

## 5.3 Administration Tutorials Overview

### Bright Pattern Documentation

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# AI & Bots Tutorials Overview

AI and Bot tutorials provide step-by-step instructions on how to create functional chatbots and integrate them into your contact center services.

Learn how to create chatbots, configure chatbot integration, and how to get your Bright Pattern scenarios to work with your integrated chatbots.

For more information about using the Contact Center Administrator application, see all [Tutorials for Admins](#).

## Bot Creation

- [How to Create an Amazon Lex Bot](#)
- [How to Create a Watson Assistant](#)

## Integration Account Configuration

- [How to Add a Bot or Chat Suggestions Engine](#)
- [Set up an AWS Lex Integration Account](#)
- [Set up a Watson Assistant Integration Account](#)

## Putting It All Together in Bright Pattern

- [How to Integrate Bots with Chat](#)

# Chat Tutorials Overview

Chat tutorials show you how to enable chat/messaging capabilities for your contact center. You will learn how to set up chat services, place Bright Pattern's chat widget on your website, and more.

## Tutorials

### Configuration

- [How to Add a Contact Tab](#)
- [How to Configure Chat Services](#)
- [How to Configure Web Chat](#)

### Launching Chat on Webpages

- [How to Use the Chat Widget HTML Snippet](#)

# Configuration Tutorials Overview

Section *Configuration* presents tutorials about configuration steps you should follow in order to accomplish specific tasks within your contact center, for example, configuring hours of operation. Configuration articles may require knowledge about and access to various Bright Pattern Contact Center applications, such as Contact Center Administrator, Scenario Builder, Form Builder, Agent Desktop, and so forth.

## Tutorials

- [Hours of Operation](#)
- [Configuring Exceptions to Standard Office Hours](#)
- [Warm Transfer to Third Party Caller ID](#)

## Forms Tutorials Overview

Bright Pattern form-building exercises show you how to set up forms in the Contact Center Administrator application and the Form Builder application.

These exercises highlight the important configuration steps needed to get your forms up and running in Agent Desktop, as well as optional enhancements.

These articles are available in the *Form Builder Reference Guide*, section Form-Building Exercises.

## Tutorials

- [Form-Building Exercises](#)

## Integrations Tutorials Overview

The tutorials in this section offer step-by-step instructions on how to configure CRM and messenger integration accounts for your contact center.

For more on integrations, see the *Contact Center Administrator Guide*, section [Integration Accounts](#).

## Tutorials

### Integration Account Configuration

- [How to Add an Integration Account](#)

### Single Sign-On (SSO) Integration

- [How to Configure Microsoft Azure Active Directory SSO](#)

# Lists Tutorials Overview

The tutorials in this section offer step-by-step instructions on how to work with lists in your contact center.

For more information, see the *Contact Center Administrator Guide*, section [Lists](#).

## Tutorials

- [How to Upload a List](#)

# Scenario Tutorials Overview

Scenarios are created and edited in Bright Pattern's Scenario Builder application. The articles in this section link to scenario-building templates, exercises, and "how to" articles in the *Scenario Builder Reference Guide*.

## Tutorials

- [Scenario-Building Exercises](#)
- [Scenario Templates](#)

# Services Tutorials Overview

In this section, you will learn how to configure services (e.g., voice, chat, email, etc.) for your contact center. The tutorials in this section are meant to help you get services up and running quickly.

For more information, see the *Contact Center Administrator Guide*, section [Services and Campaigns Overview](#).

## Tutorials

- [Chat Service Configuration](#)
- [How to Configure Email Services](#)
- [Inbound Voice Service Configuration](#)
- [Outbound Messaging Campaign Configuration](#)

# Voice Tutorials Overview

This section provides tutorials on anything related to voice services.

## Tutorials

- [How to Configure Conversational IVR](#)
- [How to Load Voices from Google Cloud Text-to-Speech API](#)

