



## 5.8 How to Configure Activity History Forms

### Bright Pattern Documentation

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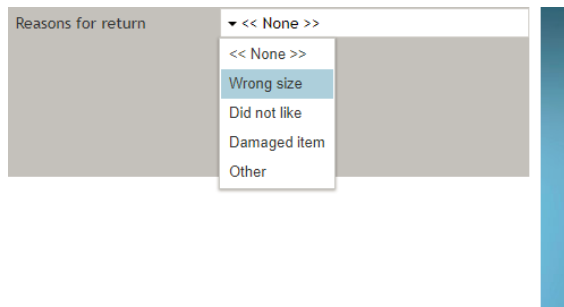
1. REDIRECT [5.3:Contact-center-administrator-guide/CaseandContactManagement/Forms/ActivityForms](#)

1. REDIRECT [5.3:Contact-center-administrator-guide/CaseandContactManagement/CustomFields](#)

1. REDIRECT [5.3:Contact-center-administrator-guide/CaseandContactManagement/Forms/ActivityForms](#)

## List

The *List* control places a list on a form. In Preview mode, this control appears as shown.



List on a form

## Field Properties

Once you have placed the control onto your form canvas, you can edit the field properties by clicking the pencil icon on the component. The field properties are described as follows.

**List Field Properties**

Dock to main window

Edit Mode Style: Text Add / Edit

Label: Reasons for return

Hint text for empty field: Why return this item?

Data field: \$()

Items: Wrong size, Did not like, Damaged item, Other Edit List Items

**Options**

Editable:

Required:

Initial value:

Custom reporting field: None

Export in campaign results:

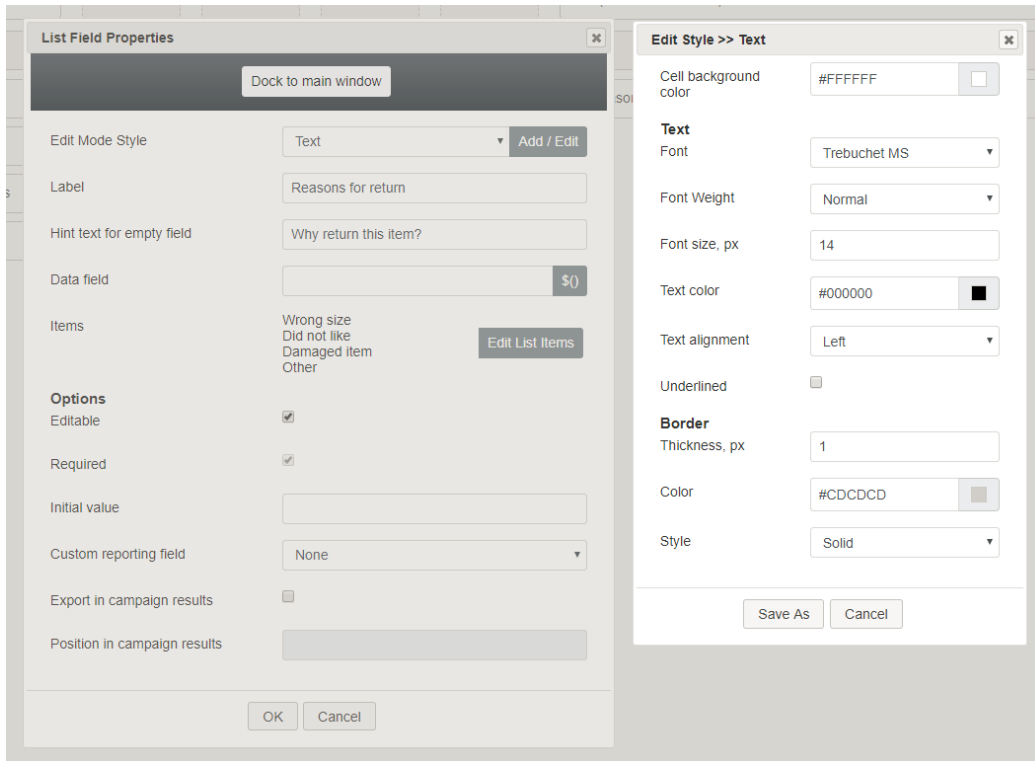
Position in campaign results:

OK Cancel

## List properties

### Edit Mode Style

*Edit Mode Style* is the common property that allows you to select, edit, or add a [style](#) for this form control. For example, you may select "Text" from the selector, and click **Add / Edit** to change the style (e.g., text, font, color, etc.) of the list fields displayed on the form.



## Add / Edit style

## Label

*Label* is the name of this control that will be displayed on the form (e.g., "Reasons for return").

## Hint text for empty field

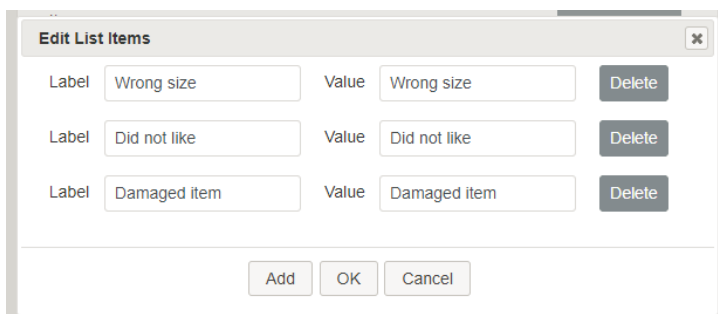
This text input field is where you enter any text that you wish to display in this control's empty fields. The hint text indicates to the user what kind of text belongs in this field (e.g., "Why return this item?").

## Data field

The *data field* is where you enter a specific variable or select a variable to get and insert data into the List field.

## Items

The items specified here are provided in the drop-down list on the form. Click **Edit List Items** to edit or add items to the list. The *Edit List Items* dialog pops up.



## Edit list items

For each list item, enter the following:

- **Label** - The name of the list item (shown on the form)
- **Value** - The actual list item not shown in the list on the form

You can modify your list items by clicking the buttons **Add** and **Delete**. Be sure to click **OK** to save your changes.

## Options

### Editable

Select this checkbox to allow users to edit the list.

### Required

Select this checkbox to require users to make a selection from the list. Note that *Required* is enabled only if the field is editable.

### Initial value

You can indicate the initial value to be shown on the list. This is optional.

### Custom reporting field

The *Custom reporting field* is the [custom reporting field](#) created for your contact center (if any). Such a field is unique to your contact center, as it is different from any default fields. If you do not have any custom reporting fields, select **None** from the drop-down list.

### Export in campaign results

Select this checkbox to export the data collected in the list in your call center's campaign results.

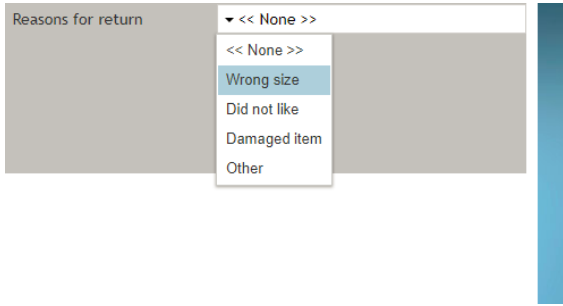
### Position in campaign results

Indicate the desired position (e.g., "1") for the data collected in the list to be placed in campaign results.

1. REDIRECT [5.3:Contact-center-administrator-guide/CaseandContactManagement/Forms/ActivityHistoryForms](#)

# List

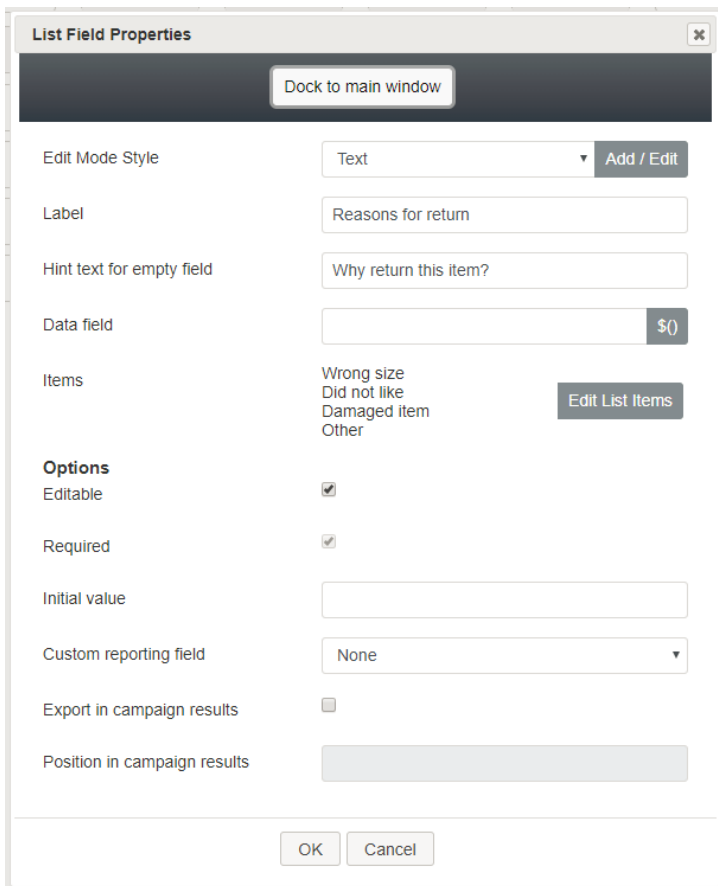
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List on a form

## Field Properties

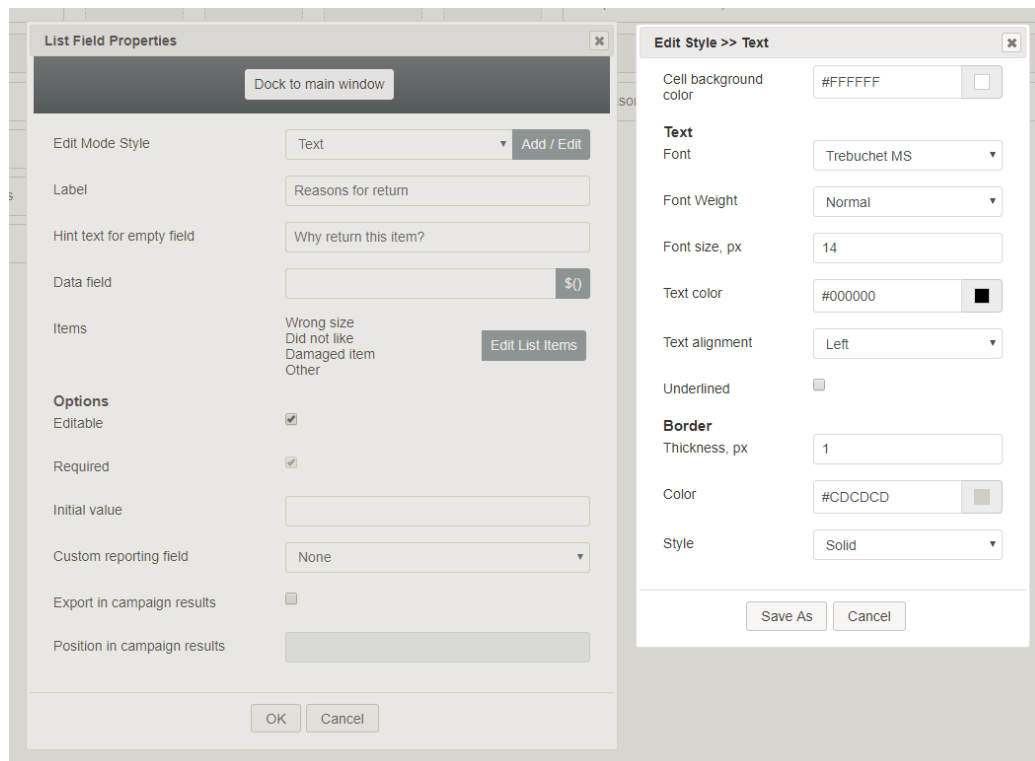
Once you have placed the control onto your form canvas, you can edit the field properties by clicking the pencil icon on the component. The field properties are described as follows.



List properties

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Add / Edit style

## Label

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## Hint text for empty field

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The *data field* is where you enter a specific variable or select a variable to get and insert data into the List field.

## Items

The items specified here are provided in the drop-down list on the form. Click **Edit List Items** to edit or add items to the list. The *Edit List Items* dialog pops up.



Label	Value	Action
Wrong size	Wrong size	Delete
Did not like	Did not like	Delete
Damaged item	Damaged item	Delete

Buttons: Add, OK, Cancel

## Edit list items

For each list item, enter the following:

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