

5.8 Reference

Bright Pattern Documentation

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Scenario Reference Material

In order to maximize the effectiveness of your scenarios, this guide provides reference material on variables, expressions, and voice prompts and segments. Variables and expressions allow your scenarios to pass information from your customers to your contact center and agents, as well as parse data. Voice prompts and segments utilize integrated text-to-speech technology to play prompts to customers.

Standard Fields for CRM Objects

- [Standard Fields for CRM Objects](#)

Variables and Expressions

- [Variables](#)
- [Variable Parameters](#)
- [String Expressions](#)
- [Integer Expressions](#)
- [Floating Point Expressions](#)
- [Built-in Functions](#)

Voice Prompts and Segments

- [Voice Prompts](#)
- [Voice Segments](#)

Standard Fields for CRM Objects

The following is a list of standard fields from CRM objects that are returned in the [Bright Pattern Search Object](#) block.

Note: Custom fields are stored with the `custom_` prefix.

Activity History

`_id`

Identifier of the given activity history object

Example: `_id: ObjectId("58c37dc25be74141236fc250")`

`account_id`

For email activities, returns the internal identifier of the email scenario entry

Example: `account_id: "B5A69B62-9E37-48A0-8864-5E71E19148EE"`

`assigned_by_first_name`

Reserved

`assigned_by_last_name`

Reserved

`assigned_by_user_id`

Reserved

`assigned_from_first_name`

Reserved

`assigned_from_last_name`

Reserved

`assigned_from_user_id`

Reserved

`case_ids`

Returns identifiers of cases that the given activity relates to; note the following:

- For chat and voice interactions, it may take multiple interactions to resolve a case
- For email interactions and notes, a single case is allowed

Example: `case_ids: [ObjectId("58b744a27477eb6d1076e645")]`

`created_time`

For chat and voice interactions, returns the time at which the interaction started (i.e., when it was first detected in the system); for email interactions and notes, returns the time at which this record was created (e.g., inbound email was received, outbound email was sent)

Example: `created_time: ISODate("2016-10-14T01:39:38.326Z")`

direction

For interaction-handling activities, provides a media-specific direction; it displays one of the following: INBOUND, OUTBOUND, REPLY, FORWARD, AUTO_ACK

Note the following:

- For chat interactions, it displays either INBOUND or OUTBOUND
- For email interactions, it may display INBOUND, OUTBOUND, REPLY, FORWARD, or AUTO_ACK
- For voice interactions, it displays either INBOUND or OUTBOUND

Example: direction: "OUTBOUND"

email_id

For email activities, returns the ID of the current email interaction

Example: email_id: ObjectId("579a651f7477eb3c65b652d8")

event

Reserved

flagged

Indicates whether an activity history record is flagged in the activity history of a case

Example: flagged: false

global_interaction_id

For interaction-handling activities, returns the [global interaction identifier \(GIID\)](#)

Example: global_interaction_id: "E9FF0804-A1E9-47CF-8D2F-60E684B21657"

has_voice_recording

If voice recordings are enabled, this indicates whether the interaction has a voice recording.

Example: has_voice_recording: false

media_type

Returns a value that indicates the type of interaction, which include the following: EMAIL, CHAT, VOICE, CASE, or NOTES

Example: media_type: "EMAIL"

original_email

For email activities, returns the ID of the original email interaction in the case

Example: original_email_id: ObjectId("5790099c7477eb673f327780")

parties

This returns an array of values associated with the parties involved in the activity; the party type will be one of the following: CONTACT, SCENARIO, USER, or UNIDENTIFIED. Note that USER applies to agents and supervisors.

Example:

```
parties: [
  {
    party_type: 'USER',
    user_id: '93B68CAB-9271-4B0A-AFB6-B9238CD36875',
    first_name: 'Edna',
    last_name: 'Partee',
    notes: '',
    disposition: 'Product sold',
    party_id: '58c1e0297477eb3f8d6552ec',
    start_time: ISODate("2017-03-14T19:15:06.784Z"),
    duration: 338,
    custom_address_verified: true,
    custom_name_verified: true,
    service_id: '72452D33-A7B4-4A1A-914A-AFA4076A76C3',
  }
  {
    party_type: 'CONTACT',
    contact_id: ObjectId("552856a7e4b0acb4156ddd11"),
    first_name: 'John',
    last_name: 'Doe',
    email: 'john.doe@example.com',
    party_id: '58c1e7137477eb3f8d655322',
    start_time: ISODate("2017-03-14T19:15:44.784Z"),
    duration: 300
  }
  {
    party_type: 'UNIDENTIFIED',
    first_name: 'Wireless',
    last_name: 'Caller',
    phone: '14155551212'
  }
  {
    party_type: 'SCENARIO',
```

```
    custom_address_verified: true,
    custom_name_verified: true
  }
]
```

pinned

Indicates whether an activity history record is pinned in the activity history of a case

Example: pinned: false

services

Provides a list of services that were involved in an activity; note that this is separate from the *parties* property because services may exist on abandoned/self-service attempts where there were no agent parties.

Example:

```
services: [
  {
    service_id: "72452D33-A7B4-4A1A-914A-AFA4076A76C3",
    service_name: "Maintenance Renewal"
  }
]
```

subject

Returns the subject of the conversation

Example: subject: "TEST SUBJECT"

tenant_id

Returns the ID of the contact center

Example: tenant_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

thread_id

Returns the email [thread ID](#), if configured

Example: thread_id: "JX54YYN91FZH"

transferred_from_first_name

Reserved

transferred_from_last_name

Reserved

transferred_from_user_id

Reserved

Case

_id

Identifier of the given case object

Example: _id: ObjectId("58c37dc25be74141236fc251")

case_number

The [case number](#) as defined in the Agent Desktop application

Example: case_number: "2451"

case_status

Returns one of the following [case states](#): New, Open, Pending, Resolved, or Closed

Example: case_status: "Pending"

case_title

Case title, for emails, is copied from the original email subject line; agents can edit it when editing cases

Example: case_title: "Mid-april Bulk email #1060 on Mon Oct 19 15:49:28 PDT 2015"

category_id

Returns the ID of the case category

Example: category_id: "560AC234-D124-458F-8DFB-C11ADF48F1D2"

category_name

Returns the configured [case category](#)

Example: category_name: "Maintenance Renewal"

cc

Provides a list of on-copy contacts

Example:

```
cc: [
  {
    contact_id: "5800375a7477eb4f25c630a7",
    first_name: "Jane",
    last_name: "Doe"
  }
]
```

created_time

When the case was first created; time is in GMT

Example: created_time: ISODate("2015-10-19T22:50:22.565Z")

customer_update_time

For email, this states when the last customer email was received. For voice and chat interactions, it coincides with the *modified_time* property.

Example: customer_update_time: ISODate("2016-11-03T23:49:41.454Z")

is_flagged

Indicates if a case is [flagged](#); it is unrelated to the interaction flag

Example: is_flagged: true

is_pinned

Indicates if the case is pinned; it is unrelated to email pins

Example: is_pinned: true

modified_time

This provides the time when the last update on the case was made or a new activity was posted on the case. Typically, this reflects the end of the interaction (i.e., when an update is done); time is in GMT.

Example: modified_time: ISODate("2016-11-03T23:49:41.454Z")

open_time

Provides the time when the case was opened by the agent (i.e., when the its state is changed from the [New](#) state to the [Open](#) state)

Example: open_time: ISODate("2015-10-19T22:51:22.565Z")

pending_reason

Returns the [contact center's configured](#) Pending reasons; these are only present if a case is in the Pending state.

Example: pending_reason: "Waiting for info from customer"

pending_time

The time the case state was last set to [Pending](#). The *pending_time* property is only present in cases in the Pending, Resolved, and Closed states. For multiple transitions to the Pending state, it will provide the time the last transition was used.

Example: pending_time: ISODate("2015-10-19T22:53:22.565Z")

priority

Reserved

reporter_first_name

The reporter's (i.e., the customer/ person who contacted your call center) first name as it was at the moment it was collected

Example: reporter_first_name: "John"

reporter_id

The ID of the case reporter (i.e., the customer/ person who contacted your call center); it is taken from the contact on the original interaction from the case

Example: reporter_id: ObjectId("5581ef0de4b02187dd0a555f")

reporter_last_name

The reporter's (i.e., the customer/ person who contacted your call center) last name as it was at the moment it was collected

Example: reporter_last_name: "Doe"

resolved_time

The time the case state was set to [Resolved](#); it is used for automatic transition to the Closed state. The *resolved_time* property is only present in cases in the Resolved and Closed states. For multiple transitions to the Resolved state, it will provide the time the last transition was used.

Example: resolved_time: ISODate("2016-11-03T23:49:41.454Z")

response_sla_start_time

Reserved

response_sla_target_time

Reserved

response_sla_time

Reserved

sentiment

Provides the [sentiment](#) from the last customer interaction in numerical form; the score indicates how negative or positive the interaction was, based on sentiment analysis

Example: sentiment: 0.97

tenant_id

Returns the ID of the contact center

Example: tenant_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

users

This provides a list of agents who have participated in the handling of this case.

Example:

```
users: [  
  user_id: "93B68CAB-9271-4B0A-AFB6-B9238CD36875"  
]
```

Company

_id

Identifier of the given company object

Example: _id: ObjectId("58c37dc25be74141236fc252")

company_name

The name of the company as defined in Agent Desktop

Example: company_name: "Warehousing Inc. 4"

created_time

When this company object was first created; time is in GMT

Example: created_time: ISODate("2015-03-24T23:57:13.440Z")

employees

The number of employees the company has as defined in Agent Desktop

Example: employees: "123"

modified_time

This provides the time when the last update for this company object was made; time is in GMT.

Example: modified_time: ISODate("2016-10-06T21:22:29.850Z")

revenue

The revenue of the company as defined in Agent Desktop

Example: revenue: "100 million"

tenant_id

Returns the ID of the contact center

Example: tenant_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

web_url

The company's web URL as defined in Agent Desktop

Example: web_url: "www.example.com"

Contact

_id

Identifier of the given contact object

Example: `_id: ObjectId("58c37dc25be74141236fc253")`

addresses

The contact's addresses as defined in Agent Desktop; possible values are PRIMARY, BILLING, SHIPPING, and OTHER

Example:

```
addresses: [
  {
    type: "PRIMARY",
    postcode: "90670",
    state: "CA",
    city: "Santa Fe Springs",
    address_line1: "1111 Bayhill Dr.",
    address_line2: "Suite 275",
    country: "USA",
    id: "579936537477eb39496a4bea"
  }
]
```

bpo_client_id

Reserved

company_id

Returns the ID of the company that this contact is associated with

Example: `company_id: ObjectId("5511f9d9e4b0033ff9b8bc99")`

created_time

When the contact was first created; time is in GMT

Example: `created_time: ISODate("2015-04-10T23:03:03.322Z")`

dob

The contact's date of birth (DOB) as defined in Agent Desktop

Example: `dob: ISODate("2001-08-14T00:00:00.000Z")`

emails

The contact's email addresses as defined in Agent Desktop; possible values are PRIMARY, BUSINESS, and PRIVATE

Example:

```
emails: [
  {
    type: "PRIMARY",
    email_address: "something@brightpattern.com",
    id: "579936537477eb39496a4be9"
  }
]
```

external_ids

Reserved

first_name

The contact's first name as defined in Agent Desktop

Example: `first_name: "Jeanne"`

last_name

The contact's last name as defined in Agent Desktop

Example: `last_name: "Wengler"`

messengers

The contact's messenger information, including messenger name/type (e.g., LINE), the contact center's integration account ID, and the contact's external messenger ID.

Example:

```
messengers [
  {
    type: "line",
    id: "3289396573",
    user_id: "U6b4b0a5c0e5a0269fcba1b06ccf09ea5"
  },
  {
    type: "facebook",
    id: "4937586736",
    user_id: "X7a3c1b6d1f6b1370gdcba2c17bbg10fb6"
  }
]
```

modified_time

This provides the time when the last update on the contact was made; time is in GMT.

Example: modified_time: ISODate("2016-09-24T00:11:48.205Z")

phone

The contact's phone numbers as defined in Agent Desktop; possible values are BUSINESS, HOME, MOBILE, and FAX

Example:

```
phones: [  
  {  
    type: "MOBILE",  
    phone: "16505551212",  
    id: "579fff287477eb45790af319"  
  },  
  {  
    type: "HOME",  
    phone: "14155551212",  
    id: "57e2d6437477eb660c92899d"  
  },  
]
```

picture

Contact's photo

position

The contact's position as defined in Agent Desktop

Example: position: "Sr. Support Engineer"

segment

The contact's segment as defined in Agent Desktop

Example: segment: "Gold"

social_links

Reserved

summary

The summary of the contact as defined in Agent Desktop

Example: summary: "Jeanne works in the main office M - Th; off-site office F"

tenant_id

Returns the ID of the contact center

Example: tenant_id: "EB95E6C6-A7A9-4581-83E7-7336FB8FC377"

title

The contact's title as defined in Agent Desktop

Example: title: "Miss"

Email

_id

Identifier of the given email object

Example: _id: ObjectId("58c37dc25be74141236fc254")

CC

Returns the names and email addresses of the email'sCc field in an array of objects, if available

Example:

```
CC: [  
  {  
    "name": "Alice B",  
    "address": "alice@b.com"  
  }  
]
```

From

Returns the names and email addresses of the email'sFrom field in an array of objects

Example:

```
From: [  
  {  
    "name": "Alice B",  
    "address": "alice@b.com"  
  }  
]
```

HTML

Returns the string from the email's HTML body, if available; returns an array if the email object contains several HTML parts

Example:

```
html: "<div class=\"x-emi-message x-emi-level-0\" lang=\"EN-US\" link=\"blue\" vlink=\"purple\"> \n <meta http-equiv=\"Content-Type\" content=\"text/html; charset=us-ascii\" />\n <meta name=\"Generator"
```

Subject

Returns the string from the email's *Subject* field, if available

Example: Subject : "10/20 attempt #3"

Text

Returns the string from the email's text body, if available; returns an array if the email object contains several HTML parts

Example: text : "\n\n\n"

To

Returns the email addresses and names (if available) of the email's *To* field in an array of objects

Example:

```
To: [
  {
    "address": "alice@b.com"
  }
]
```

Variables and Expressions Overview

In order to maximize the effectiveness of your scenarios, this guide provides reference material on variables, expressions. Variables and expressions allow your scenarios to pass information from your customers to your contact center and agents, as well as parse data.

Variables and Expressions

- [Variables](#)
- [Variable Parameters](#)
- [String Expressions](#)
- [Integer Expressions](#)
- [Floating Point Expressions](#)
- [Built-in Functions](#)

Voice Prompts and Segments Overview

In order to maximize the effectiveness of your scenarios, this guide provides reference material on voice prompts and segments. Voice prompts and segments utilize integrated text-to-speech technology to play prompts to customers.

Voice Prompts and Segments

- [Voice Prompts](#)
- [Voice Segments](#)