

5.8 WebRTC Considerations

Bright Pattern Documentation

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Phone Devices

This section is where you can configure the phone devices available to agents in your contact center, as well as set the default device type for newly created agents. Certain situations require the flexibility to direct agents to specific devices, including, but not limited to, the following:

- Your agents are assigned hardphones and you want to disable all other options.
- You want to restrict agents to secure phone options only (i.e., WebRTC and the Secure Agent Helper Application), ensuring unsecure options are never used.
- You are in the process of upgrading to the Secure Agent Helper Application and need a secure, out-of-the-box option to use in the meantime (i.e., WebRTC).

Note that certain phone device options may not be available in your contact center. For more information, contact your service provider. Additionally, 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

Note: In order to use screen monitoring, both users (i.e., the host of the monitoring and monitored user) should have the [BPClient plugin](#) installed.

For more information about configuring the best options for your contact center, see *Administration Tutorials*, section [Phone Devices](#).



Phone Devices

Settings

Note: If you do not see some of the following options, they are not available for your contact center. For more information, contact your service provider.

Allow the following phone device options in Agent Desktop applications

Phone via soundcard/headset (Agent Helper Application)

This option is a softphone application working as a phone in user computers. When selected, the extension number assigned to users in configuration will be their phone number for the duration of the login session.

Secure phone via soundcard/headset (Secure Agent Helper Application)

This option, while similar to the [Agent Helper Application](#) option, provides encrypted audio. When this option is selected, the extension number assigned to users in configuration will be their phone number for the duration of the login session.

Secure phone via browser audio (Web RTC)

This option utilizes WebRTC, an open-source project that allows secure (i.e., encrypted) real-time communications in web browsers. Note that this option is available only for web browsers that support WebRTC (e.g., Internet Explorer (IE) does **not** support WebRTC). If your contact center's agents are using Chromebooks with the Chrome web browser, WebRTC is an ideal option. Additionally, this option may be selected by users if they experience problems with their other softphone devices. When users select this option, the extension number assigned to them in configuration will be their phone number for the duration of the login session. For more information, see section [WebRTC Considerations](#) in this guide.

Microsoft Teams Direct Routing number

If your contact center uses the Microsoft Teams integration, this option allows agents to use their Direct Routing number as a softphone device in Agent Desktop. When agents configure this option, note that the phone number must be entered exactly as it is displayed in Microsoft Teams. The phone number may contain digits, the + symbol, and the , symbol only. **Note:** If this option is enabled, Microsoft Teams user presence is not synchronized with Agent Desktop; the Agent Desktop directory will display Agent Desktop [user presence](#).

Internal hardphone (extension number), number specified by user

This device is a hardware phone connected directly to the system. It can be a SIP-based phone, such as Polycom SoundPoint. Users will enter the desired phone number in the field next to this option in the [Agent Desktop application](#).

Internal hardphone (extension number), default number for user

This device is the hardware phone permanently assigned to the user in section [Users & Teams > Users > Contacts tab](#).

External phone (PSTN number)

This option allows a public phone number that can be dialed from the system to be entered by users in the Agent Desktop application, section [Settings > Phone Device](#). Depending on your system configuration, once established, the external phone connection may be kept open even when the remote party hangs up. This is a normal behavior that is sometimes used to optimize the utilization of the established PSTN phone connections.

If this option is used in your contact center, users will not need to hang up the phone (i.e., termination of a currently active call will be indicated using a special tone). The arrival of the next call will be announced both visually via the Agent Desktop application and via another special tone on the user's open phone connection.

Note that the open line may be automatically disconnected if it stays open for longer than a few minutes without any active calls. If the open line is disconnected automatically or if the user releases it manually, the arrival of the next call will be announced via the regular ringing signal. Please provide Agent Desktop users with information about the correct use of the external phone and any configured timeouts.

Dial-in and keep line open (nailed connection)

This option allows users to establish a phone connection with the system from any phone upon login and use this established physical connection for the handling of all subsequent calls within their login session. If this option is selected, the phone number to call for the initial connection should be provided to the user.

Login without phone

This option may be selected for users who work with text-based interactions only (i.e., chat and email).

Default device for new agents

This setting allows you to define which phone device is the default for newly created agents. For new contact centers, the default device is the Secure Agent Helper Application. Note that agents will be required to select an audio device upon the first/next login to the Agent Desktop application in the following situations:

- A previously unused option is enabled for your contact center
- A previously available option is disabled for your contact center

Installing and Updating the Agent Desktop Helper Application

The Agent Desktop Helper Application is a software component that provides many functions for the Agent Desktop application, such as a softphone, screen-pop, logging, indication of audio device changes, alerts on all audio devices, screen recording and monitoring, and voice quality monitoring.

From time to time, you may be prompted by Agent Desktop to install the Agent Desktop Helper Application on your computer or enable it in your web browser. This article will guide you through the process of downloading, installing, and enabling the application on any browser.

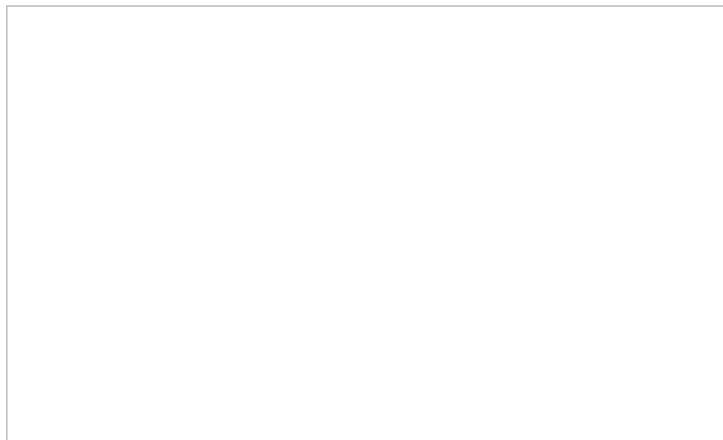
You don't need local system administrative privileges on your PC to set up and use Agent Desktop and Agent Desktop Helper Application

When Do You Need the Agent Desktop Helper App?

You may be prompted by a warning message to download and install the Agent Desktop Helper application when...

- You log in to Agent Desktop for the first time.
- The Agent Desktop Helper app is not yet installed on your computer.
- Agent Desktop has been updated, requiring a higher version of the Agent Desktop Helper app.
- The app is being blocked by your web browser.
- The browser extension is not enabled.
- An error message indicates that the SIP phone has lost connection to the system.
- An error message indicates that you logged in with a softphone, but the Agent Desktop Helper app is not installed or is blocked by your computer.

A warning message such as the one shown contains instructions for installing and enabling the Agent Desktop Helper Application component on your computer. The exact text of the message and your actions will depend on the browser you are using.



Agent Desktop update message

How to Enable the Application for Various Browsers

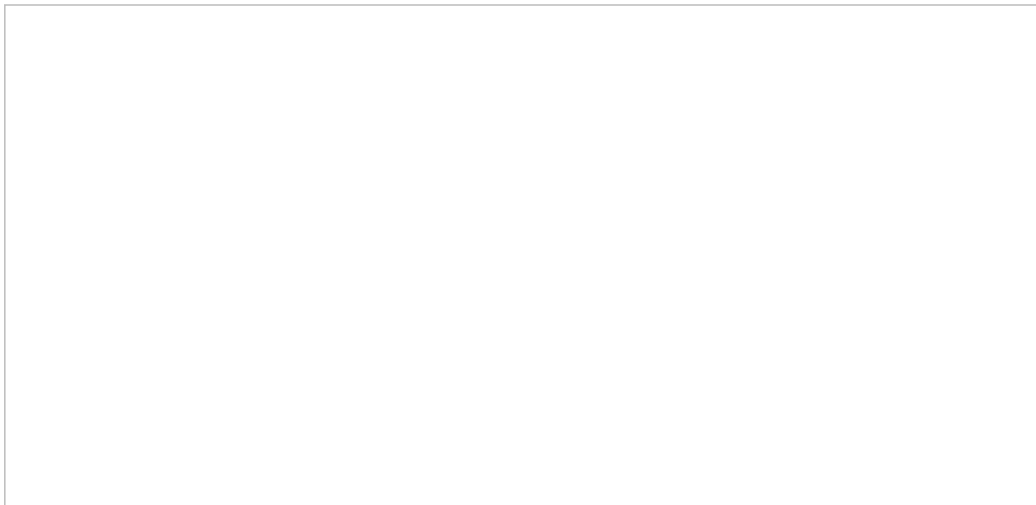
The Agent Desktop Helper Application is supported on Google Chrome, Microsoft Edge, Microsoft Internet Explorer, Mozilla Firefox, and Safari. Some browser extensions or other settings may need to be enabled, depending on your browser.

Chrome

The Agent Desktop Helper Application is enabled for Chrome using an extension called **Agent Desktop Chrome Extension**.

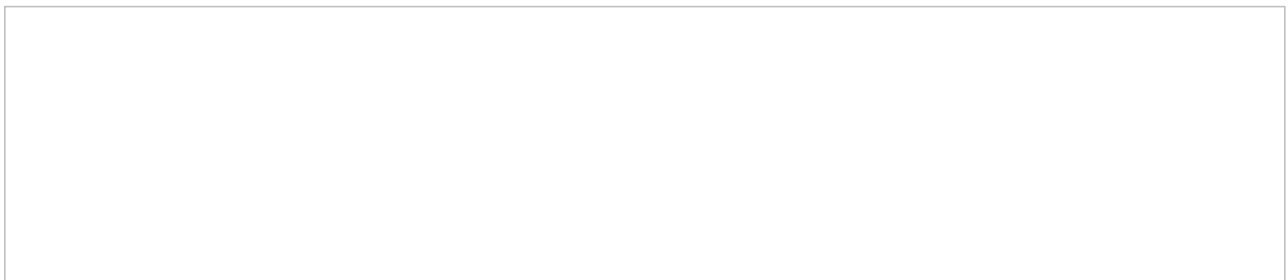
How to Enable the Extension for Chrome

1. When prompted by the warning message, follow the instructions to download and install the Agent Desktop Helper Application (Mac: *bpclient_mac.pkg*, Windows: *BPClientSetup.exe*).



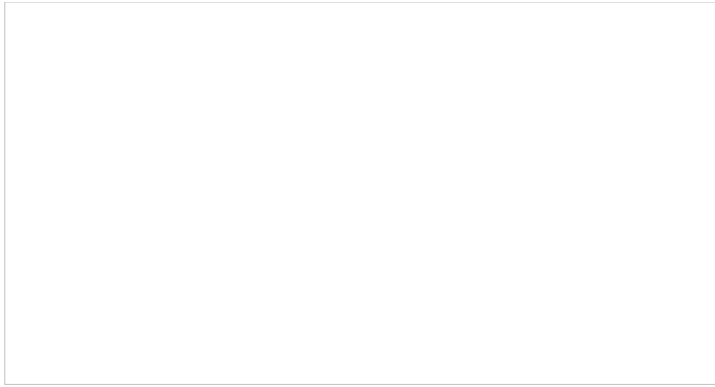
Agent Desktop update message

2. After installation is complete, go to the [Chrome Web Store](#) and click **Add to Chrome** to get the Agent Desktop Chrome Extension.



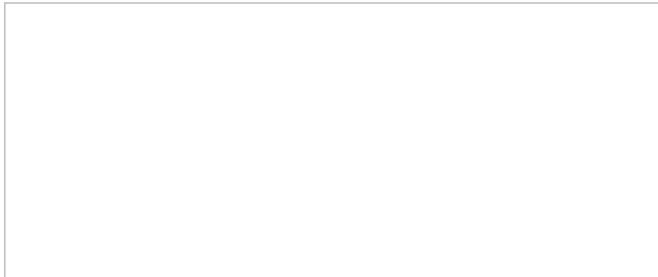
Chrome Extensions > Agent Desktop Chrome Extension

3. Then click **Add extension**.



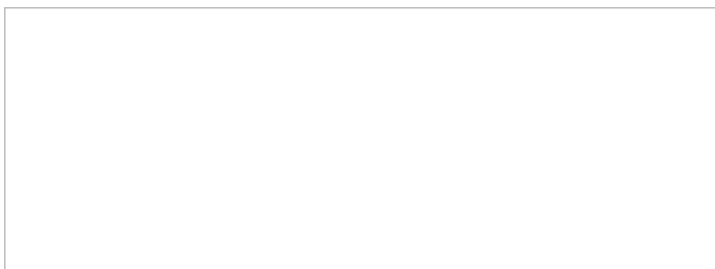
Confirm that you want to add the extension

4. Go to *Settings > Extensions* (or type "chrome://extensions/" in your browser's address bar), find the Agent Desktop Chrome Extension, and set the slider to **On**. Doing so will enable the extension for Chrome. When the slider is gray, the extension is not enabled. When the slider is blue, it is enabled.



Chrome Settings > Extensions > Agent Desktop
Chrome Extension

5. Alternatively, you may enable the extension by clicking **Details** and setting the slider to **On**. The other settings in *Details* are optional.



Agent Desktop Chrome Extension details

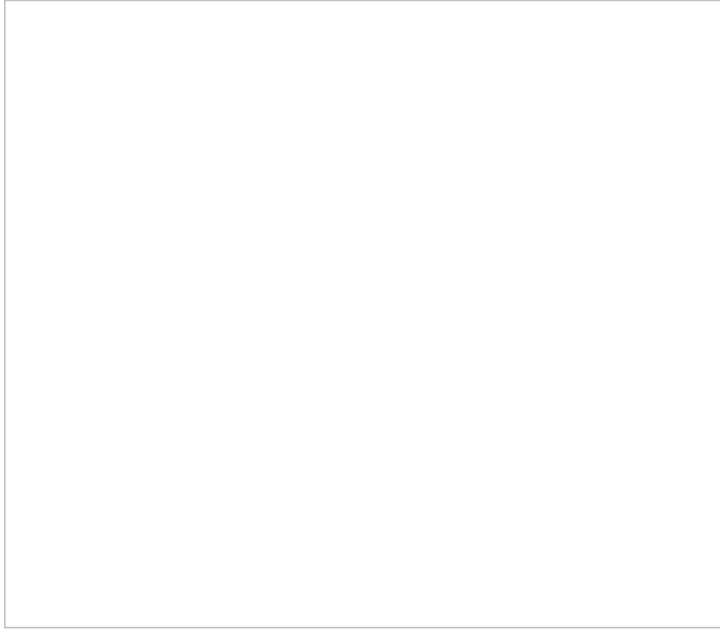
6. Go back to the Agent Desktop application and refresh the page. You can now begin using it.

Edge

The Agent Desktop Helper Application is enabled for Microsoft Edge 85 and later using an extension called **Agent Desktop Chrome Extension**.

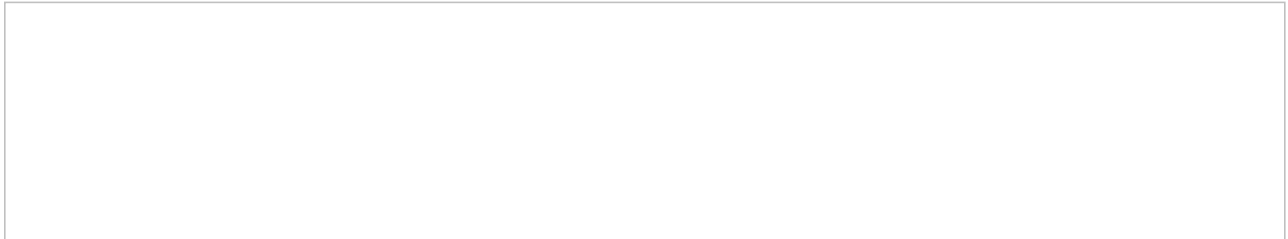
How to Enable the Extension for Edge

1. When prompted by the warning message, follow the instructions to download and install the Agent Desktop Helper Application (Windows: *BPCClientSetup.exe*).



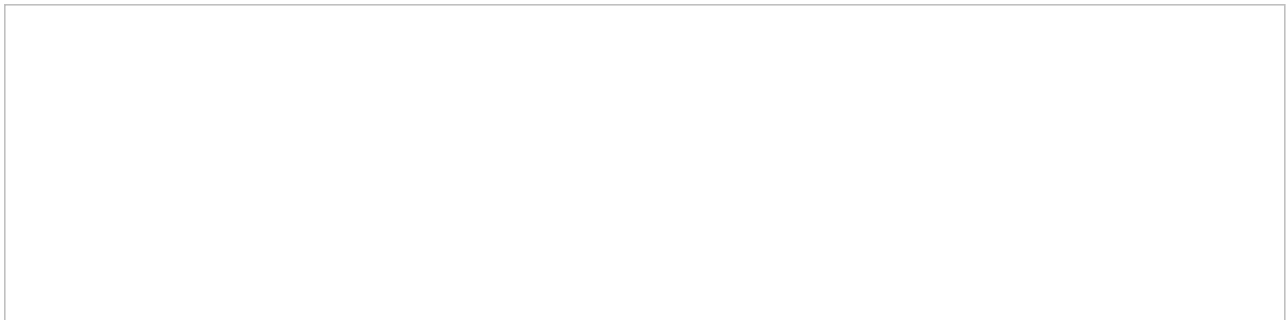
Agent Desktop update message

2. After installation is complete, go to the [Chrome Web Store](#) and click **Add to Chrome** to get the Agent Desktop Chrome Extension.



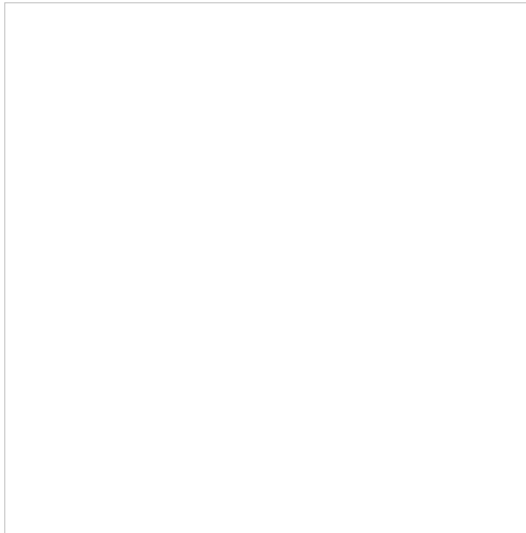
Adding the extension

3. Then click **Add extension**.



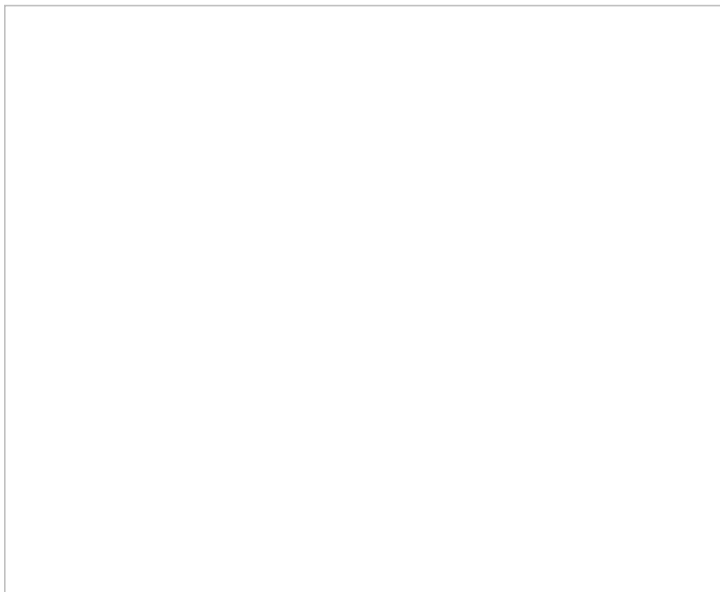
Confirm that you want to add the extension

4. You will then see the extension's icon in the Edge toolbar. To check that the extension is enabled for Edge, click the icon and then click **Manage extensions**.



Click Manage extensions to enable the extension for Edge

5. Set the slider to **On** to enable the extension for Edge. When the slider is black/white, the extension is not enabled. When the slider is blue, it is enabled.



Manage extensions > Agent Desktop Chrome Extension

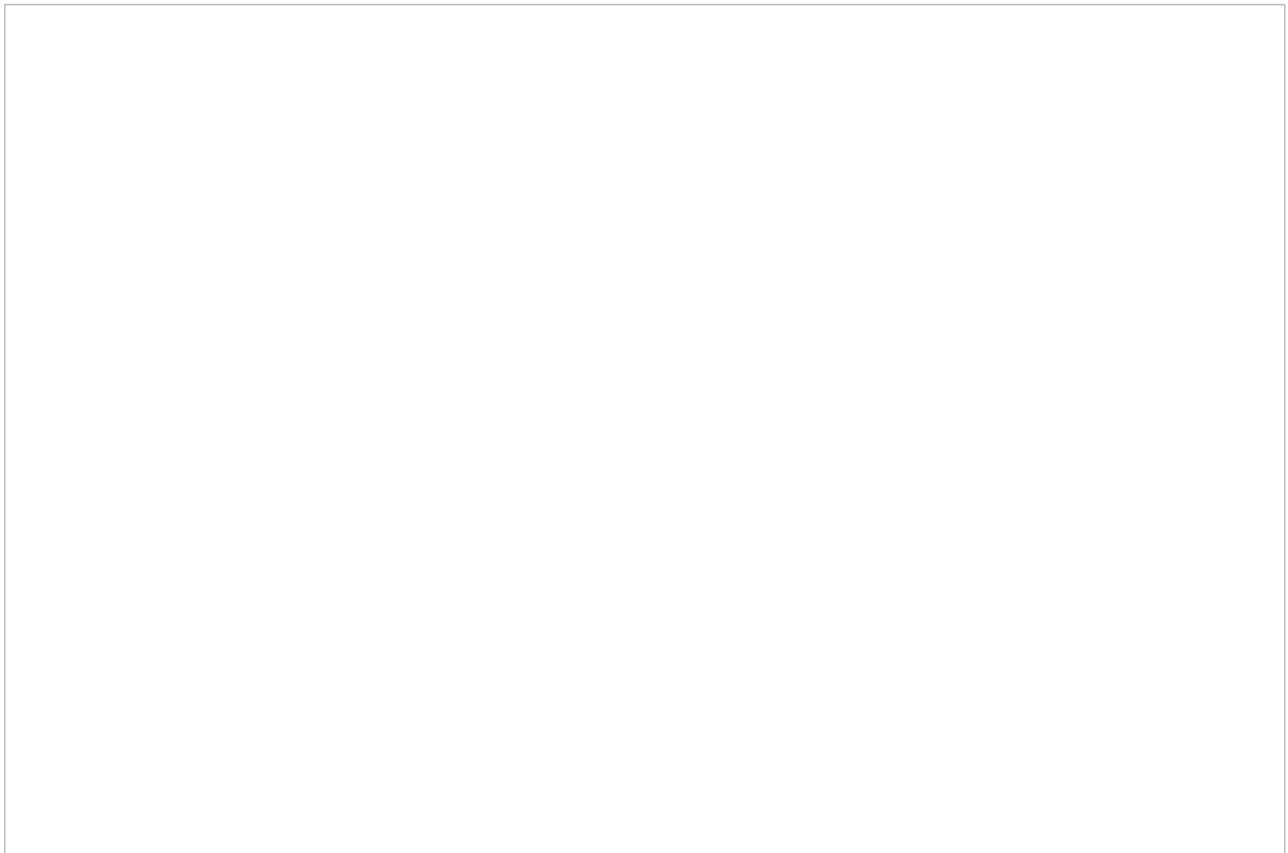
6. Go back to the Agent Desktop application and refresh the page. You can now begin using it.

Firefox

The Agent Desktop Helper Application is enabled for Firefox version 53 and later through the use of an extension called **Agent Desktop Extension**.

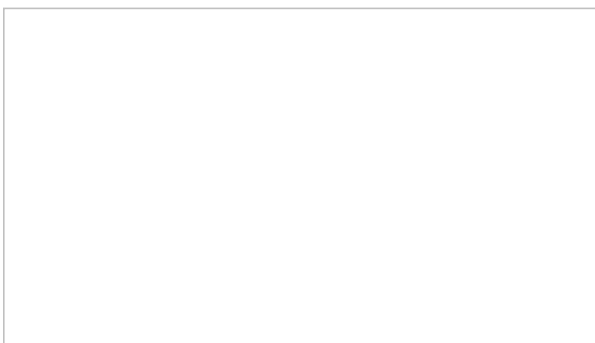
How to Enable the Extension for Firefox

1. In Agent Desktop, you will be prompted by a warning message.



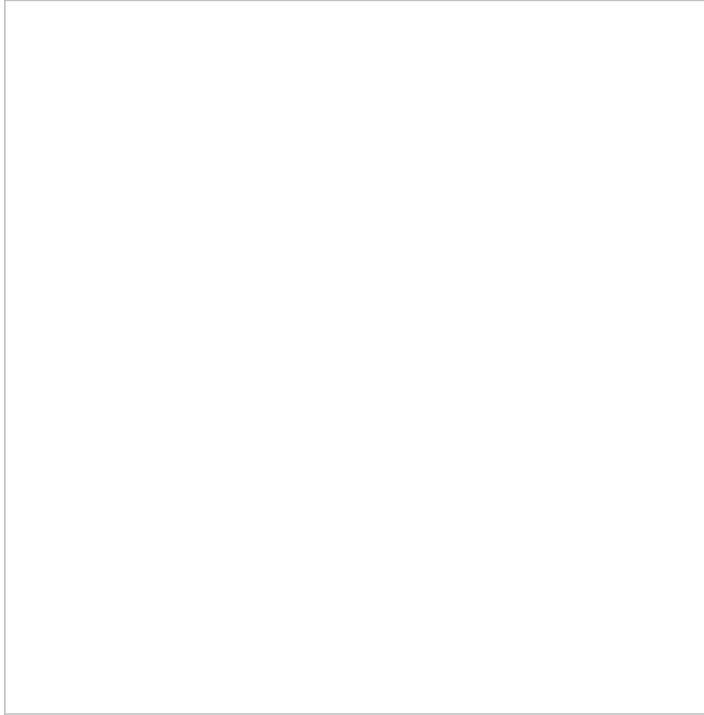
Example of an Agent Desktop warning message

2. Follow the instructions in the message to download the Agent Desktop Helper Application (Mac: *bpclient_mac.pkg*, Windows: *BPClientSetup.exe*) and install and enable the Agent Desktop Extension:
 1. Click the **downloading** link to download the application.
 2. Run the installer, and follow all the instructions given on your screen.
 3. Click the **Agent Desktop Extension** link in the warning message to install the Agent Desktop Extension. Doing so will bring up a Firefox dialog such as the one shown, asking you to allow the Agent Desktop Extension to be installed as an add-on. Click **Continue to Installation**.



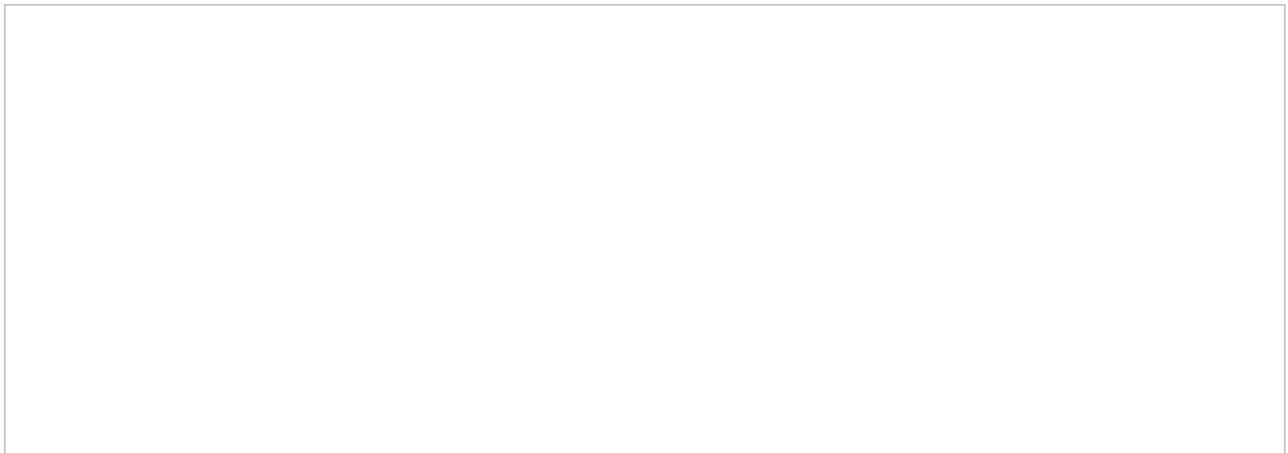
Example dialog for Firefox add-on installation

3. Make sure that the extension is enabled in Firefox Add-ons. Go to *Firefox Menu > Add-ons* (or type **about:addons** in the address bar of the browser to access the extension).



Firefox > Menu > Add-ons

4. The Agent Desktop Extension should be shown as **Enabled**, and the slider should be switched to **On**. When the slider is gray, the extension is not enabled. When the slider is blue, it is enabled.



Agent Desktop Firefox Extension in about:addons

5. If you click on Agent Desktop Extension, you can view and change the other settings for the extension. Those settings are optional.
6. You can now return to the Agent Desktop application. Refresh the page to begin using it.

Internet Explorer

Internet Explorer does not require an extension, but if you use Internet Explorer 11 or higher, the browser's Enhanced Protected Mode must be disabled in order for all Agent Desktop application logs to appear in the same folder (e.g., "C:\Users*<UserName>*\AppData\Local\Temp\logs").

The logs provide information about what has happened in the application while you were logged in. Having logs is important because you may need to provide them to your supervisor or administrator if ever you need troubleshooting assistance.

How to Disable Enhanced Protected Mode

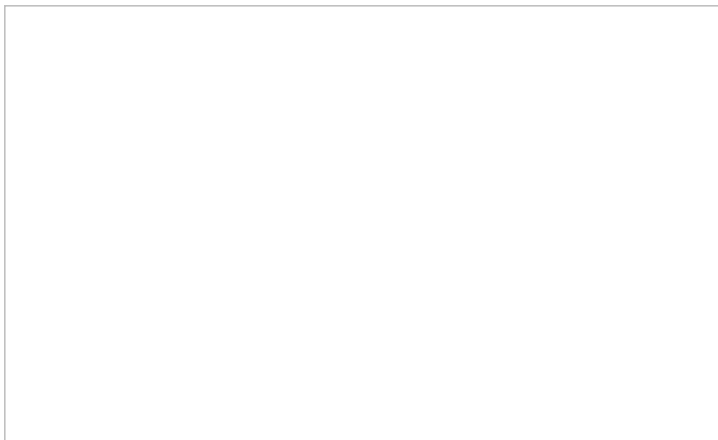
1. In the browser application, click **Tools** (Alt+X) and select **Internet options**.
2. Click the **Security** tab, and deselect the **Enable Enhanced Protected Mode** checkbox.
3. Click **OK**.

Safari

The Agent Desktop Helper Application is enabled for Safari 10, 11, and 12 on Mac OS X 10.12 (Sierra) and higher through the use of an extension, which is packaged in the Agent Desktop Helper Application installer (*bpclient_mac.pkg*). The installer will detect the OS X version your system is running on and will install the extension only if needed.

How to Enable the Application for Safari

1. When prompted by the warning message, follow the instructions to download the Agent Desktop Helper Application (*bpclient_mac.pkg*).



Agent Desktop update message

2. Follow the prompts to install "CSIM Client Plugin."



Install CSIM Client Plugin

3. After installation is complete, refresh the Agent Desktop webpage. You can now begin using it.

Mac Security/Privacy Settings

If you are on a Mac, note that you may have to update your security/privacy settings, in addition to all the aforementioned steps for installing/updating the Agent Desktop Helper Application on various browsers.

In your privacy settings, allow both "Agent Desktop Helper" and "bpclient" apps to use the microphone. This step is required, no matter which web browser you are running.



Example of allowing apps to use the microphone in Security & Privacy > Privacy

Other Updates

From time to time, the Agent Desktop Helper Application may have to be updated to support new system functionality. When a new version of this component becomes available, you may see a warning message similar to the one described above prompting you to upgrade. Follow the instructions of the message to update and enable the Agent Desktop Helper Application component on your computer.

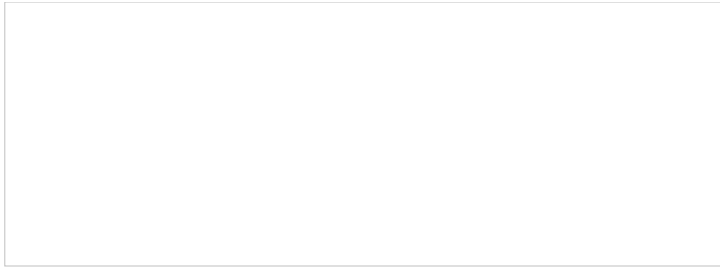
Troubleshooting

This section describes some common issues you might experience and what you should do.

I just installed the Agent Desktop Helper Application but I still get the warning message in Agent Desktop.

What this might mean:

- The installation may be incomplete. Check that the application is installed on your computer.
- You may need to refresh the page again. If the warning message still appears after that, then close your browser, reopen it, and go back to Agent Desktop.
- If your browser requires an extension, it may be disabled. Go to the extension settings and make sure the extension is **enabled** or set to **On**.



Agent Desktop Chrome Extension details

- Your browser may be blocking the application, the page, or pop-ups on the page. Try clicking the lock icon in the address bar, and make sure that all options are set to **Allow**.



Click the lock

A message says a network issue is disrupting your phone device.

What this might mean:

- Restarting Agent Desktop may be required. Log out of Agent Desktop, and log in again.
- You may have lost Internet connectivity. Check your Internet connection and refresh the page.
- If you made changes to the [phone device](#), you need to log out of Agent Desktop and log in again for those changes to take effect.

A message says I logged in with a softphone, but the Agent Desktop Helper app is not installed or is blocked by your computer.

What this might mean:

- If your browser requires an extension, it may be disabled. Go to the extension settings and make sure the extension is **enabled** or set to **On**.
- Your browser may be blocking the application, the page, or pop-ups on the page. Try clicking the lock icon in the address bar, and make sure that all options are set to **Allow**.



Click the lock

- Anti-virus software running on your computer might be blocking the application. Typically, in this case, you will see a warning message asking you either to cancel or confirm the download/install. Choose the confirm/allow/proceed option to proceed with the installation/upgrade.

None of this helps me.

Contact your supervisor and/or service provider to request assistance.

Purpose

The Bright Pattern Contact Center *Simplified Desktop .NET API Specification* describes the methods and events of the Simplified Desktop .NET API, which provides access to a number of functions of the Bright Pattern Contact Center Agent Desktop application from .NET-based third-party applications.

For more information about the Agent Desktop application, see the Bright Pattern Contact Center [Agent Guide](#).

Installing and Updating the Agent Desktop Helper Application

The Agent Desktop Helper Application is a software component that provides many functions for the Agent Desktop application, such as a softphone, screen-pop, logging, indication of audio device changes, alerts on all audio devices, screen recording and monitoring, and voice quality monitoring.

From time to time, you may be prompted by Agent Desktop to install the Agent Desktop Helper Application on your computer or enable it in your web browser. This article will guide you through the process of downloading, installing, and enabling the application on any browser.

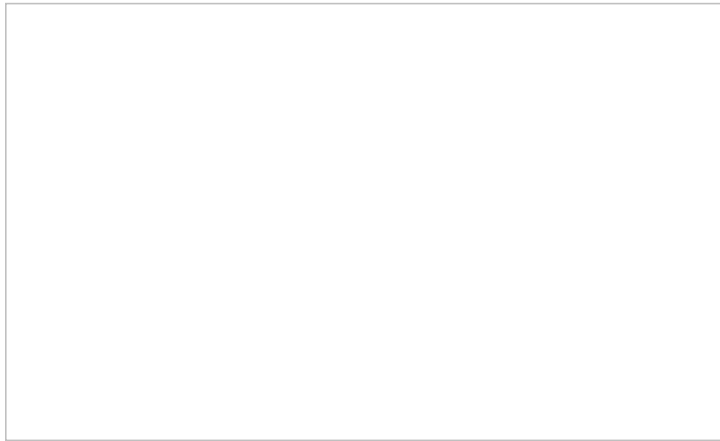
You don't need local system administrative privileges on your PC to set up and use Agent Desktop and Agent Desktop Helper Application

When Do You Need the Agent Desktop Helper App?

You may be prompted by a warning message to download and install the Agent Desktop Helper application when...

- You log in to Agent Desktop for the first time.
- The Agent Desktop Helper app is not yet installed on your computer.
- Agent Desktop has been updated, requiring a higher version of the Agent Desktop Helper app.
- The app is being blocked by your web browser.
- The browser extension is not enabled.
- An error message indicates that the SIP phone has lost connection to the system.
- An error message indicates that you logged in with a softphone, but the Agent Desktop Helper app is not installed or is blocked by your computer.

A warning message such as the one shown contains instructions for installing and enabling the Agent Desktop Helper Application component on your computer. The exact text of the message and your actions will depend on the browser you are using.



Agent Desktop update message

How to Enable the Application for Various Browsers

The Agent Desktop Helper Application is supported on Google Chrome, Microsoft Edge, Microsoft Internet Explorer, Mozilla Firefox, and Safari. Some browser extensions or other settings may need to be enabled, depending on your browser.

Chrome

The Agent Desktop Helper Application is enabled for Chrome using an extension called **Agent Desktop Chrome Extension**.

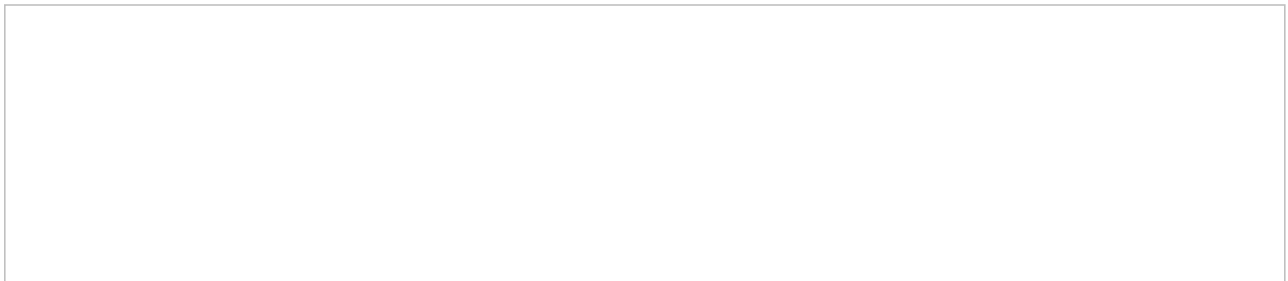
How to Enable the Extension for Chrome

1. When prompted by the warning message, follow the instructions to download and install the Agent Desktop Helper Application (Mac: *bpclient_mac.pkg*, Windows: *BPClientSetup.exe*).



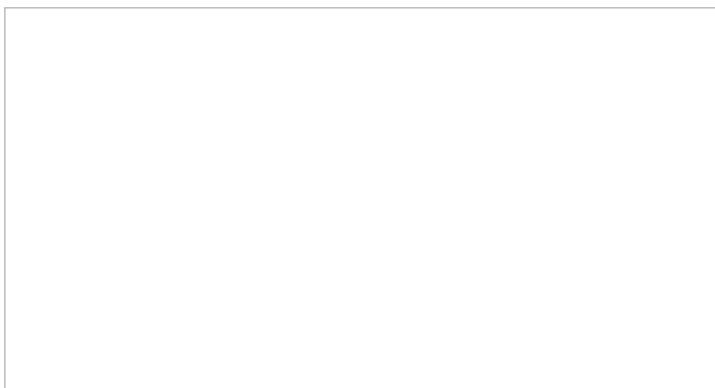
Agent Desktop update message

2. After installation is complete, go to the [Chrome Web Store](#) and click **Add to Chrome** to get the Agent Desktop Chrome Extension.



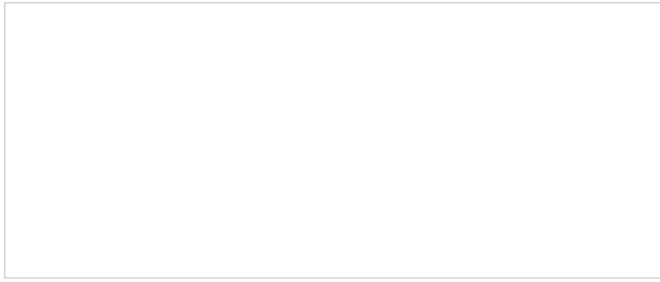
Chrome Extensions > Agent Desktop Chrome Extension

3. Then click **Add extension**.



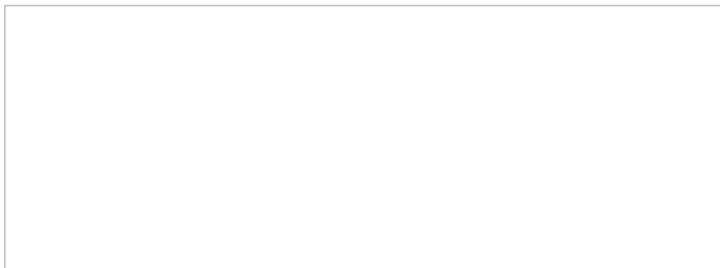
Confirm that you want to add the extension

4. Go to *Settings > Extensions* (or type "chrome://extensions/" in your browser's address bar), find the Agent Desktop Chrome Extension, and set the slider to **On**. Doing so will enable the extension for Chrome. When the slider is gray, the extension is not enabled. When the slider is blue, it is enabled.



Chrome Settings > Extensions > Agent Desktop
Chrome Extension

5. Alternatively, you may enable the extension by clicking **Details** and setting the slider to **On**. The other settings in *Details* are optional.



Agent Desktop Chrome Extension details

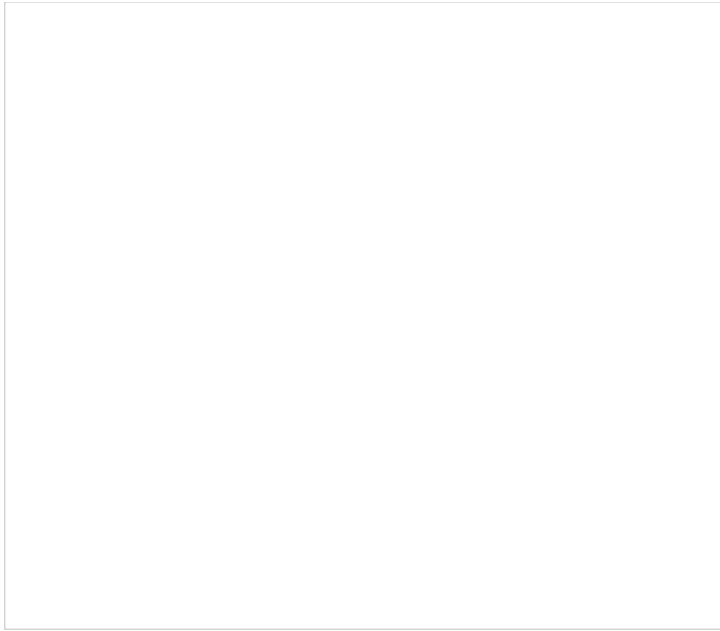
6. Go back to the Agent Desktop application and refresh the page. You can now begin using it.

Edge

The Agent Desktop Helper Application is enabled for Microsoft Edge 85 and later using an extension called **Agent Desktop Chrome Extension**.

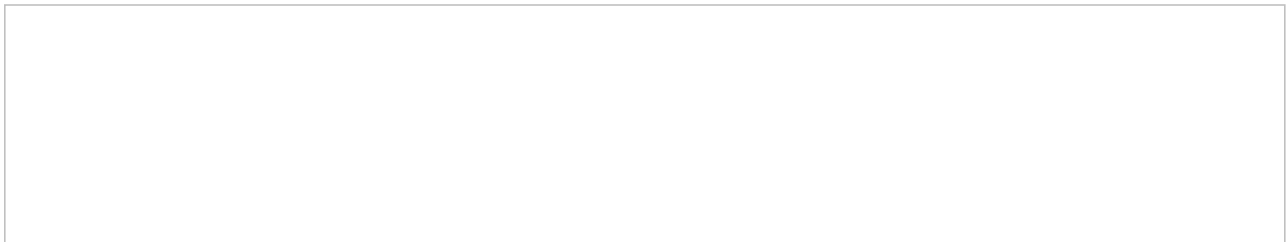
How to Enable the Extension for Edge

1. When prompted by the warning message, follow the instructions to download and install the Agent Desktop Helper Application (Windows: *BPClientSetup.exe*).



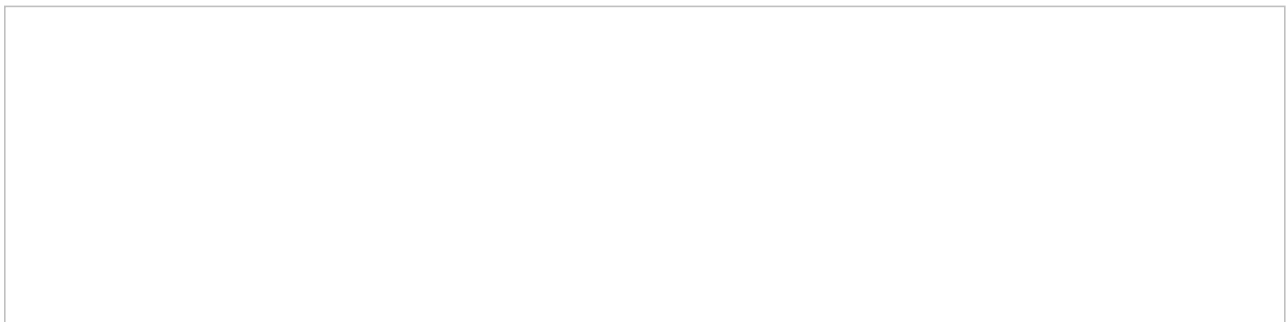
Agent Desktop update message

2. After installation is complete, go to the [Chrome Web Store](#) and click **Add to Chrome** to get the Agent Desktop Chrome Extension.



Adding the extension

3. Then click **Add extension**.



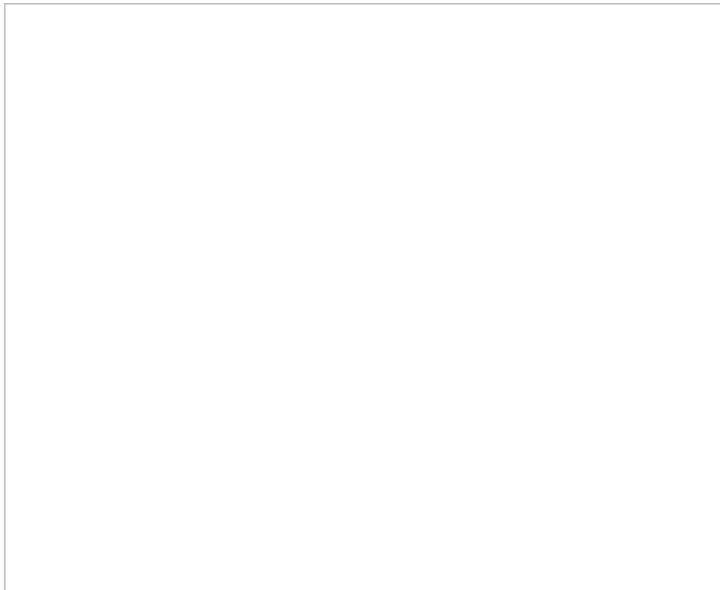
Confirm that you want to add the extension

4. You will then see the extension's icon in the Edge toolbar. To check that the extension is enabled for Edge, click the icon and then click **Manage extensions**.



Click Manage extensions to enable the extension for Edge

5. Set the slider to **On** to enable the extension for Edge. When the slider is black/white, the extension is not enabled. When the slider is blue, it is enabled.



Manage extensions > Agent Desktop Chrome Extension

6. Go back to the Agent Desktop application and refresh the page. You can now begin using it.

Firefox

The Agent Desktop Helper Application is enabled for Firefox version 53 and later through the use of an extension called **Agent Desktop Extension**.

How to Enable the Extension for Firefox

1. In Agent Desktop, you will be prompted by a warning message.



Example of an Agent Desktop warning message

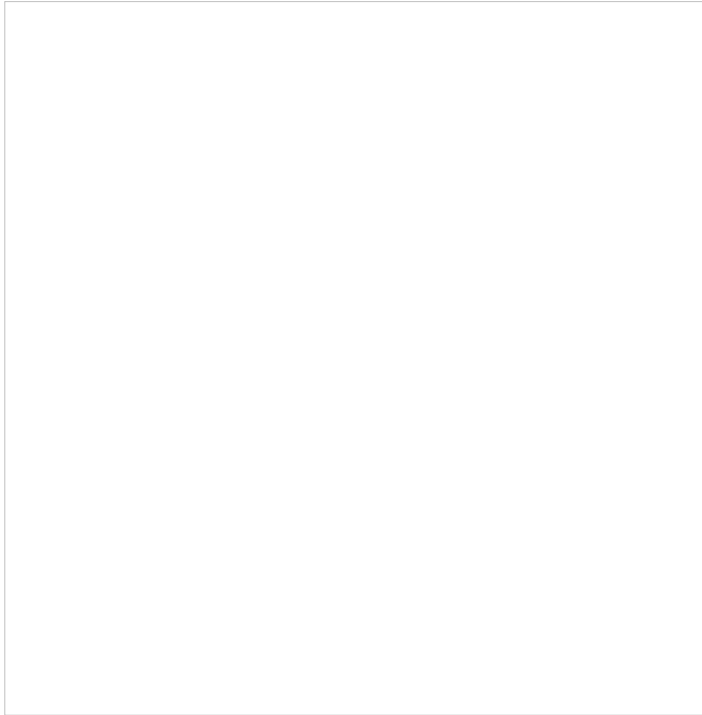
2. Follow the instructions in the message to download the Agent Desktop Helper Application (Mac: *bpclient_mac.pkg*, Windows: *BPClientSetup.exe*) and install and enable the Agent Desktop Extension:
 1. Click the **downloading** link to download the application.
 2. Run the installer, and follow all the instructions given on your screen.
 3. Click the **Agent Desktop Extension** link in the warning message to install the Agent Desktop Extension. Doing so will bring up a Firefox dialog such as the one shown, asking you to allow the Agent Desktop Extension to be installed as an add-on. Click **Continue to Installation**.



Example dialog for Firefox add-on installation

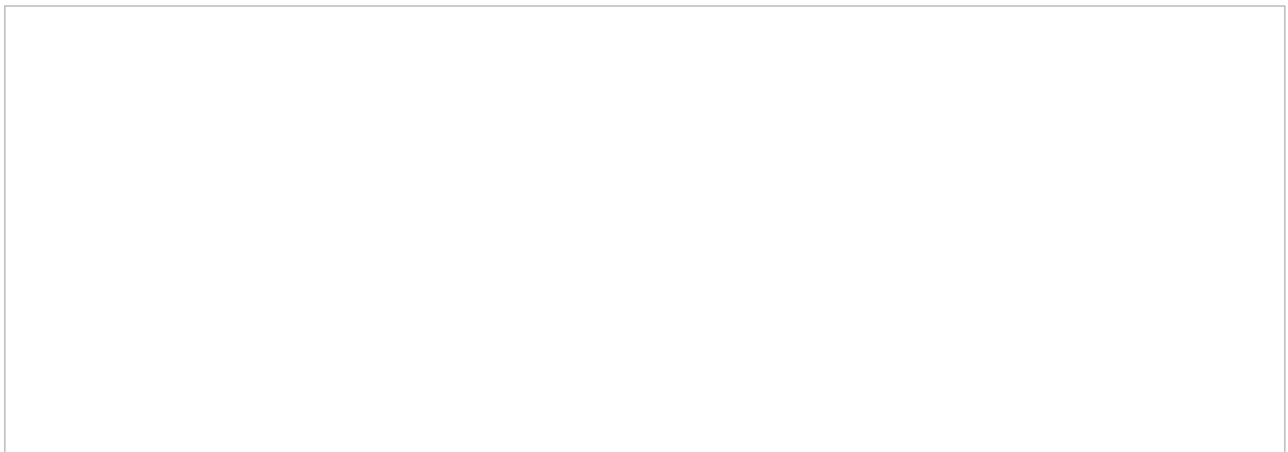
3. Make sure that the extension is enabled in Firefox Add-ons. Go to *Firefox Menu > Add-ons* (or type

about:addons in the address bar of the browser to access the extension).



Firefox > Menu > Add-ons

4. The Agent Desktop Extension should be shown as **Enabled**, and the slider should be switched to **On**. When the slider is gray, the extension is not enabled. When the slider is blue, it is enabled.



Agent Desktop Firefox Extension in about:addons

5. If you click on Agent Desktop Extension, you can view and change the other settings for the extension. Those settings are optional.
6. You can now return to the Agent Desktop application. Refresh the page to begin using it.

Internet Explorer

Internet Explorer does not require an extension, but if you use Internet Explorer 11 or higher, the browser's Enhanced Protected Mode must be disabled in order for all Agent Desktop application logs to appear in the same folder (e.g., "C:\Users\\AppData\Local\Temp\logs").

The logs provide information about what has happened in the application while you were logged in. Having logs is important because you may need to provide them to your supervisor or administrator if ever you need troubleshooting assistance.

How to Disable Enhanced Protected Mode

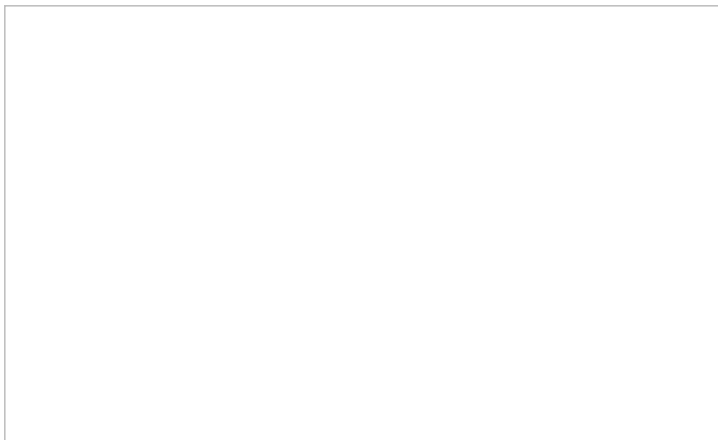
1. In the browser application, click **Tools** (Alt+X) and select **Internet options**.
2. Click the **Security** tab, and deselect the **Enable Enhanced Protected Mode** checkbox.
3. Click **OK**.

Safari

The Agent Desktop Helper Application is enabled for Safari 10, 11, and 12 on Mac OS X 10.12 (Sierra) and higher through the use of an extension, which is packaged in the Agent Desktop Helper Application installer (*bpclient_mac.pkg*). The installer will detect the OS X version your system is running on and will install the extension only if needed.

How to Enable the Application for Safari

1. When prompted by the warning message, follow the instructions to download the Agent Desktop Helper Application (*bpclient_mac.pkg*).



Agent Desktop update message

2. Follow the prompts to install "CSIM Client Plugin."



Install CSIM Client Plugin

3. After installation is complete, refresh the Agent Desktop webpage. You can now begin using it.

Mac Security/Privacy Settings

If you are on a Mac, note that you may have to update your security/privacy settings, in addition to all the aforementioned steps for installing/updating the Agent Desktop Helper Application on various browsers.

In your privacy settings, allow both "Agent Desktop Helper" and "bpclient" apps to use the microphone. This step is required, no matter which web browser you are running.



Example of allowing apps to use the microphone in Security & Privacy > Privacy

Other Updates

From time to time, the Agent Desktop Helper Application may have to be updated to support new system functionality. When a new version of this component becomes available, you may see a warning message similar to the one described above prompting you to upgrade. Follow the instructions of the message to update and enable the Agent Desktop Helper Application component on your computer.

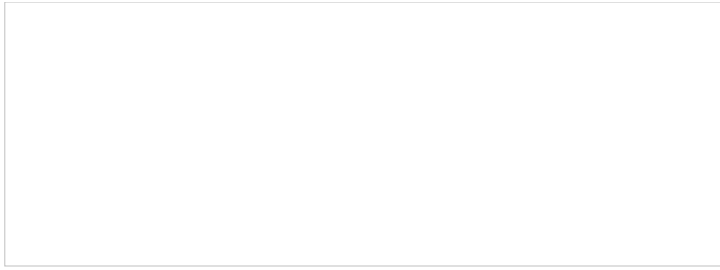
Troubleshooting

This section describes some common issues you might experience and what you should do.

I just installed the Agent Desktop Helper Application but I still get the warning message in Agent Desktop.

What this might mean:

- The installation may be incomplete. Check that the application is installed on your computer.
- You may need to refresh the page again. If the warning message still appears after that, then close your browser, reopen it, and go back to Agent Desktop.
- If your browser requires an extension, it may be disabled. Go to the extension settings and make sure the extension is **enabled** or set to **On**.



Agent Desktop Chrome Extension details

- Your browser may be blocking the application, the page, or pop-ups on the page. Try clicking the lock icon in the address bar, and make sure that all options are set to **Allow**.



Click the lock

A message says a network issue is disrupting your phone device.

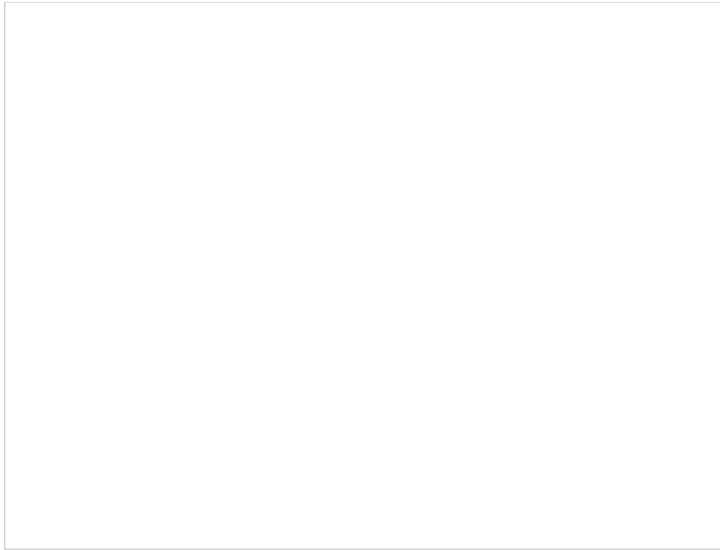
What this might mean:

- Restarting Agent Desktop may be required. Log out of Agent Desktop, and log in again.
- You may have lost Internet connectivity. Check your Internet connection and refresh the page.
- If you made changes to the [phone device](#), you need to log out of Agent Desktop and log in again for those changes to take effect.

A message says I logged in with a softphone, but the Agent Desktop Helper app is not installed or is blocked by your computer.

What this might mean:

- If your browser requires an extension, it may be disabled. Go to the extension settings and make sure the extension is **enabled** or set to **On**.
- Your browser may be blocking the application, the page, or pop-ups on the page. Try clicking the lock icon in the address bar, and make sure that all options are set to **Allow**.



Click the lock

- Anti-virus software running on your computer might be blocking the application. Typically, in this case, you will see a warning message asking you either to cancel or confirm the download/install. Choose the confirm/allow/proceed option to proceed with the installation/upgrade.

None of this helps me.

Contact your supervisor and/or service provider to request assistance.