



5.8 Custom

Bright Pattern Documentation

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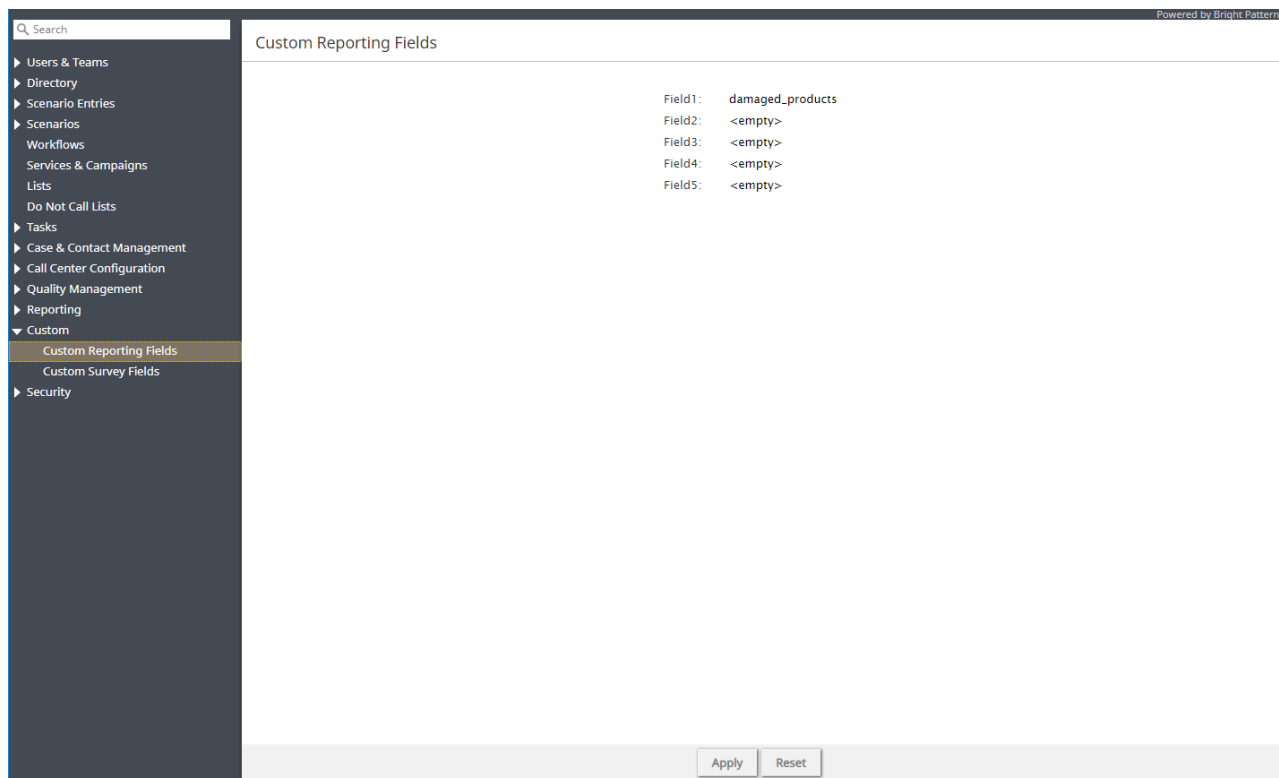
Custom Overview

Section Custom is where custom reporting field and custom survey fields are defined. These fields may be used in email surveys, in forms, in scenarios, and so forth.

Sections

The following is a list of sections found in the Contact Center Administrator application, section Custom.

- [Custom Reporting Fields](#)
- [Custom Survey Fields](#)



Custom

Custom Reporting Fields

Customizable fields are available for reporting purposes. Each custom field has a name, which can be any unique value, one that is distinctly different than any field offered by default.

[Custom fields](#) are added by clicking **EDIT** beside each available field. A dialog pops up with the following items to edit:

- **Field Name** - The unique name of the custom reporting field (e.g., "my_custom_field")
- **Enabled** - Select this checkbox to enable the custom reporting field to be used for your tenant.

You can [define](#) up to 25 custom reporting fields. Once they are defined here, they can be populated for any type of interaction via scenarios and/or activity forms. The collected data will appear in the [call_detail](#) table of the Reporting Database and can also be used as a filter when searching for [Interaction Records](#).

Note that all custom reporting fields are text fields with a 255 character limit.

Custom Reporting Fields	
Field1:	blacklist
Field2:	ticket
Field3:	sales
Field4:	qm_review
Field5:	bonus
Field6:	<empty>
Field7:	<empty>
Field8:	<empty>
Field9:	<empty>
Field10:	<empty>
Field11:	<empty>
Field12:	<empty>
Field13:	<empty>
Field14:	<empty>
Field15:	<empty>
Field16:	<empty>
Field17:	<empty>
Field18:	<empty>
Field19:	<empty>
Field20:	<empty>
Field21:	<empty>
Field22:	<empty>
Field23:	<empty>
Field24:	<empty>
Field25:	<empty>

Custom Reporting Fields

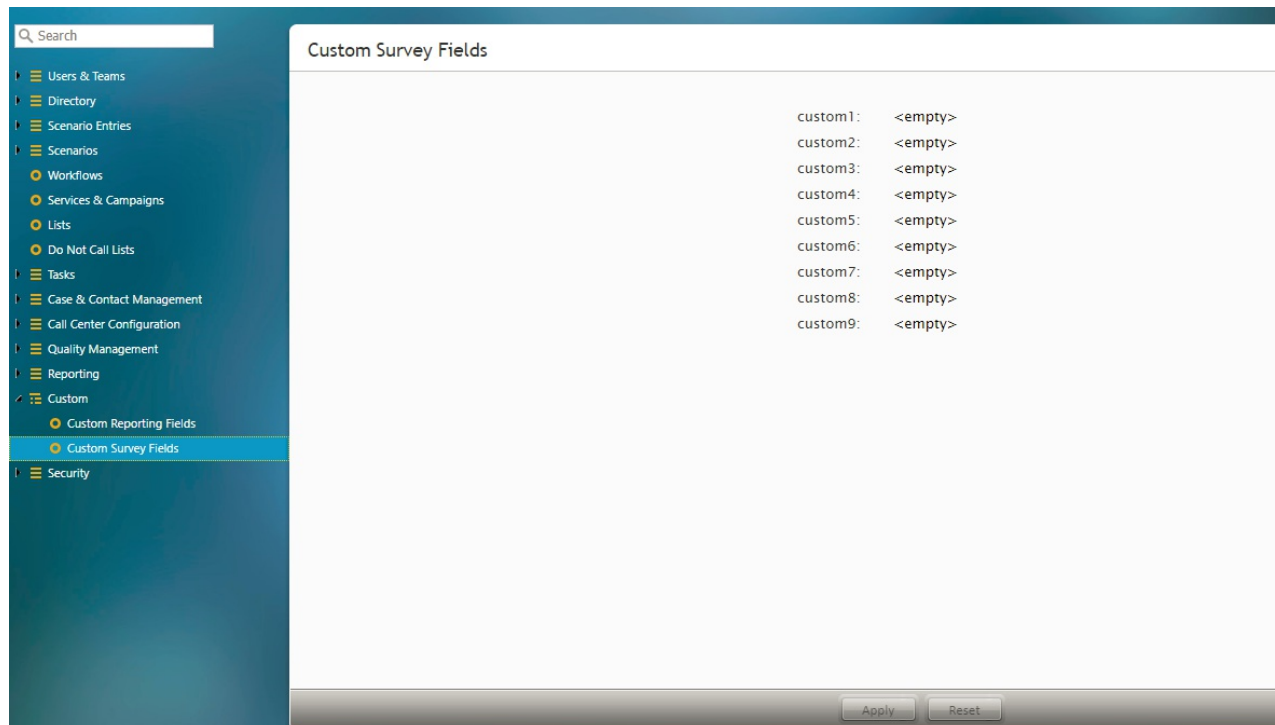
Custom Survey Fields

Customizable fields are available for survey purposes. Each custom field has a name, which can be any unique value, one that is distinctly different than any field offered by default.

Custom survey fields are added by clicking **EDIT** beside each available field. A dialog pops up with the following items to edit:

- **Field Name** - The unique name of the custom survey field (e.g., "my_custom_field")
- **Enabled** - Select this checkbox to enable the custom survey field to be used for your tenant.

Nine custom survey fields are available for customization. Custom survey fields that are edited here appear in the [Save Survey Response](#) block in the Scenario Builder application, and in the [Survey Form Editor](#) application. If no custom survey fields are defined, the field is shown as "<empty>."



Custom Survey Fields overview