5.8 Agent Tutorials

Bright Pattern Documentation

Generated: 7/02/2022 10:35 am

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- Overview
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Calls Tutorials

These tutorials provide step-by-step instructions for everything related voice calls: dialing, accepting, transferring, muting, and flagging.

Articles

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- How to Co-browse

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- How to Transfer a Remote Assistance Session to a Different Agent During a Chat Session

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Microsoft Teams

If your contact center integrates with Microsoft Teams, you can access Teams communication channels information for personal chats and internal calls with logged-in Teams users (i.e., experts), while handling customer interactions in the Agent Desktop application.

Articles

The following articles provide instructional information on using Teams while working in Agent Desktop:

- How to Sign in to Teams Integrated with Bright Pattern Contact Center
- Accessing Microsoft Teams in the Agent Desktop Widget
- How to Get Help from Experts During Active Interactions Via the Directory
- How to Get Help from Experts Via Teams Channels
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Remote Assist Overview

When the Bright Pattern Contact Center Remote Assist (RA) feature is enabled for your contact center, you can provide remote desktop/mobile device support to customers during conversations. That means having authorized access to the customer's device screen, having navigational control, and being able to type and make changes on their device during an active interaction. Remote Assist makes it easier to provide troubleshooting and help.

RA grants agents the ability to assist customers using an application installed in the Agent Desktop.

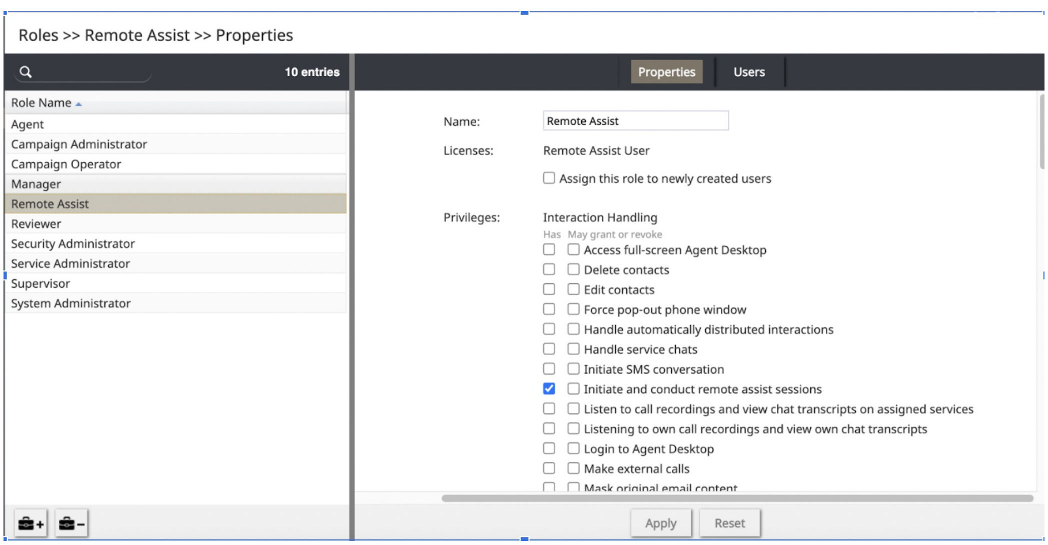
RA provides the following functions for agents:

- Screen sharing
- Remote control (Agent Desktop desktop platform only)
- Copy files between agent and customer
- Clipboard text copy/paste between agents and customers
- Transfer and conference calls and chats processing

Requirements

Using the Remote Assist feature requires the following:

- This feature is enabled by your contact center's service provider. For more information, contact your administrator.
- In order to use the Remote Assist feature, you must have the *Initiate and Conduct Remote Assist Sessions* privilege.



Remote Assist Privilege

Tutorials

The following articles will guide you through some of the ways that you can use RA during chat and voice sessions:

- Remote Assist on Macs
- The Remote Assist Tab

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