



5.8 Starting Agent Desktop

Bright Pattern Documentation

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Logging into Agent Desktop

Bright Pattern's Agent Desktop application can be launched from any supported web browser, including Chrome, Firefox, Safari, and Internet Explorer.

To log in to Agent Desktop, you will need to know the following:

- Your contact center's domain (e.g., yourcompany.brightpattern.com)
- Your username (e.g., "christy.borden")
- Your password

Note that Bright Pattern offers single sign-on (SSO) functionality for the contact center platform. SSO enables access to both Bright Pattern's Agent Desktop and Wallboard applications when you log in to either one of these applications. For example, if you log in to Agent Desktop and then navigate to Wallboard, you will find yourself already logged in to that application as well.

Step 1: Enter login credentials

1. Open your web browser and type in your contact center's URL:

`https://<yourcontactcenter>.brightpattern.com/agentdesktop`

For example: <https://example.brightpattern.com/agentdesktop>

2. In the **Username** and **Password** fields of the dialog box, enter the username and password provided to you by your system administrator. Do not change other fields of the dialog box unless instructed to do so by your system administrator.
3. Click the **Log in** button.

B R I G H T P A T T E R N Agent Desktop Login

Username:

Password:

[Forgot password?](#)

Enter username and password to log in to Agent Desktop.



Step 2: Confirm permissions and change password (if needed)

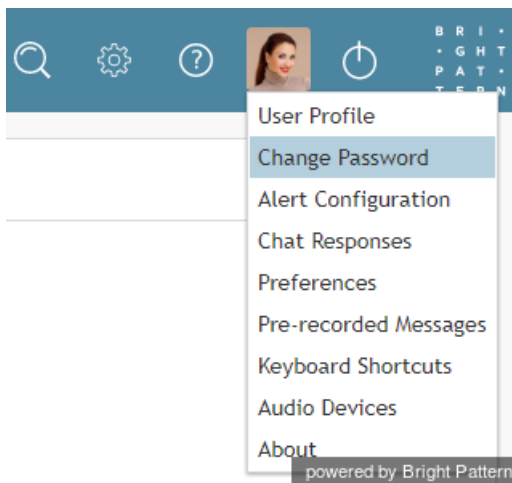
If this is your first time logging in to Agent Desktop, you may be asked to confirm your permission to show notifications from this web page. Confirm your permission to display notifications.

If you forgot your password, you may request it by clicking the **Forgot password** link. Password recovery instruction will be sent to you by email. Note that in order to receive those instructions, your email address must be associated with your user account in the Bright Pattern Contact Center Administrator system. If in doubt, contact your administrator to have your password reset manually.

Once logged in, you can change your password via the settings menu in the top right corner of your application screen.

How to change your password

1. Click your **User Profile** photo icon . Note: If you have not uploaded a photo to your user profile, click on the **Settings** icon  instead.
2. Select the **Change Password** option.

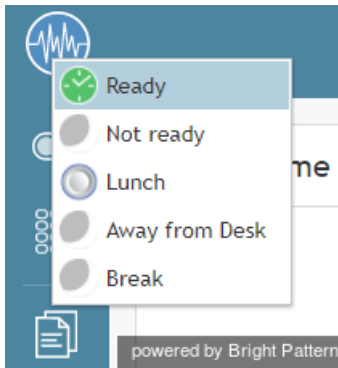


Click the Settings icon to change your password.

Depending on your contact center security policies, you may also be required to change your password upon initial login and/or at regular time intervals (e.g., every 90 days).



Step 3: Navigate the user interface

Successful logging into the Agent Desktop application marks the beginning of your working session. Your current status will be displayed in the upper-left corner of the application screen.



Agent status is set in the upper left-hand corner of Agent Desktop.

If you are an agent, depending on your contact center practices, you may be assigned either the *Not Ready* or *Ready* state upon login. If the *Not Ready* state is assigned, you will not receive any service calls until you manually change your state to *Ready*. If the *Ready* state is assigned, you may receive an interaction immediately upon login. See [How to Interpret Your Current State Information](#) for more information about the agent states and how to change them.

If you are not an agent, you will be assigned the status *Available*  immediately upon login. This status indicates to your colleagues your availability to communicate. If you prefer not to be disturbed by incoming calls or instant messages, consider manually changing your status to *Not Ready*  by clicking the drop-down menu icon below the current status indicator. For more information about availability indicators, see section [How to Use the Directory](#).

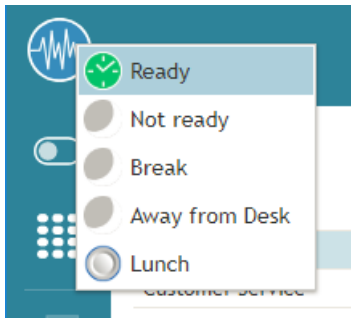
Some of the functions described in this guide may not be available to you. This usually means that either the corresponding capabilities are disabled in your contact center, or you do not have the permissions to use the function in question. If you believe that you need access to such functions in order to perform your tasks, contact your system administrator.

Working as an Agent

As a supervisor, you will normally have all agent functions available to you, including handling service interactions and managing your states. For information about how to use these functions, refer to the Bright Pattern Contact Center [Agent Guide](#).

If you wish to work as an agent during your working session, simply change your user status from *Supervising* to *Ready*:

1. Click the **User Status Indicator/Selector** icon and select **Ready** as soon as you are ready to handle service interactions.
2. Follow the instructions in the *Agent Guide* for all further operations related to [manual agent state handling](#).



Selecting the Ready state

Note: In the Bright Pattern Contact Center system, access to various functions is controlled via role assignment. In order to be able to perform agent functions, you may need an agent role assigned to you by your system administrator, in addition to the supervisor role. If, after logging in, you cannot change your state to *Ready*, this probably means that you do not have an agent role assigned to you, and you will not be able to make or receive service calls. Contact your system administrator for the agent role to be added to your profile.