5.8 Edit Mode

Bright Pattern Documentation

Generated: 1/18/2022 4:39 am

Table of Contents

1. REDIRECT [5.3:Contact-center-administrator-guide/Introduction](#)

About Standard Widgets

Standard widgets contain data relating to the general performance of your contact center and your team. Also included are widgets that allow team communication, such as chat messages, calendar items, and images.
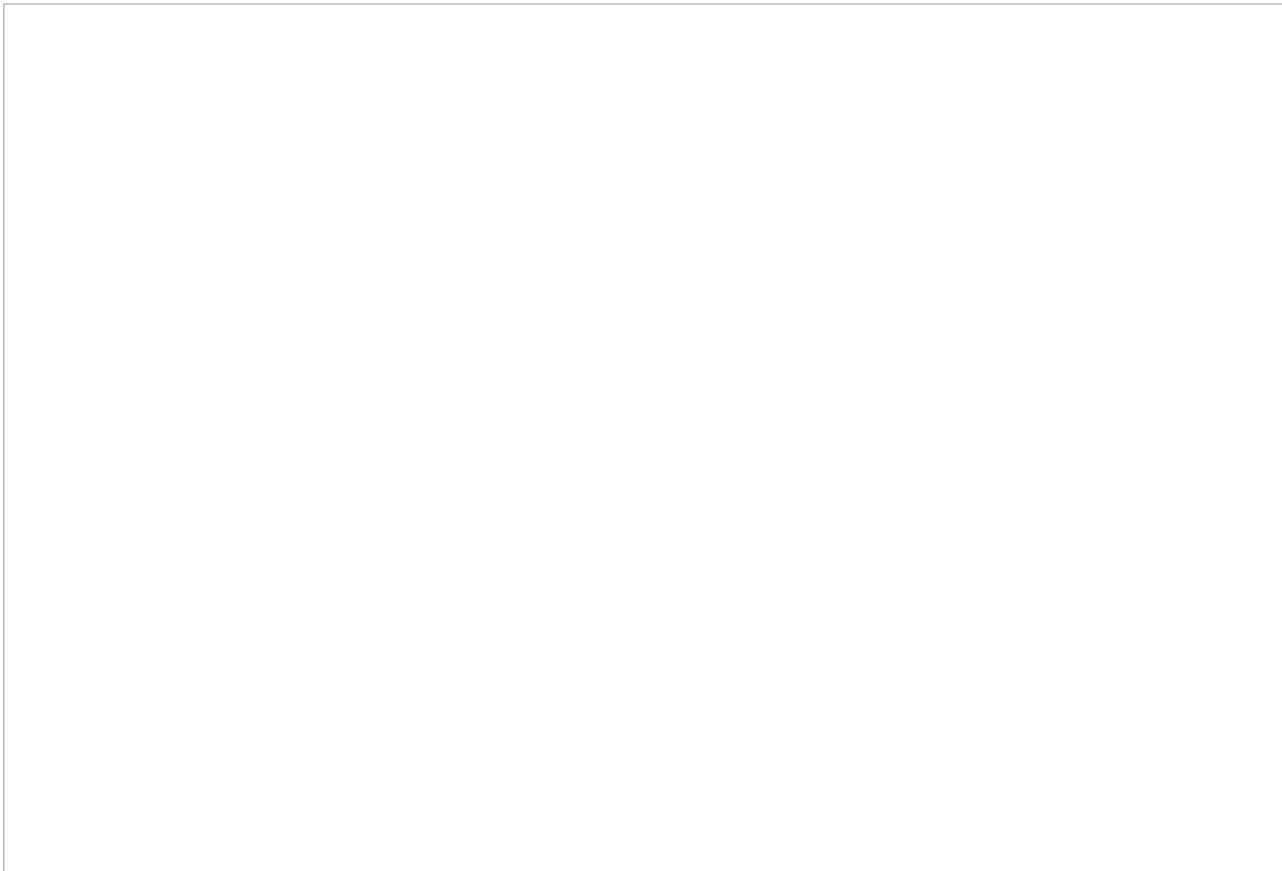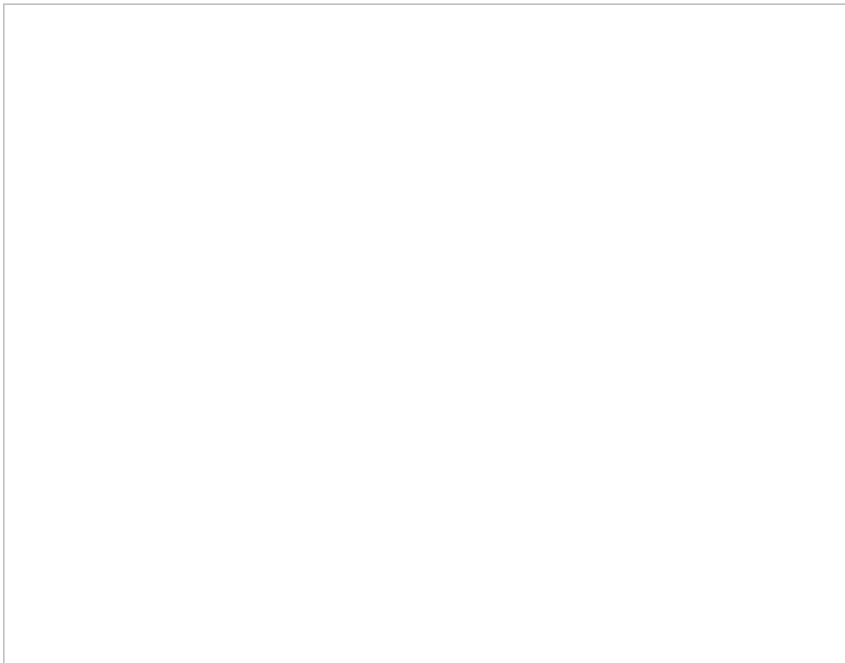

An example wallboard containing all standard widgets

Selection of Widgets

The following is a list of standard widgets you may add to the [cards](#) in your wallboard. To learn more about these widgets, select from the following links:

- [Agent Grid](#)
- [Agent State Summary](#)
- [Gauge](#)
- [News](#)
- [Service Grid](#)
- [Single Statistic](#)
- [Text](#)
- [Time](#)
- [Image](#)

To add a standard widget to your wallboard, you must be in *Edit* mode. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector. Click on the widget type you want, configure its settings, and it will populate the card.

Standard widget selector

About User Widgets

User widgets contain data related to an individual user; they are also featured in the [My Grades](#) section of Agent Desktop.

An example wallboard containing all user widgets

Selection of Widgets

The following is a list of user widgets you may add to the cards in your wallboard. To learn more about these widgets, select from the following links:

- Break Time
- Dispositions
- My Stats
- Satisfaction
- Agenda

To add a user widget to your wallboard, you must be in *Edit* mode. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector. Click on the widget type you want, configure its settings, and it will populate the card.

User widget selector

User Widgets Menu Option

The wallboard [Menu](#) contains the option **User Widgets**. This option allows you to select and apply the statistics of a member of your team to all user widgets configured in a wallboard.

To configure this option, first select **User Widgets**. Once selected, a settings box will open. Select the desired team member from the *Global User* drop-down menu; the default selection is **Logged in User**. When you click **OK**, this user's statistics will be applied to all user widgets. If you do not wish to proceed with this option, click **Cancel**.
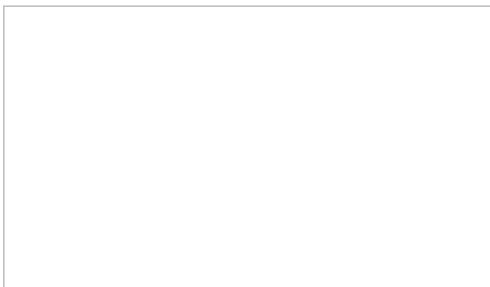
User Widgets menu option settings

About Copy from Existing Widgets

Copy from Existing wallboard widgets are widgets that are configured in other wallboards. The Copy from Existing option allows you to import any configured widget into a new wallboard [card](#).

An example wallboard containing widgets that were copied from existing widgets

How to Copy from Existing Widgets

To copy an existing widget into a new card, follow these steps:

1. Select *Edit* from the menu; this will allow you to make changes to a wallboard
2. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector.
3. Under *Category*, choose **Copy from Existing**.
4. Under *Choose from other wallboard*, select the existing widget you want to copy. Note: Widgets are displayed alphabetically - first by wallboard name, then widget name (e.g., "Outbound Campaigns: Occupancy").
5. Once selected, the copied widget will populate the card.

Existing widgets are listed alphabetically