5.3 Scenario Builder Basics

Bright Pattern Documentation

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Table of Contents

Scenario Builder Overview

For every customer interaction that enters your contact center, Bright Pattern Contact Center software has to process that specific interaction to determine what to do with it (e.g., what prompts or announcements to apply, what resources to queue for, what music to play, or when to over-flow to alternate resources). The logic of such automated interaction processing is defined in a *scenario*. Execution of a scenario with respect to a specific interaction is triggered by a particular event, such as the arrival of a call at a specific access number, or the initiation of a chat session from a specific web page.

Scenarios are designed and edited in the Scenario Builder application. This application is launched from the Contact Center Administrator application when you add a new scenario or select an existing one for editing. For more information, see section Scenarios Overview of the Bright Pattern *Contact Center Administrator Guide*.

Scenario Builder

Scenario Engine

The Scenario Engine is the component of Bright Pattern Contact Center software that executes your scenarios. Starting from version 5.0, should scenario failover occur (i.e., the Scenario Engine fails while processing a Voice scenario), the scenario will be transferred to a backup Scenario Engine; this will restart the scenario from the last executed block and prevent active, connected calls from being disconnected.

The following are some examples of what can occur at various stages of scenario failover:

- If scenario was on Interactive Voice Response (IVR) stage, the current IVR block will run again. For example, if a scenario is on the Collect Digits block, all entered digits will be lost and the greeting prompt will be played again. If the same scenario has a second call leg (is on the Connect Call block), the second leg is immediately disconnected and the Connect Call block again starts to dial to the destination.
- If a scenario failover occurs, calls waiting in the queue (i.e., the Find Agent block) will be immediately queued again by new Scenario Engine using the skill requirements collected by original scenario.

- Pending scenario blocks (i.e., ringing, dialing, transfers in progress) may be lost.

Note: Real-time statistics are incrementially affected by scenario failovers in some instances. For example, for queued calls, one inbound call will increase statistic value by two (e.g., the first time when it was queued by original Scenario Engine, the second time when it was switched over to new Scenario Engine).

Graphical User Interface

Scenario Builder incorporates a graphical user interface (GUI) with which you can visually connect a sequence of functional blocks, thus building your scenario. These blocks are known as *scenario blocks*. Scenarios are created using a flowchart format that represents the sequence of interaction processing steps in the scenario. Different scenario blocks perform different functions, such as playing prompts, collecting digits, or looking for available agents.

To add a block to the scenario, select it from the list on the left and drag it to the desired location within the scenario. To remove a block from a scenario, select the block within the scenario and drag it back to the list of blocks on the left.

Scenario Blocks

Each block has its own configuration attributes, which appear in the edit pane on the right when the block is added to the flowchart or selected within the flowchart. The attributes specify the function represented by the block. For example, the *Play Prompt* block has an attribute that specifies which prompt shall be played when this block is executed in a specific processing step of a specific scenario. The scenario blocks described in this guide may have configuration attributes related to conditional exits, prompts, and/or settings.

Conditional Exits

The scenario typically processes blocks sequentially; however, some blocks have multiple paths that the scenario can take after processing the block. These paths are called conditional exits. Conditional exits enable you to determine how the voice scenario responds to certain conditions that may occur during the processing of an interaction, such as an agent not responding to a call. Each conditional exit appears in the flowchart as green text beneath the block to which it applies. A conditional exit may contain a flow of blocks to handle specific situations.

Prompts

Many blocks use voice prompts to request input from callers, inform callers about events, or play music while callers are waiting for an agent. These prompts can be either prerecorded audio files or static prompts that the system generates using Text-to-Speech (TTS) functionality from textual prompt descriptions. The Prompt Manager dialog box in Scenario Builder lists all prompts the open voice scenario uses, and it lets you set the languages in which the voice scenario can play prompts.

Settings

Settings, also known as configuration attributes, for this block appear in the edit pane on the right when the block is added to the flowchart or selected within the flowchart. These settings specify the function represented by the block.

The subsequent sections of this guide describe specific scenario blocks, their attributes, and usage. The blocks are listed in alphabetical order.

1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/FindAgent

1. REDIRECT 5.3:Scenario-builder-reference-guide/Exercises/HowtoCreateaBasicScenario

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1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/ConnectCall

1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/Exit

1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/StartAnotherScenario

1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/InternalMessage

Interaction Records Search

When you select the *Interaction Records* tab from the top of the screen, the application pane will initially display a search page where you define media type(s) of the interactions you are looking for as well as other search criteria, such as time frame, participating agent(s), and/or service(s) involved.

This section offers an overview of the Interaction Records Search feature. For detailed descriptions of search criteria and search results, see sections List of Interaction Records Search Criteria and Search Results.

Notes:

- Only completed interaction segments appear in the Interaction Records search. For emails, this means that an email will only appear in search results after it has been replied to, closed without reply, or saved as a draft. Thus, emails in the initial distribution queue will not be shown.
- The standard aggregation period for the raw data used to produce detailed interaction records and historical reports is 15 minutes; therefore, under normal circumstances, detailed records for completed interactions and agent activities are available in Interaction Records and Agent Timeline within 15 minutes.
- In a worst-case scenario, the recordings for an interaction may be unavailable during two aggregation intervals (i.e., 30 minutes). Therefore, we recommend reviewing an interaction 30 minutes after it is completed.

Adding Search Conditions

Your search criteria can have any number of conditions (i.e., search criteria). To add a condition to your search, click **add condition**. To edit or delete an existing condition, use the mouse-over operation.

Interaction records search

Saving Search Conditions

You can save a set of search conditions for future use--a helpful capability for when you regularly run the same searches and you do not want to add conditions manually each time you search. To save a set of search conditions, click **Save** and assign a name to it. To use a previously saved set of search conditions, click **Load**, and select its name from the drop-down menu.

Click "Save" to save your search conditions for future use

Viewing Search Results

When all desired search conditions are specified, click the **Search** button. The [Search Results](#) page will open with the list of interaction records matching your search criteria. Each row of the displayed table describes a single interaction.

Search results

Note that an interaction may have multiple segments (e.g., when a call was handled by multiple agents). The number of segments in a call is shown in the *Segments* column. You can see details for each segment of a selected call by clicking that number.

Some columns show data that is media-type specific (e.g., *Case ID Subject* is only relevant for emails). You can adjust the format of your table to display only the columns for the data that you need. To remove columns, hover over any column header, open the drop-down menu, and unselect the columns for the data you do not need.

You can download all records that appear in the Search Results page in the .CSV format. To export the records, click the **export** button at the bottom of the page.

You can also manually download email content, call recordings, and call progress analysis (CPA) recordings for the interactions shown in the *Search Results* page. Note that manual download is limited to up to 100 emails, 100 call recordings, and 500 CPA recordings, respectively.

Periodic automated export of call/CPA recordings is configured via *Services and Campaigns > Results Tab* of the Contact Center Administrator application.

Erasing Interaction Content

The *Erase* feature for an interaction record allows you to remove the content of the record (i.e., voice recording and/or transcript for a call, the transcript for a chat, message body for an email, etc.), which may be necessary in order to comply with privacy laws or security standards. When taking this action, note that you can delete the content of one interaction at a time. For bulk erasure of interaction content, see the *Contact Center Administrator Guide*, section Results Tab > Interactions Erasing.

An interaction record with the option to erase it

How to Erase Interaction Content

To erase content of a single interaction, take the following steps:

1. Configure the desired criteria for your records search and find the desired interaction record.
2. Open the record for review by clicking it's content item.
3. At the bottom of the record, select the **Erase** button; this will pop the *Erase interaction* window

Interaction-Records-Erase-Window-1-53.PNG

4. Select **Items to erase**, which displays the type of content you wish to erase (e.g., a voice recording, a transcript, or both)
5. Fill in the mandatory **Reason** field; this allows you to provide a reason the content was erased.
6. Select the **Erase** button and you will see a new prompt, warning you that erasing the interaction is permanent.

    Interaction-Records-Erase-Interaction-Prompt-53.PNG

7. Select the **Erase** button again and the interaction will be permanently erased. Note that for email interactions, the *Erase* function erases content of one email message at a time. For other media types (voice, chat), the content of the entire interaction will be erased at once, regardless of the number of interaction segments.

Note that in the interaction window, if you select the segment that was erased, a message will display the time, date, user, and reason the interaction was erased.

Interaction-Records-Erased-Interaction-Message-53.PNG