

5.8 Scenarios

Bright Pattern Documentation

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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](#)

Scenario Exercises

Bright Pattern scenario exercises show you how to build a scenario for a specific service and purpose. These exercises provide detailed descriptions of which scenario blocks to use, how to configure their properties, and why you need them. Sometimes you need a practice run before you can build your dream scenario.

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

Chat

- [How to Create a Chat Scenario That Pops Case or Contact Information](#)
- [How to Create a Chat Scenario That Uses Bots](#)
- [How to Configure a Chat Scenario That Uses a Microsoft Azure Web App Bot](#)

Voice

- [How to Create a Voice Scenario That Blocks Specific Incoming Phone Numbers](#)
- [How to Create a Voice Scenario That Distributes Surveys to a Percentage of Random Customers](#)
- [How to Route Callers to the Last Agent and Provide a Voicemail Option](#)
- [General Inbound Voice Scenario](#)
- [Voice Scenario Survey](#)

Scenario Templates

There are many ways to build a scenario, but sometimes it is easier to start with a template and modify it later. Bright Pattern provides custom templates, which include instructional comments and explanations, for you to download and import into your contact center. Note that these templates differ from those provided out-of-the-box in your Contact Center Administrator applications.

These templates are available in the *Scenario Builder Reference Guide*, section [All Scenario Templates](#).