What's New

Bright Pattern Documentation

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Table of Contents

About

What's New describes the features and enhancements that have been added in the current version of Bright Pattern Contact Center. Additionally, this guide contains previous Bright Pattern Contact Center release notes starting from version 5.2.0.

Audience

This guide is intended for personnel responsible for contact center operations, supervisors, and agents.

Known Issues and Workarounds

This page provides information about known issues for Bright Pattern Contact Center software.

Reports do not display properly in Firefox 67

Due to a JavaScript root name conflict between Google Web Toolkit (GWT) and Firefox, reports are not displaying in Firefox 67—running a report brings up a blank browser tab.

As a workaround to this issue, we recommend doing the following:

1. In Firefox, navigate to **about:config** to bring up preferences.
2. Search for preference **security.webauth.u2f**
3. Set the value to false by double-clicking on the preference.

Embedded Agent Desktop Widget in Safari

Due to recommended system changes that address cookie handling in Chrome 80, the Embedded Agent Desktop widget (i.e., iframe) will not work in the Safari web browser. This issue affects **only** customers who use integrated Bright Pattern Contact Center software in third-party applications (e.g., Salesforce, Zendesk, etc.). Currently, Apple is working on a fix for this issue. Our recommended workaround is to use a web browser other than Safari. Note that users may still access the regular Agent Desktop application on Safari.

Externally Linked Images in Jaspersoft Reports

Bright Pattern tightened the security addressing a recently discovered Jaspersoft reports vulnerability in 5.5.5. As a result Jaspersoft reports cannot use links to external URLs (e.g., links to custom logos). Bright Pattern suggests using embedded images in reports, if a custom logo is absolutely necessary.

Version 5.6.0

Bright Pattern Contact Center version 5.6.0 is a release that includes new features.

Note: If you are upgrading to this version from a previous release, be sure to review the prior release notes for any versions you may have skipped past, as these release notes include important information about features, defects, and upgrade notes for each specific version.

5.6.0 Changes in System Behavior

There are no changes in system behavior for version 5.6.0.

5.6.0 Added/Updated Features

The following features have been added or updated for version 5.6.0.

Microsoft Teams Integration

Bright Pattern Contact Center's Microsoft Teams integration enables contact center agents to access Teams communication channel information for internal calls and chats with logged-in Teams users (i.e., experts), while handling customer interactions in the Agent Desktop application. The integration supports directory access to Teams users and channels, internal chat and call capabilities with Teams experts, and user-presence visibility in the directory.

Integration configuration involves the following key steps: enabling the integration in the Service Provider application, creating an application in the Microsoft Azure Active Directory with Microsoft Graph delegated permissions and application permissions, creating a Microsoft Teams integration account in the Contact Center Administrator application, and enabling the agent's Microsoft Teams account to be used on the agent level.

Teams administrators and contact center administrators may learn more about Microsoft Teams integration configuration from the *Contact Center Administrator Guide*. Agents may learn about using Microsoft Teams by reading the Microsoft Teams Tutorials in the *Agent Guide*.

Support for Microsoft Teams in the Agent Desktop Widget

The Agent Desktop widget now supports Microsoft Teams-related items in the widget directory. Items include Teams icons, Teams user personnel, or Teams folders. Agents will have access to the Agent Desktop widget if your contact center integrates with CRM software (e.g., Salesforce, Zendesk, etc.) or has a website that uses the embedded Agent Desktop widget. Note that this functionality will not work with Salesforce Classic. For more information, see the *Agent Guide*, section Accessing Microsoft Teams in the Agent Desktop Widget.

New List Filter Option Allows Delay on First Record Attempt

The new campaign list filter option *First attempt delay* allows you to configure a delay (in minutes) before the first attempt on a record. This option is available if the Filter records by option *Disposition from campaign* is selected. This setting may be useful if records are added to the list as the result of a previous campaign operation, as the delay is measured from the time of the record's last disposition.

If you are upgrading to this release, note that the default value for the setting is 0. For more information, see the *Contact Center Administrator Guide*, section Services & Campaigns > Lists Tab.

"Play-Listen" Configurable Pause for Watson STT Transcriber

If your contact center uses IBM Watson Speech-to-Text (STT) as the transcriber in the Scenario Builder application's Play-Listen block, this version of Bright Pattern Contact Center includes the settingEnd of phrase silence time. The setting allows you to configure additional time (in seconds) that the system waits at the end of a detected spoken sound before exiting the block. Configuring this setting can be useful for contact centers that require customers to read out long strings of digits and/or letters. For more information, see the *Scenario Builder Reference Guide*.

Limited Release 5.5.6 Functionality Included in 5.6.0

The following features from the limited release Bright Pattern Contact Center version 5.5.6 are included in version 5.6.0.

5.5.6 Changes in System Behavior

There are no changes in system behavior for version 5.5.6.

5.5.6 Added/Updated Features

The following features have been added or updated for this release.

Bright Pattern Mobile SDK

The Bright Pattern Mobile SDK provides companies that write their own mobile applications with the tools required for connecting customers who use mobile devices to Bright Pattern Contact Center. The SDK is available for both the Android and iOS operating systems. The Mobile SDK includes pre-built client libraries and sample application code. Additionally, the SDK simplifies the use of the Bright Pattern Mobile/Web Messaging API v2.

For SDK information, examples of customer app use, as well as an example scenario, see the *Mobile SDK Instruction Manual*.

BPCC Mobile/Web Messaging API v2

This version of Bright Pattern Contact Center (BPCC) software introduces the Mobile/Web Messaging API v2. This API allows developers to integrate chat and voice interactions with mobile devices or third-party applications, and can be used for the development of rich contact applications, such as customer-facing mobile and web applications for advanced chat, voice, and video communications with Bright Pattern Contact Center-based contact centers.

The Mobile/Web Messaging API v2 contains the same methods and events as the Mobile/Web Messaging API v1 but adds the following:

- Support for the Apple Push Notification service (iOS) and Firebase Cloud Messaging push notifications (Android and iOS) with the Mobile Notification Subscription method
- The Get Case History method, which returns the combined transcripts of all chat sessions linked to a specific CRM Case object
- The Close Case method, which allows a client application request to close the case associated with the chat session
- The Get Version method, which returns the version of Bright Pattern Contact Center used on the server.
- The new client events *chat_session_message_delivered*, *chat_session_message_read*, and the new server event *chat_session_case_set*

Note that the Mobile/Web Messaging API v2 has the following endpoint prefix:
https://<tenant_url>/clientweb/api/v2/

The Mobile/Web Messaging API v1 will continue to be supported but will not support the new features. For more information, see the BPCC Mobile/Web Messaging API v2 documentation on Postman.

New “Mobile” Tab for Messaging/Chat Scenario Entries

If your contact center utilizes a mobile/chat application that was developed from a Bright Pattern Contact Center SDK (iOS or Android), the Mobile tab is added to Messaging/Chat scenario entries. Apple Push Notification service (APNs) certificates and Firebase Cloud Messaging (FCM) server keys must be added here in order to allow notifications to be passed from Bright Pattern Contact Center environments to customers. Additionally, this section allows you to configure the timeout setting for locked or inactive mobile user screens. For more information, see the *Contact Center Administrator Guide*, section Messaging/Chat.

Delivered and Read Receipts for Messaging/Chat Scenario Entries

The option Send read-by-agent notifications is added to Messaging/Chat scenario entry properties. This setting allows the Agent Desktop application to send chat message delivery receipts and/or chat message read receipts to customers. For more information, see the *Contact Center Administrator Guide*, section Messaging/Chat.

Chat History Accessibility via API Scenario Variable

Starting from this version of Bright Pattern Contact Center (BPCC) software, the following scenario variable is added: $(item.allowChatHistoryForCase)

This variable, along with the new Set Case scenario block setting, allows case history to be accessed via theBPCC Mobile/Web Messaging API v2. Specifically, it is possible to retrieve the chat case history via theGet Case History method, or close the case via the Close Case method. You can use the Set Variable block to set the variable $(item.allowChatHistoryForCase) to the value of the case ID.

Case History Access via the “Set Case” Scenario Block Setting

For chat scenarios, when the new Allow case history access via chat API setting is enabled, the block defines which case to provide the history from, or close, via the BPCC Mobile/Web Messaging API v2. For more information, see the Scenario Builder Reference Guide, section Set Case.

Web Chat Domain Hopping

For websites that span multiple domains without a common root (e.g., acme.com.au and acme.co.nz) and while requiring a seamless transition of an active chat session while navigating between pages located on these domains, a new option is introduced in chat snippet:

```
<script type="text/javascript">
  SERVICE_PATTERN_CHAT_CONFIG = {
 ...
     sharedDomains: ['acme.com.au', 'acme.co.nz']
 ...
  };
</script>
```

Setting that option to the list of domains that must be supported within a chat session makes a web chat window with an active chat session to stay open, with complete chat history, when navigating to a page that belongs to a different domain as long as that domain is in the list.

Setting this option also makes the option to save chat history in the customer web browser to work across the listed domains. Note that making a change to the list of shared domains erases all saved chat history for the domains in the previous list.

5.5.6 Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

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Setting this option also makes the option to save chat history in the customer web browser to work across the listed domains. Note that making a change to the list of shared domains erases all saved chat history for the domains in the previous list.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.5.5

Bright Pattern Contact Center version 5.5.5 is a release that includes some features and bug fixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior release notes for any versions you may have skipped past, as these release notes include important information about features, defects, and upgrade notes for each specific version.

Notices

This section contains an important notice for this release.

Renamed Option

The Contact Center Administrator Dial-out Entries option *Transfer trunk trombone calls using SIP REFER* is renamed Allow network transfers (SIP REFER) on the calls transferred to the original call's carrier; no functionality is changed.

Changes in System Behavior

This section describes changes in system behavior for this release.

Behavior Changes for Some Metrics if ACW is Set for Email Services

If ACW is set for an email service, then the following metrics are changed only *after* an agent leaves the ACW state:

- IN Handled
- IN Handled New
- IN in Progress
- IN Replied
- IN ASA

Changed Response Code for List API's "Add Record" Method

When invoking the Bright Pattern Contact Center List Management API's Add Record method, note that the response code for the "Duplicate key error" is changed from 500 to **409**.

Externally Linked Images in Jaspersoft Reports

Bright Pattern tightened the security addressing a recently discovered Jaspersoft reports vulnerability. As a result Jaspersoft reports cannot use links to external URLs (e.g., links to custom logos). Bright Pattern suggests using embedded images in reports, if a custom logo is absolutely necessary.

Notices When Passwords Don't Meet System Requirements

This version of Bright Pattern Contact Center introduces new behavior regarding system password requirements:

- Contact Center Administrator Application Users
  - If a user manually attempts to change their password, the dialog box that pops displays the current password requirements; green check marks are displayed next to the requirements that are successfully validated.
  - When importing users via the User Import and Export, if a defined password for a given user does not meet configured password requirements, this user will be not imported; the error will be displayed in the UI.
- Agent Desktop Application Users
  - If a user manually attempts to change their password, the dialog box that pops displays the current password requirements; green check marks are displayed next to the requirements that are successfully validated.

Added/Updated Features

The following features have been added or updated for this release.

Agent Desktop UI

Activity Records for Preview and Manual Campaign Call Attempts

For contact centers running manual and preview campaigns, records for all call attempts, including unsuccessful ones, will now be displayed in the Agent Desktop application, section Search & Preview Records > Contacts > Activities tab. If a call attempt is unsuccessful, the reason for the termination will be displayed.

Agent Desktop In-Call Dial Pad Enhancements

Previously, when using an in-call Dial Pad, Agent Desktop users were only able to enter DTMF tones by clicking the digits on the dial pad or keying them in via the keyboard. Starting from this release, users will also be able to copy-paste a combination of digits into the number input field of the dial pad. For more information, see the *Agent Guide*, section Call Controls.

Queue Wait Time Displayed in the Call/Chat Alert Window

In the Agent Desktop application, if an incoming chat or call has waited in a queue, when it is distributed to an agent, the agent sees in the interaction alert window how long the chat/call waited. For more information, see the *Agent Guide*, section How to Answer an Incoming Call.

AD-VQ-Interaction-Alert-5399maint.PNG

APIs

Interaction Content API's New "Erase Call Recordings" Method

The *Erase Call Recordings* method is added to the Bright Pattern Contact Center Interaction Content API. With this method, locally stored recordings of voice interactions can be deleted using their Global Interaction Identifier (GIID). For more information, see the BPCC Interaction Content API.

Global Interaction Identifier (GIID) Returned in List API Methods

The following methods now return the Global Interaction Identifier:

- Get All Records
- Get Completed Records
- Get Updated Records
- Query a Record

For more information, see the BPCC List Management API on Postman.

New Real-Time Stats API Attribute

The runtime attribute *is_mobil* is added to the Real-Time Stats API; it returns the Boolean value "true" if a user is using the Mobile Agent application.

New Real-Time Statistics API Authentication Method

The Real-Time Statistics API now supports OAuth as a form of authentication; this method of authentication requires users to have specific privileges. Note that the existing, cookie-based method will continue to be supported.

Updated CallSingleStepTransfer() Simplified Desktop .NET API Method

The following argument is added to the Simplified Desktop .NET API's CallSingleStepTransfer method: *Dictionary<string, string> _vars*

This argument allows a collection of variables to be set and transferred to a call-processing scenario within the same request. For more information, see the *Simplified Desktop .NET API Specification*, section API Methods.

Call Center Configuration

Agent Desktop Directories Configuration Options

If your contact center has the ability to display agent state icons in Agent Desktop directories, the Contact Center Administrator now contains directory options for administrators to configure. When configured, these options enable agents to be able to see queue status in the directory before making a blind transfer.

With the option *Agent info in the directory*, administrators may choose whether for the agents the Agent Desktop directories display agent state icons or presence icons.

Additionally, with the option *Service metrics in the directory*, administrators now have the ability to define up to two of the following real-time service metrics (i.e., a primary and a secondary) that will be displayed for voice and chat queues in the Agent Desktop directory:

- IN Waiting
- IN Max Wait
- IN EWT
- In Svc Level %
- Ready
- Logged In

Note: These metrics apply to the associated services of internal dial-in scenario entries and chat scenario entries and *not* to agents. For more information, see the *Contact Center Administrator Guide*, section Reporting Settings.

Agent Desktop Helper Version Now in Login Info Tab

The Agent Desktop Helper version property is added to the Contract Center Administrator application, section Users & Teams > Users > Login Info tab. The property displays the version number of the user's Agent Desktop Helper Application.

Calling Party Display Names for Access Numbers

Version 5.5.5 introduces the ability to configure a calling party display name for your access numbers. Display names are initially configured by your service provider, who may also allow Contact Center Administrators to edit those names.

Note that support for this functionality varies depending on the country and carriers involved, and delivery is not guaranteed. In particular, this functionality is currently not available in the USA, where display names are stored in carriers' CNAM databases. When setting/changing display name, one should also check with the local carries for possible length and character set limitations.

For more information, see the *Contact Center Administrator Guide*, section Access Numbers.

Contact Import & Export Now Includes Messenger Info

The Contact Center Administrator application's Contact Import & Export template now includes fields related to a contact's messenger information. Specifically, the fields include the messenger name (e.g., LINE), your contact center's integration account ID, and the contact's external messenger ID. If updating your contacts, the system now matches the updated contact with the existing records not only by the integration account ID, but also by the external ID. Note that the template supports up to four messenger accounts per contact. Additionally, a contact's messenger information may be retrieved via the Scenario Builder application's Bright Pattern Search Object block.

Increased Character Limit for Audit Log "Summary" Field

For the Contact Center Administrator application, the character limit for the Audit Log's "Summary" field is increased from 150 to 255.

Option to Remember Previously Selected Service When Service Is Required for Manual Outbound Calls

The option Reset selected service for outbound calls after each call is added to the Contact Center Administrator application. If this setting is enabled, agents will be explicitly required to manually select a service for every outbound call they make (i.e., the control service selector resets after every call). When 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. Note that *Require service on outbound calls* must be enabled in order to use *Reset selected service for outbound calls after each call*.

Option to Save Chat History in the Customer's Web Browser

The Contact Center Administrator's Chat Widget Configuration now includes the setting Retain chat history in the client's browser (i.e., the customer's browser). When selected, this option allows chat history to be saved in the client's web browser. **Note**: Chat history between users is not differentiated in the web browser, so cache maintenance is recommended.

Security Policy Enhancements

This version of Bright Pattern Contact Center software contains significant enhancements to security settings. Please note the following:

- In the Contact Center Administrator application, section Security > Security Policy displays all service provider settings in effect.
- For applicable users, while it is possible to change the service provider's baseline settings for your contact center, the changes may not be weaker than what is already defined (i.e., they must be stronger).
- It is now possible to specify users that are exempt from being disabled due to inactivity.
- API users will no longer be disabled due to inactivity (i.e., API usage now counts as account activity).

Support for Aspect WFM Intraday Capabilities

A new option supports the repeated transmission of Aspect WFM reports for each reporting interval. With this new option, the first report transmission can occur shortly after the end of the reporting interval thus enabling prompt reaction to unexpected intraday traffic fluctuations; while the second transmission with a longer delay will provide more accurate data for regular forecasting/scheduling. For more information, see the *Contact Center Administrator Guide*, section WFM Reports > Resend.

Supporting Network Transfers by Agents and Scenarios

This release includes support for network-level call transfers of incoming calls to remote destinations; the support works for blind transfers initiated by agents and scenarios. The benefits of network transfers are that they avoid call bridging (i.e., tromboning) through Bright Pattern services, which reduces call charges, latency on voice calls, and load on Bright Pattern services. For more information, see the *Scenario Builder Reference Guide*, section External Transfer Call.

Limitations

- For calls transferred via network transfer, it is not possible to continue call recording because Bright Pattern services are not utilized beyond this point.
- The talk duration for calls after transfer is neither known nor reported.
- Consult transfers initiated by agents do not utilize network transfers and will continue to be bridged.

Updated User Import and Export Features

The following changes are implemented for the user import/export feature in the Contact Center Administrator application:

- When adding new users, only mandatory columns are required.
- When importing a user list, the order of the columns is not important.
- When adding a user to a team, unspecified service skill values are set to 100 by default.
- The *DID Number* column is added to the default spreadsheet template; this is the access number directly associated with the user.
- Errors due to invalid import format will be displayed in the Contact Center Administrator UI; it is not possible to download invalid import format errors
- Regarding passwords, note the following:
    - A user's password should be set according to their contact center’s and/or service provider’s policies.
    - When importing users, if a defined password for a given user is not supported by the contact center and/or service provider, this user will be not imported; the error will be displayed.
    - When updating a user with an import, if the user's password field is empty, the user's password will not be updated.
    - When exporting users, user passwords are not exported (i.e., the password fields will be blank).

For more information, see the *Contact Center Administrator Guide*, section Users & Teams > Users.

Integrations

Amazon AWS Lambda Integration

Bright Pattern Contact Center now integrates with Amazon AWS Lambda and adds the *AWS Lambda* scenario and workflow blocks, which makes it possible to invoke specific functions (i.e., programs) from your Lambda account. In order to create and use this integration account type, your service provider must enable it for your contact center. For more information, see the *Amazon AWS Lambda Integration Guide*.

Configuring Amazon AWS S3 for Recordings Storage

Bright Pattern Contact Center supports automatic export of audio and screen recordings to Amazon Web Services (AWS) S3 for storage and playback. Storing recordings on S3 can provide cost savings to your organization, while still allowing you to listen to or view recordings via interaction records on the Bright Pattern Contact Center platform. For configuration information, see *Administrator Tutorials*, section How to Create and Configure an AWS S3 Bucket.

IBM Watson URL Changes

The URL schema of all IBM Watson integration accounts has been updated to reflect IBM's changes to the creation of URLs for different locations, users, and services. This change affects all contact centers with integration accounts for Watson Assistant, Watson Assistant (Legacy), Natural Language Understanding (NLU), Speech to Text (STT), and Text to Speech (TTS). Please update the URL in the properties for all IBM Watson integration accounts.

Enhanced Functionality for Contact Centers with LINE Integration

For contact centers that use the LINE messenger integration, this release makes the following possible:

- If your contact center uses a LINE business account, it is possible to let LINE users call your system by clicking links on your website. From these URLs, it is possible to extract the LINE user ID and message information from the User-to-User headers. The extracted information can be used to search your database for a matching contact or to pass specific messages/information to your contact center (e.g., Your customer clicks a "yes" button when presented with the question, "Does this page help you?"). Note that this configuration requires using LINE's *LINE Call Plus* feature.
- If you have a service that often has a queue, it is possible to create a scenario that sends a message to an incoming caller's LINE account (i.e., if they have it). If an ID is found, the system can send a message via LINE for the purpose of offering the caller an additional option to speak with an agent (i.e., via a LINE chat interaction). Note that this configuration requires using LINE's *LINE Official Account Notification Messages* feature.

For more information, see the *LINE Integration Guide*, section LINE Official Account Notification Messages Scenario Tutorial and LINE Call Plus Scenario Tutorial.

Saving Interaction Activity History in ServiceNow

For contact centers with ServiceNow integration, starting from this release, it is possible to configure your integrated Agent Desktop widget to save activity history for all interactions handled via the widget in your ServiceNow environment. As such, the *ServiceNow Integration Guide*, section ServiceNow Integration Configuration, has been updated with a new configuration procedure.

If you have previously configured ServiceNow integration for Bright Pattern Contact Center version 5.5.4 and earlier and you need to modify your existing ServiceNow configuration, please see ServiceNow Integration Configuration for Saving Activity History, which describes only the steps required to modify existing integration configurations to accommodate the changes made for Bright Pattern Contact Center version 5.5.5.

Zendesk Integration Account and Zendesk API Request Block Enhancements

Zendesk integration accounts now support the OAuth access-token-based authentication method, as an alternative to the API token-based method. When OAuth access token is specified as the authentication method in an integration account, OAuth is used for authenticating requests made by any Zendesk scenario block using the corresponding integration account. For information about enabling token access for the Zendesk API and configuring a Zendesk integration account for OAuth, see the *Zendesk Integration Guide*, section Accessing Zendesk Data from Scenarios.

In addition, the Zendesk API Request scenario block and Zendesk API Request workflow block now support the use of extra headers in requests, in the same way that the Fetch URL block supports extra headers. One way to use extra headers in the Zendesk API Request block is to set header "X-On-Behalf-Of" in order to make API requests on behalf of any end user in Zendesk. For more information about this use case and others, see the *Zendesk Integration Guide*, section Ways to Use the Zendesk Request API Block, and the *Workflow Builder Reference Guide*, section How to Create a New Zendesk Ticket on Behalf of Another Zendesk User in Workflows.

Omni QM

New Metrics Added to the "Actual Evals" Report

For contact centers with Omni QM enabled, the Actual Evals report now includes the following metrics: *Form Score* and *Score Percent*.

These metrics provide further clarification for in-depth evaluation score analysis. For more information, see the *Omni QM Guide*, section QM Reports.

Weight for Omni QM Evaluation Forms

For contact centers with Omni QM enabled, when configuring evaluation forms, it is now possible to enter "0" in the Weight. For more information about creating evaluation forms, see the *Quality Management Guide*, section Omni QM for Admins.

Reporting

Columns Added to the "evaluation_result_details" Table

The following columns are added to the evaluation_results_details table: *weight* and *score_percent*

For more information, see the *Reporting Database Specification*.

Scenarios and Workflows

Added Scenario Functions

The following functions are now available to use in scenarios:

- **base64decode(string)** - Decodes a Base64-encoded string to an unencoded string
- **base64encode(string)** - Encodes the entered string in the Base64 encoding scheme
- **hash("hash_function","message","format")** - Allows you to convert a "message" (i.e., any string) into a hash value
- **hex(string)** - Converts the entered string into the hexadecimal, positional numeral system
- **unhex(string)** - Converts an ASCII-encoded hex string to an unencoded string

For more information, see the *Scenario Builder Reference Guide*, section Built-In Functions.

"Connect Call" Scenario Block "Service Announcement" Note

In the Scenario Builder application, the Connect Call block's *Service announcement* option now notes that prompt playback duration is counted as talk time.

Enhanced "Bright Pattern Search Object" Block

Activity history returned by the Scenario Builder application's Bright Pattern Search Object block now includes information about unsuccessful attempts to call a customer; multiple activity records are returned in reverse chronological order (i.e., newest to oldest). For more information, see the *Scenario Builder Reference Guide*.

"External Transfer Call" Scenario Block

In order to initiate network transfer from a scenario, the new External Transfer Call scenario block should be used. The block is used to transfer incoming calls to external destinations. Note that this block is available only if your service provider allows the feature for your contact center. For more information, see the *Scenario Builder Reference Guide*.

"Fetch URL" Error Response Data Parsed

The Scenario Builder application's *Fetch URL* block now parses data from any HTTP response code (e.g., 2xx, 3xx, 4xx, etc). Note that Content-Type headers are not checked.

"Get Agent State" Block Reports Media Type for Busy State

If an agent is in the Busy state, the Scenario Builder application's Get Agent State block now returns the media type of the interaction the agent is busy with in variable $(busyWithMediaType). For more information, see the *Scenario Builder Reference Guide*.

New Periodic Reminder EWT Option in the "Find Agent" Scenario Block

The Scenario Builder application's Find Agent block now includes the Periodic Reminder - when interaction EWT becomes less than option. If the block's Periodic reminder - repeat every setting is configured and you enable this new option, if the interaction EWT becomes less than the specified number of seconds, you may configure the scenario to either change the periodic reminder prompt that plays or stop playing the prompt. For more information, see the *Scenario Builder Reference Guide*.

"Play-Listen" Scenario Block Allows DTMF Input to Be Reused in Subsequent Blocks

Version 5.5.5 introduces the new *Play-Listen* scenario block option Re-use digit from interrupting button in the next block. If the DTMF conditional exit is taken (i.e., DTMF is received as an input), and this checkbox is enabled, the received DTMF code is saved in the buffer and may be used in a subsequent Menu or CollectDigits blocks. Note that this box is checked by default when a new *Play-Listen* block is added to a scenario; the box is unchecked for *Play-Listen* blocks used in existing scenarios.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Externally Linked Images in Jaspersoft Reports

Bright Pattern tightened the security addressing a recently discovered Jaspersoft reports vulnerability. As a result Jaspersoft reports cannot use links to external URLs (e.g., links to custom logos). Bright Pattern suggests using embedded images in reports, if a custom logo is absolutely necessary.

Version 5.5.4

Bright Pattern Contact Center version 5.5.4 is a release that includes new features.

Note: If you are upgrading to this version from a previous release, be sure to review the prior release notes for any versions you may have skipped past, as these release notes include important information about features, defects, and upgrade notes for each specific version.

Notices

There are no notices to report for this version of Bright Pattern Contact Center.

Changes in System Behavior

This section describes changes in system behavior for this release.

Privileged Agents May Access Interaction Records

The agents with the privilege Listen to call recordings and view chat transcripts on assigned services will now be able to view the interaction details (e.g., accessed from a recording link from Salesforce.com (SFDC) activity history record), including call recordings and chat transcripts, for calls related to their assigned services, in the Contact Center Administrator application, section Interaction Records.

Added/Updated Features

The following features have been added or updated for this release.

Enhanced Salesforce.com (SFDC) Integration Features

For contact centers with Salesforce.com (SFDC) integration, specifically Salesforce Lightning, version 5.5.4 introduces the following enhancements:

- The *deferredDial* parameter may be added to the Agent Desktop URL. This parameter allows agents using the embedded Agent Desktop widget to open an SMS chat window with a “Dial” button, presenting them with an option to dial or send an SMS message. For more information, see the *Salesforce.com Integration Guide*, section Configuring Click-to-Preview.
- When an agent ends (i.e., dispositions) an interaction, the embedded Agent Desktop widget passes data to Bright Pattern Contact Center scenarios and workflows (i.e., if configured) with specific Salesforce variables. For more information, see the *Salesforce.com Integration Guide*, section Salesforce Lightning Scenario and Workflow Variables.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.5.3

Bright Pattern Contact Center version 5.5.3 includes a new feature and various bug fixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Notices

There are no notices to report for this version of Bright Pattern Contact Center.

Changes in System Behavior

There are no changes in system behavior to report for this version of Bright Pattern Contact Center.

Added/Updated Features

The following features have been added or updated for this release.

Microsoft Graph API Succeeds Exchange Web Services for Microsoft Email Access

For customers using Exchange Web Services (EWS) for email (e.g., Outlook.com, Hotmail.com, Office 365, etc.), on Oct. 13, 2020, Microsoft stopped Basic Authentication for **new** email accounts of this type. Moving forward, all new email accounts will use the Microsoft Graph API for OAuth authentication.

For more information, see the *Contact Center Administrator Guide*, section Scenario Entries > Email.

Email Scenario Entries Account Property Changes

In the Contact Center Administrator application, section Scenario Entries > Email, changes have been made to the following Account tab properties:

- The server type *Microsoft Exchange* is renamed **Microsoft EWS**.
- *Server type* is renamed **Protocol type**.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.5.2

Bright Pattern Contact Center version 5.5.2 is a minor release that includes hotfixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Notices

There are no notices to report for this version of Bright Pattern Contact Center.

Changes in System Behavior

There are no changes in system behavior to report for this version of Bright Pattern Contact Center.

Added/Updated Features

There are no added or updated features in this version of Bright Pattern Contact Center.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.5.1

Bright Pattern Contact Center version 5.5.1 is a feature release.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Notices

This section contains important notices for this release.

Desktop Integration API .NET Version (ADAPI) Upgrade Notice

Version 5.5.1 includes limited support for ADAPI versions 5.3.16 to 5.3.20. Please contact Bright Pattern Customer Success to get the 5.5.1 version, rebuild your application, and schedule its deployment to happen within a couple of weeks after upgrading to 5.5.1.

Changes in System Behavior

This section describes changes in system behavior for this release.

New Desktop Integration API .NET Version (ADAPI) Agent Login Method

The *AgentPlace* object now provides a single method to log in to Agent Desktop for all phone device types. The new "login()" method replaces the previous, device-specific methods (i.e., "loginOnDefaultPhone()", "loginOnHardPhone()", "loginOnVirtualPhone()", and "loginNoPhone()") and uses a new argument to specify the phone device type. For more information, see the Desktop Integration API .NET Version Tutorial, section Agent Login.

Added/Updated Features

The following features have been added or updated for this release.

Manually Reschedule Preview Campaign Calls in Salesforce Lightning

Bright Pattern Contact Center version 5.5.1 allows customers with Salesforce.com (SFDC) integration accounts to manually reschedule preview campaign calls with the Agent Desktop widget from Salesforce Lightning. For more information, see the *Salesforce.com Integration Guide*, section Configuring Manually Rescheduled Preview Campaign Calls in Salesforce Lightning.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.5.0

Bright Pattern Contact Center version 5.5.0 is a feature release.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Notices

This section contains important notices for this release.

Desktop Integration API .NET Version (ADAPI) Upgrade Notice

If your contact center uses the 5.3.x version of the Desktop Integration API .NET Version (ADAPI), note that it will not work upon upgrading to Bright Pattern Contact Center version 5.5.0. You must get contact Bright Pattern Customer Success for the 5.5.x version of the ADAPI and rebuild your application.

Secure BPClient Plug-in for Agent Helper Application Update Requirement

If you plan on implementing the Secure Agent Helper Application device for your contact center, you will need to install the latest version of the BPClient plug-in. If you continue using plug-ins prior to this version of Bright Pattern Contact Center, functionality will not be affected; however, you won't be able to select the encrypted voice communication phone device option.

Phone Device Options upon Upgrade

Upon upgrading to this release, the Service Provider application will have the *Secure phone via browser audio (Web RTC)* option and the *Secure phone via soundcard/headset (Secure Agent Helper Application)* option **disabled**. This means tenants will have everything enabled *except* these two options.

Web Browser Considerations for WebRTC

If you plan on using the *Secure phone via browser audio (Web RTC)* phone device option, your web browser might have certain limitations. For more information, see the *Contact Center Administrator Guide*, section WebRTC Considerations.

Changes in System Behavior

This section describes changes in system behavior for this release.

Agent Desktop Phone Device Options Dialog

After upgrading to this version of Bright Pattern Contact Center software, the *Phone Device* options dialog appears *after* logging into the Agent Desktop application (previously, the dialog appeared before login). Note that it is still accessible to users in Settings > Phone Device.

Added/Updated Features

The following features have been added or updated for this release.

New Secure Softphone Device Options for Agent Desktop

This version of Bright Pattern Contact Center software introduces two new softphone device options: *Secure phone via soundcard/headset (Secure Agent Helper Application)* and *Secure phone via browser audio (WebRTC)*. When used, these options encrypt voice communications between the Agent Desktop application and the Bright Pattern platform and can be recommended for remote/home-based connections without VPN. With these secure phone device options, communications are encrypted with AES-128.

These options can be enabled for your contact center by your service provider. Once enabled, system administrators have the ability to configure which phone devices (i.e., including existing options) will be available for agents to use in the Agent Desktop application, as well as which option is the default device for new agents.

For more information, see the *Contact Center Administrator Guide*, section Phone Devices, and *Administration Tutorials*, section Phone Devices.

WebRTC Allows Desktop Operation Without Plug-in

This version of Bright Pattern Contact Center software includes the secure phone device option *Secure phone via browser audio (WebRTC)*. The WebRTC device allows encrypted, browser-based, real-time communications without the BPClient plug-in. It is supported by a number of popular web browsers, including Chrome, Firefox, Opera, and so forth; however, it is **not** supported by Internet Explorer (IE).

Note that if you use this device without having the BPClient plug-in installed, the following functionalities will *not* be available to you:

- Screen monitoring (i.e., a user can monitor others, but they cannot be monitored)
- Screen recording
- The GUI pop-up 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

Using Agent Desktop with a Chromebook

If you are using a Chromebook, note that several phone device options are available to you, including *Secure phone via browser audio (WebRTC)*. Note that neither the Agent Helper Application nor the Secure Agent Helper application phone device options are available for you, as Chromebooks do not allow installation of the BPClient plug-in. For more information, see *Administration Tutorials*, section Using Bright Pattern Contact Center Software with a Chromebook.

Change Phone Devices Without Logging out of Agent Desktop

When agents switch phone devices after logging in to the Agent Desktop application, it is no longer necessary for them to log out and then log back in for the device to change. As soon as a new phone device option is selected and the agent clicks **OK**, the new device will be immediately available. For more information, see the *Agent Guide*, section Selecting a Phone Device.

Login Info Tab Gives Admins At-a-Glance User Login Information

The Login Info tab is added to the Contact Center Administrator application, section Users & Teams > Users. This tab allows administrators to view user login information, including last login/last logout, which type of web browser was used, phone device option, public IP address, and more; this information may be used to perform quick user diagnostics. For more information, see the *Contact Center Administrator Guide*, section Users.

Agent Login/Logout Report Now Includes User IP Address

The *Agent Login/Logout* report now includes the *IP Address* field. For more information, see the *Reporting Reference Guide*, section Agent Login/Logout Report.

Admin Control of Available Phone Devices for Agent Desktop Users

The Contact Center Administrator application now includes the Phone Devices section; this section is where administrators can configure the phone devices available to contact center users, as well as set the default device type for newly created agents. Note that certain phone device options may not be available in your contact center. For more information, contact your service provider and see the *Contact Center Administrator Guide*, section Phone Devices.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.21

Bright Pattern Contact Center version 5.3.21 is a feature release.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Added/Updated Features

The following features have been added or updated for this release.

Manually Reschedule Preview Campaign Calls in Salesforce Lightning

Bright Pattern Contact Center version 5.3.21 allows customers with Salesforce.com (SFDC) integration accounts to manually reschedule preview campaign calls with the Agent Desktop widget from Salesforce Lightning. For more information, see the *Salesforce.com Integration Guide*, section Configuring Manually Rescheduled Preview Campaign Calls in Salesforce Lightning.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.20

Bright Pattern Contact Center version 5.3.20 contains fixes for various defects; no changes have been made to the documentation.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Version 5.3.19

Bright Pattern Contact Center version 5.3.19 is a release that includes some features and bug fixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Changes in System Behavior

This section describes changes in system behavior for this release.

Enabling the Agent Desktop Extension for Firefox

The Agent Desktop Helper Application is enabled for Firefox through the use of an extension called Agent Desktop Extension. The extension is now installed by clicking a link in the warning message that appears in the Agent Desktop application when users are prompted to install or update the Agent Desktop Helper Application. For detailed instructions on how to enable the extension, please see the *Agent Guide*, section Installing and Updating the Agent Desktop Helper Application > Firefox.

Chat Widget Styling Cobrowsing Setting

Note that the Chat Widget Styling setting Enable cobrowsing is replaced by the setting Enable co-browsing, which is located in the Contact Center Administrator application, section Scenario Entries > Messaging/Chat > Properties tab. If you had co-browsing previously configured for any of your contact center's chat widgets, you will need to enable this new setting in order for co-browsing to work.

Chat Widget Tab Minimization and Message Alert

Chatting customers can now minimize and restore the chat widget at any time. When minimized, customers will see a message alert (i.e., a red badge) on the chat widget tab if new chat messages are sent from the agent; the number in the badge represents the number of messages the agent has sent since the widget was minimized. For more information, see the *Chat Widget Configuration Guide*, section Chat Widget Styling.

Added/Updated Features

The following features have been added or updated for this release.

Co-browsing with Surfly

Bright Pattern Contact Center software now features integration with Surfly, a market-leading co-browsing solution that provides the ability for the agent and the customer to navigate the same web resource at the same time. Co-browsing is an ideal solution for helping customers negotiate confusing web pages, fill out complex forms, and so forth. Note that this integration is currently available for chat services only. For more information, see the *Surfly Integration Guide*.

Outbound Messaging Campaigns

This version of Bright Pattern Contact Center introduces the new Service & Campaign type *Outbound Messaging*. When configured, it is possible to automatically generate pre-configured SMS messages, sending them to the destinations specified in calling list records. Note that this feature must be enabled for you by your service provider. For more information, see *Administration Tutorials*, section Outbound Messaging Campaign Configuration.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.18

Bright Pattern Contact Center version 5.3.18 is a release that includes some features and bug fixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Changes in System Behavior

This section describes changes in system behavior for this release.

“Searchable” Checkbox for Custom Fields Renamed

In the Contact Center Administrator application, section Case and Contact Management, the custom fields setting “Searchable” is renamed “Searchable in scenarios and workflows” for clarification.

Added/Updated Features

The following features have been added or updated for this release.

Enhanced Omni QM Consult Call Evaluations

For contact centers with the Omni QM suite of features enabled, when consult calls are reviewed in the Eval Console, it is possible to navigate through the various call segments by clicking on the previous segment and next segment buttons in the playback controls. Each segment is presented with the specific caller and callee information in the header; the evaluation form, service, and screen recording are of the callee (i.e., user of final destination). Note that the number of segments can vary depending on conference call complexity. For more information, see the *Omni QM Guide*, section Evaluating Consult Calls.

Real-Time Agent State Information in Directories

In previous versions of Bright Pattern Contact Center software, the Agent Desktop directory showed presence information (i.e., available, on call, or away) for all types of users including agents and supervisors. Starting from this release, for agents and supervisors, the directory can show instead actual agent states including Ready, Busy, ACW, Not Ready supplemented with time spent in the state, and Supervising for supervisors. For the Busy state, the media type of the interaction is provided (i.e., call, chat, email, preview). For the Not Ready state, the reason for being in this state is provided also. For business users, the directory continues to show presence information.

The feature must be enabled for your contact center by the service provider. If not enabled, the current directory behavior (showing presence information for all users) is preserved. For more information, see the *Agent Guide*, section How to Use the Directory and section How to Make Consultations and Transfers.

Statistic Added to Real-Time Stats API

The runtime attribute **is_super** is added to the Real-Time Stats API; it returns the Boolean value “true” if a user has any Supervision privileges.

Additional Search Button Added to Interaction Records Search Results

In the Contact Center Administrator, section Interaction Records, an additional **Search** button is added to the Search >> Results page, which allows the user to rerun the current search and update the search results.

Spanish Localization for Agent Desktop

Starting from this release, the Agent Desktop application has been localized for Spanish-speaking markets. This localization includes supervisor views and functions but does not yet include Omni QM or Wallboard applications. To set the Agent Desktop language to Spanish, select this language as the primary language in your browser settings.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.17

Bright Pattern Contact Center version 5.3.17 is a feature release that introduces Remote Assistance Integration with LogMeIn Rescue.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Remote Assistance Integration with LogMeIn Rescue

Bright Pattern Contact Center now features Remote Assistance integration with LogMeIn Rescue. This integration allows agents who are also authorized LogMeIn Rescue technicians to provide remote desktop support and mobile device support to customers during voice or chat/SMS/messenger service interactions.

Remote Assistance integration adds the following new items to Bright Pattern Contact Center applications:

- Remote Assistance integration account in the Contact Center Administrator application, section Configuration > Call Center Configuration, Integration Accounts
- Start remote assistance button in the Agent Desktop application, visible during active voice interactions
- Start remote assistance button in the Agent Desktop application, visible during active chat/SMS/messenger interactions

Note that before you can set up this integration, it must be enabled for your contact center by your service provider. Please visit our LogMeIn Integration Quick Start to review configuration steps and usage.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.16

Bright Pattern Contact Center version 5.3.16 is a feature release that includes Teleopti WFM integration features and introduces the BPCC SCIM-Compliant User Provisioning API. For more information about enabling new features for your contact center, please contact Bright Pattern Customer Success.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Added/Updated Features

Teleopti WFM Integration

Bright Pattern Contact Center now includes the following Teleopti WFM integration features:

- Teleopti WFM Reports, which allows historical data for workforce scheduling and forecasting to be generated and exported via FTP/SFTP
- The Teleopti WFM integration account, which allows real-time agent state data to be sent to Teleopti for schedule adherence monitoring.

Note that before you can set up this integration, it must be enabled for your contact center by your service provider. For more information on Teleopti WFM integration and reporting, see the *Contact Center Administrator Guide*.

BPCC SCIM-Compliant User Provisioning API

Bright Pattern Contact Center software now includes the Bright Pattern Contact Center (BPCC) SCIM-Compliant User Provisioning API. This API implements the System for Cross-domain Identity Management (SCIM) open standard (RFC 7643/RFC 7644) to simplify user provisioning in Bright Pattern cloud contact center environments via a third-party system.

With the BPCC SCIM-Compliant User Provisioning API, you can do the following:

- Create new users and define their general (i.e., not contact-center specific) attributes (e.g., names, contact information, photo, etc.)
- Get user information by ID or username
- Update user information including username
- Delete existing users

The SCIM integration account is required for using the BPCC SCIM-Compliant User Provisioning API. Note that only one instance of SCIM integration account is allowed. For more information, see the BPCC SCIM-Compliant User Provisioning API documentation on Postman.

Username Changes

Starting from this version, Bright Pattern Contact Center software allows username changes. Before this capability can be used, it must be enabled for your contact center by the service provider. When enabled, this feature allows usernames to be changed in the Contact Center Administrator application and via the BPCC SCIM-Compliant User Provisioning API. For more information, see the *Contact Center Administrator Guide*, section Users.

Single Sign-On (SSO) Bypass

This version introduces a new privilege: Bypass Single Sign-On. Users with this privilege will be able to log in to any Bright Pattern Contact Center application via the direct authentication method (BP username, password) even if a single sign-on is configured for their contact center. By default, this privilege is enabled only for the pre-defined System Administrator role. Note that different URLs are used to bypass single sign-on. For more information, see the *Contact Center Administrator Guide*, section Privileges.

Changes in System Behavior

This section describes changes in system behavior for this release.

Updated TogetherJS Hub Server Location

For contact centers using chat widgets with co-browsing enabled, note that the TogetherJS hub server location was updated. We recommend upgrading to Bright Pattern Contact Center version 5.3.16 to fix any related issues.

Renamed Agent Desktop Error Message

The message “SIP phone has lost connection with the system” is renamed "A network connectivity issue is impacting your phone device." Note that the conditions that cause this error message to appear have not changed. For more information about error messages, see the *Agent Guide*, section List of Error Messages.

Single Sign-On Configuration

In previous versions of Bright Pattern Contact Center software, the Single Sign-On (SSO) configuration page supported separate sets of parameters for the Agent Desktop application and the Contact Center Administrator application. Starting from this release, the same set of parameters is used for both applications. The ability to enable SSO only for the Agent Desktop application is preserved. This change is intended to simplify the SSO configuration process and is backward compatible. If you currently have SSO enabled, it will continue to work after the upgrade—whether you had it enabled for applications or for the Agent Desktop application only.

An example SSO integration configuration prior to version 5.3.16

SSO integration configuration in version 5.3.16

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see [Known Issues and Workarounds](#).

Version 5.3.12

Bright Pattern Contact Center version 5.3.12 is a minor release that includes some features and bug fixes.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Notices

Agent Desktop Helper Application and Early Versions of macOS

macOS from Sierra and earlier are no longer supported for the Agent Desktop Helper Application; this is due to Apple introducing new rules of application signing. Earlier versions of the Helper Application can still be used on Sierra. If you are using macOS Sierra and older, consider not upgrading the Agent Desktop Helper Application.
Note: Please do not confuse Sierra with High Sierra, which is supported.

IBM Watson Integration Accounts Use Only API Key Authentication

IBM no longer supports the username/password method of authentication; from now on, IBM supports only IAM authentication (API key). Accordingly, as of this release, Bright Pattern Contact Center now offers only the API key method of authentication for all IBM Watson integration accounts.

This change affects the following types of integration accounts:

- Watson Assistant Bot / Chat Suggestions Engine
- Watson Speech To Text (STT)
- Watson Text To Speech (TTS)
- Watson Natural Language Understanding

We recommend that you check all such integration accounts and make sure that credentials have been updated with API key, as any integration accounts that previously used username/password authentication will no longer work.

Changes in System Behavior

This section describes changes in system behavior for this release.

Agent Desktop Email Enhancement

To prevent accidental removal of useful emails, the *Spam* and *Delete* buttons are moved away from the *Grab* button, to the right side of the email queue views. For more information, see the *Agent Guide*.

Before:

Spam and Trash buttons used to appear on the left

After:

Spam and Trash buttons now appear on the right

Added/Updated Features

The following features have been added or updated for this release.

Added Transcript Variables

The variable *$(item.transcript.JSON)* is added to the Scenario Builder application and the Workflow Builder application; it passes the full JSON transcript of a chat session or voice call.

Additionally, the following variables are available in the Workflow Builder application now (i.e., they were previously available in the Scenario Builder application only):

- $(item.transcript.HTML)
- $(item.transcript.text)

Note that transcripts for voice interactions will contain actual conversation messages only if Speech To Text (STT) integration is configured. For more information, see the *Scenario Builder Reference Guide* and the *Workflow Builder Reference Guide*.

"Exit After Call Work" Setting for Services & Campaigns

The setting Exit After Call Work is added to the available Services & Campaigns configuration options. If After Call Work is configured for the service, this setting allows you to set the maximum time teams assigned to this service may be in the After Call Work state. Note that if this setting is configured, it will override the timeouts configured at the system-wide level and the team level. For more information, see the *Contact Center Administrator Guide*, section Properties Tab.

"Play-Listen" Prompt Interruption Setting

The Scenario Builder application's Play-Listen block adds the setting Allow interrupting prompt by customer voice. When enabled, if the block detects that a caller is talking while a prompt is playing, the prompt will be interrupted. For more information, see the *Scenario Builder Reference Guide*.

Microsoft Dynamics 365 Workflow Blocks

The Workflow Builder application now includes the following Microsoft Dynamics 365 blocks:

- Microsoft Dynamics Create Object
- Microsoft Dynamics Delete Object
- Microsoft Dynamics Search Object
- Microsoft Dynamics Select Account
- Microsoft Dynamics Update Object

For more information, see the *Workflow Builder Reference Guide*.

Zendesk API Request Scenario and Workflow Blocks

The Zendesk API Request block is added to the Scenario Builder application and the Workflow Builder application. This block allows you to make a free-form Zendesk API request to Zendesk using JSON, making it possible to take a variety of actions with your integrated account (e.g., setting metadata, communicating with custom Zendesk apps, attaching voicemails, etc.). For more information see the *Zendesk Integration Guide*.

"Recording During Supervisor Monitoring" Setting

The setting Recording during supervisor monitoring is added to the Contact Center Administrator application, section Quality Management > Call Recording and Monitoring. Previously, when a supervisor began a call-monitoring session, the recording of such a call would begin unconditionally. While this continues to be the default behavior, you can now disable automatic recording of monitored calls by deselecting the *Automatically record monitored calls* checkbox. Please note that if the *Automatically record monitored calls* checkbox is selected, monitored calls will be recorded whether the Call Recording option is enabled for your contact center or not. For more information, see the *Contact Center Administrator Guide*.

Recordings Saved as Base64-Encoded String

The Scenario Builder application's Record block adds the recording mode option Store recording into a string variable, base-64 encoded. When configured, this option makes it possible to pass voice biometrics enrollment or verification recording data via a RESTful API. Note that the length of the recording is hard-limited to 30 seconds. For more information, see the *Scenario Builder Reference Guide*.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.10

Bright Pattern Contact Center version 5.3.10 is a feature release that introduces our new Omni QM quality management suite. Omni QM requires a license; without the license, Bright Pattern Contact Center remains the same as in the previous version. For more information on how to turn on Omni QM, please contact Bright Pattern Customer Success.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Added/Updated Features

The following features have been added or updated for this release.

Omni QM

Bright Pattern is pleased to announce the addition of the Omni QM quality management suite to Bright Pattern Contact Center software. Omni QM is a suite of advanced quality management tools designed to facilitate the process of assessing and improving the quality of agent communications across media channels. Omni QM is a feature option that is built in to Bright Pattern Contact Center, enabled as part of your organization's contract.

Omni QM builds upon Bright Pattern's existing quality management functionality by introducing advanced quality management features, such as the ability to design evaluation forms, determine an evaluation process, have agents conduct self-evaluations, assign agent score, conduct calibrations for the purpose of improving the evaluation process, and much more.

In addition, Omni QM unifies quality management processes by placing all quality management features into a single application. When Omni QM is enabled, all interaction records, interaction search functions, evaluation forms, and other quality management tools are accessed via an evaluation console built into the Agent Desktop application. This means that supervisors no longer have to visit the Contact Center Administrator application to access interaction records and grade them; instead, supervisors can monitor, search, review, and evaluate their team's interactions without ever leaving Agent Desktop. Moreover, agents can easily view their own interactions, evaluations, and quality score from Agent Desktop. Omni QM gives users a bird's eye view of interaction quality across all channels and services.

The following summaries break down what is noticeably different in the Contact Center Administrator application and the Agent Desktop application when Omni QM is enabled.

What's New in Contact Center Administrator with Omni QM Enabled

Users & Teams section

- Users > Person tab lets you add new items, "Training Class" and "Supervisor in charge," to a user's account.
- Users > Roles tab now includes new "Quality Evaluator" and "Quality Evaluator Admin" roles that can be assigned to the user.
- Teams now allows you to assign "Evaluators" to a team.
- Roles now includes new "Quality Evaluator" and "Quality Evaluator Admin" roles.
- Privileges now includes many new Quality Management-specific privileges.
- Training Classes, a new section, has been added to the *Users & Teams* section.

Services & Campaigns section

- Services & Campaigns > Properties tab now lets you assign evaluation forms to a service.

Quality Management section

- Quality Management now includes new general settings and the new Evaluation Forms section.

Reports section

- Report Templates adds a new category of report templates called "Omni QM."
- Reports adds many new QM Reports.

What's New in Agent Desktop with Omni QM Enabled

Quality Management

- Quality Management is a new section on Agent Desktop's navigation bar that includes the following:
  - Eval Home, the starting point to help you find interactions, evaluations, and quality scorecards
  - Eval Console, the main area for reviewing and evaluating interactions

Home Page

- Quality Score Widgets are new for the *Home Page* of Agent Desktop.

What's New in Documentation

The *Omni QM Guide* explains everything you need to know about Bright Pattern Omni QM. See the new guide for tutorials, configuration, and reference information.

Changes in System Behavior

This section describes changes in system behavior for this release.

Interaction Records when Omni QM is Enabled

When Omni QM is enabled, the Interaction Records have a different look. In addition to the playback console, Interactions Records now include new tabs: **Evaluation**, **Details**, **All Evals**, and **Case**.

These tabs let you experience the functionality of Omni QM from within the interaction record, showing you the evaluation form with questions for grading the interaction; details about the interaction, including the agent's notes and a place for the evaluator to enter comments; a list of all evaluations for the given interaction; and case details, if a case was added for the given interaction. When Omni QM is not enabled, the playback console looks the same as it did before.

Known Issues

For information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.7

Bright Pattern Contact Center version 5.3.7 is a minor release.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Changes in System Behavior

This section describes changes in system behavior for this release.

Callbacks requested for the day

Real-time metric "Callbacks requested for the day" has been improved to count calls that requested a callback option (as opposed to each separate request for callback). This prevents double counting of calls that may have requested a callback option more than once.

EWT Calculation

The formula used to calculate the real-time metric Estimated Wait Time (EWT) has been updated in order to improve accuracy. The update is a composite approach combining calculated EWT with real Average Speed of Answer (ASA) on the service. A composite approach allows EWT to better adjust to complex configurations (e.g., teams serving multiple services, blended services, scenarios that require specific skills sets in the Find Agent block, etc.).

Added/Updated Features

The following features have been added or updated for this release.

Twitter Integration

Bright Pattern Contact Center now integrates with Twitter for the purpose of allowing Direct Messages (DMs) to be processed as chat interactions. For more information, see the Twitter Integration Guide.

Screen Pop in Dynamics 365 for Preview Campaigns

For contact centers integrated with Microsoft Dynamics 365, it is now possible to configure an outbound Preview campaign to pop specific objects in your Dynamics instance. For more information, see the *Microsoft Dynamics 365 Integration Guide*, section Configuring Screen Pop for Preview Campaigns.

Added Fields in User Import and Export

The user properties “User must change password” and “Record calls” are added to the user import and export dataset.

Delete Option for Voicemail Greetings

In the Contact Center Administrator application, the Use this greeting for voicemail setting now includes a “delete” option that allows administrators to remove individual greetings.

Chat Widget Code Minification

The JS and CSS resources of the chat widget have been further minified for more efficient transmission over the Internet.

Notifications Prompt for Chat Widget

The editable field Notifications prompt is added to the Chat Widget styling editor. This field allows you to configure the text that appears at the top of the chat widget that prompts users to allow notifications from their web browsers.

Known Issues

Salesforce in Safari

Due to an issue with the Safari web browser, Safari does not always support embedded objects in iframe. This issue affects Bright Pattern users who are accessing Agent Desktop, which uses iframe, via Salesforce integration accounts.

In order to access your integrated Salesforce account in the Safari web browser, use the following workaround:

1. Open the Agent Desktop application in a new window or tab in Safari. Log in to Agent Desktop.
2. In a separate Safari tab, go to Salesforce.com and log in.
3. In Salesforce, click the phone icon to open the embedded Agent Desktop widget.

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.6

Bright Pattern Contact Center version 5.3.6 is a minor release.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Changes in System Behavior

This section describes changes in system behavior for this release.

“Listen to call recordings and view chat transcripts on assigned services” Privilege

Starting from this release, the user privilege Listen to call recordings and view chat transcripts on assigned services will no longer require a supervisor license.

Added/Updated Features

The following features have been added or updated for this release.

Desktop JavaScript API and Embedded Agent Desktop API Changes

setRescheduleWindow is a new method that has been added to the Desktop JavaScript API and the Embedded Agent Desktop API. *setRescheduleWindow* allows you to reschedule outbound dialing retry time to be within a specific timeframe with the option to specify a time zone.

The *postVariable* method has been updated in the Desktop JavaScript API and the Embedded Agent Desktop API. *postVariable* now can be used to set activity history to service/campaign results.

Expanded Scheduled Reports Parameters

In the Contact Center Administrator application, section Report Templates, when scheduling hourly reports, the following options are added to the *Time Frame* reports parameter: *Today* and *This Week*. The new options allow hourly reports to generate data for the period of “today” or “this week” at the Repeat Every setting’s interval. Note that in Bright Pattern Contact Center version 5.2.x, it was possible to configure a Daily Report to run every 15 minutes and include data for Today; the new parameters make it possible to generate similar reports.

Email Queue Scalability

Version 5.3.6 includes performance improvements in queue handling that allow you to have more emails in storage and in the push queue.

Known Issues

For more information about known issues for Bright Pattern Contact Center, please see Known Issues and Workarounds.

Version 5.3.5

Bright Pattern Contact Center version 5.3.5 is a minor release with the following new features.

Note: If you are upgrading to this version from a previous release, be sure to review the prior What's New documents for any versions you may have skipped past, as these documents include important information about features for each specific version.

Features and Notes

Simplified Desktop .NET API Extensions

The following methods have been added to the Simplified Desktop .NET API:

- Method CallSetScenarioVariable can be used to set a scenario variable from the desktop.
- Method CallSingleStepTransfer can be used to initiate a single-step (blind) transfer of the current call to a specified destination.

Scenario Functions for Credit Card Validation

To support over-IVR payment solutions, the following scenario functions have been implemented in this release:

- validateCCExpirationDate - Checks the length and range of the entered expiration date
- validateCCV - Checks the length of the entered CCV
- validatePAN - Checks the length of the entered card number and, if applicable, applies the Luhn check

Encryption Settings Menu Relocation

In the Contact Center Administrator application menu, section Encryption Settings was moved from under the Quality Management section header to under the Security section header.

Added Chat Widget Styling Options

The following options are added to the Chat Widget Styling editor:

- When enabled, Remote editing allows agents to enter or update data via the customer's screen. Note that this option is available only if the setting Enable cobrowsing is enabled.
- If the Emoji selector option is enabled, agents and customers can click on the emoji icon, which pops the emoji selector tab; when selected, the emojis will appear in chat messages. Note that this option is enabled by default (i.e., it must be disabled if the emoji selector is to be removed).
- The editable field Required Field text lets administrators configure the message that appears when required

fields are not filled out. Note that this feature was implemented in version 5.3.4.
- The editable field Refers to Required Fields text lets administrators configure the message that appears when referring to required fields. Note that this feature was implemented in version 5.3.4.

For more information, see the *Chat Widget Configuration Guide*, section Chat Widget Styling.

New Proactive Offer Conditions

The following conditions are added to the Proactive Offer chat widget: *Estimated wait time, below* and *Non-mobile browser*.

The condition Estimated wait time, below allows administrators to show the proactive offer only when the expected time in the queue for customers would be less than the configured amount of time.

When configured, the Non-mobile browser condition allows proactive offers to be blocked on mobile devices.

For more information, see the *Chat Widget Styling Guide*, section Proactive Offer.

Maximum Concurrent Chats Per User

The setting Maximum concurrent chats is added to the Contact Center Administrator application, section Users. When configured, this option lets administrators define the total number of concurrent chats an agent will process at a given time.

Note that when set to a lower number of chats than set in omni-channel routing, this setting will impact agent occupancy, where 100% of occupancy will be the maximum number of chats from the omni-channel routing setting, and less when clamped down by this per-user setting (e.g., 4 chats in omni-channel routing - 100%, clamped to 3 - 75%). We will be addressing this in upcoming releases.

For more information, see the *Contact Center Administrator Guide*, section Users.

Pre-Chat Form Data Validation

In pre-chat forms, the data entered in the following field types will be automatically validated: phone number, callback phone number, email, or date; the data must be entered in the specified format before the form is accepted. Note that the validation functions are intended only to check that the entered data is entered in the correct format. That is, the functions are not expected to verify whether mailboxes, domains, or phone numbers actually exist, nor to modify the valid entered data in any way.

For more information, see the *Chat Widget Styling Guide*, section Working with Form Fields.

Co-browsing Indicator Variable for Reporting

The scenario variable $(item.coBrowsing) may be used to determine if a co-browsing session was requested by the chat client. The variable may be added to custom reporting fields in scenarios.

For more information, see the *Scenario Builder Reference Guide*, section Variables.

Co-browsing Configuration Note

For customers upgrading to version 5.3.5 who configured chat per the full chat code on older versions of Bright Pattern Contact Center:

If the *togetherJS_enabled* variable was used to enable co-browsing, after you upgrade, the Chat Widget Styling option Enable cobrowsing will have priority over the variable **after** any changes are made and saved in Chat Widget Styling. If you wish to configure co-browsing, we recommend enabling this setting in Chat Widget Styling.

Text Labels for Co-browse and Exit Icons

In the chat widget, tooltips containing text labels are added for the *Co-browsing* and *Exit* icons, which allows customers to see the names of the icons on mouseover.

Extended Knowledge Base Variable Functionality

The Knowledge Base answer variable $(from.name) is expanded to include chat interactions. That is, when this variable is used in Knowledge Base articles, the variable will populate with the name entered in pre-chat forms.

For more information, see the *Contact Center Administrator Guide*, section Knowledge Base.

CC/BCC Viewable in “Show Original Email Content”

When agents send outgoing emails that include CC or BCC fields, it is possible to see the email addresses from these fields when the Show original email content button is selected.

Version 5.3.4

Bright Pattern Contact Center version 5.3.4 is a minor release; please note the following.

If you are upgrading to this version from a previous release, be sure to review the features from any versions you may have skipped past, as these release notes include important information about features specific to each version.

Viewing Reports in Firefox

Due to a JavaScript root name conflict between Google Web Toolkit (GWT) and Firefox, reports are not displaying in Firefox 67—running a report brings up a blank browser tab. Bright Pattern plans on addressing this issue in a future release. Until this time, we recommend the following workaround:

1. In Firefox, navigate to **about:config**. That brings up a list of preferences.

   5.3.4-RN-1.PNG

2. Search for preference *security.webauth.u2f*, and set the value to **false** by double-clicking on the preference.

5.3.4-RN-2.PNG

Call Recording Notification Changes

Prior to release 5.3, when an agent manually stopped call recording, both parties on the call (i.e., the customer and the agent) would hear a beep notifying them that the recording was stopped. There was no notification when recording was manually resumed. In release 5.3, configurable notifications have been introduced for manual stop and start of call recording. By default, no notifications are sent to either party—neither for stop nor for start. This change was made without preserving the existing behavior. Thus, after upgrading to 5.3, no notification is sent when recording is manually stopped. To restore the pre-upgrade behavior, you need to select the **to agent** and **to customer** checkboxes for the option Play notification when recording stops in the Contact Center Administrator application, section Quality Management > Call Recording and Monitoring.

“Repeat Every” Property in Scheduled Reports

Prior to version 5.3.4, the scheduled reports property Repeat every was available with hourly and daily recurrence, which caused an overlap in scheduled report configuration options. Starting from version 5.3.4, this property is available for scheduled reports with hourly recurrence only. The previously scheduled reports are automatically migrated to the new settings. Thus, if you had scheduled reports with daily recurrence that are set to repeat more frequently than hourly and you are missing the option to set *Repeat every*, check it under hourly reports.

“Required” Checkbox in Activity Forms

Before version 5.3.0, even if an activity form field had the property Required checked, the agent was still able to complete an interaction without filling out the field. Starting from version 5.3.0, interaction processing cannot be completed until all required fields of the form are filled out.

Version 5.3.3

Bright Pattern Contact Center version 5.3.3 is a minor release; please note the following.

Wallboard Application Hard Refresh

Depending on how your Wallboard application is started, after upgrading to this version, you may not be able to access wallboards or see any data in them. In this case, you will need to do a hard refresh of the given browser page, after which the application should start normally.

Set Agent State Block Change

Starting from this version, in the Scenario Builder application, theSet Agent State block's action GET_STATE has been deprecated. Its functionality is now provided via the dedicated Get Agent State scenario block. If you have any questions about this particular change, please contact the Customer Success team directly at +1 855 631 4553.

Incoming Callback Reservation Notification

In call centers utilizing the Virtual Queue callback feature, Agent Desktop now pops a reservation notification to agents, which informs them they have been reserved for a callback. The notification includes a checkbox option to not show the notification in the future.

For more information, see *Virtual Queue Tutorial*, section Overview.

Version 5.3.2

Bright Pattern Contact Center version 5.3.2 is a minor release; please note the following.

"My Subteam Only" Checkbox in the Wallboard's Agent Grid Widget

When upgrading to version 5.3.2, if the "My Subteams Only" checkbox in the Wallboard's Agent Grid widget was previously checked, you may need to uncheck it in order for your widget to show data (i.e., general agent data and not data related to your subteams).

Proactive Offer Chat Widget Sizing Treatment

Please note that in release 5.3.0 the Proactive Offer chat widget sizing treatment was changed. Previously, contact buttons were placed outside of the offer area, which caused layout issues. Starting with release 5.3.0, the buttons are inside the widget. We advise all customers who used Proactive Offers before version 5.3.0 to review and adjust the sizing of the widget dialog and possibly add line breaks to separate widget content from the buttons.

Select Disposition Control for Chat

Version 5.3.2 relocates the chat disposition preselection button placement from next to the disposition name into to the selection of chat controls. The disposition selection control allows you to disposition a chat before the chat is completed; however, this disposition may be changed before the chat is completed. For more information, see the *Agent Guide*, section Chat Controls.

Version 5.3.1

See what's new for Bright Pattern Contact Center version 5.3.1.

Email Reply and Forward Buttons in Agent Desktop

In the Agent Desktop application, for email cases with all states except Closed, the **Reply** and **Forward** buttons are accessible at the top and bottom of a message; the top buttons will show on cursor hover and the bottom buttons will always display.

For more information, see the Agent Guide, section How to Compose a Reply.

Version 5.3.0

Bright Pattern Contact Center version 5.3 adds a number of new features and enhancements, including advanced search capabilities, Conversational IVR, and Microsoft Dynamics 365 integration.

Keep reading to learn more about what's new in version 5.3.

Agent Desktop Performance

Keep Agent Desktop Awake

Previously, when the agent's computer went to sleep mode due to inactivity, the OS would shut down the Internet connection causing the Agent Desktop to log out the user automatically due to connection loss. This negatively affected users' productivity and KPIs. Starting with this release, the Agent Desktop application with a logged-in user will prevent the computer from going into Sleep mode by the inactivity timeout.

This feature does not affect the user's ability to put the computer in Sleep mode manually (e.g., via the Power menu option or by closing the laptop lid).

Note that the auto-logout prevention behavior is unconditional and applies to computers on both Windows and Mac OS.

Safari Browser Extension For Agent Desktop Helper Application

To address the Safari web browser's dropped support for NPAPI in Safari 12, Bright Pattern has implemented the Safari App Extension, which is supported for Agent Desktop users on Safari 10, 11, and 12 on Mac OS X 10.12 (Sierra) and higher.

The Safari App Extension will be packaged into the Agent Desktop Helper Application (i.e., the BPClientSetup.exe installer); the installer will detect the OS X version the system is running at and install the extension only if it runs on Mac OS 10.12 and later.

For more information, see the *Contact Center Administrator Guide*, section Agent Desktop Helper Application.

Agent Desktop UI

Bright Pattern SSO

Bright Pattern now offers single sign-on (SSO) functionality for our contact center platform. SSO allows users to sign in just one time for access to Agent Desktop, Wallboard, and Contact Center Administrator applications.

Home Page

The Agent Desktop section My Grades is renamed Home Page.

Search & Preview Records

The Agent Desktop section Contacts is renamed Search & Preview Records.

Non-Trivial Totals for Supervisor Statistics

In the Agent Desktop application, section Supervision, metrics displayed in the Service Metrics area are no longer always presented as the sum in the totals bar. For example, the totals bar will display the total number of interactions for metric IN Waiting, but the IN Max Wait metric total will display the service with the maximum amount of wait time.

For more information about real-time metrics, see the *Supervisor Guide*.

AI and Bots

Conversational IVR

Bright Pattern's Conversational IVR is an interactive voice response (IVR) solution that leverages integrated chatbots and speech recognition technologies for self-service. Unlike traditional IVRs that prompt callers to select from menu options, Conversational IVR lets customers choose the path they prefer by simply saying what they want. Callers can interact naturally in their own words, eliminating the need to memorize options.

Powered by integrations with Amazon, Google, GoVivace, and IBM, conversational IVR utilizes speech-to-text (STT) technology, text-to-speech (TTS) technology, Natural Language Processing, and Natural Language Understanding to learn about customer behavior, collect data, and deliver insights based on what customers say. Using collected data, the conversational IVR can learn and be improved and updated continually through the voice of the customer.

Conversational IVR can be configured in scenarios using the new Play-Listen scenario block. For more information, see the *Scenario Builder Reference Guide*, section Play-Listen.

APIs

Multichannel Recording API

Version 5.3 allows you to record voice of each participating party on a call into a separate audio file and export these files in uncompressed format via an API. Note that this function requires extra storage and must be enabled for you by your service provider.

For more information, see the Interaction Content API.

Interaction Content API Method Extensions

The Get File and Get Metadata API methods allow you to download recording files in the original stored format (GSM) without converting them to PCM format.

To use the API methods, you need to have the "Allow recording export API access" privilege.

Note that the Interaction Content API was previously called the Recording Retrieval API.

SMS/MMS API

The SMS/MMS API allows for the sending of SMS/MMS messages via text-capable access numbers of the Bright Pattern platform from an external application and tracking the delivery status of those messages. Possible replies can be directed to a chat service associated with the assigned access number.

For more information, see the Contact Center Administrator Guide, section Privileges and the SMS/MMS API Specification.

Call Center Configuration

Configurable Notifications for the Start and Stop of Call Recordings

Version 5.3 presents the options *Play notification when recording starts* and *Play notification when recording stops* in the Contact Center Administrator application, section Quality Management > Call Recording and Monitoring.

These individually configurable options allow you to choose whether notifications play at the beginning and/or end of recorded calls. Additionally, you may configure whether a prompt is played to an agent, a customer, or both. Note that separate tones or pre-recorded prompts may be uploaded for either of the configurable options.

For more information, see the *Contact Center Administrator Guide*.

Grayscale Screen Recordings

Administrators can now specify Agent Desktop screen recordings to be saved in grayscale rather than color, which results in significant bandwidth savings. This option is set in Screen Recording properties in Contact Center Administrator.

Individual Volume Controls for Ringtone and Notifications

Ringtones and Alerts has been added to the available selection of Agent Desktop's user settings. From this setting, users can change the volume of the ringtone as well as the tone of external chat and preview record notifications.

For more information, see the *Agent Guide*, section Ringtones and Alerts.

System-Level Volume Controls for Ringtones and Notifications

Volume slider controls have been added to the Contact Center Administration application, sectionCall Center Configuration > Audio Treatments, making it easier to adjust the volume of ringtones and notifications in your call center.

For more information, see the *Contact Center Administrator Guide*.

Case and Contact Management

Advanced Case and Contact Search

Version 5.3 expands full-text search capabilities to include email bodies in the Agent Desktop application, section Search & Preview Records (formerly known as Contacts). This is made possible through the implementation of Elasticsearch, a leading edge search engine that quick searches on powerful and flexible criteria.

When enabled, agents may do the following:

- Make partial word searches
- Make multi-word searches (e.g., an email's subject line or a complete sentence)
- Use robust advanced search criteria options (e.g., flagged cases can be found by entering the search **flagged:**

yes|no)
- Conduct searches that include both case and contact information (e.g., searches can display cases based on their email contact matches)
- Conduct searches that are a mix of text and non-text criteria (e.g., find cases with an "Open" state that were opened more than seven days ago by entering the search **modified > MM/DD/YY AND Open**)

For user information, including expanded search options, see the *Agent Guide*, section Advanced Search.

Expanded Case Management Settings and Case State

Version 5.3 expands case features to allow better organization of your contact center's personal and team queues; features include new management settings and case states.

Case states in the Agent Desktop application are expanded to allow a variety of customizable choices; these states include the following: New, Open, Pending, Resolved, and Closed

The Contact Center Administrator application contains the following additions to section Case & Contact Management:

- Resolved case becomes closed after
  - *Resolved* is one of the new states available for Agent Desktop cases. For this setting, if a case has been categorized as Resolved, it will be automatically closed after a specified number of days; the default number of days is 14.
- Setting final disposition resolves case
  - For this setting, selecting the disposition on a case to any option in the Final category will resolve the case.
- Case Pending Reasons
  - *Pending* is one of the new states available for Agent Desktop cases. This section is where you create the *Pending* reasons for cases that require further action (e.g., needing manager approval, more customer information, etc.).

For more configuration information, see the *Contact Center Administrator Guide*, section Case Pending Reasons and section General Settings. For more information regarding case state, see the *Agent Guide*, section Case State.

Creating Cases Outside of Interactions

It is possible for agents to create a case for a saved contact without an interaction. The *Add a case* button, found in Search & Preview Records, Contacts tab, creates a new case with the "add note" field open and the option to send an email. When a case is created in this way, it puts the creating agent in a Busy state.

For more information, see the *Agent Guide*, section How to Create New Cases.

Creating Follow-Up Cases from Closed Cases

Version 5.3 introduces the *Create follow-up case* button for closed cases. While there is no way to reopen a closed case, it is possible to create a new "follow up" case, instead.

For more information, see the *Agent Guide*, section How to Send a Follow-Up Outbound Email.

Link Button for Easy Access and Collaboration on Cases and Contacts

Version 5.3 introduces the link button for cases and contacts. Clicking this button copies a direct access URL to the specific case or contact, which can be shared with the other agents or supervisors of your contact center.

For more information, see the *Agent Guide*, section My Cases Interface and section Search & Preview Records Interface.

Chat

Proactive Offer Chat Widget Sizing Treatment

Please note that in release 5.3.0 the Proactive Offer chat widget sizing treatment was changed. Previously, contact buttons were placed outside of the offer area, which caused layout issues. Starting with release 5.3.0, the buttons are inside the widget. We advise all customers who used Proactive Offers before version 5.3.0 to review and adjust the sizing of the widget dialog and possibly add line breaks to separate widget content from the buttons.

Documentation

Bright Pattern Contact Center help documentation has been redesigned and reorganized to make it easier to find information.

Bright Pattern Contact Center Docs Home

The documentation home page offers visual cards organized by topic: Agents, Administration, Supervisors, What's New, Tutorials, Reporting, API Reference, Integrations, Support, and FAQ.

Cards contain drop-down menus with easy-to-navigate links. See the new look of Bright Pattern Contact Center Docs at help.brightpattern.com.

Tutorials

We provide tutorials for every type of user: agent, administrator, and supervisor. To accommodate new how-to articles, we have reorganized the *Agent Guide*, *Contact Center Administrator Guide*, and *Scenario Builder Reference Guide*.

The Agent Guide focuses on topics related to agent experience (i.e., setup, working in Agent Desktop, tutorials, and troubleshooting).

The Contact Center Administrator Guide is now supplemented by Tutorials for Admins, which presents a wide range of "how-to" material for administrators configuring contact centers. Topics include AI and bots, integrations, scenarios, services, and so forth.

The Scenario Builder Reference Guide includes new chat and voice scenario exercises, which utilize annotated templates that can be downloaded and imported into a contact center for training purposes.

New Guides

The Embedded Agent Desktop SDK Specification includes a detailed description of the API used to embed the Agent Desktop widget into webpages to support requests for information about agent states and interactions, as well as control agent and supervisor login, status, call flow, call recordings, transfers, and outbound dialing.

The Microsoft Dynamics 365 Integration Guide provides integration configuration procedures and explains how to enable access to Microsoft's Web API in order to access Dynamics 365 data from Bright Pattern scenarios.

Doc Archives

Help documentation for Bright Pattern Contact Center version 3.x has its own dedicated space: help3x.brightpattern.com.

Email

Customizable Disposition Buttons for Email

New for email services, dispositions may be configured as buttons that appear in the toolbar of both team queue and personal queue in Agent Desktop's My Cases; these buttons allow agents to quickly disposition emails and remove them from the queue.

Disposition buttons are configured in the Contact Center Administrator application, section Services & Campaigns > Dispositions Tab, with the new settings *Show in toolbar in team queue and Toolbar icon*.

For more information, see the *Contact Center Administrator Guide*, section Dispositions Tab.

Option to Suppress Thread ID in Email Subject Line

The option *Insert thread id in email subject* is added to the Contact Center Administrator application, section Scenario Entries > Email > Services tab. When disabled, an email case's thread ID will be removed from the email's subject line. Note that this setting is automatically enabled for existing email entries; if you are creating a new scenario entry for email, this setting is not enabled.

For more information, see the *Contact Center Administrator Guide*, section Email.

Post-Transactional Email Surveys

Version 5.3 lets you send post-transaction surveys to your customers via email. Our customizable HTML survey forms can be tailored to any service for any language and can be sent automatically to the customer based on the interaction's disposition.

The customer receives the email with a link to the online survey, completes the survey, and gets an auto-generated "thank you" response. Conveniently, the customer's survey data are saved to Activities and attached to the associated case.

Survey forms are configured in the Survey Form Editor application, which is accessible through the Contact Center Administrator application, section Quality Management > Survey Forms. Survey forms may be sent through the Workflow Builder application or the Scenario Builder application, when configured in an EMail block. Note that the Survey Form Editor is part of Bright Pattern Contact Center quality management features, is enabled per tenant.

For more information, see the *Contact Center Administrator Guide*, as well as the *Workflow Builder Reference Guide*, section [[5.3:Workflow-builder-reference-guide/HowtoSolicitPost-TransactionalSurveysviaEmail|How to Solicit Post-Transactional Surveys via Email].

Forms

Activity History Forms Display Custom Fields

Version 5.3 introduces Activity History forms. Activity History forms pull information from the activity forms agents fill out during interactions. This information is then saved to the case and contact history corresponding to the interaction and is accessible in Agent Desktop's section *Search & Preview Records* (formerly *Contacts*).

When configuring Activity History forms, note that they are defined per service type (i.e., chat, email, voice). Additionally, they may include custom Activity History fields.

For more information, see the *Contact Center Administrator Guide*, section Activity History Forms, and the *Form Builder Reference Guide*, section How to Configure Activity History Forms.

Clone Pages of Activity Forms

The *clone* button has been added to the Form Builder application for activity forms; the button is located next to the *add page* button in the pages palette.

Clicking **clone** creates a new page titled "Clone of <page name>" and all controls are copied from the cloning page. Additionally, you can change the default page name when creating a new page by clicking the green **+** button. After clicking this, the page name should read "Page 2", "Page 3," and so forth, instead of "New Page".

For more information, see the *Form Builder Reference Guide*, section How to Configure Activity Forms.

Integrations

Microsoft Dynamics 365 Integration

Bright Pattern Contact Center now integrates with Microsoft Dynamics 365 applications to provide single sign-on, Dynamics 365 data-driven interaction routing, screen-pop, activity history, and click-to-call functions.

This integration adds new scenario blocks: Microsoft Dynamics Create Object, Microsoft Dynamics Delete Object, Microsoft Dynamics Screen Pop, Microsoft Dynamics Search Object, Microsoft Dynamics Select Account, and Microsoft Dynamics Update Object.

For more information, see the *Microsoft Dynamics 365 Integration Guide* and the *Scenario Builder Reference Guide*.

New Authentication for IBM Watson Assistant

Watson Assistant has been added as a bot/chat suggestions engine integration type because IBM Watson no longer supports username/password authentication for their newer generation of services.

Watson Conversation integration has been renamed *Watson Assistant (Conversation)* in order to support backward compatibility.

For more information, see the *Contact Center Administrator Guide*, section Bot / Chat Suggestions Engine Integration.

Screen Recorder Stores Directly to Amazon AWS

Release 5.3 provides two options for screen recordings storage: local storage and Amazon AWS.

Local storage is the default. When Amazon AWS storage is selected, screen recordings will be uploaded directly to your S3 bucket. You can specify exactly where (i.e., to which S3 bucket) such recordings will be stored in AWS integration account properties.

AWS integration account properties now include property “Region” for specifying the geographical region where Amazon S3 will store your buckets.

For more information, see the *Contact Center Administrator Guide*.

Single Sign-On with Google G Suite Apps

Bright Pattern integrates with Security Assertion Markup Language (SAML) 2.0 identity providers, allowing you to configure single sign-on (SSO) functionality for Agent Desktop and Contact Center Administrator.

We’ve implemented SSO with Google G Suite applications (e.g., Gmail, Google Docs, Google Drive, etc.), so you can sign in just once to access all your apps.

For SSO configuration steps, see the *SAML 2.0 Single Sign-On Integration Guide*.

Reporting

Expanded Agent Selection Features in Agent Reports

The following features have been extended to the following reports:

Features

- The ability to select multiple agents
- The select all checkbox
- The checkbox to show/hide disabled or deleted agents
- Perform incremental searches by partial name

Affected reports

- Agent Activity
- Agent Activity (CSV)
- Agent Email
- Agent Performance

For more information, see the *Reporting Reference Guide*, section Report Generation.

New Time Frame Report Parameters

To support the ISO week definition, where the first day of the week is Monday, the new time frame reporting parameters *Last Week (Monday - Sunday)* and *This Week (since Monday)* have been added to ad-hoc reports, scheduled reports, and Agent Timeline.

For more information about generating reports, see the *Reporting Reference Guide*.

Reporting Data for Agent City and Country

The new fields *agent_country* and *agent_city* have been added to both the agent_activity table and agent_performance table. These fields display the country and city listed per user in Users > Location tab and enable grouping of agents in reports by location.

For more information, see the *Reporting Database Specification*.

Scheduled Reports UI Changes

Version 5.3 introduces various changes to the sections of the Contact Center Administrator application dedicated to reporting.

Section Reporting > Report Templates now includes the *Used In* tab, where users may see what reports a report template is associated with, create and customize a new report from the template, schedule report generation and delivery, and delete reports.

Section Reports introduces updates to the user interface, including report generation buttons. For original, unmodified reports, the buttons are renamed *Customize*, '*Rename*, and *Clone*; for cloned reports, the *Delete* button is included. Note that it will be possible to delete cloned reports only.

For more information see the *Contact Center Administrator Guide*, section Report Templates, and the Reporting Reference Guide, section Report Generation.

Scenarios and Workflows

Bright Pattern Case and Contact Management Workflow Blocks

The Bright Pattern Create Object and the Bright Pattern Update Object blocks have been added to the Workflow application.

The Bright Pattern Create Object block allows objects to be created in the Bright Pattern Contact Center database, and the Bright Pattern Update Object block allows existing database objects to be modified. Object types include case, contact, company, and activity history (for Bright Pattern Create Object only).

For more information, see the *Workflow Builder Reference Guide*.

Enhanced Bright Pattern Search Object Block

The Scenario Builder application's enhanced Bright Pattern Search Object block allows you to add multiple search conditions within a single block, and expands the searchable Case object type to include Reporter Id and State.

For more information, see the *Scenario Builder Reference Guide*, section Bright Pattern Search Object.

Play-Listen Scenario Block

Version 5.3 introduces the Play-Listen scenario block, a key part of Bright Pattern's conversational IVR. It enables natural conversation in an automated scenario, using a combination of integrated text-to-speech and speech-to-text technologies, along with integrated chatbots to "talk" to customers on inbound voice calls and "listen" for their spoken or DTMF (i.e., touch tones) response.

Play-Listen may be used in voice scenarios with *Configure a Bot* and *Ask a Bot* blocks when configuring conversational IVR. For more information, see the *Scenario Builder Reference Guide*, section Play-Listen.

Popping Case and Contact Information to Agents

Specific case and contact information can be popped to agents at the start of interactions if a direct access URL is included in a Web Screen Pop block in the Scenario Builder application.

For more information, see the *Scenario Builder Reference Guide*, section How to Create a Chat Scenario That Pops Case or Contact Information.

Random Function in Scenario Builder Application

The function *random(max)* is available to use in the Set Variable scenario block; when used, this function takes one integer parameter and returns a random integer number in the configured range (i.e., 0 to whatever number is defined as “max”). This function can be used, for example, to launch a random percentage of surveys.

For more information, see the *Scenario Builder Reference Guide*, section Built-In Functions.

Telephony

Dial Pad Button Added to Agent Desktop Call Controls

The *Dial Pad* button is added to the controls available to agents on active calls; this button pops a dial pad that allows agents to click on the keys or use their keyboard to enter DTMF keys. Note that this control may be used to speed dial through external IVRs.

For more information, see the *Agent Guide*, section Call Controls.

Speed Dial Through External IVRs

Version 5.3 allows the comma symbol (i.e., “,”) to be added to phone numbers and extensions entered in the number input field for the purpose of speed dialing through external IVRs. Each comma represents a one-second pause the system takes before entering the next DTMF key (i.e., 1-9, #, *); multiple commas may be configured consecutively for a longer pause.

Commas may be added at the end of a regular number or extension and then between subsequently dialed DTMF keys. Some examples of dialed numbers include the following:

- 18005556677,,,1,,4
- 16506046789,,1,1234567890#
- 1002,3,2

Phone numbers and extensions dialed with comma symbols will appear in Agent Desktop’s Recent list and can be saved to a contact record with the symbols included.

For more information, see the *Agent Guide*, section How to Speed Dial Through External IVRs.

Streamlined Call Transfers and Conference Calls

The *Initiate transfer* or *conference* button streamlines phone controls in the Agent Desktop application. When an agent is on a call and this button is selected, a search window will pop open. From here, the agent can search for a contact to blind transfer the call to, dial directly, or dial as a conference call.

For more information, see the *Agent Guide*, section How to Make Consultations and Transfers.

Wallboard

Wallboard Font Size Adjustment Control

Version 5.3 introduces a font size adjustment control for Wallboard widgets. Accessible in Edit mode, the control allows you to adjust the font size Agent Grid and Service Grid widgets.

For more information, see the *Wallboard Builder Reference Guide*, section Title and Controls.

Wallboard Time Series Widgets

The new *Time Series* widgets allow you to display service and team data in a linear, time-based chart. Chart data is updated every 10 seconds and is displayed in 30-second increments. Viewable data ranges from 15 minutes to seven days.

For more information, see the *Wallboard Builder Reference Guide*, section About Time Series Widgets.

Version 5.2.11

Bright Pattern Contact Center version 5.2.11 contains fixes for various defects; no changes have been made to the documentation.

Version 5.2.10

See what's new for Bright Pattern Contact Center version 5.2.10.

Request Callback for Outbound Voice Services

Outbound Voice service functionality allows Request Callback for Preview mode; this makes it possible for an agent to be reserved for a requested callback without indication to the agent.

For more information, see the *Contact Center Administrator Guide*, section Outbound - General.

Version 5.2.9

Bright Pattern Contact Center version 5.2.9 contains fixes for various defects; no changes have been made to the documentation.

Version 5.2.8

See what's new for Bright Pattern Contact Center version 5.2.8.

Disposition Variable in Workflows

Starting from this release, the *$(disposition)* variable is added to the Workflow application. This variable allows you to take actions within a workflow based on your call center's configured dispositions. For example, you can create conditions in the If block that allow you to send different emails to customers based on what disposition their interaction received (i.e., send one follow-up email if the disposition is "Product sold" and a different follow-up email if the disposition is "Service provided").

For more information, see the *Workflow Builder Reference Guide*, section Variables.

Dialable Metric for Wallboard

The Dialable metric is now available in the Wallboard application; it may be displayed in the Single Statistic widget and Service Grid widget. This metric provides the number of records within this campaign that can be dialed at this moment.

For more information, see the *Wallboard Builder Reference Guide*.

Recording Retrieval API Method Extensions

The Get File and Get Metadata API methods now allow you to download recording files in the original stored format (GSM) without converting them to PCM format, as well as get audio recording metadata.

To use the API methods, you need to have the "Allow recording export API access" privilege.

User Management API Extensions

The User Management API now includes two new methods for automatically exporting detailed information: Export User Phone Numbers and Export Access Numbers.

Export User Phone Numbers returns users' phone extension, login ID, first name, last name, whether voicemail is activated, and whether a voicemail greeting is present.

Export Access Numbers returns access number data, including the number, media type, extension, name of the scenario used, and display name.

For more information, see the *User Management API Specification*, section Export User Phone Numbers and section Export Access Numbers.

Web Screen Pop Block Enhancement

The Web Screen Pop block in the Scenario Builder application now includes the option 'Keep open when interaction is finished." When selected, this option keeps open the pop-out browser tab after an agent's interaction with a customer has ended.

For more information, see the Scenario Builder Reference Guide.

Version 5.2.7

See what's new for Bright Pattern Contact Center version 5.2.7.

Events Fired from Chat Widget

The chat widget now fires events when a user opens a pre-chat form, closes a pre-chat form, or starts a chat. In addition, the chat widget also fires events when a proactive offer appears on the screen, when a user closes it, or when a user starts a chat.

These events allow the webpage that contains the chat widget to process corresponding events or propagate them to third-party systems.

For more information on chat configuration, see the *Contact Center Administrator Guide*, section Web Chat Configuration.

Version 5.2.6

See what's new for Bright Pattern Contact Center version 5.2.6.

Chat Widget Auto-Start

Release 5.2.6 introduces the option to configure the chat widget to initiate a chat session automatically upon a webpage loading. To do this, in the Web HTML snippet, add the attribute **autostartChat** with the value **true**; note that the default value is **false**.

For more information, see the *Contact Center Administrator Guide*, section Web Chat Configuration.

Version 5.2.5

Bright Pattern Contact Center version 5.2.5 includes the following new features.

Expanded Case Search for Email Addresses

Search filter functionality has been expanded for the My Cases section in Agent Desktop. You may search for any part of an email address by using the **email:** filter, followed by the desired part of the email address. For example, a search of “email:ma” could return results such as “example@g**ma**il.com,” “**ma**sha@example.com,” and so forth.

For more information, see the *Agent Guide*, section How to Search Email Cases.

New Metric for Surveys Table

The metric *global_interaction_id* has been added to the *surveys* table; this metric is the Global Interaction Identifier. For more information see the *Reporting Database Specification*, section surveys.

Version 5.2.4

Bright Pattern Contact Center version 5.2.4 includes the following new feature.

Skill Mapping for LoxySoft WFM Integration

Version 5.2.4 introduces skill mapping for your LoxySoft WFM integration account. Skill mapping allows you to map your contact center’s service names to code numbers in your Loxysoft account when configuring your integration account.

For more information, see the *Contact Center Administrator Guide*, section Integration Accounts.

Version 5.2.3

Bright Pattern Contact Center version 5.2.3 includes the following new features.

New and Updated Scenario Builder Blocks

New and updated scenario blocks are introduced in the Scenario Builder application; the blocks allow the creation and alteration of internal database objects.

- The Identify Contact block performs a search for contact information and associates contact information within the current interaction. The block can search either internal or external sources (i.e., those configured in Call Center Configuration > Identification). If this block is present anywhere in a scenario, automatic identification before the scenario start will not be performed.
- The Bright Pattern Create Object block inserts a new object into the internal contact database. The allowed object types are Case, Contact, Company, and Activity History.
- The Bright Pattern Delete Object block deletes an existing object from the database. The allowed object types are Case, Contact, and Company.
- The Bright Pattern Update Object block updates an existing object in the database. The allowed object types are Case, Contact, and Company.
- The Bright Pattern Search Object block finds an existing object in the database. The allowed object types are Case, Contact, Company, and Activity History.
- From version 5.2.3 onward, the *Retrieve Internal Record* block will be replaced by the *Bright Pattern Search Object* block. While the block will still be supported for previous versions of Bright Pattern Contact Center software, it will not be possible to add this block to any new scenarios, post upgrade.
- The Set Case block associates a case to the current interaction. When the interaction is delivered to the agent, the case tab will be automatically displayed on screen-pop forms.

Contact Import & Export

Version 5.2.3 introduces section *Contact Import & Export* to Contact Center Administrator; this will replace and remove the *Bulk Export/Import Contacts* feature from the Agent Desktop *Contacts* screen.

Contact Import & Export expands contact management in the following ways:

- You have the option to export contacts that have been modified from a specific date.
- You have the ability to import up to one million contacts.
- Bulk import now includes FTP and SFTP as data source options.
- Section *Contact Import & Export* includes an option to delete contacts in bulk.

For more information, see the *Contact Center Administrator Guide*, section Contact Import & Export.

Campaign Identification With Manual Outbound Calls

The checkbox **Limit manual outbound calls to numbers in lists and record manual call results in campaigns** has been added to *Services & Campaigns* > *Outbound - General Settings* for outbound or blended campaigns; it is available for all campaign types.

When enabled, this setting allows manually dialed phone numbers to be included in campaigns, should the phone number match one of the campaign's dialable phone numbers; click-to-call numbers are also included. Once included in a campaign, manually dialed calls will be counted toward related campaign metrics.

Additionally, when this setting is selected, the following applies:

- Calls adhere to Do Not Call (DNC) lists and safe-calling hours
- Calls count toward dial attempts
- Dial rules by disposition are allowed
- Calls on closed records are prevented

For more information, see the *Contact Center Administrator Guide*, section Outbound - General.

Case & Contact Management Search Enhancements

New settings can either expand search capabilities for the *My Cases* section in Agent Desktop or remove them entirely.

The checkbox **Display contacts and cases for default search results** has been added in *Case & Contact Management* > *General Settings*.

If the checkbox is checked, the first 200 cases/contacts are displayed, newest first (contacts are sorted by modified date/time in descending order; for cases, the drop-down menu is used for sorting). If the checkbox is unchecked, no search information is displayed; the agent will see "Enter search criteria" in the middle of the table, instead.

Search parameters have been expanded to include date of birth, first name, last name, and company fields, as well as removing case sensitivity from email searches.

Additionally, you can now filter search results using the following tags:

- **dob: DD/MM/YYYY** - This tag allows you to search for the date of birth of a contact in your local date format. For example, in the US, the local date format is DD/MM/YYYY.
- **company: XXX** - This tag performs a full-text search in the company table and returns the corresponded list of contacts. Note: XXX represents the name of the company.
- **email: XXX** - This tag performs a search for contacts or cases based on the email address. Note: XXX represents an email address.

For more information, see the *Contact Center Administrator Guide*, section Case & Contact Management General Settings.

Localization for Wallboard

Version 5.2.3 supports localization for the Wallboard application in English, German, and Japanese.

Daily WFM Agent Performance Reports

When scheduling WFM reports, agent performance reports are now run/delivered on a daily basis.

For more information see the *Contact Center Administrator Guide*, section WFM Reports.

WFM reason codes mapping for Not Ready reasons

You can now configure Not Ready reasons as numerical codes in real-time data.

For more information, see the *Contact Center Administrator Guide*, section Integration Accounts.

Loxysoft WFM Integration

Bright Pattern Contact Center software now supports integration with Loxysoft ProScheduler WFM. When configured, this allows the export of interactions statistics and agents events to Loxysoft.

For more information, see the *Contact Center Administrator Guide*, section Integration Accounts.

Bright Pattern Search Object Block Added to Workflows

The *Bright Pattern Search Object* block has been added to the Workflow Builder application; using this block can help when retrieving activity data and searching through the internal database.

For more information, see the *Workflow Builder Reference Guide*, section Bright Pattern Search Object.

Version 5.2.2

Bright Pattern Contact Center version 5.2.2 includes the following new features.

NICE Integration

NICE can be integrated for the quality management (QM) of your contact center by allowing reporting on call state and agent messages. Integration is configured in the Integration Accounts section of Contact Center Administrator.

Location Settings for Proactive Offer Chat Widget

Location settings have been added for the Proactive Offer chat widget; these settings allow you to configure where the widget will appear on the screen.

For more information, see the *Chat Widget Configuration Guide*, section Proactive Offer Styling.

Section 508 Compliance

In accordance with Section 508 of the United States Workforce Rehabilitation Act of 1973, the chat widget has been enhanced to be accessible to people with disabilities.

Version 5.2.1

Bright Pattern Contact Center version 5.2.1 includes the following new features.

New Zealand Date Format

The locale English-NZ has been added to the Contact Center Administrator application. When selected, the date format changes to DD/MM/YYYY. The locale can be selected via the application settings.

Auto Pin Case on Agent-Initiated Chat and Call

A new case and contact management setting allows cases created from an active call or chat to be automatically pinned to the creating agent. Automatically pinning interactions helps agents keep better track of work by preventing important chats and calls from getting lost.

For more information, see the *Contact Center Administrator Guide*, section Case & Contact Management > General Settings.

Version 5.2.0

Bright Pattern Contact Center version 5.2.0 includes the following new features.

New Video and VoIP Settings for Web Chat

In the Chat Widget Configuration app, the checkbox that allows video calls will be replaced with two new checkboxes: **VoIP call** and **Visitor video**.

Prior to this release, there was a single option to allow video calls. With the new chat enhancements enabled, agents and customers now have the ability to switch between chat, video, and VoIP calls (i.e., audio only).

When a VoIP call is allowed, either the agent or customer in an active chat session may initiate an audio call. Similarly, when both VoIP call and visitor video are allowed, either the agent or customer may initiate a video call. **Note:** Calls always start as audio, with the option to upgrade to video.

Additionally, both parties have the ability to turn their cameras on or off during a video session (i.e., it is not necessary for both parties to have cameras on to make video calls).

For more information, see the *Agent Guide*, section How to Have an Audio Chat and section How to Have a Video Chat.

Chat Transcript Templates for Messaging/Chat

Release 5.2 introduces the *Chat Transcript Templates* tab in Messaging/Chat, located within section Scenario Entries in Contact Center Administrator. This tab allows you to configure a template for the purpose of sending chat or message transcripts. The template also may be used for automated password recovery messages

Using Amazon CloudFront with Chat Widgets

Amazon CloudFront can be used for quick delivery of Bright Pattern Contact Center web chat components, such as scripts, CSS, and images.

Using the CloudFront content delivery system can significantly speed up the process of loading chat widgets in any part of the world. The Amazon Web Services cloud caches it from the nearest server in any geographic location, thus helping chat widgets to load faster than on our servers.

For more information, see the *Chat Widget Configuration Guide*, section How to Use Amazon CloudFront to Speed up Chat Widget Loading.

Content Erasure

To support compliance with the PCI DSS and GDPR requirements, Bright Pattern now allows authorized personnel to manually erase the content of any interactions selected via the Interaction Records page. Depending on the interaction media type, the content that can be erased includes voice recordings, voice recording transcripts, chat transcripts, the body of email messages, and screen recordings. Note that when content of an interaction is erased, the interaction record itself is preserved.

The ability to remove sensitive data from interaction records is enabled for users with the Security Administration privilege "Can edit and erase interaction records."

System administrators can use the new Interactions Erasing feature to erase content from specific services and campaigns. For more information, see the *Contact Center Administrator Guide*, section Results tab.

Content erasure is recorded in your contact centers's audit log. System administrators can find each instance of erasure by searching for "Erase" operations.

Agents can disposition an interaction (if such a disposition is enabled) with a request to erase content, provided that they give a reason. The disposition will initiate a workflow, which sends the system administrator an internal message with the request.

Extended Survey Functionality for IVR Scenarios

To extend Survey functionality, we have made the following changes to the Scenario Builder and Contact Center Administrator applications:

- *Custom Reporting Fields*, previously located in subsection *Reporting* in Contact Center Administrator, has been renamed subsection *Custom* and contains two subsections: Custom Reporting Fields:5.2 and Custom Survey Fields.
- In the Scenario Builder application Record block, the **Transcribe recording** (which uses a Speech To Text integration account) checkbox allows Speech To Text integration accounts to transcribe recordings. Once checked, it also allows you to create variables that store the transcription and sentiment of recordings.
- In the Scenario Builder application Record block, the **Store recording accessible via a URL** field is used to create variables that allow you to send the URL as an email attachment or play it in Agent Desktop.
- In the Scenario Builder application Save Survey Response block, two additional variable-entry fields are present: **Conversation or recording text transcript** and **Conversation or recording sentiment**. Here, you may enter the transcription and sentiment variables created in the Record block.
- Additionally, the survey results storage table has been modified.

Agent Selection Options in Historical Reports

In the *Reports* tab of Contact Center Administrator, the checkbox **Show disabled/deleted agents** has been added to the agent selection drop-down menu. If left unchecked, the report will exclude disabled or deleted agents. The exclusion works even if agents had activity within the report time frame.

New JavaScript API Methods

New in-page JavaScript API methods allow agents to take certain actions directly from Agent Desktop. Previously, it was possible to take these actions only if they were included via scenario blocks in the Scenario Builder application.

With the *postVariable* method, a variable is pushed to a scenario as if the Set Variable block is included; the variable is then available in scenarios and workflows.

With the *setReportingCustomField* method, custom reporting fields can be entered during an agent's interaction with a customer; the method works like the Set Custom Reporting Field scenario block.

For added convenience, the *setDispositionByName* method sets the disposition for the current interaction by name, rather than by alphanumeric code (as with setDisposition).

Note: Inclusion of these methods does not replace corresponding scenario blocks; they are still available for use.

Wallboard Builder Application Updates

Release 5.2 introduces the following updates to the Wallboard Builder application:

New widget options:

- Widgets are now organized into the following categories: Standard Widgets, User Widgets, and Copy from Existing
  - New *Standard Widgets* include:
    - *Time* - This widget displays the current time and date.
    - *Image* - This widget allows the user to upload an image to the wallboard.
  - *User Widgets* incorporate the same statistics from an agent's *My Grades* screen. These include:
    - Break Time
    - Dispositions
    - My Stats
    - Satisfaction
    - Agenda
  - *Copy from Existing* allows you to copy any widget configured in any available wallboard to your current wallboard. These are organized alphabetically by wallboard name, then by widget name.

Additions to menu options:

- The *Rotation* option allows the screen to rotate automatically between your choice wallboards at a fixed interval (in seconds).
- The *Hide Title Bar* option allows users to hide the wallboard title and menu icon unless moused over. To hide the title bar, check the **Enabled** box. To return the title bar to the default view, uncheck the **Enabled** box.
- The *User Widgets* option allows you to select and apply an individual user's statistics instantly to all user widgets configured in a wallboard.