

## 5.3

### Bright Pattern Documentation

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# How to Blacklist Specific Phone Numbers

Contact centers exist to make calls to and receive calls from customers. Unfortunately, contact centers sometimes receive inappropriate calls from customers. In order to protect your agents from abusive callers, Bright Pattern Contact Center software can be configured to blacklist specific phone numbers. Blacklisting or blocking a phone number means that any incoming call from that phone number is not allowed to be connected to the contact center.

This tutorial describes how to blacklist specific phone numbers.

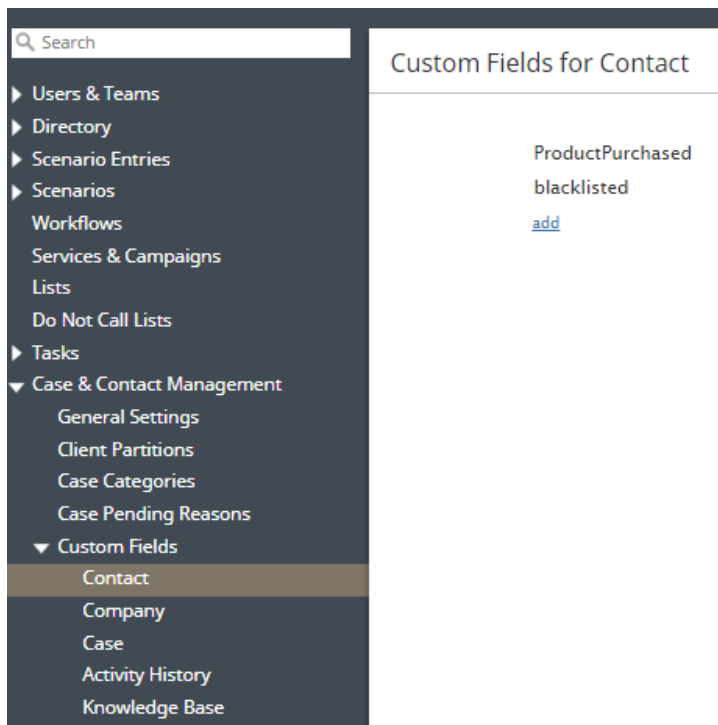
You will learn how to:

- Add a "blacklisted" flag to contact records
- Check if a caller's contact is blacklisted and reject calls by means of scenarios
- Add or edit blacklisted contacts in the Agent Desktop application

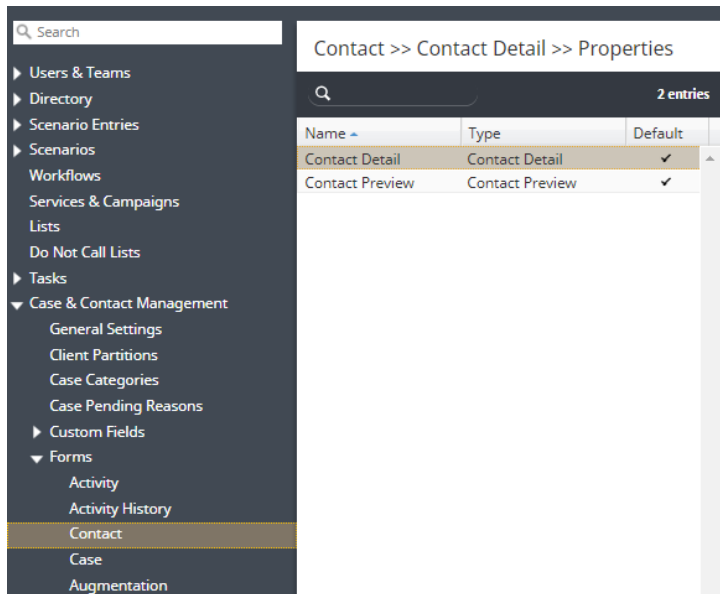
## Procedure

### 1. Add a "blacklisted" flag to contact records

1. In the Contact Center Administrator application, section [Case & Contact Management > Custom Fields > Contact](#), add a custom field (e.g., "blacklisted"). Click **Apply** to save.

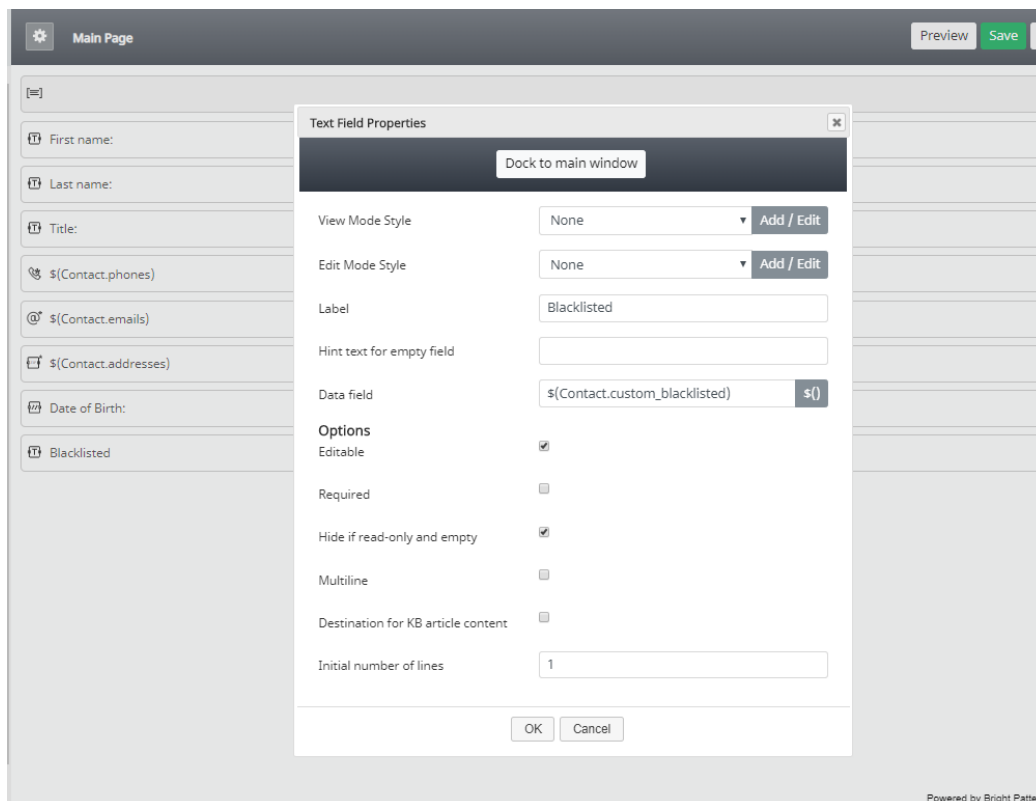


2. Navigate to [Case & Contact Management > Forms > Contact](#) and open your default Contact Detail form; this will launch the Form Builder application.



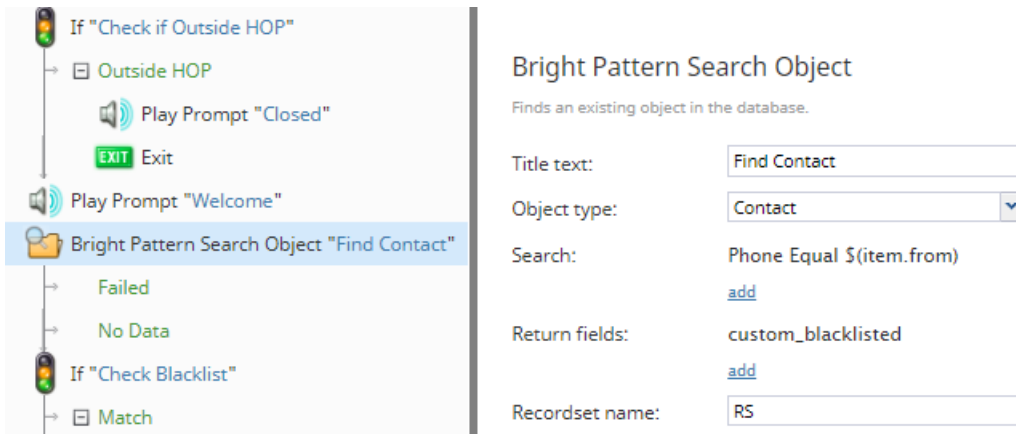
- In the Form Builder application, add a [Text](#) field to the Contact form, and then click the **edit** icon. When configuring the field, apply a [Label](#), select the [Editable](#) option, and then map the custom contact field created in Step 1 to the [Data field](#) property. Click **OK** to save the field properties, click **Save** to save the form, and then close the application.

**Note:** If you edit the system default Contact Detail form, when you save the form it creates a duplicate Contact Detail form. Rename the duplicate and select the option **Default form for this type**. Click **Apply** to save the changes.

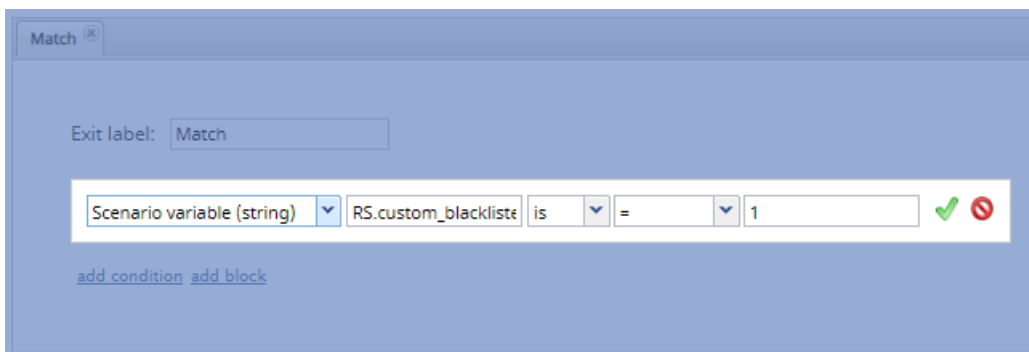


## 2. Configure a scenario that identifies and rejects blacklisted callers

1. In the Contact Center Administrator application, navigate to *Scenarios > Voice*, and then open the voice scenario associated with your configured inbound voice service.
2. In the Scenario Builder application, add a [Bright Pattern Search Object](#) block to your scenario. Configure the block to include the following:
  - **Object type:** Contact
  - **Search:** Phone Equal (\$item.from)
  - **Return fields:** The name of the custom data field that you created in the previous step, as it appears in the field properties (e.g., in the above example this would be "custom\_blacklisted")
  - **Recordset name:** Any word or letters you wish to associate with this block (e.g., "RS")



3. Next, place an [If](#) block immediately after the Bright Pattern Search Object block you created in the previous step to your scenario. Add a [branch](#), add a [condition](#), and configure it as follows:
  - Scenario variable (string)
  - The variable returned by the previous block, prepended by the recordset name (e.g., "RS.custom\_blacklisted")
  - is
  - =
  - The symbol or string used in the contact form to specify the contact is blacklisted (e.g., 1)



4. From the configured branch, you can route the blacklisted caller as you see fit. For example, you could add a [Play Prompt](#) block, configure it to play a message to the blacklisted caller, and then add an [Exit](#) block to terminate the call.

When you are finished, click **Save** and exit the application.

The screenshot shows a workflow editor interface. On the left, a vertical flowchart contains several steps: 'If "Check if Outside HOP"', 'Outside HOP', 'Play Prompt "Closed"', 'EXIT Exit', 'Play Prompt "Welcome"', 'Bright Pattern Search Object "Find Contact"', 'Failed', 'No Data', 'If "Check Blacklist"', 'Match', 'Play Prompt "STOP CALLING"', 'Find Agent', and 'No Agents'. The 'If "Check Blacklist"' step is highlighted. On the right, a configuration pane for the 'If' step is shown. It includes a description: 'Allows branching scenario on conditions. Can have a number of conditions with associated branches.' Below this, there is a 'Title text:' field with the value 'Check Blacklist' and an 'Add branch' button. A 'Match' section contains an 'Exit label:' field with the value 'Match' and a text area with the condition: '"RS.custom\_blacklisted" = "1" (string)'. There are also links for 'add condition' and 'add block'.

5. If necessary, repeat the four previous steps for your other inbound scenarios that you want to reject blacklisted numbers.

### 3. Add or edit blacklisted contacts in Agent Desktop

When you need to block a particular number, in the Agent Desktop application, section [Search & Preview Records](#), create a contact for the given caller or edit an existing contact. The field "Blacklisted" will be displayed on the Contact form. Enter a symbol or string that you used in the scenario (step 2.3 above) to specify that the contact is blacklisted (e.g., "1") in this field, and then select **Save**.

You can repeat the above step at any time for any other numbers that need to be blacklisted.

The screenshot shows the Agent Desktop application interface. At the top, there is a search bar with the text 'Search Tom Jane x'. Below the search bar, there is a profile picture of a man wearing a yellow hard hat and the name 'Tom Jane'. The contact form below contains the following fields: 'First name: Tom', 'Last name: Jane', 'Title: ', 'Mobile: 1650555555', 'Primary email: justwanmykidsback5000@gmail.com', 'Primary address: 123 Fake Street', 'City: Springfield', 'State: AK', 'Zip: 1234', 'Date of Birth: ', and 'Blacklisted: 1'. There are red 'X' icons next to the Mobile, Primary email, and Primary address fields, indicating they are required or have errors. There are also plus icons next to the 'add phone', 'add email', and 'add address' labels.

