be used to obtain recordings and the related metadata via the [Recording Retrieval API](#).

For any other operations involving [interaction identification](#), the *\$(item.globalInteractionId)* variable should be used.

\$(item.media)

\$(item.media) specifies the media type. This variable can be set to *voice* or *chat*.

\$(item.from)

\$(item.from) specifies the origination address (i.e., phone number or chat user display name). This variable is also known as *ANI*.

\$(item.to)

\$(item.to) specifies the destination address (i.e., dialed phone number or chat launch point name). This variable is also known as *DNIS*.

\$(item.priorTo)

\$(item.priorTo) specifies the prior destination address (phone number or chat launch point name). It is used for forwarded calls.

\$(item.contactId)

\$(item.contactId) specifies the ID of the CRM contact associated with the caller, if any.

Note: This variable is available in workflows.

\$(item.firstName)

\$(item.firstName) specifies the customer first name. The scenario may get or set this variable. Setting the variable also updates the historical database interaction step as well as customer chat party information.

Note: This variable is available in workflows.

\$(item.lastName)

\$(item.lastName) specifies the customer last name and passes the ANI for SMS interactions. The scenario may get or set this variable. Setting the variable also updates the historical database interaction step as well as customer chat party information.

Note: This variable is available in workflows.

\$(item.customerPhone)

\$(item.customerPhone) specifies the customer phone number. This variable enables passing customer phone information from scenarios of primary inbound and outbound customer calls to scenarios of the associated consultations and blind transfers.

- In scenarios launched for new incoming calls, its value matches the value of the *\$(item.from)* variable.
- In scenarios launched for new outgoing calls, its value matches the value of the *\$(item.to)* variable.
- In scenarios launched for consult calls and blind transfers, the value of the *\$(item.customerPhone)* is inherited from the scenarios of the associated primary calls.

Note: This variable is available in workflows.

\$(item.email)

\$(item.email) specifies the customer email address. It may contain multiple addresses separated by a comma or semicolon, and the scenario may get or set this variable.

Note: This variable is available in workflows.

\$(item.sendTranscript)

For chat interactions, scenario must set the *\$(item.sendTranscript)* variable to *1* to have a session transcript emailed to the customer. The variable can be set at any time. The transcript will be emailed to the address(es) specified in *\$(item.email)* when the session ends. For the corresponding email template and SMTP configuration, see section [Email Settings](#) of the *Contact Center Administrator Guide*.

\$(item.data.<name>)

\$(item.data.<name>) specifies a key-value list of optional additional interaction data. To obtain content of a particular data element, use *\$(item.data.<name>)* (e.g., *\$(item.data.firstName)*)

\$(item.message)

For chat interactions, the *\$(item.message)* variable specifies the last chat message received from the origination side.

\$(item.newMessage)

For chat interactions, the *\$(item.newMessage)* variable adds a new message as it was received from customer. This variable is used to populate a chat session with form field values. The new message is treated as it was received from the customer and is added to chat transcript.

\$(item.transcript)

For chat interactions, the *\$(item.transcript)* variable gets the full JSON transcript of the chat session.

\$(item.transcript.text)

For chat interactions, the *\$(item.transcript.text)* variable gets the text transcript of the chat session.

\$(item.transcript.HTML)

For chat interactions, the *\$(item.transcript.HTML)* variable gets the HTML formatted transcript of the chat session.

`$(item.externalChatData)`

For chat interactions, use the `$(item.externalChatData)` variable to specify the full collection of data received from the customer chat page. This is a container for all values that were entered by the customer while chat was in the [Request Input](#) block for their possible later use in the scenario.

In addition, `$(item.externalChatData)` can be used to pass custom variables from widget pre-chat configuration. Input fields (text boxes) can be saved as these custom variables. and the **name** field is what is saved as the ending of the variable (e.g., name = issue variable = `$(item.externalChatData.issue)`). Note that this variable is case-locked; the variable must be typed in lowercase for it to work.

`$(item.externalChatData.user_platform.browser)`

For chat interactions, this variable returns the type and version of the browser used by the customer. Note that this variable will contain data only if the customer-side chat application was designed using the Bright Pattern Chat Widget Configuration application.

`$(item.externalChatData.user_platform.os)`

For chat interactions, this variable returns the type and version of the operating system used by the customer. Note that this variable will contain data only if the customer-side chat application was designed using the Bright Pattern Chat Widget Configuration application.

`$(item.externalChatData.user_platform.description)`

For chat interactions, this variable returns the type and version of both the browser and operating system used by the customer. Note that this variable will contain data only if the customer-side chat application was designed using the Bright Pattern Chat Widget Configuration application.

`$(item.virtualDevice)`

The voice scenario may set the `$(item.virtualDevice)` variable to indicate that an inbound call should not be terminated when the scenario ends; instead, the call will be converted to "virtual phone" (used for external agents on PBX).

`$(item.sip.headers)`

`$(item.sip.headers)` gets the key-value list of SIP INVITE headers from inbound calls. This variable can be used to obtain content of individual P-, X- and Diversion headers. To obtain content of a particular header, use `$(item.sip.headers.<header_name>)` (e.g., `$(item.sip.headers.X-tdm-channelnumber)`).

`$(item.sip.send.headers.XXX=ZZZ)`

When making a call using the Connect Call block, before calling the Connect Call block, the scenario can set SIP headers to be included in INVITE in the format `item.sip.send.headers.XXX=ZZZ`, where `XXX` is a header name (e.g., "P-Customer-Type"). Note that the `XXX` must begin with either the letter P or the letter X.

`$(item.EWT)`

For voice and chat interactions, `$(item.EWT)` is the item's current estimated waiting time (in seconds).

`$(item.queuePos)`

For voice and chat interactions, $\$(item.queuePos)$ is the item's current position in queue. This variable displays results while the interaction is in the [Find Agent](#) block; it is blank at all other times.

$\$(item.continuationUserId)$

If the customer had contacted the system before and was connected to an agent, the $\$(item.continuationUserId)$ variable will contain the user ID of the agent. It could be used to route new customer interaction to the same agent.

$\$(item.averageSentiment)$

If sentiment analysis is being performed on an interaction, the $\$(item.averageSentiment)$ variable is set to the current average sentiment value. It is changed whenever the average sentiment is updated.

Note: This variable is available in workflows.

$\$(item.sentiment)$

If sentiment analysis is being performed on an interaction, the $\$(item.sentiment)$ variable is set to the sentiment value of the last analyzed phrase.

$\$(item.emotion)$

If sentiment analysis is being performed on an interaction, the $\$(item.emotion)$ variable is set to the emotion value of the last analyzed phrase.

$\$(item.keywords)$

If sentiment analysis is being performed on an interaction, the $\$(item.keywords)$ variable is set to the array of the keywords found in the last analyzed phrase.

Scenario Configuration Properties

$\$(app.version)$

$\$(app.version)$ specifies the scenario version (as reported by configuration server).

$\$(app.appName)$

The $\$(app.appName)$ variable specifies the scenario name.

$\$(app.name)$

$\$(app.name)$ specifies the scenario entry name.

$\$(app.priority)$

The $\$(app.priority)$ variable holds the priority specified in the scenario launch point.

Note that all variables that begin with "app" are configuration parameters from either the scenario itself (i.e., $\$(app.name)$) or the launch point (i.e., $\$(app.priority)$).

$\$(app.tenantName)$

\$(app.tenantName) is the tenant name.

Custom Parameters

\$(app.custom.XXX)

\$(app.custom.XXX) names the custom parameters that can be specified in a scenario entry. The variable must follow naming convention *\$(app.custom.XXX)*, where *XXX* is the name of the custom parameter. All scenario variables conforming to such convention are treated as custom parameters. The list of such parameters will be displayed in the property *Scenario parameters* of every [scenario entry](#) associated with the given scenario. You can set values of such custom parameters for every scenario entry point separately.

User Configuration Variables

\$(user.id)

\$(user.id) is the unique identifier assigned to this user object in configuration.

\$(user.version)

\$(user.version) is the version of the user's configuration information.

\$(user.loginId)

This variable is the user's username.

Note: This variable is available in workflows.

\$(user.team)

\$(user.team) is the name of the team to which the user is assigned.

\$(user.firstName)

\$(user.firstName) is the user's first name.

Note: This variable is available in workflows.

\$(user.lastName)

\$(user.lastName) is the user's last name.

Note: This variable is available in workflows.

\$(user.phone)

This variable is the phone number that the user is logged onto or the user's extension as specified in configuration.

Service Parameters

\$(service.name)

\$(service.name) is the name of the service (as specified in the [scenario entry](#) or in the [Request Skill or Service](#) block).

\$(service.version)

\$(service.version) is the version of service configuration information.

\$(service.slPercent)

This variable specifies the [Service level](#) call percentage.

\$(service.slTimeout)

The *\$(service.slTimeout)* variable specifies the [Service level](#) timeout in seconds.

\$(service.EWT)

\$(service.EWT) is the current estimated waiting time for the service. It is calculated as the average time the last 20 answered interactions waited in the service queue before being answered.

\$(service.queueLength)

\$(service.queueLength) is current queue length for the service.

Outbound Target Workitem Parameters

\$(workitem.id)

\$(workitem.id) is the Workitem identifier.

\$(workitem.firstName)

\$(workitem.firstName) is the customer's first name.

\$(workitem.lastName)

\$(workitem.lastName) is the customer's last name.

\$(workitem.suggestedPhone)

This variable is the customer's default phone number.

\$(workitem.otherInfo)

\$(workitem.otherInfo) specifies all list fields except phones, first name, and last name (e.g., *\$(workitem.otherInfo.MTN)*).

\$(workitem.fullInfo)

\$(workitem.fullInfo) specifies all list fields (e.g., *\$(workitem.fullInfo.MTN)*).

