



5.3 User Interface Overview

Bright Pattern Documentation

Generated: 6/28/2022 7:10 am

Content is available under license unless otherwise noted.

Table of Contents

Table of Contents	2
How to Use the Directory	3
Placing a Call From the Directory	4
Presence Icons	4
Available	4
Away	4
Do Not Disturb	4
On the Phone	5
Logged out	5
Agent State Icons	5
Ready	5
Not Ready	5
Busy	5
After Call Work	6
Supervising	6
Logged Out	6
How to Use the Directory	6
Placing a Call From the Directory	7
Presence Icons	7
Available	7
Away	7
Do Not Disturb	7
On the Phone	8
Logged out	8
Agent State Icons	8
Ready	8
Not Ready	8
Busy	8
After Call Work	9
Supervising	9
Logged Out	9

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

How to Use the Directory

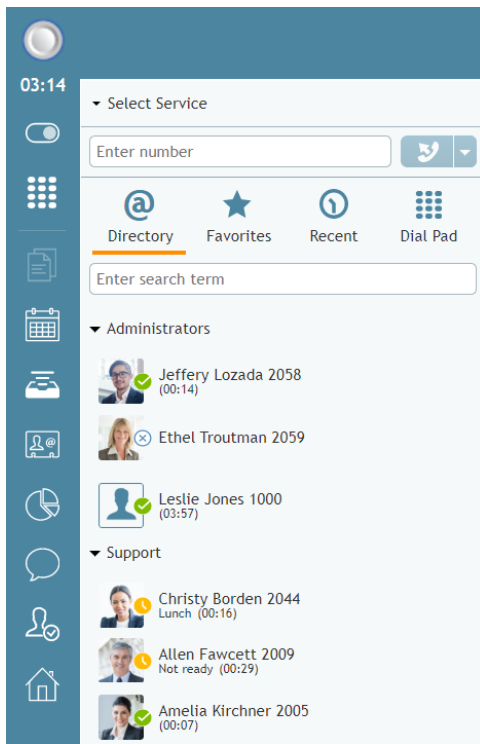
You can contact users registered in your contact center by selecting them from the Directory tab. The directory displays users in your organization grouped by teams. It may also show service queues and some frequently used external numbers.

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

Additionally, you can search for a directory item 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 items will remain visible in the directory.

For users registered in your contact center, the directory provides information about their current availability to communicate:

- For agents, depending on your contact center's configuration, you will see either [agent state icons](#) or [presence icons](#).
- For non-agents, presence icons are always shown.



Directory

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.

Presence Icons

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.

Agent State Icons

Ready



The user is in the [Ready](#) state.





Not Ready



The user is in the [Not Ready](#) state. Note that the text of both [system Not Ready reasons](#) and [custom Not Ready reasons](#) are displayed.

Busy

The user is in the [Busy](#) state. For this state, the directory displays the media type of the interaction the user is busy with (i.e., call, chat/SMS, email, or preview).

- **Busy Call** 
- **Busy Chat** 
- **Busy Email** 
- **Busy Preview** 

If an agent has multiple interactions of different media types, only one media type is displayed in the following precedence order:

- Call
- Chat
- Preview
- Email

After Call Work



The user is in the [After Call Work](#) state.

Supervising



The user is in the [Supervising](#) state.

Logged Out



The user is logged out.

How to Use the Directory

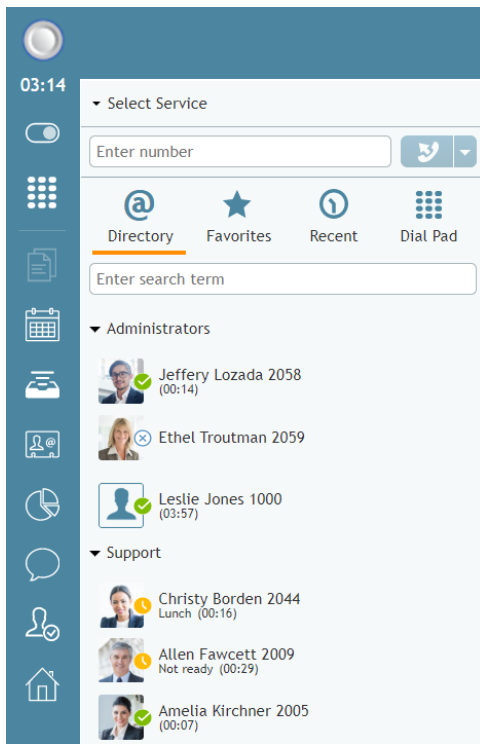
You can contact users registered in your contact center by selecting them from the Directory tab. The directory displays users in your organization grouped by teams. It may also show service queues and some frequently used external numbers.

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

Additionally, you can search for a directory item 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 items will remain visible in the directory.

For users registered in your contact center, the directory provides information about their current availability to communicate:

- For agents, depending on your contact center's configuration, you will see either [agent state icons](#) or [presence icons](#).
- For non-agents, presence icons are always shown.



Directory

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.

Presence Icons

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.

Agent State Icons

Ready



The user is in the [Ready](#) state.





Not Ready



The user is in the [Not Ready](#) state. Note that the text of both [system Not Ready reasons](#) and [custom Not Ready reasons](#) are displayed.

Busy

The user is in the [Busy](#) state. For this state, the directory displays the media type of the interaction the user is busy with (i.e., call, chat/SMS, email, or preview).

- **Busy Call** 
- **Busy Chat** 
- **Busy Email** 
- **Busy Preview** 

If an agent has multiple interactions of different media types, only one media type is displayed in the following precedence order:

- Call
- Chat
- Preview
- Email

After Call Work



The user is in the [After Call Work](#) state.

Supervising



The user is in the [Supervising](#) state.

Logged Out



The user is logged out.

1. REDIRECT [5.3:Agent-guide/Tutorials/Calendar/HowtoOpentheCalendar](#)

1. REDIRECT [5.3:Agent-guide/Work/CasesEmail/Overview](#)

1. REDIRECT [5.3:Agent-guide/Work/HomePage/Overview](#)

1. REDIRECT [5.3:Agent-guide/Work/Screen-Pop/Overview](#)