

5.8 Administration Tutorials

Bright Pattern Documentation

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Tutorials for Admins Overview

Tutorials for Admins is a collection of articles that explain how to accomplish specific goals using Bright Pattern's Contact Center Administrator application. Step-by-step tutorials cover various topics related to configuration, integrations, setting up services, building scenarios, AI and bots, and much more.

Audience

Readers of this guide are expected to be familiar with and have access to [Contact Center Administrator](#), the application that is used for configuring contact center operations and generating reports.

Questions?

Tutorials for Admins is a growing collection of "how-to" articles. If you need help with a topic that is not already covered in documentation, please contact [Customer Success Management](#), connect with us via the [Contact Us](#) page, or post comments to documentation articles.

Guide Sections

The following is a list of sections in this guide.

- [AI and Bots](#)
- [APIs](#)
- [Chat](#)
- [Configuration](#)
- [Email](#)
- [Forms](#)
- [Integrations](#)
- [Lists](#)
- [Phone Devices](#)
- [Scenarios](#)
- [Services](#)
- [Voice](#)

AI & Bots Overview

AI and Bot tutorials provide step-by-step instructions on how to create functional chatbots and integrate them into your contact center services.

Learn how to create chatbots, configure chatbot integration, and how to get your Bright Pattern scenarios to work with your integrated chatbots.

For more information about using the Contact Center Administrator application, see all [Tutorials for Admins](#).

Bot Creation

- [How to Create an Amazon Lex Bot](#)

- [How to Create a Watson Assistant](#)

Integration Account Configuration

- [How to Add a Bot or Chat Suggestions Engine](#)
- [Set up an AWS Lex Integration Account](#)
- [Set up a Watson Assistant Integration Account](#)

Putting It All Together in Bright Pattern

- [How to Integrate Bots with Chat](#)

API Overview

API tutorials show you how to enable/Create API capabilities for your contact center. You will learn how to connect Bright Pattern's API with cURL and more.

Tutorials

- [API Access](#)
- [How to Use cURL to Make API Requests](#)

Chat Overview

Chat tutorials show you how to enable chat/messaging capabilities for your contact center. You will learn how to set up chat services, place Bright Pattern's chat widget on your website, and more.

Tutorials

Configuration

- [How to Add a Contact Tab](#)
- [How to Configure Chat Services](#)
- [How to Configure Web Chat](#)
- [How to Configure Proactive Offers](#)
- [How to Remove the Call Option from Service Chat Sessions](#)

Design

- [Streamlining Your Chat Service with Quick Reply Buttons](#)

Launching Chat on Webpages

- [How to Edit the Full Chat Code for Local Hosting](#)
- [How to Use the Web HTML Snippet](#)
- [How to Use Pass JavaScript Variables Through Web HTML Snippet](#)

Configuration Overview

Section *Configuration* presents tutorials about configuration steps you should follow in order to accomplish specific tasks within your contact center, for example, configuring hours of operation. Configuration articles may require knowledge about and access to various Bright Pattern Contact Center applications, such as Contact Center Administrator, Scenario Builder, Form Builder, Agent Desktop, and so forth.

Tutorials

- [Hours of Operation](#)
- [Configuring Exceptions to Standard Office Hours](#)
- [Regional Routing for Remote Agents](#)
- [Warm Transfer to Third Party Caller ID](#)

Email Tutorials

Section *Email* presents tutorials about the email configuration required for appropriate filtering and routing.

Tutorials

- [Configuring High-Importance Email Routing](#)

Forms Overview

Bright Pattern form-building exercises show you how to set up forms in the Contact Center Administrator application and the Form Builder application.

These exercises highlight the important configuration steps needed to get your forms up and running in Agent Desktop, as well as optional enhancements.

These articles are available in the *Form Builder Reference Guide*, section Form-Building Exercises.

Tutorials

- [Form-Building Exercises](#)

Integrations Overview

The tutorials in this section offer step-by-step instructions on how to configure integration accounts for your contact center. For more on integrations, see the *Contact Center Administrator Guide*, section [Integration Accounts](#).

Tutorials

AWS S3 Recordings Storage

- [How to Create and Configure an AWS S3 Bucket](#)
- [How to Add Amazon AWS Integration Account in Bright Pattern](#)
- [Setting up AWS S3 Storage for Call Recordings](#)
- [Setting up AWS S3 Storage for Screen Recordings](#)
- [Setting up AWS S3 Storage for Chat Transcripts](#)

Integration Account Configuration

- [How to Add an Integration Account](#)
- [LogMeIn Integration Quick Start](#)

Single Sign-On (SSO) Integration

- [How to Configure Microsoft Azure Active Directory SSO](#)

Lists Overview

The tutorials in this section offer step-by-step instructions on how to work with lists in your contact center.

For more information, see the *Contact Center Administrator Guide*, section [Lists](#).

Tutorials

- [How to Upload a List](#)
- [How to Create a New List](#)

Phone Devices Overview

Bright Pattern Contact Center software supports a variety of phone devices for your agents to use as well as the ability for administrators to configure access to these devices. In order to promote maximum efficiency in your contact center, you may find it helpful to streamline the available phone device options.

The following phone device configuration tutorials are based on likely use cases for your contact center; they include the following:

- [Ensuring a Secure Voice Channel for Agents](#)
- [Using Bright Pattern Contact Center Software with a Chromebook](#)
- [Faster Agent Onboarding Using Browser Audio as a Phone](#)
- [Enforcing Screen Recording and Monitoring](#)
- [Diagnosing Agent Phone Connection Problems](#)

Note: The following functionalities are not supported **unless** the [BPClient plugin](#) is installed:

- Screen monitoring (i.e., a supervisor **must** have the plugin enabled on their computer in order to monitor)
- 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

Additional Notes:

- In order to use screen monitoring, both users (i.e., the host of the monitoring and monitored user) should have the [BPClient plugin](#) installed.
- If you are using the [WebRTC phone device option](#), please see [WebRTC Considerations](#).

Scenarios Overview

Scenarios are created and edited in Bright Pattern's Scenario Builder application. The articles in this section link to scenario-building templates, exercises, and "how to" articles in the *Scenario Builder Reference Guide*.

Tutorials

- [Scenario-Building Exercises](#)
- [Scenario Templates](#)

Services & Campaigns Overview

In this section, you will learn how to configure services (e.g., voice, chat, email, etc.) for your contact center. The tutorials in this section are meant to help you get services up and running quickly.

For more information, see the *Contact Center Administrator Guide*, section [Services and Campaigns Overview](#).

Tutorials

- [Chat Service Configuration](#)
- [How to Configure Email Services](#)
- [Inbound Voice Service Configuration](#)
- [Outbound Messaging Campaign Configuration](#)
- [List Leads Outbound Preview Campaign Configuration](#)

Voice Overview

This section provides tutorials on anything related to voice services.

Tutorials

- [How to Configure Conversational IVR](#)
- [How to Load Voices from Google Cloud Text-to-Speech API](#)