

5.3 Contact Center Administrator User Interface

Bright Pattern Documentation

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User Interface Overview

Upon successful login, you will be presented with the main application view consisting of an upper bar with general options, a contact center *resources* menu on the left, and an application pane, which is the main working area for viewing and editing the selected resources.



Contact Center Administrator user interface

To work with a specific *resource*, select the resource type from the resource menu. The left side of the application pane will provide a list view of previously configured resources of the given type. To configure a new resource of this type, click the “+” button at the bottom of the list. To view and edit an existing resource, select it from the list. To look for a specific resource in long lists, use the *Search* function (i.e., the field with the magnifying glass symbol above the list). To delete an existing resource, select it from the list, and click the “x” or “-” button at the bottom of the list.

The right side of the application pane is used to define new resources of the given type and to edit configuration properties of a resource currently selected in the list view. Depending on the resource type, its configuration settings may all fit in one property screen or occupy several screens. You can switch between screens by clicking corresponding tabs. When you finish entering or updating configuration settings within a screen, click the **Apply** button to save the changes in the configuration database. If the data you have entered for a particular property violates one or more of the data integrity rules, such as uniqueness or value range, the corresponding property field will be highlighted in the color red. The subsequent chapters of this guide discuss the process of configuring each type of contact center resource in detail. Refer to the descriptions of resource properties to see what kind of integrity rules may apply to them. You can use the **Reset** button to abandon any changes you have made in the current screen.

In addition to contact center configuration, the Contact Center Administrator application can be used for reporting tasks, such as generating historical reports and for listening to call recordings. To switch between the configuration and reporting tasks, use the **Configuration** and **Reports** options in the upper bar.

To log out of the Contact Center Administrator application, click **Logout** in the upper bar. If you have any unsaved work, you will be prompted to confirm your intention to exit the application. Otherwise, your working session will terminate immediately. The application will remember the last task you worked on before you logged out and will display the corresponding view upon your next login so that you can continue the work you were doing at the end of your previous working session. Note that for security reasons, you may also be logged out automatically if you have not shown any user activity for an extended period of time.

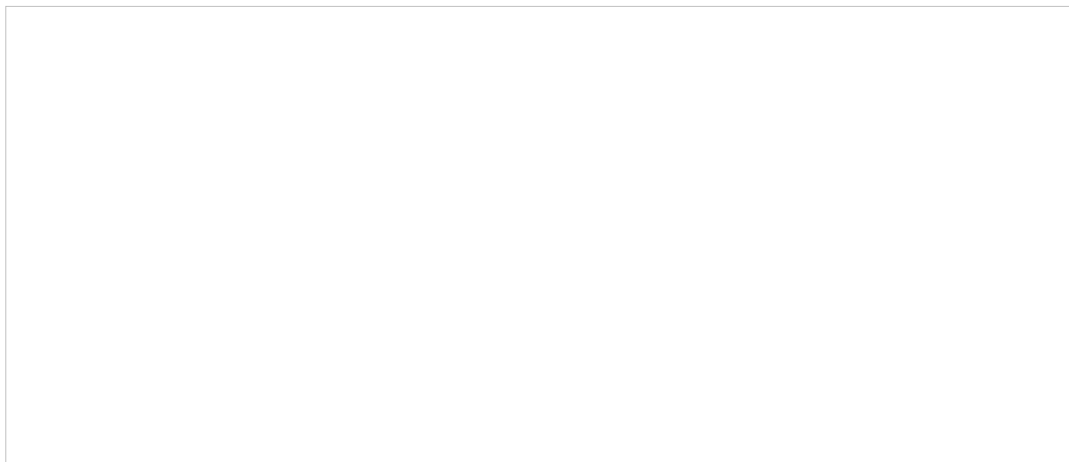
Login Procedure

Contact Center Administrator is the web application that is used for configuring all contact center resources, defining interaction processing logic for inbound call distribution and outbound campaigns, and for all reporting and quality monitoring tasks. This application is supported on the current versions of the following browser applications: Internet Explorer, Chrome, Firefox, and Safari.

Bright Pattern offers single sign-on (SSO) functionality for the contact center platform. SSO enables access to Bright Pattern's Contact Center Administrator, Agent Desktop, and Wallboard applications when you log in to any one of these applications. For example, if you log in to Contact Center Administrator and then navigate to Agent Desktop, you will find yourself already logged in to that application as well. Note that Bright Pattern SSO cannot be disabled.

How to Log in

To begin a working session with Contact Center Administrator, in the address field of your browser, specify the URL provided by your system administrator. In the login dialog box that appears, enter your username and password.



Login screen

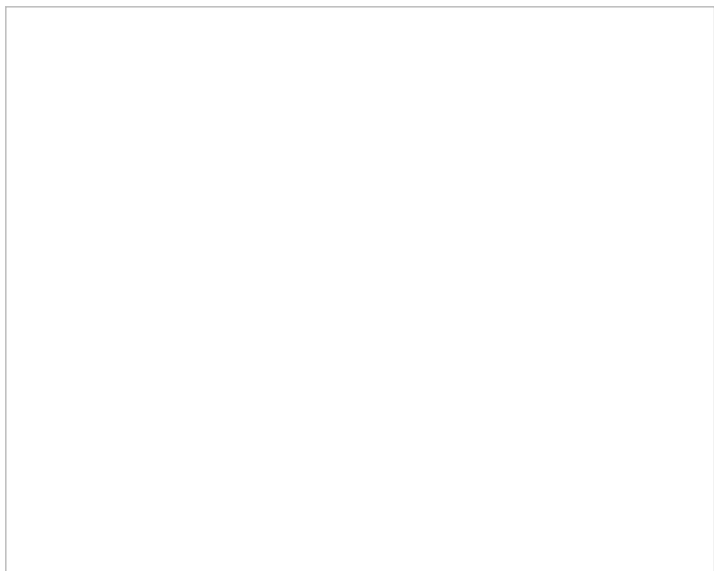
For your initial login, use the username and password provided to you by the administrator who created your user account. Depending on the policies of your organization, you may have to change this password upon a successful initial login. For password change instructions, see section [Application Settings](#).

Note: If the contact center functionality is provided to you as a service, you may also have to enter the tenant access domain name in the **Tenant** field when you log in for the first time. This name is assigned to your contact center at the service provider level. Upon a successful initial login, this name will be remembered by your browser application and be used for all subsequent login attempts.

If you forgot your password, click **Forgot Password?** in the login dialog box. In the **Password reset** dialog box that appears, specify either your email address or your user name and the tenant access domain name if applicable, and click **Proceed**. An email with password reset instructions will be sent to your email address.

Application Settings

To manage the settings of your instance of the Contact Center Administrator application, click **Settings** in the upper bar menu. The dialog box that appears provides access to the following settings: *Time zone*, *Locale*, and *Change password*.



Application settings

Time zone

Use this option to specify your default time zone. Note that this time zone setting will be applied only to your personal data requests such as time-based selection of audit log records. A different time zone setting is used for the configuration of time-based parameters of contact center resources, such as service hours. For more information, see section [General Settings](#).

Locale

The *Locale* setting is used for time/date formatting and languages.

Each locale in the drop-down menu has a time/date format that matches what is commonly used in the given locale. For example, setting the locale to *English - New Zealand* will present the date in **DD/MM/YY** format.

When using the setting for selecting an available language, note that it will affect only the text of the application itself and will have no effect on the language you use for the actual configuration data that you enter and edit.

Setting notes:

- This setting applies to the Contact Center Administrator application only.
- This setting is user specific and does not affect users on a global basis.

Change password

This option lets you change your password. You will need to enter your current password in the dialog box that appears, enter the new password, and then confirm the new password by entering it again.

Any changes to the *Time zone* or *Change password* settings will take effect as soon as you click **OK** and refresh/reload the application web page. A new password will take effect the next time you log in.