

# 5.3 Workflows

## Bright Pattern Documentation

Generated: 11/27/2021 2:57 am

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# Purpose

The Bright Pattern Contact Center Workflow Builder Reference Guide describes the building blocks of the Bright Pattern workflow language and how those blocks are managed in the Workflow Builder application. The function of each workflow block, its parameters, and usage are explained.

For information about workflow management in the context of contact center configuration, such as the association of workflows with interaction access points, refer to the Bright Pattern [Contact Center Administrator Guide](#).