

5.8 Calendar

Bright Pattern Documentation

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Calendar Overview

Beyond showing dates, the Agent Desktop Calendar serves multiple purposes:

- Schedule and edit events and appointments
- Reassign events to other contact center users
- Set reminders
- Facilitate follow-ups to customers

Articles

The following is a list of articles in this section:

- [Calendar Views](#)
- [Reminders](#)

Tutorials

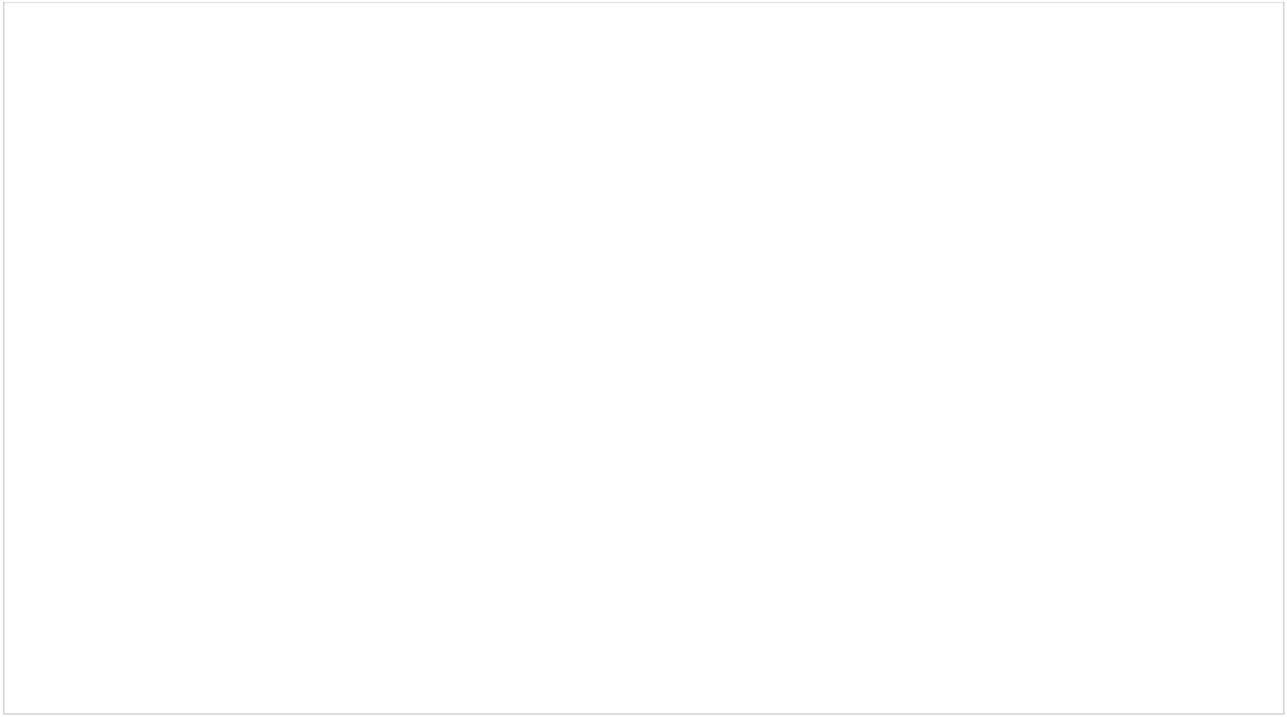
Learn more about using the Calendar in this guide's [Tutorials](#) section.

- [How to Edit Existing Events](#)
- [How to Open the Calendar](#)
- [How to Schedule an Event](#)

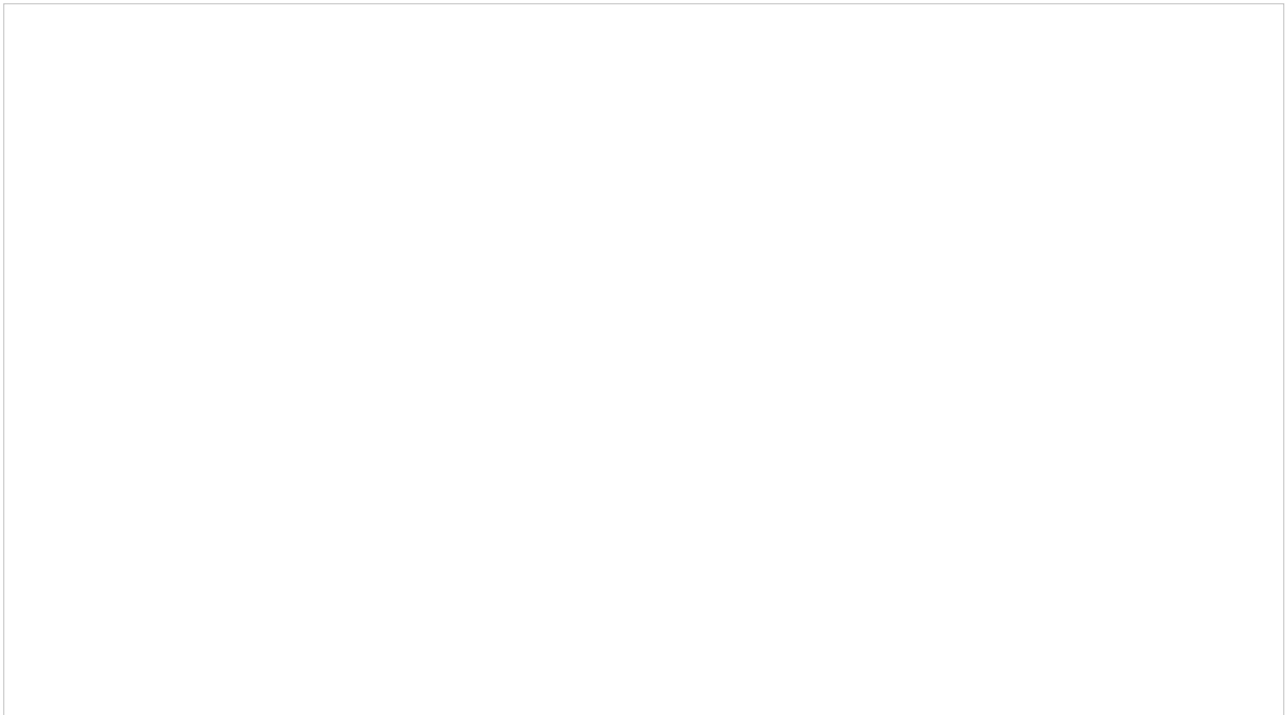
Calendar Views

The calendar can be displayed in three different views: month, week, and day.

In each view, you can see, add, and change scheduled events for yourself or others by clicking anywhere on the calendar or on specific events or time slots. The current date is highlighted with a light yellow background. Clicking on an event shows its preview form to the right of the calendar.



Month view



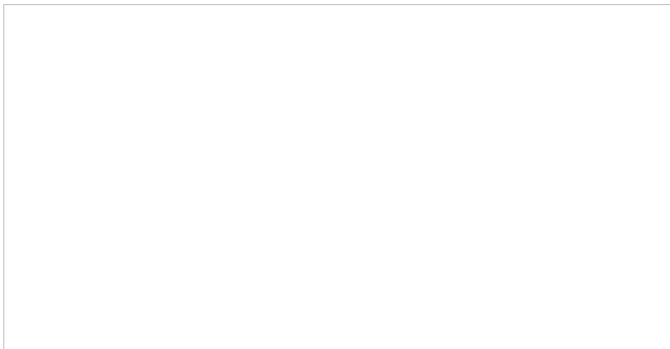
Week view



Day view

Calendar Reminders

You will receive reminders about your scheduled events according to their configured reminder times. A reminder will appear as a pop-up window showing the title and start time of the event.



Calendar event reminder

What you do with reminders is up to you.

- Click **Open** to review the event information. Note that the event will be automatically marked as completed.
- Click **Snooze** to be reminded about this event again in five minutes.
- Click **Dismiss** to close the reminder without any follow-up. Note that the event will be automatically marked as completed.

