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Bright Pattern Documentation

Generated: 8/12/2022 6:57 pm

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Welcome to Agent Desktop

The Bright Pattern *Agent Guide* provides instructions for using Bright Pattern Contact Center Agent Desktop, a cloud-based software application that enables you to perform various telecommunication and customer service tasks in Bright Pattern-based private branch exchange (PBX) phone system and contact center environments.

Learn how to use Agent Desktop by exploring the following sections of the *Agent Guide*:

- [Setup](#)
- [Working in Agent Desktop](#)
- [Tutorials](#)
- [Troubleshooting](#)

Audience

The *Agent Guide* is meant to be used as a reference manual, tutorial, and operational handbook by:

- Contact center agents who will use Agent Desktop to provide customer service over the phone and other supported media channels
- Contact center supervisors^[1] who will use Agent Desktop to manage and monitor their teams
- Campaign operators who are assigned to manage their contact center's outbound campaigns
- Back office employees who will use the Agent Desktop application for their business communications

Prerequisites

Readers of this guide are expected to be familiar with basic operations with computer (Windows/Mac) operating systems and Internet applications.

1. [↑] Agent Desktop features a separate set of functions for supervisors and campaign operators. These functions are discussed in the Bright Pattern [Supervisor Guide](#).