

5.8 Break Time

Bright Pattern Documentation

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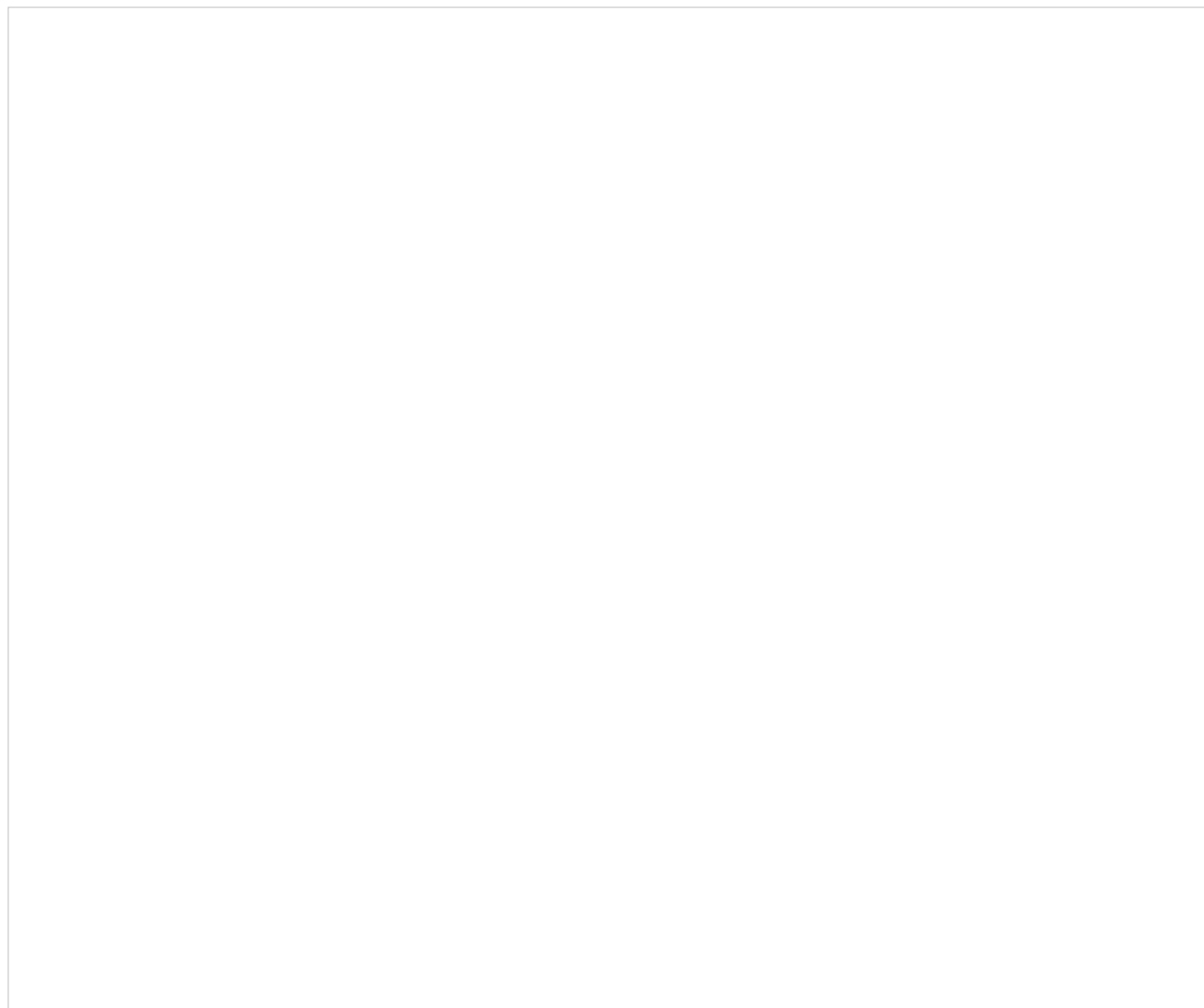
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General Settings

General settings define various aspects of your operations that apply to your entire contact center as opposed to any individual entity. When you specify a certain parameter at this level, the specified value will be applied to all corresponding resources of your contact center. Note that some of the same settings can also be defined at lower levels such as teams, services, and/or users. The values defined at such lower levels always supersede these general settings defined at the contact center level.

To view and edit the general settings, select the *General Settings* option from the *Call Center Configuration* menu. Note that all of these settings are optional.



Call Center Configuration > General Settings

Screen Properties

The *General Settings* screen properties are described as follows.

Default time zone

The *Default time zone* is the time zone that will be used by default when you define time-based parameters of your contact center resources such as service hours. Note that you will be able to change this default time zones setting when defining time-based parameters of individual contact center resources. Note also that changing this default time zone parameter will not affect any of the previously defined time-base parameters of your contact center.

Default country

The *Default country* is the "home country" that will be used by default when you define location-based parameters of your contact center resources. The tenant numbers for the default country will be shown in national format, whereas other countries will be shown in international format.

System Not Ready reason names for

This property allows you to define custom names for the *Not Ready* agent state for various conditions when the system automatically applies this state to agents. The Not Ready state indicates that the agent is logged in but is temporarily unavailable to handle customer interactions.

If defined, such custom names will be allowed and displayed instead of the generic *Not Ready* in the corresponding situations for the agents themselves, for the supervisors monitoring agents' performance, and in the agent activity reports.

Check if counts toward break time

If a checkbox next to a system Not Ready reason is selected, any time spent in this state will apply towards agent break time; if a checkbox is not selected, no amount of time spent in this state will apply to agent break time. Break time is reflected in the following:

- The [Break Time Remaining](#) widget in the Agent Desktop application
- The [Longest Break Time](#) widget in the Agent Desktop application
- The [Break Time](#) widget in the Wallboard application
- The [My Break Time](#) real-time metric
- The [agent_total_break_time](#) statistic

If any checkbox is selected or unselected, note that the changes will take effect for all agents on their next state/reason change. For example, if an agent was in the affected Not Ready reason state when the change was applied, his break time will continue to be calculated as before the change until he transitions to another state or to another Not Ready reason.

For new contact centers:

- The predefined custom Not Ready reasons Break and Lunch will be selected; all other custom and system Not Ready reasons will be unselected.
- Any newly created Not Ready reasons will be selected.

Agent no answer

This property means that the agent is set to *Not Ready* because the agent has rejected an incoming service interaction or failed to answer it within a predefined amount of time. The default name is *No answer*. The No Answer timeout is specified in the [Connect Call](#) scenario block. The default value is 10 seconds.

UI connection loss

The agent is set to *Not Ready* because the connection between the Agent Desktop application and the system has been lost. The default name is *Connection loss*.

After call break

The agent is set to *Not Ready* because the agent has finished handling an interaction and must have a mandatory break time. (See setting *Enter Break* below.) The default name for this is *After call break*.

Logout Pending

The agent is set to *Not Ready* because the agent has requested to be logged out of the system while handling an interaction (e.g., when the agent's working shift is almost over). In this case, the system will let the agent finish processing the current interaction and will then switch the agent to *Not Ready* for a brief moment before logging out the agent.

Note that if the only active interactions are emails, the logout will be immediate. All actively processed emails will be stored as [drafts](#) in the agent's *My*.

Not Ready reasons sorting type

This option allows the list of custom *Not Ready* reasons to be sorted; the options are *Alphabetical* or *Custom*. The order of *Not Ready* reasons in the various Agent Desktop UIs (i.e., the Agent Desktop application and all widgets) is determined by their current order in the Contact Center Administrator application.

For new contact centers, the default sorting option will be *Alphabetical*.

If *Alphabetical* is selected, all existing and newly created reasons will be arranged in A to Z order automatically. If *Custom* is selected, you may drag and drop any existing or newly created reasons in the order you desire.

Note: The states *Supervising* and *Ready* are not affected by sorting options (i.e., they will always appear at the top of the list in the Agent Desktop application).

Custom Not Ready reasons

This allows you to define a custom name and select an icon for the *Not Ready* agent state, depending on the reason the agent makes sets the state manually to *Not Ready*. If such reasons are defined, agents will have to select one of these reasons, instead of the generic *Not Ready*, when making themselves unavailable to handle customer interactions.

Bright Pattern Contact Center provides a number of default *Not Ready* reasons. To delete or edit any of the existing reasons, hover over their names. To define additional *Not Ready* reasons, click **add**. Up to 40 custom *Not Ready* reasons can be created.

Check if counts toward break time

If the checkbox next to the custom *Not Ready* reason is selected, when an agent selects this state in the Agent Desktop application, the amount of time spent in this state will apply toward break time. If the checkbox is not selected, no amount of time spent in this state will apply toward agent break time. Break time is reflected in the following:

- The [Break Time Remaining](#) widget in the Agent Desktop application
- The [Longest Break Time](#) widget in the Agent Desktop application
- The [Break Time](#) widget in the Wallboard application
- The [My Break Time](#) real-time metric
- The [agent total break time](#) statistic

If any checkbox is selected or unselected, note that the changes will take effect for all agents on their next state/reason change. For example, if an agent was in the affected Not Ready reason state when the change was applied, his break time will continue to be calculated as before the change until he transitions to another state or to another Not Ready reason.

For new contact centers:

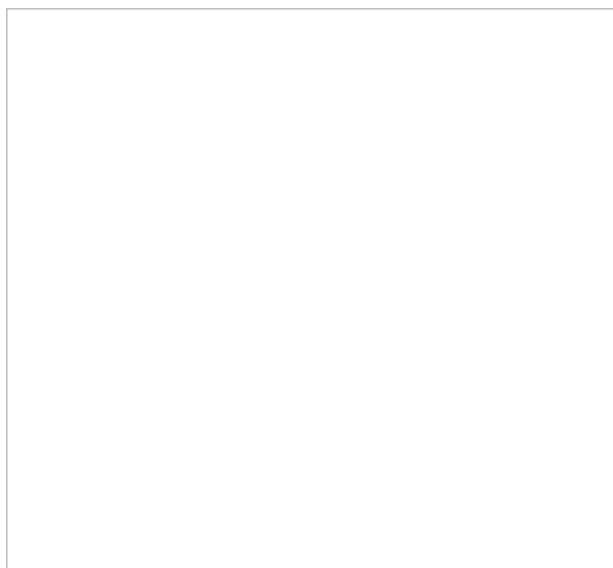
- The predefined custom Not Ready reasons Break and Lunch will be selected; all other custom and system Not Ready reasons will be unselected.
- Any newly created Not Ready reasons will be selected.

Manage icons

The *manage icons* option allows you to upload your own icons for use with your Bright Pattern Contact Center *Not Ready* and *Custom Not Ready* reasons icons list.

To upload an icon, click **manage icons**, and the *Manage Icons* window will appear. Click on the **Upload** button, and then the **Browse** button to browse your computer for an appropriate image. The system will accept images with a max of 195 Kb in either .SVG or .PNG formats. Up to 40 custom *Not Ready* reason icons may be uploaded.

To delete a custom uploaded icon, click **manage icons**, and the *Manage Icons* window will appear. Click on the checkbox in the lower right-hand corner of any icons you wish to delete— you may choose more than one. A checkmark will appear on the icon(s) and the **Delete** button will become available for you to select. A confirmation dialog will appear before the images are deleted.



The *Manage Icons* window

Agent state upon login

The state that will be applied to the agents of your contact center when they log into their Agent Desktops. You can select any of the custom Not Ready reasons defined above or make the agent *Ready*. Note that if you select *Ready* for this setting, the agents may start receiving customer interactions as soon as they log in. Otherwise, they will have to make themselves *Ready* manually before they begin receiving any service calls.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Auto logout timeout upon connection loss

This specifies how long the system will wait for the Agent Desktop application to reconnect, from the moment a connection loss is detected, before the agent is logged out automatically. **Note:** This setting is removed starting from Bright Pattern Contact Center version 5.7.0.

Enter After Call Work

This property specifies whether After Call Work is used in your contact center. If selected, agents will enter the *After Call Work* state after finishing any type of service call. Note that you can override this setting at the [service level](#).

Exit After Call Work

Exit After Call Work sets the maximum time in the *After Call Work* state for the agents of your contact center. This setting is essential only if the option *Enter After Call Work* is selected. If you wish to restrict the After Call Work time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in After Call Work until they exit this state manually. Note that you can override this setting at the [team level](#).

Enter Break

Enter Break specifies whether the agents of your contact center be allowed any rest time when they finish handling of a service call including after-call work. Select this option to enable a mandatory break.

Exit Break

Exit Break sets the maximum time in the Break state after finishing a service call for the agents of this team. This setting is essential only if the option *Enter Break* is selected. If you wish to restrict the mandatory break time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in the *Break* state until they exit this state manually. Note that you can override this setting at the [team level](#).

Non-call cases URL

This setting can be used to display an external web resource to the agents (for example, a search screen of an external knowledge base). Unlike [Web Screen Pop](#), where a page is displayed with respect to a specific interaction, the web resource specified here will be available to the agent at any time via the [Agent Desktop Home Screen](#). Note that you can override this setting at the [team level](#).

Display name format

Display name format is the format for displaying users' and contacts' names in reports and in the Agent Desktop application. Note that Contact names displayed via any Contact forms are not affected by this setting (i.e., the order of the names in such forms is expected to be changed via [form customization](#)).

External number inactivity timeout

This setting is essential for agents who connect to the system using the phone device option [An external phone](#). The setting specifies in how many minutes agents' external phone connection will be disconnected automatically in absence of any active calls on them. This enables the reuse of a once-established physical connection for subsequent voice calls. If you prefer agents' external phone connections to be released as soon as the remote party hangs up, set this timeout to zero.

Agent daily Break time limit

This setting allows you to configure the maximum amount of [Break](#) time an agent is allowed. Note that Break time is calculated as the sum of all System Not Ready reasons and Custom Not Ready Reasons for which the counts toward break time indicator (i.e., checkbox) is selected. This threshold is used for the [Break Time Remaining](#) widget in Agent Desktop, section *Home Page*.

Require service on outbound calls

If this setting is selected, agents will be required to select a service for manual outbound and internal calls they make (i.e., the option *None* will be greyed out). If this checkbox is not selected, association of manual outbound calls with services is optional.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Reset selected service for outbound calls after each call

When option "Require service on outbound calls" is enabled, this setting further specifies the behavior of Agent Desktop service selector. If this checkbox is disabled, the service selector will remember the previously selected service and offer it as the default choice for the agent when making subsequent outbound calls or internal calls.. If enabled, the service selector will be reset to 'None' after each call forcing the agents to choose a service explicitly for each subsequent call they make."

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.