

# 5.3 Reference

## Bright Pattern Documentation

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# Scenario Reference Material

In order to maximize the effectiveness of your scenarios, this guide provides reference material on variables, expressions, and voice prompts and segments. Variables and expressions allow your scenarios to pass information from your customers to your contact center and agents, as well as parse data. Voice prompts and segments utilize integrated text-to-speech technology to play prompts to customers.

## Standard Fields for CRM Objects

- [Standard Fields for CRM Objects](#)

## Variables and Expressions

- [Variables](#)
- [String Expressions](#)
- [Integer Expressions](#)
- [Floating Point Expressions](#)
- [Built-in Functions](#)

## Voice Prompts and Segments

- [Voice Prompts](#)
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## Standard Fields for CRM Objects

The following is a list of standard fields from CRM objects that are returned in the [Bright Pattern Search Object](#) block.

**Note:** Custom fields are stored with the `custom_` prefix.

### Activity History

#### **`_id`**

Identifier of the given activity history object

**Example:** `_id: ObjectId("58c37dc25be74141236fc250")`

#### **`account_id`**

For email activities, returns the internal identifier of the email scenario entry

**Example:** `account_id: "B5A69B62-9E37-48A0-8864-5E71E19148EE"`

#### **`assigned_by_first_name`**

Reserved

## **assigned\_by\_last\_name**

Reserved

## **assigned\_by\_user\_id**

Reserved

## **assigned\_from\_first\_name**

Reserved

## **assigned\_from\_last\_name**

Reserved

## **assigned\_from\_user\_id**

Reserved

## **case\_ids**

Returns identifiers of cases that the given activity relates to; note the following:

- For chat and voice interactions, it may take multiple interactions to resolve a case
- For email interactions and notes, a single case is allowed

**Example:** case\_ids: [ObjectId("58b744a27477eb6d1076e645")]

## **created\_time**

For chat and voice interactions, returns the time at which the interaction started (i.e., when it was first detected in the system); for email interactions and notes, returns the time at which this record was created (e.g., inbound email was received, outbound email was sent)

**Example:** created\_time: ISODate("2016-10-14T01:39:38.326Z")

## **direction**

For interaction-handling activities, provides a media-specific direction; it displays one of the following: INBOUND, OUTBOUND, REPLY, FORWARD, AUTO\_ACK

Note the following:

- For chat interactions, it displays either INBOUND or OUTBOUND
- For email interactions, it may display INBOUND, OUTBOUND, REPLY, FORWARD, or AUTO\_ACK
- For voice interactions, it displays either INBOUND or OUTBOUND

**Example:** direction: "OUTBOUND"

## **email\_id**

For email activities, returns the ID of the current email interaction

**Example:** email\_id: ObjectId("579a651f7477eb3c65b652d8")

## event

Reserved

## flagged

Indicates whether an activity history record is flagged in the activity history of a case

**Example:** flagged: false

## global\_interaction\_id

For interaction-handling activities, returns the [global interaction identifier \(GIID\)](#)

**Example:** global\_interaction\_id: "E9FF0804-A1E9-47CF-8D2F-60E684B21657"

## has\_voice\_recording

If voice recordings are enabled, this indicates whether the interaction has a voice recording.

**Example:** has\_voice\_recording: false

## media\_type

Returns a value that indicates the type of interaction, which include the following: EMAIL, CHAT, VOICE, CASE, or NOTES

**Example:** media\_type: "EMAIL"

## original\_email

For email activities, returns the ID of the original email interaction in the case

**Example:** original\_email\_id: ObjectId("5790099c7477eb673f327780")

## parties

This returns an array of values associated with the parties involved in the activity; the party type will be one of the following: CONTACT, SCENARIO, USER, or UNIDENTIFIED. Note that USER applies to agents and supervisors.

**Example:**

```
parties: [  
  {  
    party_type: 'USER',  
    user_id: "93B68CAB-9271-4B0A-AFB6-B9238CD36875",  
    first_name: "Edna",  
    last_name: "Partee",  
    notes: "",  
    disposition: "Product sold",  
    party_id: "58c1e0297477eb3f8d6552ec",  
    start_time: ISODate("2017-03-14T19:15:06.784Z"),  
    duration: 338,  
    custom_address_verified: true,  
    custom_name_verified: true,  
    service_id: "72452D33-A7B4-4A1A-914A-AFA4076A76C3",  
  }  
]
```

```
{
  party_type: 'CONTACT',
  contact_id: ObjectId("552856a7e4b0acb4156ddd11"),
  first_name: "John",
  last_name: "Doe",
  email: "john.doe@example.com",
  party_id: "58c1e7137477eb3f8d655322",
  start_time: ISODate("2017-03-14T19:15:44.784Z"),
  duration: 300
}

{
  party_type: 'UNIDENTIFIED',
  first_name: 'Wireless',
  last_name: 'Caller',
  phone: '14155551212'
}

{
  party_type: 'SCENARIO',
  custom_address_verified: true,
  custom_name_verified: true
}
]
```

## **pinned**

Indicates whether an activity history record is pinned in the activity history of a case

**Example:** pinned: false

## **services**

Provides a list of services that were involved in an activity; note that this is separate from the *parties* property because services may exist on abandoned/self-service attempts where there were no agent parties.

**Example:**

```
services: [
  {
    service_id: "72452D33-A7B4-4A1A-914A-AFA4076A76C3",
    service_name: "Maintenance Renewal"
  }
]
```

## **subject**

Returns the subject of the conversation

**Example:** subject: "TEST SUBJECT"

## **tenant\_id**

Returns the ID of the contact center

**Example:** tenant\_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

## **thread\_id**

Returns the email [thread ID](#), if configured

**Example:** thread\_id: "JX54YYN91FZH"

### **transferred\_from\_first\_name**

Reserved

### **transferred\_from\_last\_name**

Reserved

### **transferred\_from\_user\_id**

Reserved

## **Case**

### **case\_number**

The [case number](#) as defined in the Agent Desktop application

**Example:** case\_number: "2451"

### **case\_status**

Returns one of the following [case states](#): New, Open, Pending, Resolved, or Closed

**Example:** case\_status: "Pending"

### **case\_title**

Case title, for emails, is copied from the original email subject line; agents can edit it when editing cases

**Example:** case\_title: "Mid-april Bulk email #1060 on Mon Oct 19 15:49:28 PDT 2015"

### **category\_id**

Returns the ID of the case category

**Example:** category\_id: "560AC234-D124-458F-8DFB-C11ADF48F1D2"

### **category\_name**

Returns the configured [case category](#)

**Example:** category\_name: "Maintenance Renewal"

## **cc**

Provides a list of on-copy contacts

**Example:**

```
cc: [  
  {  
    contact_id: "5800375a7477eb4f25c630a7",  
    first_name: "Jane",  
    last_name: "Doe"
```

```
}  
]
```

## **created\_time**

When the case was first created; time is in GMT

**Example:** created\_time: ISODate("2015-10-19T22:50:22.565Z")

## **customer\_update\_time**

For email, this states when the last customer email was received. For voice and chat interactions, it coincides with the *modified\_time* property.

**Example:** customer\_update\_time: ISODate("2016-11-03T23:49:41.454Z")

## **is\_flagged**

Indicates if a case is [flagged](#); it is unrelated to the interaction flag

**Example:** is\_flagged: true

## **is\_pinned**

Indicates if the case is pinned; it is unrelated to email pins

**Example:** is\_pinned: true

## **modified\_time**

This provides the time when the last update on the case was made or a new activity was posted on the case. Typically, this reflects the end of the interaction (i.e., when an update is done); time is in GMT.

**Example:** modified\_time: ISODate("2016-11-03T23:49:41.454Z")

## **open\_time**

Provides the time when the case was opened by the agent (i.e., when the its state is changed from the [New](#) state to the [Open](#) state)

**Example:** open\_time: ISODate("2015-10-19T22:51:22.565Z")

## **pending\_reason**

Returns the [contact center's configured](#) Pending reasons; these are only present if a case is in the Pending state.

**Example:** pending\_reason: "Waiting for info from customer"

## **pending\_time**

The time the case state was last set to [Pending](#). The *pending\_time* property is only present in cases in the Pending, Resolved, and Closed states. For multiple transitions to the Pending state, it will provide the time the last transition was used.

**Example:** pending\_time: ISODate("2015-10-19T22:53:22.565Z")

## **priority**

Reserved

### **reporter\_first\_name**

The reporter's (i.e., the customer/ person who contacted your call center) first name as it was at the moment it was collected

**Example:** reporter\_first\_name: "John"

### **reporter\_id**

The ID of the case reporter (i.e., the customer/ person who contacted your call center); it is taken from the contact on the original interaction from the case

**Example:** reporter\_id: ObjectId("5581ef0de4b02187dd0a555f")

### **reporter\_last\_name**

The reporter's (i.e., the customer/ person who contacted your call center) last name as it was at the moment it was collected

**Example:** reporter\_last\_name: "Doe"

### **resolved\_time**

The time the case state was set to [Resolved](#); it is used for automatic transition to the Closed state. The *resolved\_time* property is only present in cases in the Resolved and Closed states. For multiple transitions to the Resolved state, it will provide the time the last transition was used.

**Example:** resolved\_time: ISODate("2016-11-03T23:49:41.454Z")

### **response\_sla\_start\_time**

Reserved

### **response\_sla\_target\_time**

Reserved

### **response\_sla\_time**

Reserved

### **sentiment**

Provides the [sentiment](#) from the last customer interaction in numerical form; the score indicates how negative or positive the interaction was, based on sentiment analysis

**Example:** sentiment: 0.97

### **tenant\_id**

Returns the ID of the contact center

**Example:** tenant\_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

## users

This provides a list of agents who have participated in the handling of this case.

### Example:

```
users: [  
  user_id: "93B68CAB-9271-4B0A-AFB6-B9238CD36875"  
]
```

## Company

### company\_name

The name of the company as defined in Agent Desktop

**Example:** company\_name: "Warehousing Inc. 4"

### created\_time

When this company object was first created; time is in GMT

**Example:** created\_time: ISODate("2015-03-24T23:57:13.440Z")

### employees

The number of employees the company has as defined in Agent Desktop

**Example:** employees: "123"

### modified\_time

This provides the time when the last update for this company object was made; time is in GMT.

**Example:** modified\_time: ISODate("2016-10-06T21:22:29.850Z")

### revenue

The revenue of the company as defined in Agent Desktop

**Example:** revenue: "100 million"

### tenant\_id

Returns the ID of the contact center

**Example:** tenant\_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

### web\_url

The company's web URL as defined in Agent Desktop

**Example:** web\_url: "www.example.com"

## Contact

## addresses

The contact's addresses as defined in Agent Desktop; possible values are PRIMARY, BILLING, SHIPPING, and OTHER

### Example:

```
addresses: [  
  {  
    type: "PRIMARY",  
    postcode: "90670",  
    state: "CA",  
    city: "Santa Fe Springs",  
    address_line1: "1111 Bayhill Dr.",  
    address_line2: "Suite 275",  
    country: "USA",  
    id: "579936537477eb39496a4bea"  
  }  
]
```

## bpo\_client\_id

Reserved

## company\_id

Returns the ID of the company that this contact is associated with

**Example:** company\_id: ObjectId("5511f9d9e4b0033ff9b8bc99")

## created\_time

When the contact was first created; time is in GMT

**Example:** created\_time: ISODate("2015-04-10T23:03:03.322Z")

## dob

The contact's date of birth (DOB) as defined in Agent Desktop

**Example:** dob: ISODate("2001-08-14T00:00:00.000Z")

## emails

The contact's email addresses as defined in Agent Desktop; possible values are PRIMARY, BUSINESS, and PRIVATE

### Example:

```
emails: [  
  {  
    type: "PRIMARY",  
    email_address: "something@brightpattern.com",  
    id: "579936537477eb39496a4be9"  
  }  
]
```

## external\_ids

Reserved

## **first\_name**

The contact's first name as defined in Agent Desktop

**Example:** first\_name: "Jeanne"

## **last\_name**

The contact's last name as defined in Agent Desktop

**Example:** last\_name: "Wengler"

## **messengers**

Reserved

## **modified\_time**

This provides the time when the last update on the contact was made; time is in GMT.

**Example:** modified\_time: ISODate("2016-09-24T00:11:48.205Z")

## **phone**

The contact's phone numbers as defined in Agent Desktop; possible values are BUSINESS, HOME, MOBILE, and FAX

**Example:**

```
phones: [  
  {  
    type: "MOBILE",  
    phone: "16505551212",  
    id: "579fff287477eb45790af319"  
  },  
  {  
    type: "HOME",  
    phone: "14155551212",  
    id: "57e2d6437477eb660c92899d"  
  },  
]
```

## **picture**

Contact's photo

## **position**

The contact's position as defined in Agent Desktop

**Example:** position: "Sr. Support Engineer"

## **segment**

The contact's segment as defined in Agent Desktop

**Example:** segment: "Gold"

## **social\_links**

Reserved

## summary

The summary of the contact as defined in Agent Desktop

**Example:** summary: "Jeanne works in the main office M - Th; off-site office F"

## tenant\_id

Returns the ID of the contact center

**Example:** tenant\_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

## title

The contact's title as defined in Agent Desktop

**Example:** title: "Miss"

# Overview

In order to maximize the effectiveness of your scenarios, this guide provides reference material on variables, expressions. Variables and expressions allow your scenarios to pass information from your customers to your contact center and agents, as well as parse data.

## Variables and Expressions

- [Variables](#)
- [String Expressions](#)
- [Integer Expressions](#)
- [Floating Point Expressions](#)
- [Built-in Functions](#)

# Overview

In order to maximize the effectiveness of your scenarios, this guide provides reference material on voice prompts and segments. Voice prompts and segments utilize integrated text-to-speech technology to play prompts to customers.

## Voice Prompts and Segments

- [Voice Prompts](#)

- [Voice Segments](#)