

# 5.8

## Bright Pattern Documentation

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# Understanding Screen-pop

Incoming interactions can be accompanied with web pages or forms that can provide additional information about the customer and/or the requested service. In this case, as soon as a new interaction is delivered to your Agent Desktop, you will see the corresponding webpage/form in the *Context Information Area*.

If the interaction is associated with one page or form, it will occupy the entire space of the *Context Information Area*. Some types of interactions may be associated with multiple pages/forms. In this case, the pages/forms will be arranged in a multi-tab view. The most relevant page/form will be displayed in the first tab called *URL*. To see other pages/forms, click the corresponding tabs--those tabs will usually have some descriptive names. You will get detailed information about the content and purpose of each tab from your system administrator.

**Note:** Depending on your system configuration, web pages and forms may appear in separate browser windows or tabs instead of the *Context Information Area*.

Agent Desktop temporarily stores the forms/tabs that you used for processing of the 10 most recent interactions. Any such forms/pages will be displayed when you select the corresponding contacts from the [Recent](#) tab. (If you log out or reload your browser, those forms/pages will no longer be available.)