

# 5.3 Phone Devices

## Bright Pattern Documentation

Generated: 12/09/2021 1:36 am

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# Phone Devices Tutorials Overview

Bright Pattern Contact Center software supports a variety of phone devices for your agents to use as well as the ability for administrators to configure access to these devices. In order to promote maximum efficiency in your contact center, you may find it helpful to streamline the available phone device options.

The following phone device configuration tutorials are based on likely use cases for your contact center; they include the following:

- [Ensuring a Secure Voice Channel for Agents](#)
- [Using Bright Pattern Contact Center Software with a Chromebook](#)
- [Faster Agent Onboarding Using Browser Audio as a Phone](#)
- [Enforcing Screen Recording and Monitoring](#)
- [Diagnosing Agent Phone Connection Problems](#)

**Note:** The following functionalities are not supported **unless** the [BPClient plugin](#) is installed:

- Screen monitoring (i.e., a user can monitor others, but they cannot be monitored)
- Screen recording
- The GUI popup for inbound interactions (i.e., outside of the web browser window)
- Client-side diagnostic logging (i.e., BPClient.log)
- Audio notifications through all audio devices (e.g., ringing on all devices)
- The [Simplified Desktop .NET API](#)
- Business user presence detection (i.e., system input activity tracking)
- The G.729 codec
- For Salesforce.com integrations, the CTI phone in Salesforce Classic

## Additional Notes:

- In order to use screen monitoring, both users (i.e., the host of the monitoring and monitored user) should have the [BPClient plugin](#) installed.
- If you are using the [WebRTC phone device option](#), please see [WebRTC Considerations](#).

## Ensuring a Secure Voice Channel for Agents

An essential part of maintaining a secure organization is using secure communication channels. Bright Pattern Contact Center software contains two secure (i.e., encrypted) phone device options: the *Secure Agent Helper Application* and *WebRTC*.

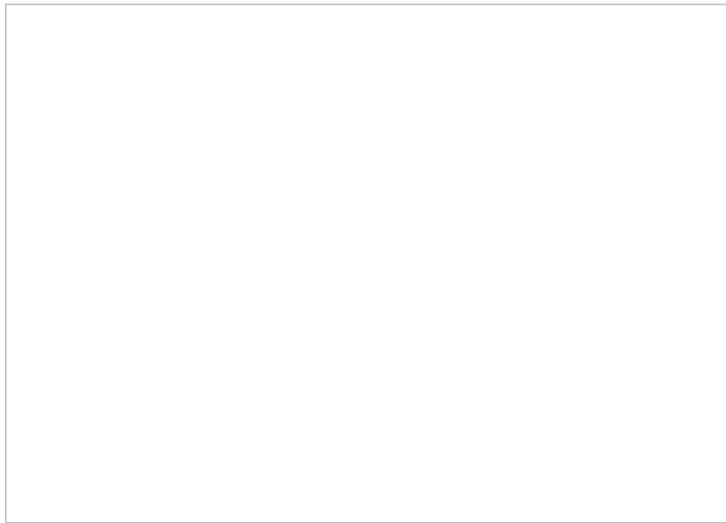
The [WebRTC](#) device allows browser-based encrypted real-time communications and the [Secure Agent Helper Application](#) device is an encrypted softphone application working as a phone in your computer. Note that you must have the current [BPClient plugin](#) installed if you wish to support screen recording and monitoring, audio notifications through all audio devices, and other specific elements; we recommend [reviewing the documentation](#) for more information.

If you want to allow secure options only for your agents to use in the Agent Desktop application, take the following steps.

**Note:** If you are using the [WebRTC phone device option](#), please see [WebRTC Considerations](#).

## Configuration

1. In the Contact Center Administrator application, go to section [Call Center Configuration > Phone Devices](#).
2. For the *Allow the following phone device options in Agent Desktop applications* section, select only **Secure phone via browser audio (Web RTC)** and/or **Secure phone via soundcard/headset (Secure Agent Helper Application)** (i.e., you may select one or both of these options).
3. Depending on your selected options, for the *Default device for new agents* section, you can select one of the devices to be available for new agents in your contact center. For existing agents, they may need to adjust their settings in the Agent Desktop application, section [Settings > Phone Device](#).
4. When you are finished, click **Apply**.



Secure voice options

## Using Bright Pattern Contact Center Software with a Chromebook

If your contact center's agents are using Chromebooks with the Chrome web browser, all phone device options are supported except the Agent Helper Application and the Secure Agent Helper Application.

If you want to configure options for your agents to use in the Agent Desktop application, take the following steps.

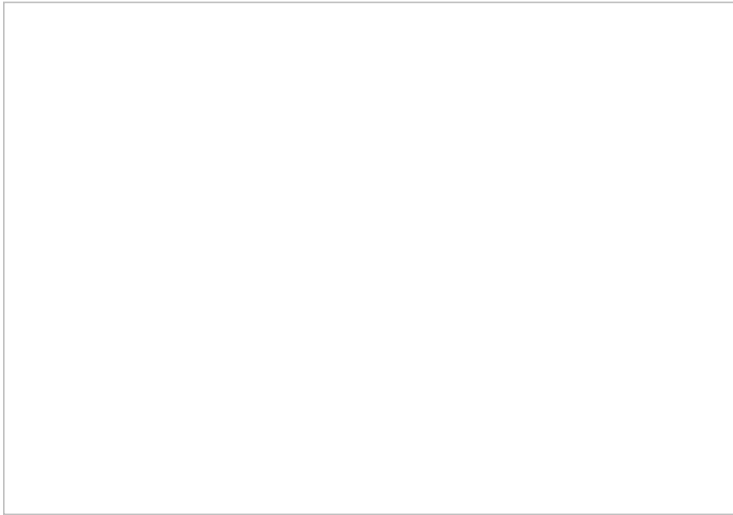
**Note:** If you are using the [WebRTC phone device option](#), please see [WebRTC Considerations](#).

## Configuration

1. In the Contact Center Administrator application, go to section [Call Center Configuration > Phone Devices](#).
2. For the *Allow the following phone device options in Agent Desktop applications* section, select any options **except** the Agent Helper Application and the Secure Agent Helper Application.
3. Depending on your selected options, for the *Default device for new agents* section, you can select one of the

devices to be available for new agents in your contact center. For existing agents, they may need to adjust their settings in the Agent Desktop application, section [Settings > Phone Devices](#).

4. When you are finished, click **Apply**.



Select WebRTC for Chromebooks

## Faster Agent Onboarding Using Browser Audio as a Phone

If a primary consideration for your contact center is being able to quickly familiarize your agents with the Agent Desktop application, you will want to have a phone device that is immediately available to them. The [WebRTC](#) device allows encrypted, browser-based real-time communications; it is supported by a number of popular web browsers including Chrome, Firefox, Opera, and so forth.

Additionally, if your organization requires the use of secure communication channels and would like to use the [Secure Agent Helper Application](#) but requires time to install the app on all devices, you can WebRTC to be the primary/only option to use until the transition to the Secure Agent Helper application is complete.

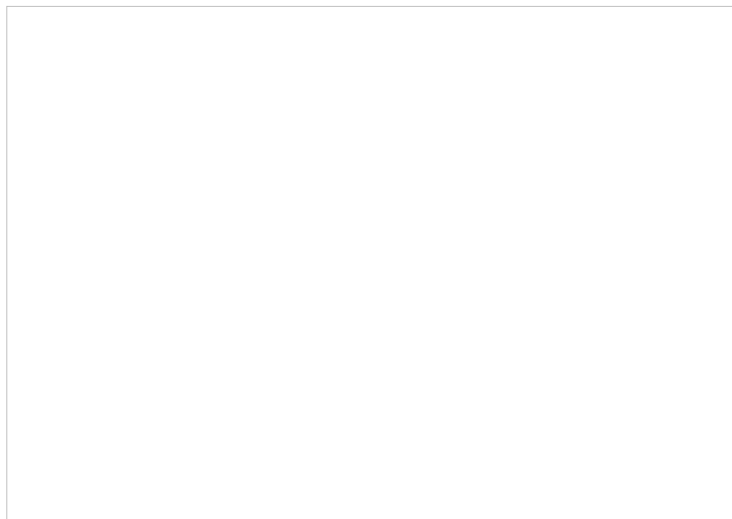
In order to configure this option for your agents to use in the Agent Desktop application, take the following steps.

**Note:** If you are using the [WebRTC phone device option](#), please see [WebRTC Considerations](#).

### Configuration

1. In the Contact Center Administrator application, go to section [Call Center Configuration > Phone Devices](#).
2. For the *Allow the following phone device options in Agent Desktop applications* section, select **Secure phone via browser audio (Web RTC)**.
3. For the *Default device for new agents* section, select **Secure phone via browser audio (Web RTC)**. Note that existing agents may need to adjust their settings in the Agent Desktop application, section [Settings > Phone Devices](#).
4. When you are finished, click **Apply**.

**Note:** If you are transitioning to the Secure Agent Helper Application, this device may be added as an additional option when the process is completed.



Configure secure options for agents

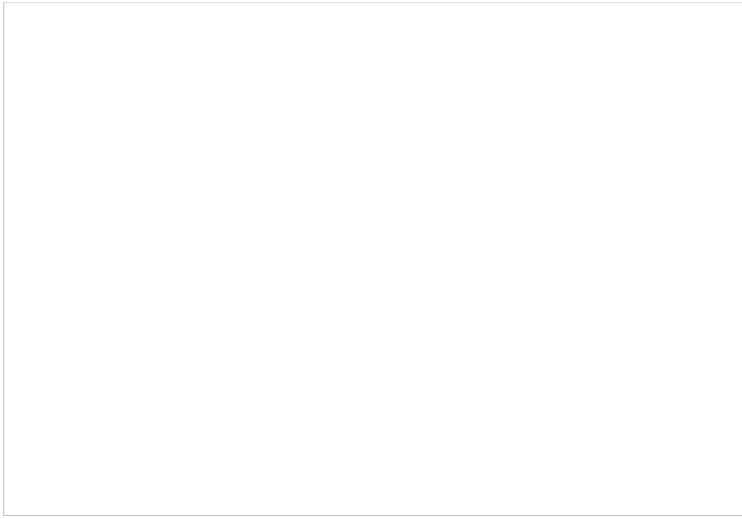
## Enforcing Screen Recording and Monitoring

If screen recording and monitoring is a primary concern for your organization, Bright Pattern Contact Center software supports this with the *Agent Helper Application* and the *Secure Agent Helper Application* phone devices. As a reminder, these options support a number of other features, including audio notifications through all audio devices, the G729 codec, and so forth; we recommend [reviewing the documentation](#) for more information.

In order to configure this option for your agents to use in the Agent Desktop application, take the following steps.

### Configuration

1. In the Contact Center Administrator application, go to section [Call Center Configuration > Phone Devices](#).
2. For the *Allow the following phone device options in Agent Desktop applications* section, select **Phone via soundcard/headset (Agent Helper Application)** or select **Secure phone via soundcard/headset (Secure Agent Helper Application)**.
3. Depending on your selected options, for the *Default device for new agents* setting, you can select one of the devices to be available for new agents in your contact center. For existing agents, they may need to adjust their settings in the Agent Desktop application, section [Settings > Phone Devices](#).
4. When you are finished, click **Apply**.
5. **Note:** When these options are selected, you must install the application on your computer. For instructions, see the *Agent Guide*, section [Installing and Updating the Agent Desktop Helper Application](#).

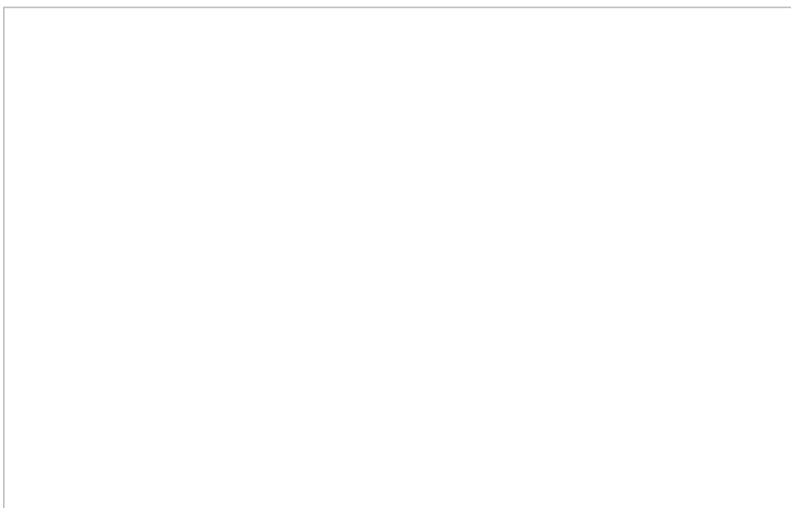


The BPClient plugin makes screen recording and monitoring possible

## Diagnosing Agent Phone Connection Problems

If your agents experience phone connection problems, you can use the [Login Info](#) tab to supplement any information retrieved from [error messages](#) and quickly determine the problem's cause.

Certain properties can yield important clues. For example, in the [Browser type and version](#) property, if you see an agent is using the Internet Explorer (IE) web browser, you will know immediately the agent does not have the option to use [WebRTC](#), and therefore the problem is not with browser-based audio. Another useful property is [IP address \(public\)](#), which allows you to perform tracing to see if there are any issues on the path from the server to the displayed IP address.



Users > Login Info tab

