



5.3 Screen Recording

Bright Pattern Documentation

Generated: 8/16/2022 3:31 pm



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Screen Recordings


Your system may be [configured](#) to capture videos of desktop screens of some agents during their working sessions. For viewing of any part of an agent session recording, use the [Agent Timeline view](#).

If a screen recording is available for an agent session that you see in Agent Timeline view, you can click the screen recording icon  corresponding to a particular agent state. A new window will open showing you a video of the agent's screen recorded during the selected state. To download the recording, click the download icon  .

When an agent whose session is recorded handles an interaction, a screen recording related to handling of that interaction will also be available via the [Interaction Records view](#).

	02/01/16 02:17:49...	2009	19167...	19167400738	5:09	default bridge	Support for ...	allen.fawcett		1
	02/01/16 02:42:57...	7209555227	65037...	2009	0:34	Zendesk Tick	Support for ... Account Up...	allen.fawcett		1
	02/01/16 03:17:34...	7209555227	65037...	2009	0:35	Zendesk Tick	Support for ... Account Up...	allen.fawcett		1
	02/01/16 03:18:23...	7209555227	65037...	2009	11:09	Zendesk Tick	Support for ...	allen.fawcett		1

Interaction records with screen recordings

To view an interaction screen recording, click the screen recording icon  . The Review screen will open. Select the desired interaction segment and click the **Watch** button. To download the recording, click the **Download** button.

Note: A new window opens each time you select a screen recording to play. Depending on the internet security settings of your browser application, you may need to explicitly allow pop-ups from the corresponding Contact Center Administrator application pages.

1. REDIRECT [5.3:Contact-center-administrator-guide/CallCenterConfiguration/IntegrationAccounts](#)