5.3 Home Page Overview

Bright Pattern Documentation

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Home Page Widgets

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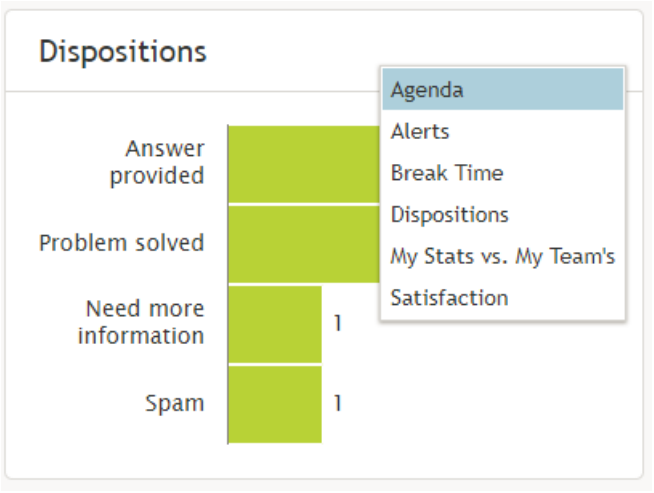

Choose the widgets you see on the home page by selecting from the drop-down menu

List of Home Page Widgets

The following is a list of the widgets available for the home page, including descriptions of what they do. Widgets are listed in alphabetical order.

Agenda

The *Agenda* widget displays upcoming agenda items from your Calendar. If there is no agenda, the widget will display text stating so.

The widget shows your schedule for today based on the current time (all items currently in progress and scheduled later than the current time). Items in progress or items that are due in less than 10 minutes are shown with a red bar on the left side. Items that are due in less than 2 hours are shown with a brown bar on the left side. Other items are shown with a blue bar on the left side.

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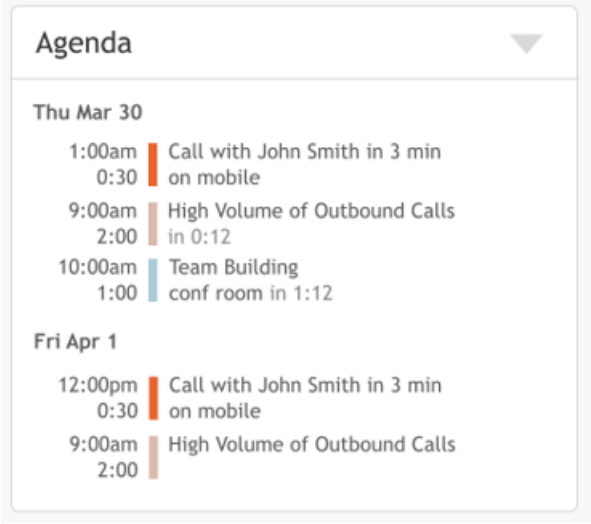
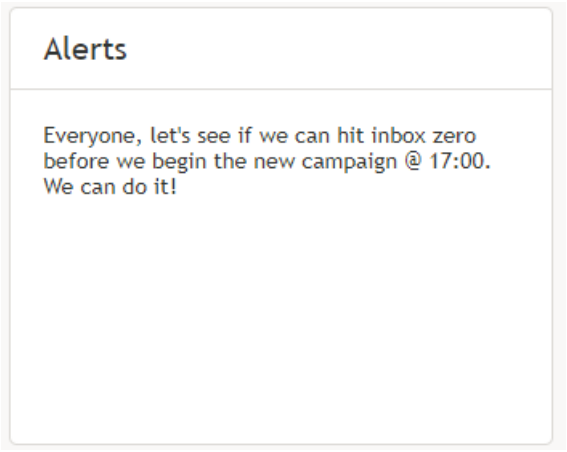


Agenda widget

Alerts

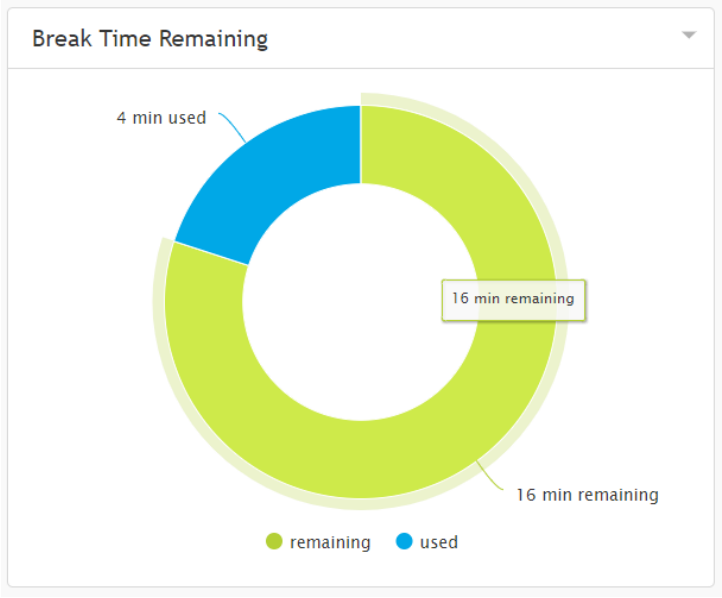
The *Alerts* widget displays the last delivered supervisor's internal chat message. If a new message is delivered, it replaces the previous one. If you click within the Alerts widget, Agent Desktop navigates to Personal Chat and the current message is considered "read" and is removed from the widget.



Alerts widget

Break Time Remaining

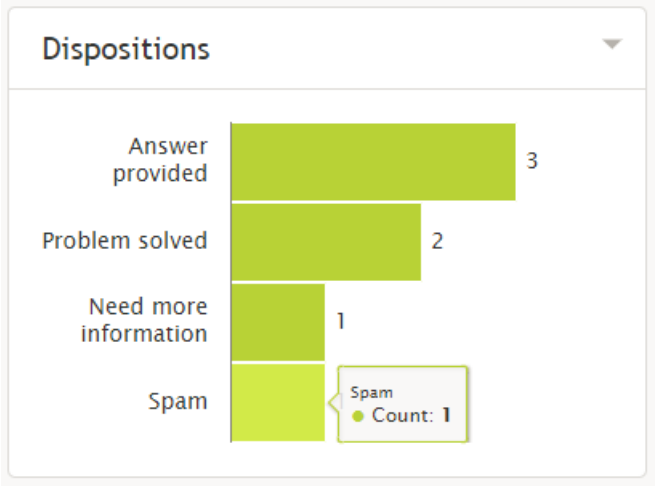
The *Break Time Remaining* widget displays the total time used out of your allotted break time. If you hover your cursor over the widget, you may highlight either allotted break time or used time.



Break time remaining

Dispositions

The *Dispositions* widget displays a count of all dispositions that have been assigned to handled tasks. If you hover your cursor over the widget, you may highlight information about any of the displayed dispositions.



Dispositions widget

My Stats vs. My Team

The *My Stats vs. My Team's* widget displays metrics of your performance against the average of your team's. The metrics are the following:

- **Handled**

Displays the number of interactions handled by agents for the day

- **Average handling time**

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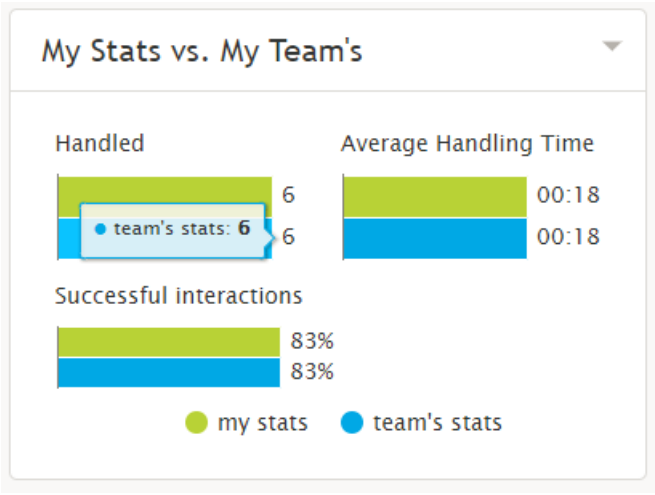
- **Successful interactions**

Displays the percentage of calls that received the Success disposition type

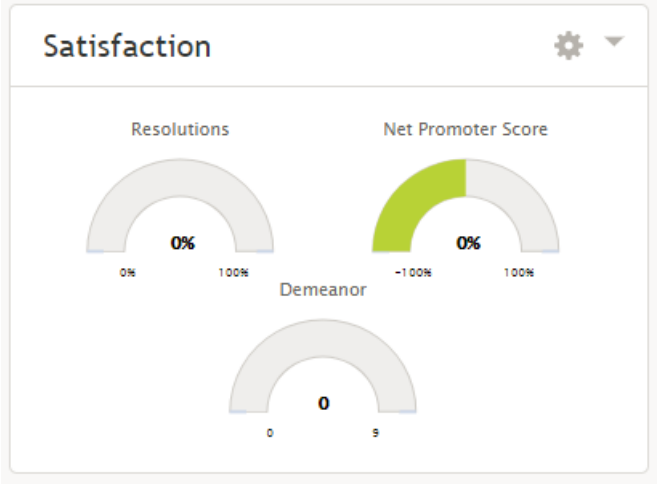
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



Your and your team's statistics

Satisfaction

The *Satisfaction* widget displays a short list of real-time metrics related to a customer's satisfaction.



Satisfaction widget

You can also configure what real-time metrics are displayed within the widget. The metrics are:

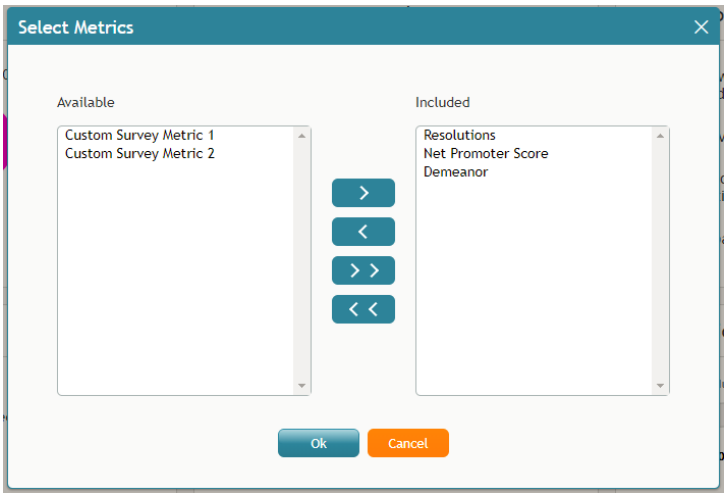
- Custom Survey Metric 1
- Custom Survey Metric 2
- Demeanor

- Net Promoter Score
- Resolutions

Please note: Demeanor, Net Promoter Score, and Resolutions are the default metrics displayed.

Configuring the Satisfaction Widget

To change the metrics displayed in this widget, click the **cog icon** in the upper right-hand corner of the widget. A pop-out window will allow you to select the desired metric.



Satisfaction metrics selection

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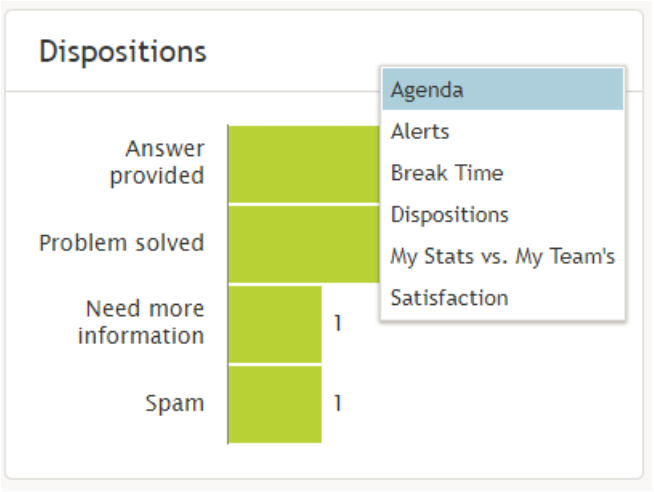

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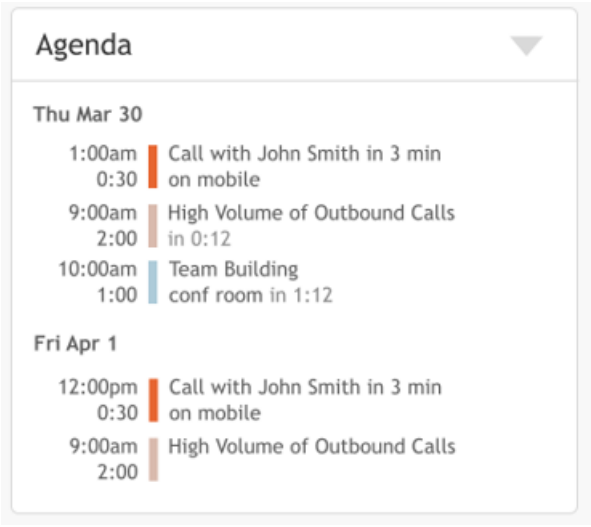

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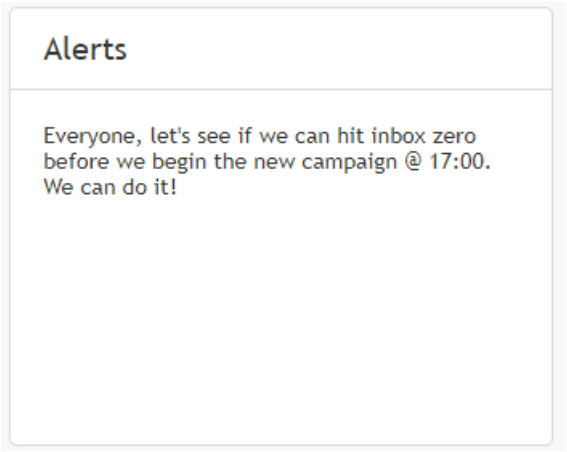

Alerts widget

Break Time Remaining

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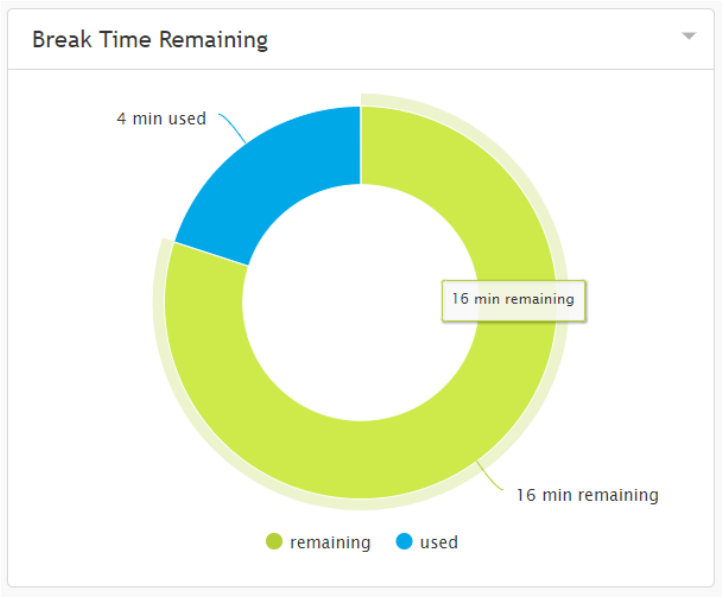

Break time remaining

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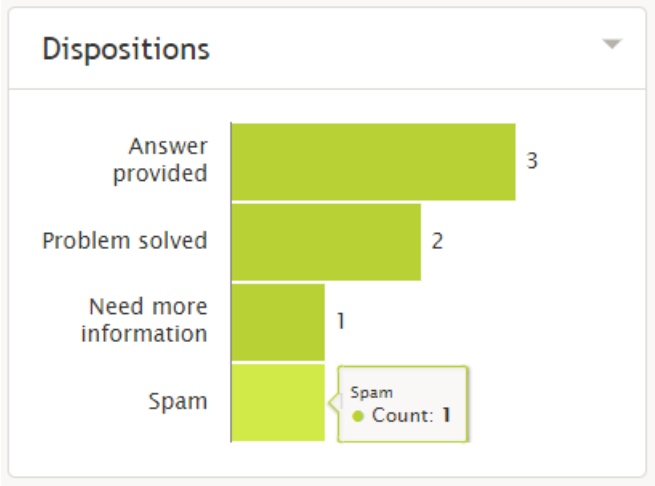

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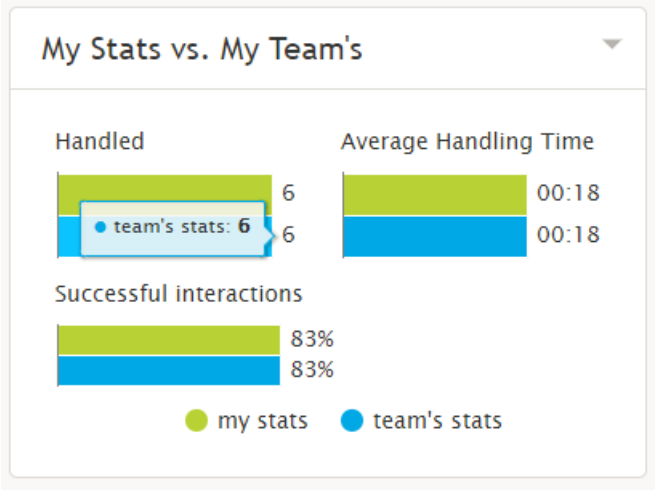
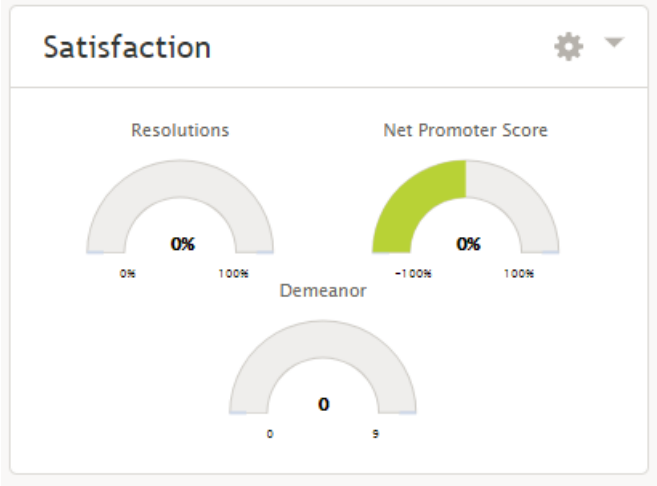


Your and your team's statistics

Satisfaction

The *Satisfaction* widget displays a short list of real-time metrics related to a customer's satisfaction.



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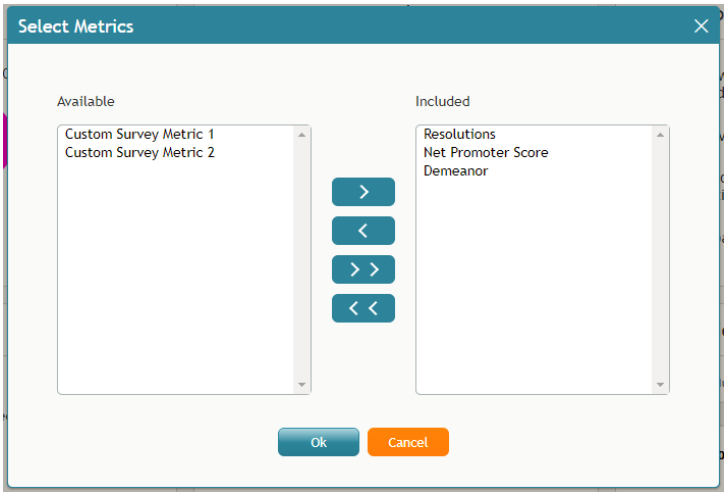

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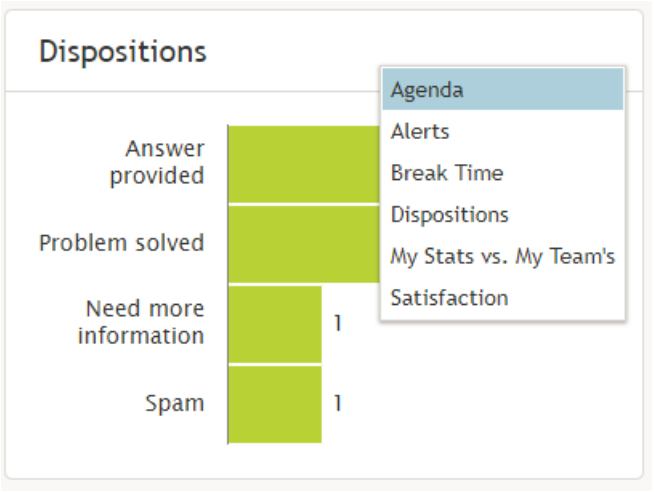

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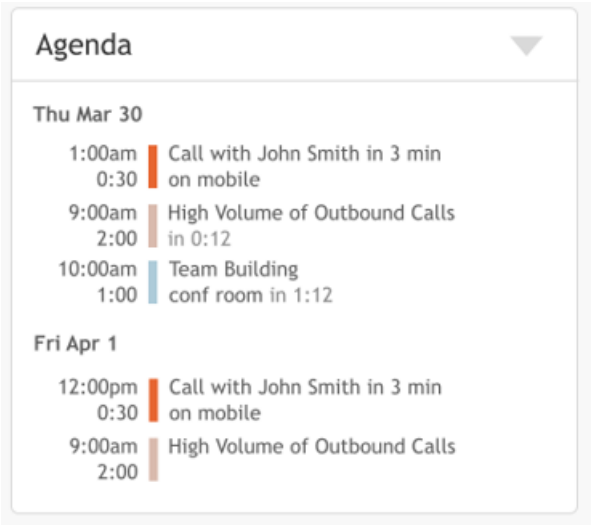

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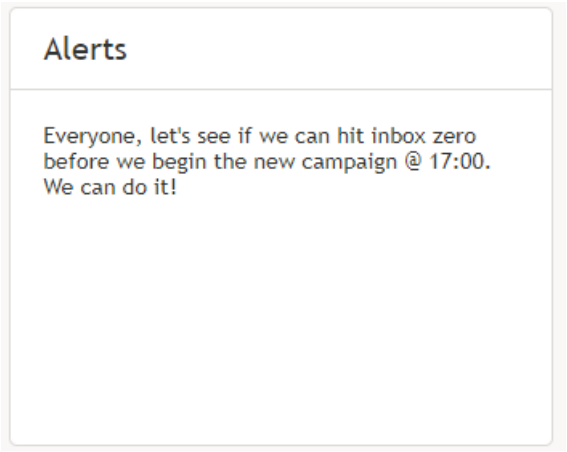

Alerts widget

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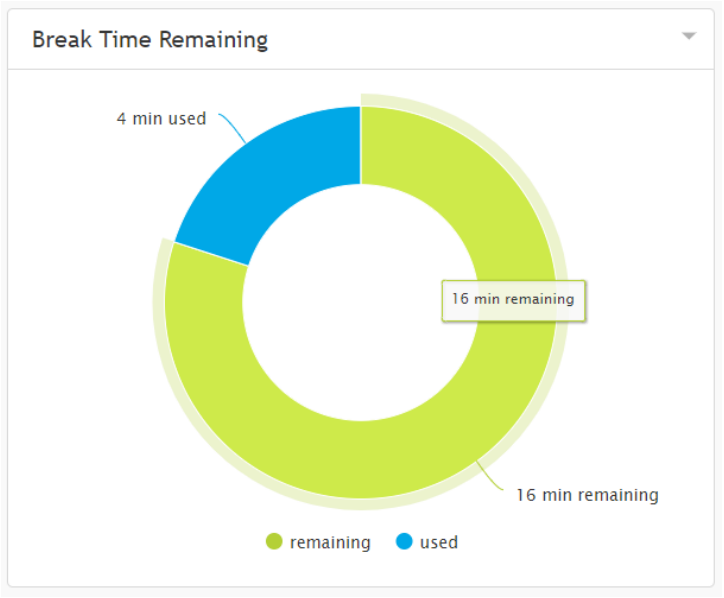

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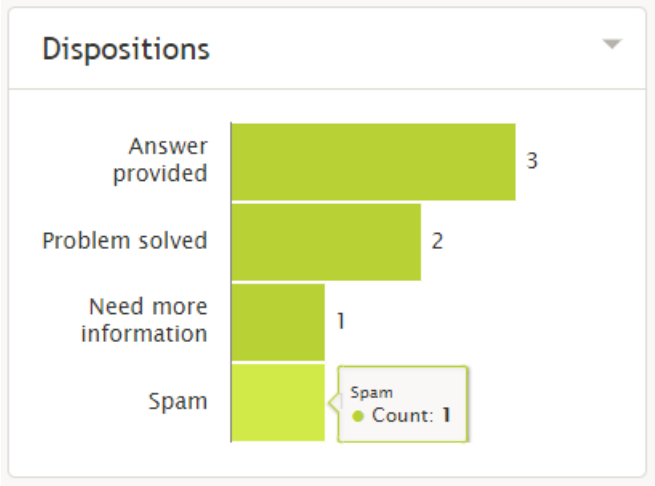

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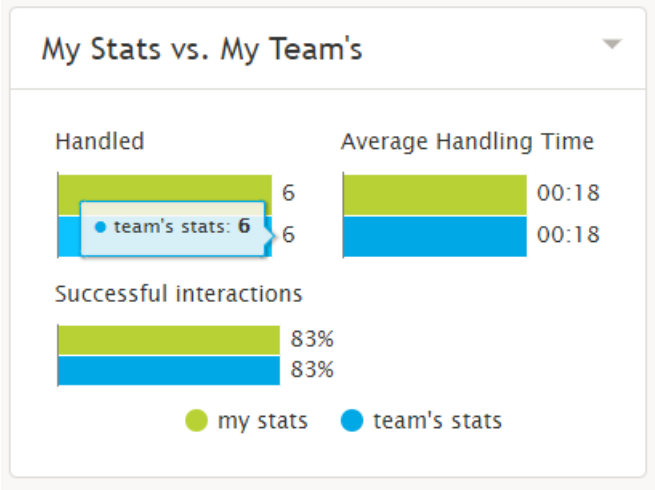

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Satisfaction

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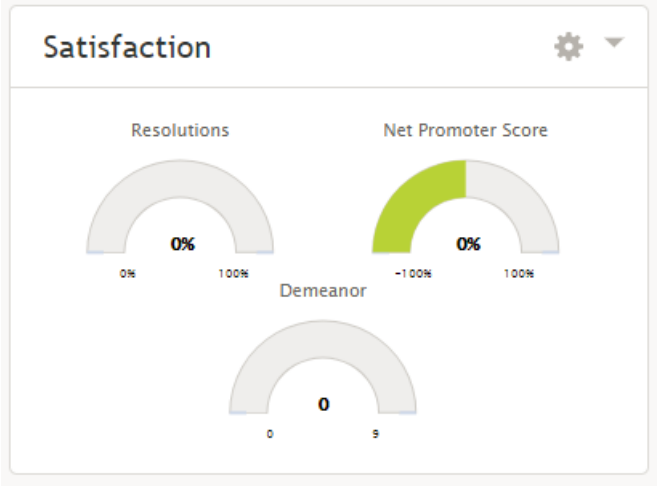

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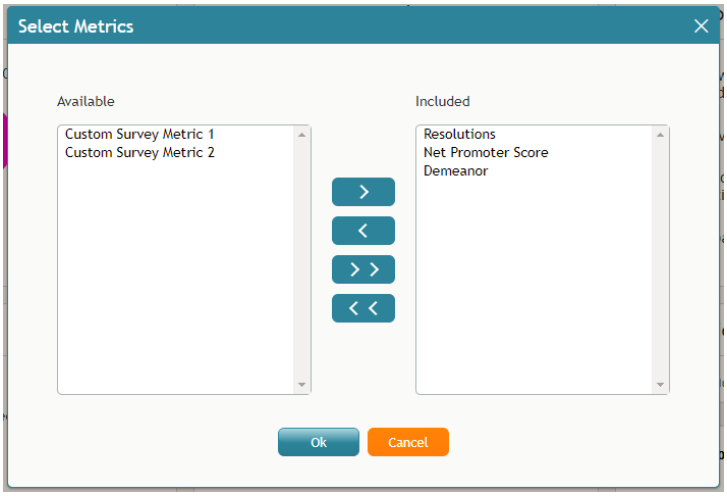

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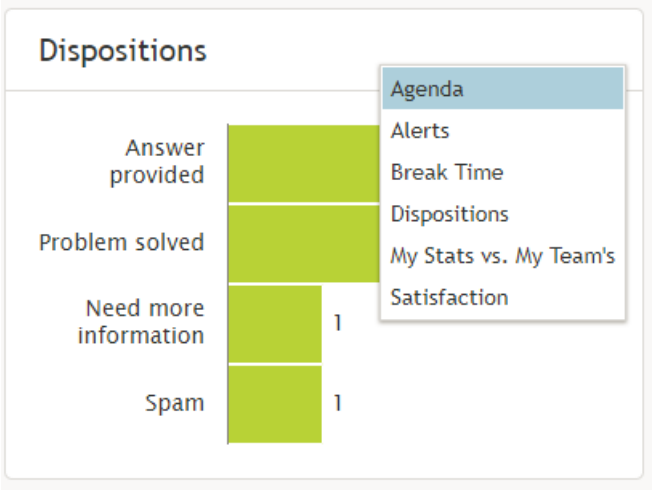

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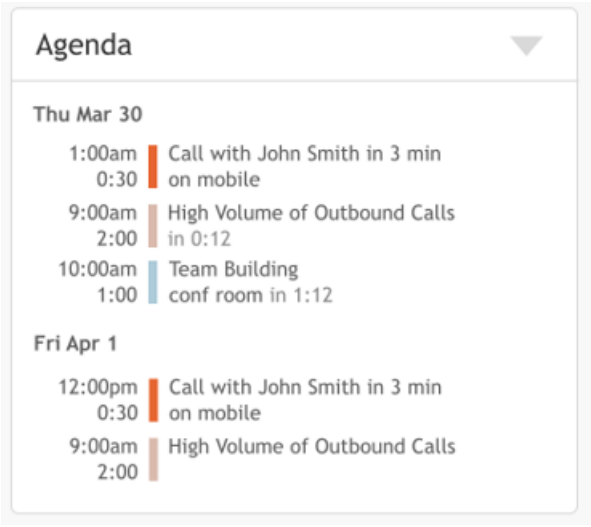

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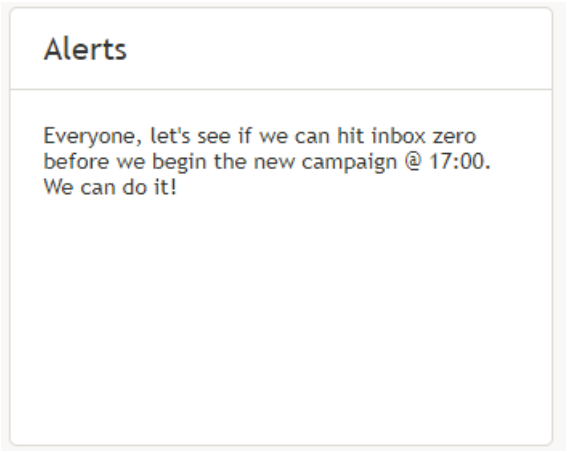

Alerts widget

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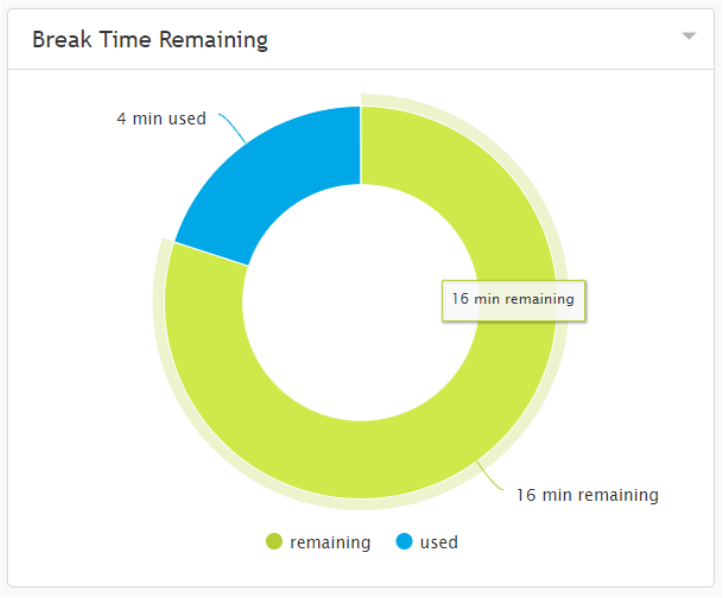

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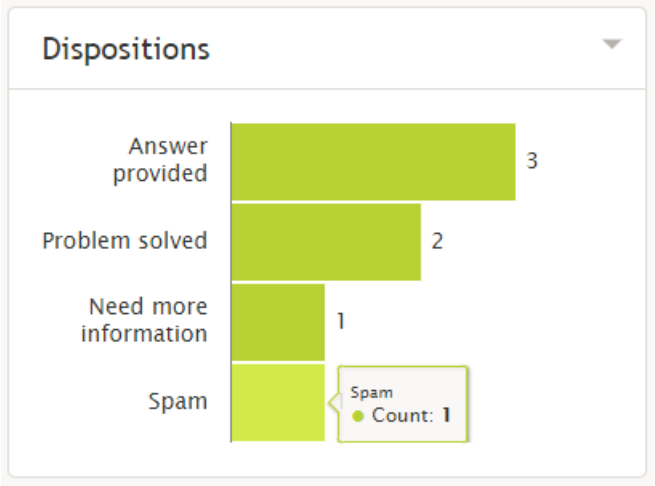

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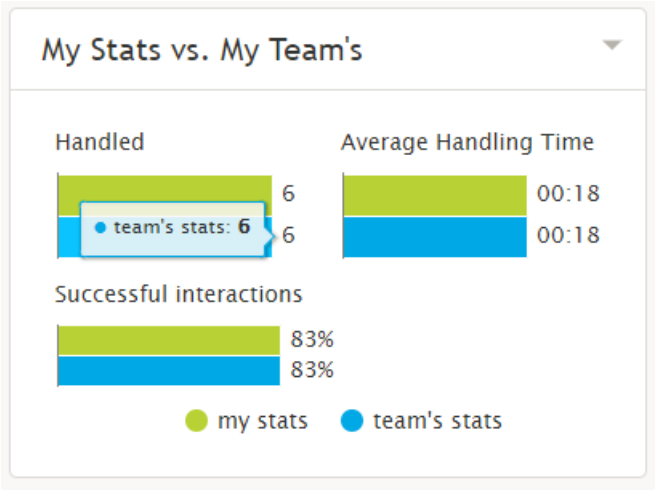

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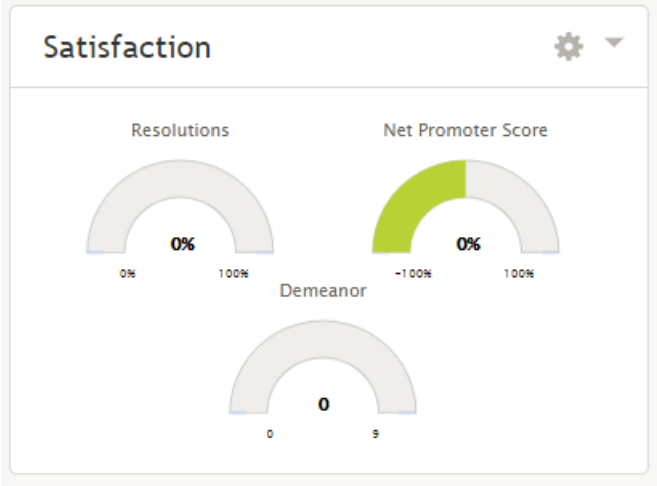

Satisfaction widget

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Configuring the Satisfaction Widget

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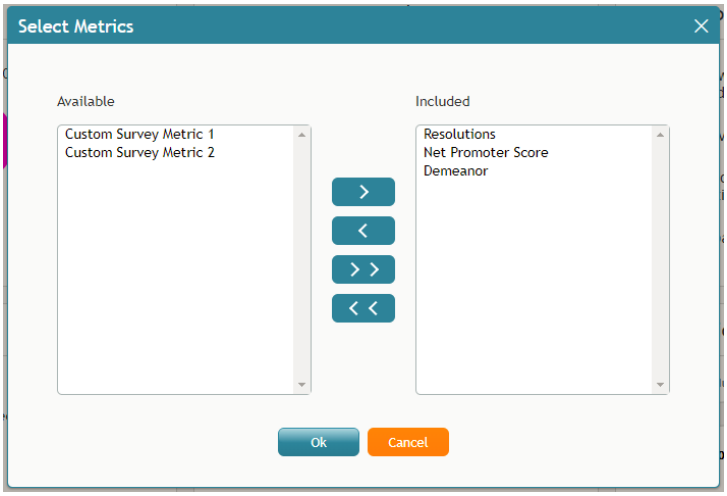

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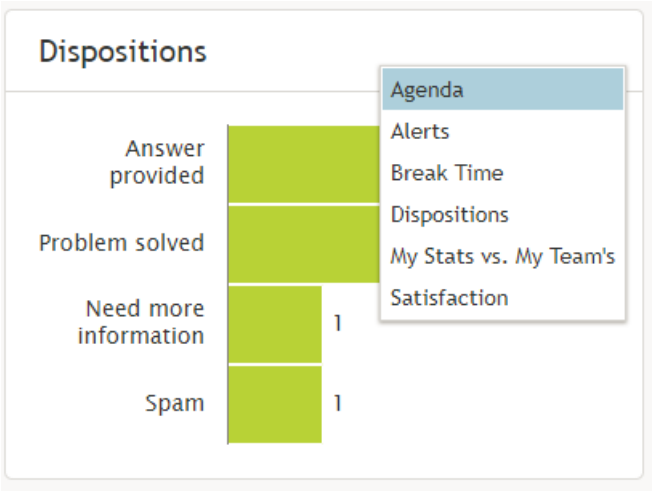

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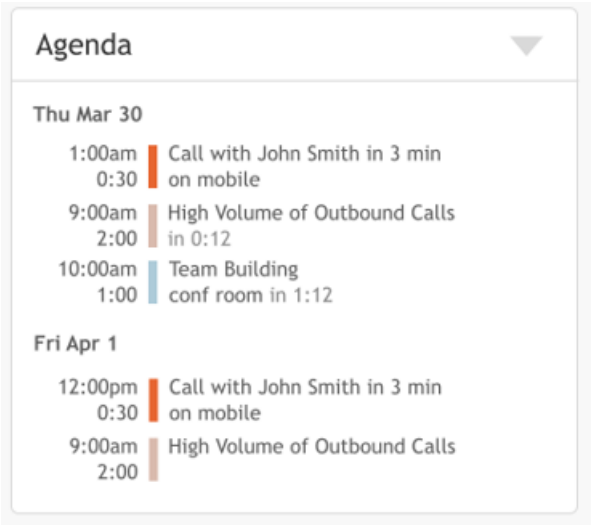

Agenda widget

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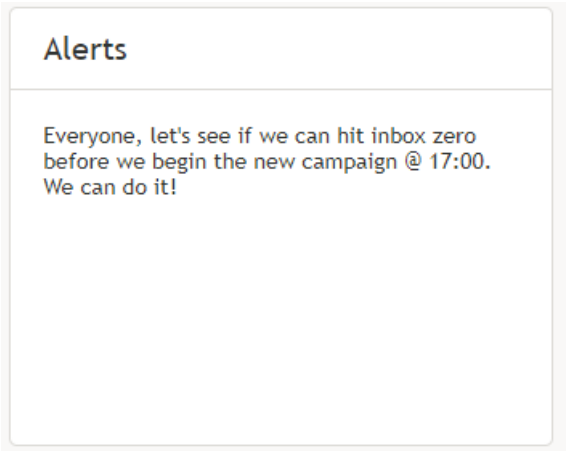

Alerts widget

Break Time Remaining

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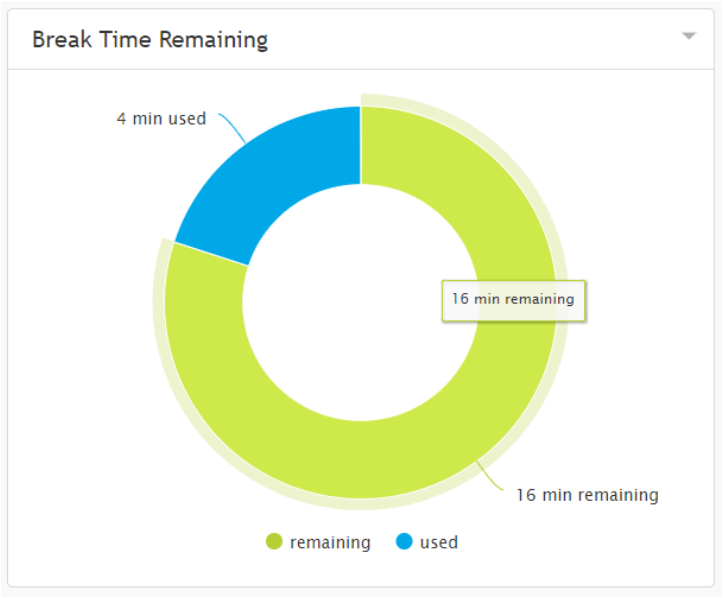
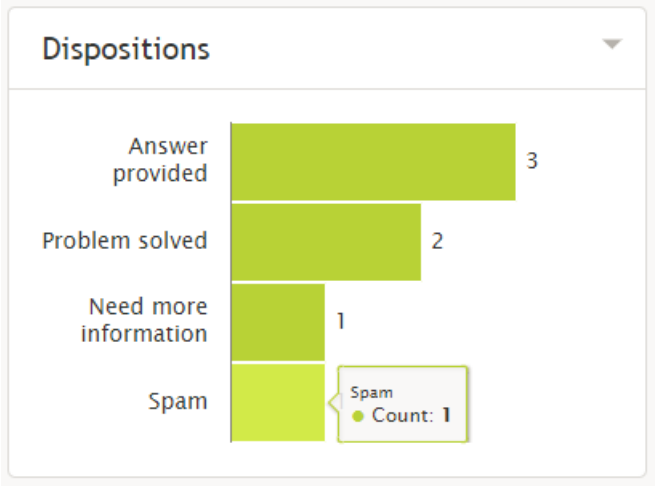


Break time remaining

Dispositions

The *Dispositions* widget displays a count of all dispositions that have been assigned to handled tasks. If you hover your cursor over the widget, you may highlight information about any of the displayed dispositions.



Dispositions widget

My Stats vs. My Team

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- **Handled**

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Displays the percentage of calls that received the Success disposition type

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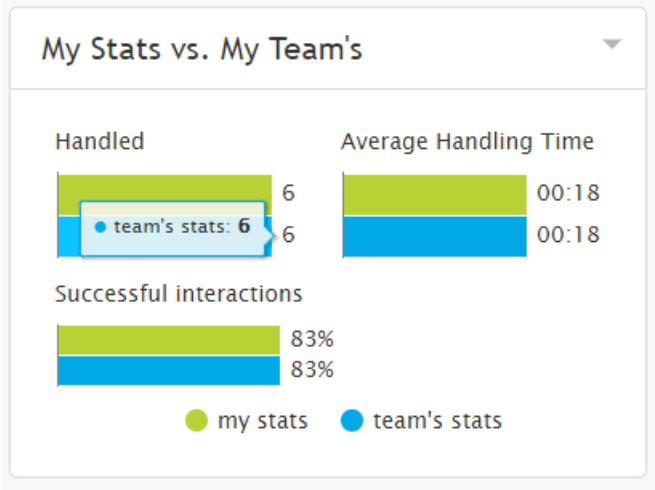

Your and your team's statistics

Satisfaction

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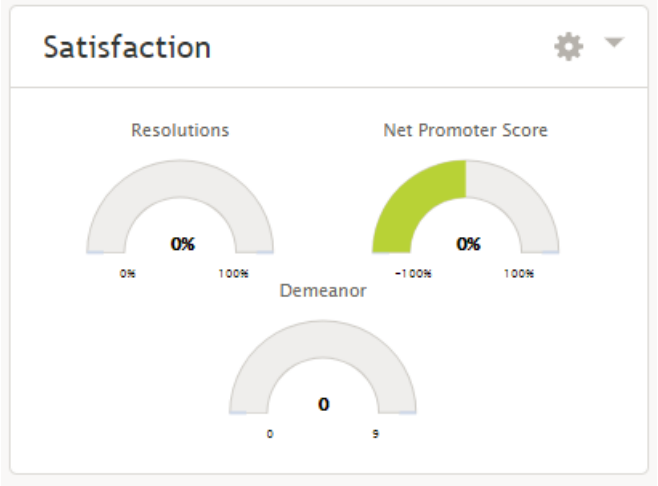

Satisfaction widget

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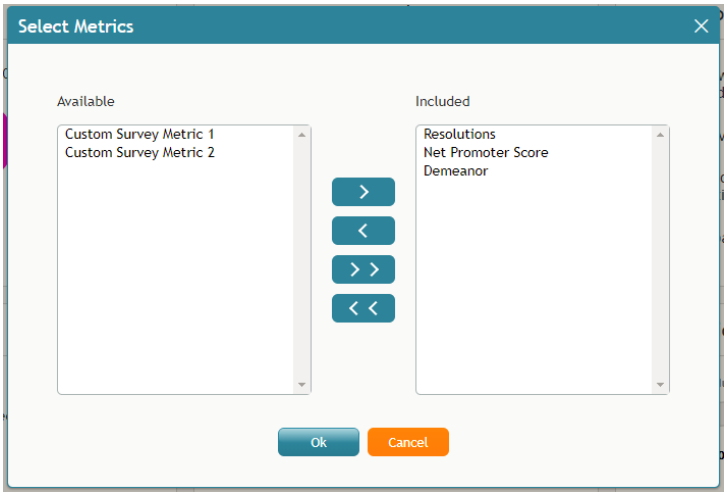

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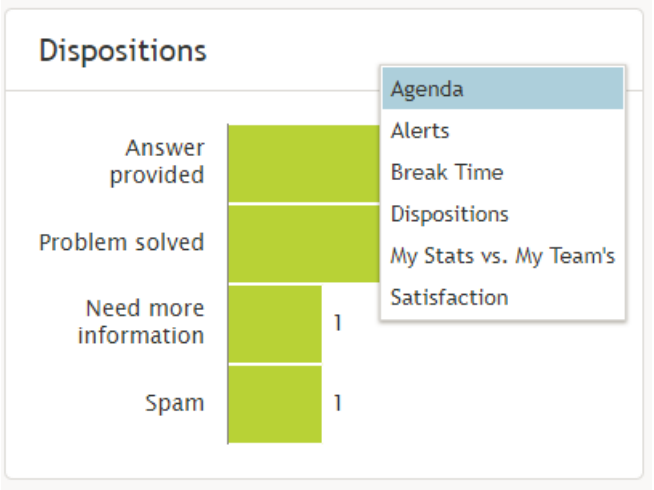

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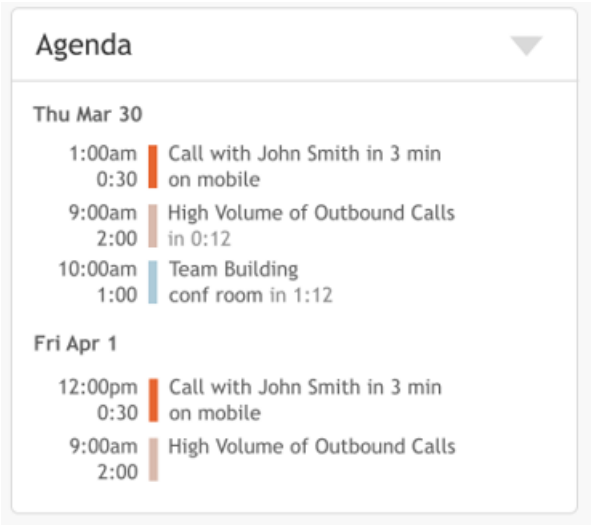

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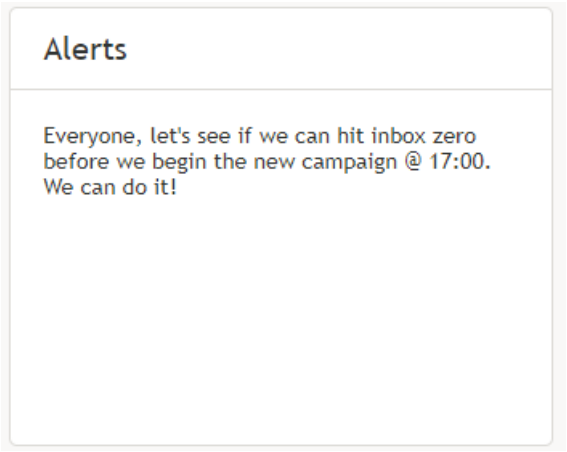

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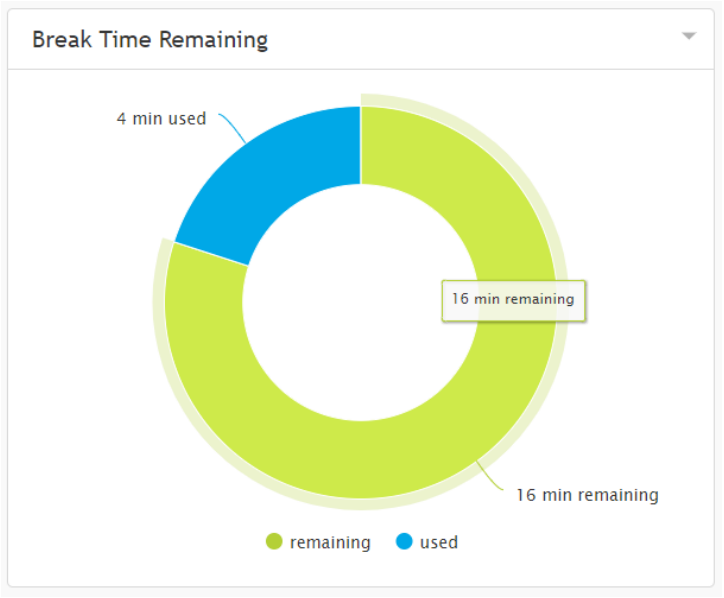

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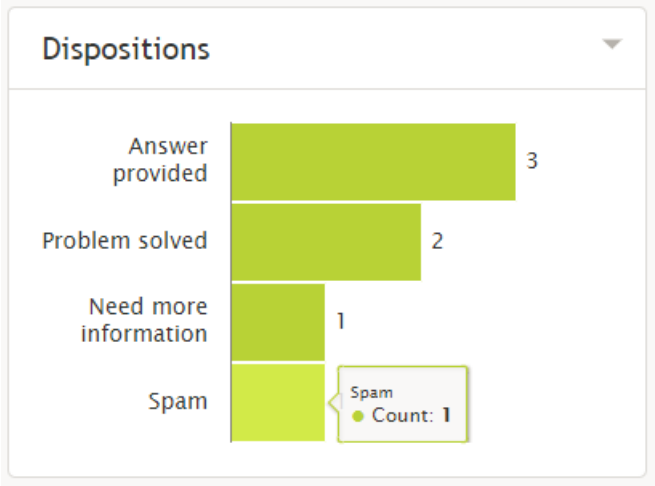

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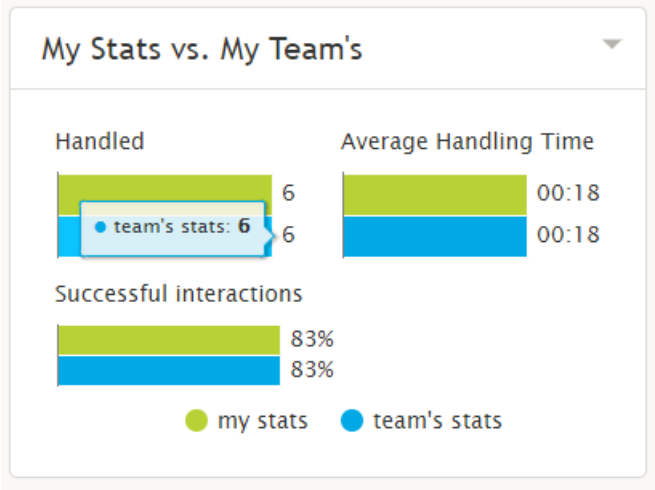

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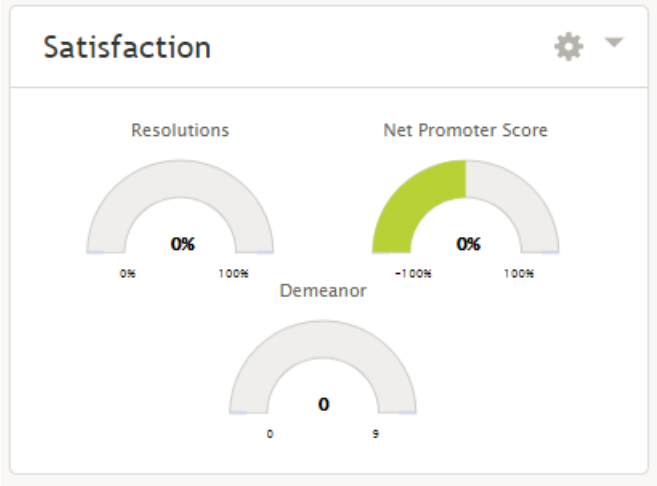

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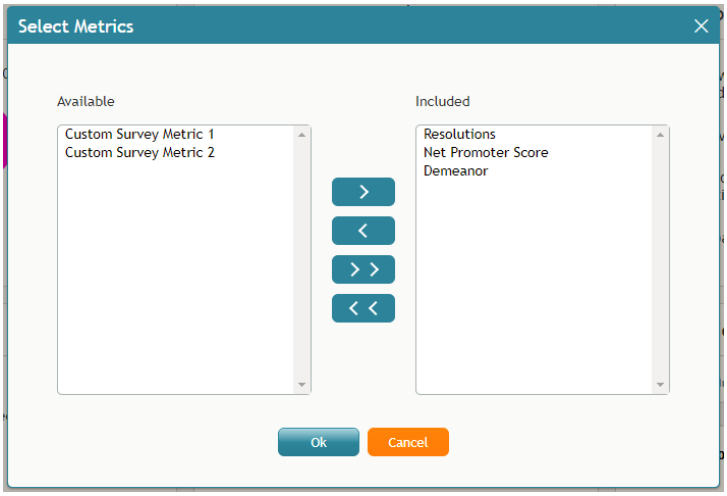

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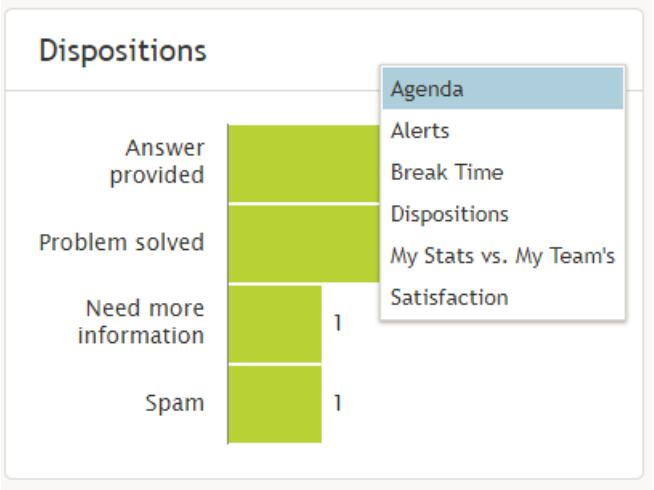

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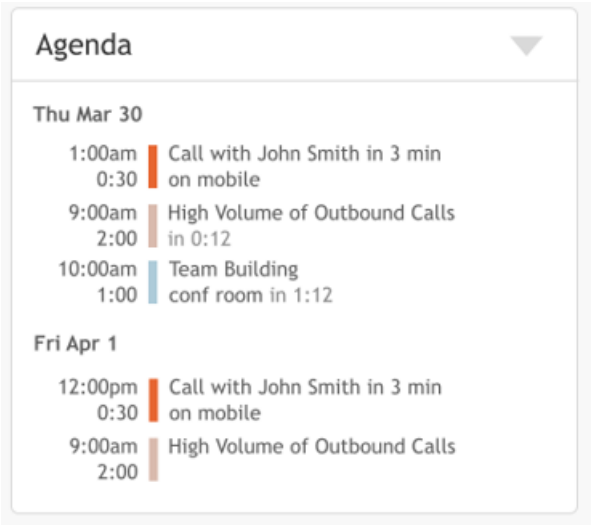

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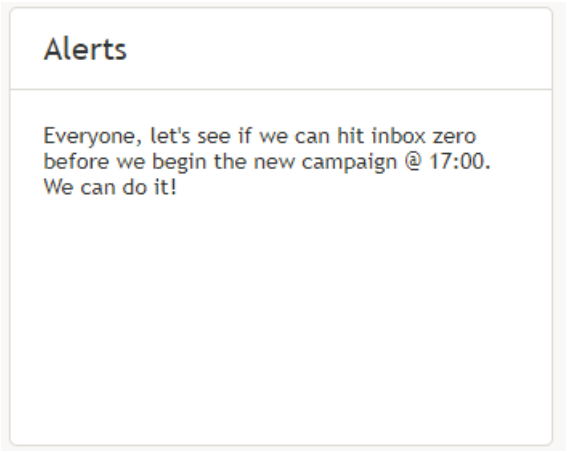

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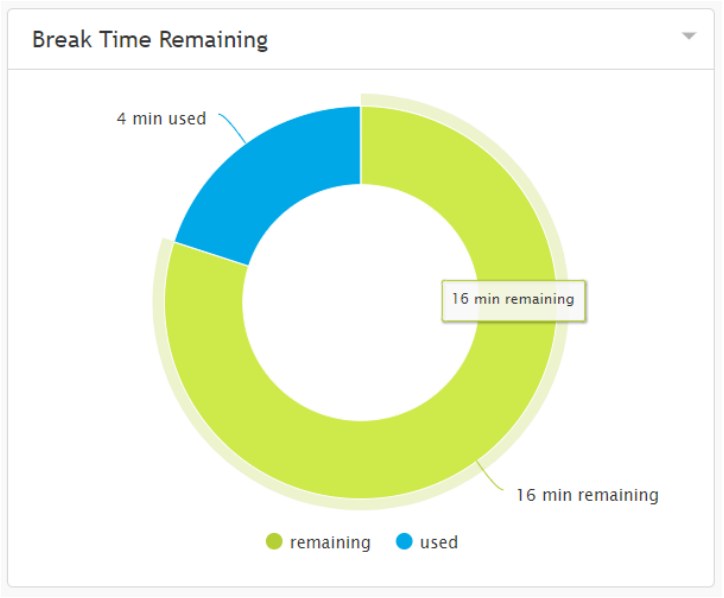

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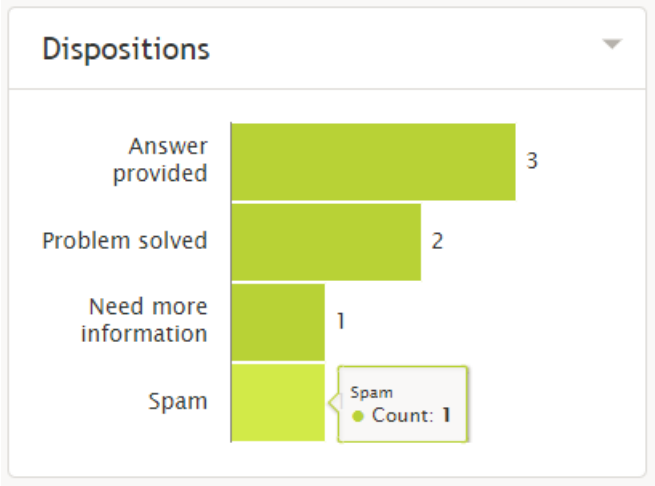

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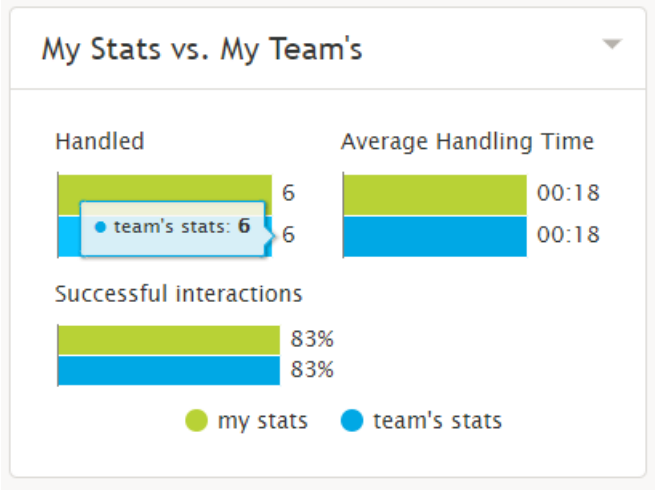

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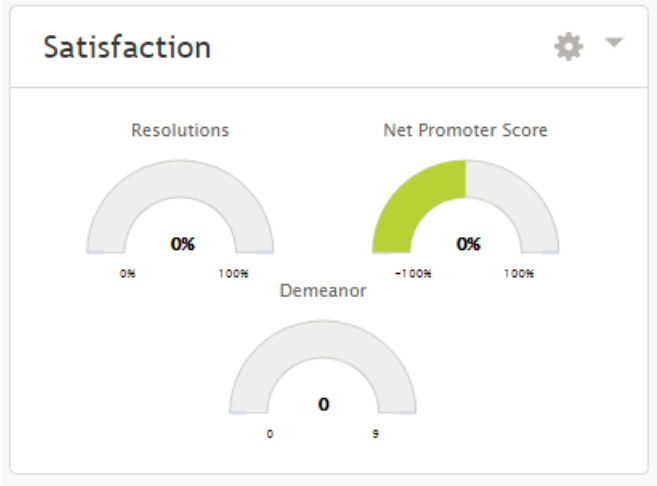

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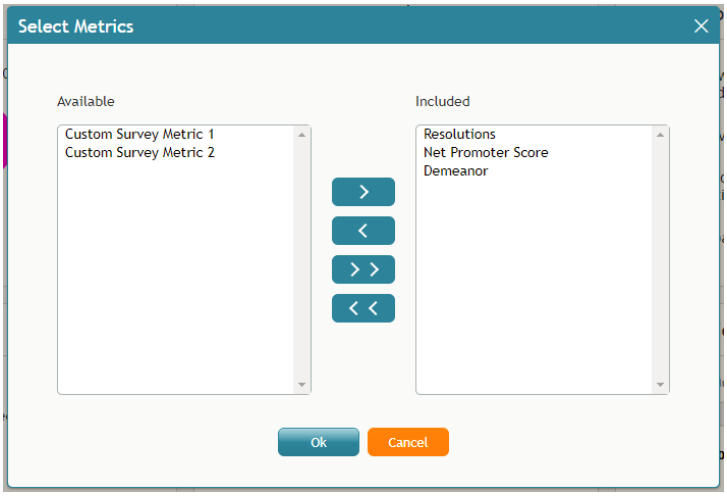

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