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Bright Pattern Documentation

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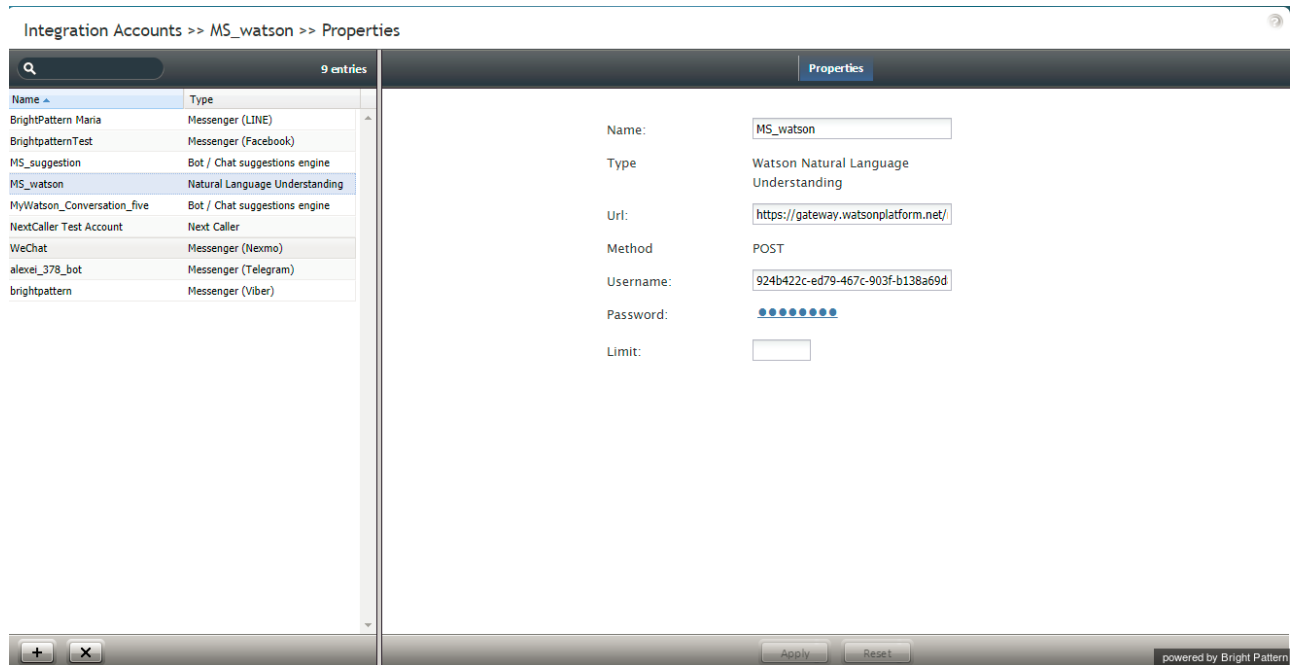
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Integration Accounts

Integration accounts specify parameters required for interoperability of your contact center solution with third-party systems, such as customer relationship management (CRM) and workforce management (WFM) applications.

To define, view, and edit integration accounts, select the **Integration Accounts** option from the *Call Center Configuration* menu.

Select the **add "+"** button at the bottom of the screen to add a new integration account.



Call Center Configuration > Integration Accounts

Version 1.1 and later of the Transport Layer Security (TLS) encryption protocol is used to ensure security of the data passed between Bright Pattern and the CRM applications.

The reports required for workforce scheduling are configured for automatic generation and delivery via the [Scheduled Reports](#) screen of the Contact Center Administrator application.

Types of Integration Accounts

The current version of the Bright Pattern Contact Center solution supports out-of-the-box integration with the following solutions:

- Amazon AWS
- Bot / Chat suggestions engine
- External Knowledge Base
- Loxysoft WFM
- Messenger
- NICE
- Natural Language Understanding

- Next Caller
- Oracle Service Cloud
- RightNow
- Salesforce.com
- ServiceNow
- Single Sign-On
- Speech To Text
- Statistics Data Receiver
- Text To Speech
- The Data Group (TDG)
- WFM
- Zapier
- Zendesk

Amazon AWS Integration

Amazon Web Services (AWS) S3 can be used for storing audio recordings, where files are uploaded to or downloaded from an Amazon S3 account for storage or playback. S3 access credentials are stored in integration accounts in order to enable [Interaction Records Search](#) playback for recordings stored in S3.

To support BPO operations, multiple integration accounts are possible.

Note the following:

- This integration option must be enabled for your contact center by the service provider.
- Export of recordings is configured for specific services. For more information see [Periodic Recording Export Jobs](#).
- Recordings exported to Amazon AWS will be accessible via Bright Pattern on demand for the detailed records storage time agreed upon with your service provider.
- Instead of using AWS, you can use this integration account to set up an S3-compatible local storage.

Properties

Properties

Type	Amazon AWS
Name:	<input type="text"/>
Use private S3 storage:	<input type="checkbox"/>
Url:	<input type="text"/>
Access Key ID:	<input type="text"/>
Secret Key:	<< None >>
S3 bucket:	<input type="text"/>

Amazon AWS integration account properties

Type

Type is the type of integration account.

Name

Name is the Unique name of this integration account. It is helpful to have a descriptive name if your tenant uses multiple integration accounts of the same type.

Use private S3 storage

You can use this option to set up an S3-compatible private storage. For more information see [Appendix: Setting up Private S3 Storage](#).

Url

This is the URL path to your private S3 storage. The URL must be specified if **Use private S3 storage** is enabled.

Access Key ID

The *Access Key ID* (e.g., AKIAIOSFODNN7EXAMPLE) is part of your AWS access key, a security credential that allows you to sign programmatic requests that you make to AWS if you use the AWS SDKs, REST, or Query API operations. The AWS SDKs use your access keys to sign requests for you.

AWS access keys always consist of an access key ID and a secret access key.

Secret Key

The *Secret Key* (e.g., wJalrXUtnFEMI/K7MDENG/bPxrFicYEXAMPLEKEY) is the other part of your AWS access key. Referred to as a secret access key, the *Secret ID* is a security credential that allows you to sign programmatic requests that you make to AWS if you use the AWS SDKs, REST, or Query API operations. The AWS SDKs use your access keys to sign requests for you.

AWS access keys always consist of an access key ID and a secret access key.

S3 bucket

The *S3 bucket* is the unique name of the Amazon S3 bucket that stores your data (e.g., photos, videos, documents, etc.) on the cloud. In order to upload or download audio recordings to Amazon AWS S3, you must specify the S3 bucket which will be used to hold your data.

Test connection

This button tests the credentials and confirms whether the connection is valid.

Bot / Chat Suggestions Engine Integration

Bright Pattern integrates with chat bots to provide meaningful suggestions to an agent during a chat session and to provide pure bot functionality, in which customers can complete self-service tasks without the help of a live agent. This functionality is enabled through integration with a bot/chat suggestions engine. This version of Bright Pattern Contact Center supports two types of bot/chat integration: Alterra and Watson Conversation.

In Contact Center Administrator, you can select one bot/chat suggestion engine integration account as the suggestion engine per service. You can also select one bot/chat suggestion engine integration account as a chat bot on the chat service launch point. In [scenarios](#), you can select any configured bot/chat suggestion engine integration account with the Chat Bot Select block within the scenario.

Properties

Name:	<input type="text" value="MyWatson_Conversation_five"/>
Type	Watson Conversation
Url:	<input type="text" value="https://gateway.watsonplatform.net/"/>
Workspace ID:	<input type="text" value="1cce08e1-ae2c-4204-8571-79d973dd"/>
Username:	<input type="text" value="e1dab42b-7d4d-44a8-a8d8-61cdac36"/>
Password:	●●●●●●●●
Max API calls per day:	<input type="text" value="100"/>
Maximum suggestions:	<input type="text" value="3"/>

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Bot / chat suggestions engine properties

Alterra Properties

Bot / Chat suggestions engine integration account properties of the Alterra type are as follows. Note that the properties shown depend on the type of bot/chat suggestions engine selected.

Properties

Name:	<input type="text"/>
Type	Alterra
Url:	<input type="text" value="https://dev.alterra.cc/demo/api"/>
Method:	POST <input type="button" value="v"/>
API key:	<< None >>
Use url encode:	<input type="checkbox"/>
Maximum suggestions:	<input type="text"/>

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Alterra bot/chat suggestions engine integration account properties

Name

Name is the unique name of this integration account. It is helpful to have a descriptive name if your tenant uses multiple integration accounts of the same type.

Type

Type is the type of integration account.

Url

For Alterra, the default *Url* value is <https://dev.alterra.cc/demo/api>.

Method

The default HTTP method is POST, and the drop-down selector is disabled.

API key

This is the *API key* required to access the service (optional). There is no default value.

Use url encode

For Alterra, the URL encode is 0 and the checkbox is disabled.

Maximum suggestions

Maximum suggestions is the maximum number of suggestions (e.g., 1, 2, or 3) that can be delivered to the Agent Desktop. For Alterra, the maximum number of suggestions is 1.

Watson Conversation Properties

Bot / Chat suggestions engine integration account properties of the Watson type are as follows. Note that the properties shown depend on the type of bot/chat suggestions engine selected.

Properties

Name:

Type: Watson Conversation

Url:

Workspace ID:

Username:

Password:

Max API calls per day:

Maximum suggestions:

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Watson Conversation bot/chat suggestions engine integration account properties

Name

Name is the Unique name of this integration account.

Type

Type is the type of integration account.

Url

For Watson integrations, you should specify the URL prefix (string). The full URL is created within the provider (e.g., <https://gateway.watsonplatform.net/conversation/api/v1/workspaces/>)

Workspace ID

The *Workspace ID* (string) is the ID of the Watson Conversation workspace associated with the service instance.

Username

The *username* (string) is the username used to authenticate the Watson Conversation API. The username is provided in the service credentials for the service instance that you want to use.

Password

The *password* (string) is the password used to authenticate the Watson Conversation API. The password is provided in the service credentials for the service instance that you want to use.

Max API calls per day

Max API calls per day is the maximum number of calls per day.

Maximum suggestions

Maximum suggestions is the maximum number of suggestions (e.g., 3) that can be delivered to the Agent Desktop.

Loxysoft WFM

Integration with the Loxysoft WFM application provides a number of automatically generated reports for workforce scheduling and real-time monitoring of agents' adherence to work schedules. Setup of the WFM integration account is only necessary if you plan to use WFM for real-time adherence monitoring.

Note that you can only have one WFM integration account in your contact center.

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:	<input type="text" value="WMF Loxysoft"/>
Periodic update interval:	<input type="text" value="10"/> seconds
URL:	<input type="text" value="http://<server_host>:9999"/>
Token:	<input type="text" value="<token>"/>
Skills Mapping:	<pre>{ "Maintenance Renewal": 1010, "Support for CCenter": 9999, "Chat": 8888, "OutboundPreview": 5252 }</pre>
<input type="button" value="Test connection"/>	

Loxysoft WFM integration account properties

Properties

The properties of Loxysoft type integration are as follows.

Name

Name is the name of the integration account.

Periodic update interval

Periodic update interval is the period (in seconds) with which real-time metrics will be updated; the default interval is 10 seconds.

URL

The *URL* field is the unique URL field of your Loxysoft account and the place where the call flow data is submitted to.

Token

This is the authorization token for your Loxysoft account.

Test connection

This button tests the credentials and confirms whether the connection is valid.

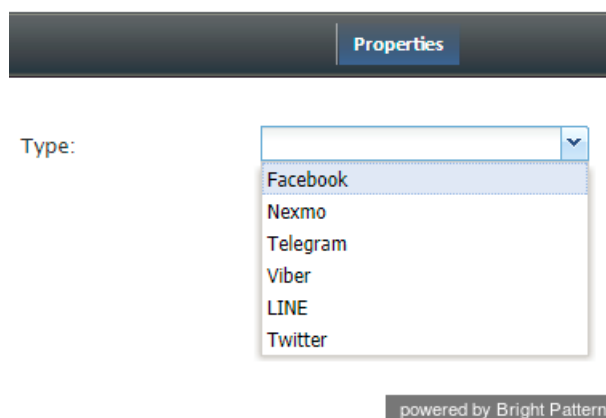
Skills Mapping

This box allows you to map [service names](#) to corresponding Loxysoft codes.

Messenger Integration

When Bright Pattern Contact Center is integrated with messengers (e.g., Facebook Messenger, LINE, Telegram, Viber, etc.), your Bright Pattern Agent Desktop environment is equipped to handle customer-initiated interactions from the Messenger application or the application on a customer's mobile phone, tablet, or computer. Incoming chat interactions are routed to the integrated Agent Desktop environment, where agents also have direct access to the phone, live chat, email, SMS text, various other mobile messenger apps, customer and agent records, interaction details, and more. Integration configuration involves linking your organization's messenger account to your Bright Pattern Contact Center tenant.

To add a messenger integration account, click the **add "+"** button and select the desired type of messenger.

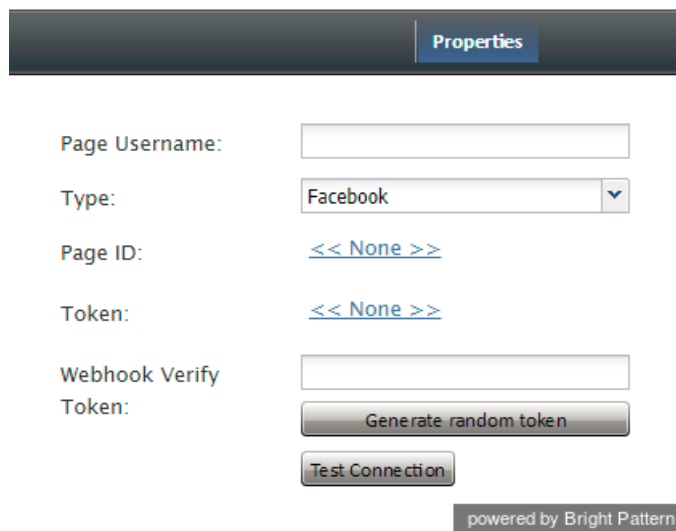


Selecting the type of Messenger integration account

The properties of each type of messenger integration account are described as follows. For more information about each type, see the corresponding integration guide.

Facebook Messenger Properties

The properties of the Facebook Messenger type of integration account are described as follows. For complete integration instructions and configuration, see the [Facebook Messenger Integration Guide](#).



The screenshot shows a configuration interface for Facebook Messenger integration. At the top right, there is a dark grey button labeled "Properties". Below this, the form contains several fields and buttons:

- Page Username:** An empty text input field.
- Type:** A dropdown menu currently set to "Facebook".
- Page ID:** A field containing the text "<< None >>".
- Token:** A field containing the text "<< None >>".
- Webhook Verify Token:** An empty text input field.
- Buttons:** Below the Webhook Verify Token field, there are two buttons: "Generate random token" and "Test Connection".
- Footer:** At the bottom right, there is a small grey box that says "powered by Bright Pattern".

Facebook Messenger integration account properties

Page Username

The exact username of your Facebook Page

Type

Select Facebook as the *type* of messenger integration account.

Page ID

The exact page ID for your Facebook Page

Token

The Page Access Token for your Facebook Page

Webhook Verify Token

The token used to confirm that Facebook is the real server, which is needed for Facebook to send you a message from the customer. If you do not have a token, click the Generate random token below.

Generate random token

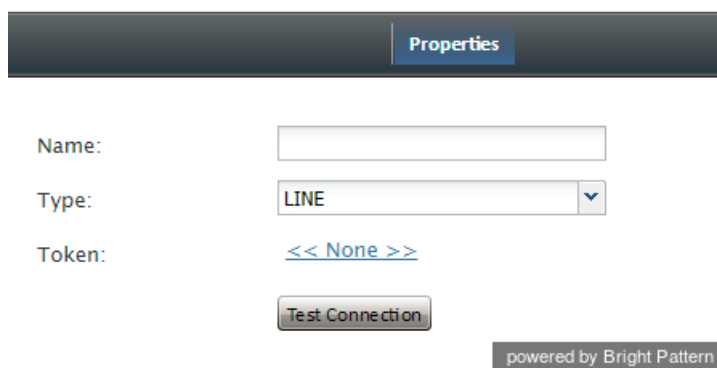
Creates a random webhook token that you can copy and paste into your Facebook App management page in *Webhooks > Edit Page Subscription > Verify Token*

Test Connection

Tests the credentials and confirms whether the connection is valid

LINE Properties

The properties of the LINE type of integration account are described as follows. For complete integration instructions and configuration, see the [LINE Integration Guide](#).



The screenshot shows a configuration interface for a LINE integration account. At the top, there is a dark grey header with a blue button labeled "Properties". Below the header, there are three fields: "Name:" with an empty text input box; "Type:" with a dropdown menu currently set to "LINE"; and "Token:" with a blue link that says "<< None >>". Below these fields is a grey button labeled "Test Connection". At the bottom right of the form area, there is a small grey box that says "powered by Bright Pattern".

LINE integration account properties

Name

The name of your integration account (this does not need to be your LINE@ account name)

Type

For this integration account, select LINE as the *type* of integration.

Token

The access token for your LINE@ account

Test Connection

Tests the credentials and confirms whether the connection is valid

Nexmo Properties

The properties of the Nexmo type of integration account are described as follows.

Properties

Name:

Type:

Key:

Secret:

Nexmo integration account properties

Name

The name of your integration account (can be any name of your choosing)

Type

"Nexmo" by default because you already selected this type of messenger integration account

Key

The API key that was created when you created a Nexmo account. You can find the API key and secret in your Nexmo Dashboard account settings.

Secret

The API secret that was created when you created a Nexmo account. You can find the API key and secret in your Nexmo Dashboard account settings.

Telegram Properties

The properties of the Facebook Messenger type of integration account are described as follows. For complete integration instructions and configuration, see the [Telegram Integration Guide](#).

Properties

Bot Username:

Type:

Token: [<< None >>](#)

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Telegram messenger integration account properties

Bot Username

The exact username of your Telegram bot

Type

For this integration account, select Telegram as the *type* of integration.

Token

The API token for your Telegram bot

Set Webhook

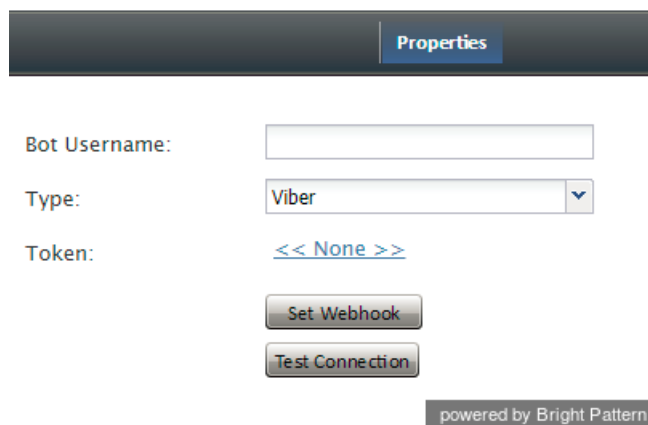
Click the *Set Webhook* button to confirm that Telegram is the real server, which is needed for Telegram to send you a message from the customer. Note that you must get the token/webhook from Telegram; you cannot generate one here.

Test Connection

Tests the credentials and confirms whether the connection is valid

Viber Properties

The properties of the Viber type of integration account are described as follows. For complete integration instructions and configuration, see the [Viber Integration Guide](#).



The screenshot shows a dark grey header bar with a blue 'Properties' button. Below it, the form includes:

- Bot Username:** A text input field.
- Type:** A dropdown menu with 'Viber' selected.
- Token:** A link that says '<< None >>'.
- Buttons:** 'Set Webhook' and 'Test Connection' buttons.
- Footer:** A small grey box with the text 'powered by Bright Pattern'.

Viber messenger integration account properties

Bot Username

The exact name of your Viber Public Account username.

Type

For this integration account, select Viber as the *type* of integration.

Token

The password that is given to you after your Public Account application is approved

Set Webhook

Set Webhook is necessary for Viber to send you a message from the customer. Clicking the *Set Webhook* button opens the Set Webhook window, where the Webhook URL is entered.

Webhook url (host and port)

The address of your server and port number (e.g., "office.yourcompany.com:1234"). If you do not know the server URL or port number, ask your system administrator.

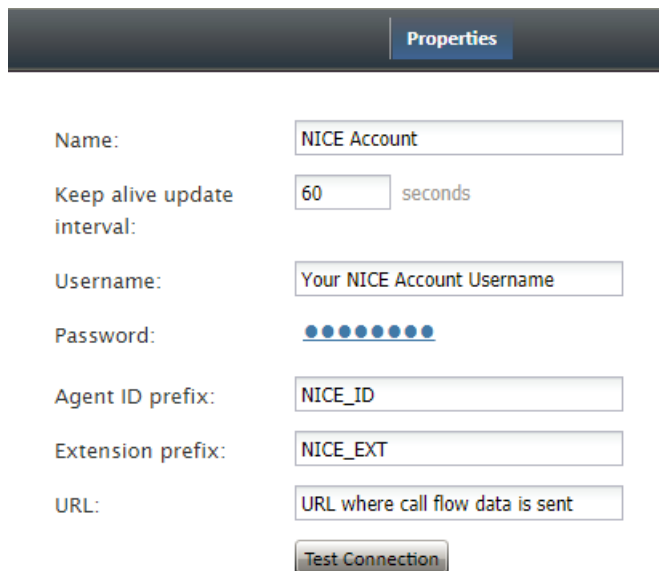
Test Connection

Tests the credentials and confirms whether the connection is valid.

NICE

Bright Pattern offers NICE recording integration to provide quality management (QM) of your call center by allowing reporting on call state and agent messages.

Note that this integration option must be enabled for your contact center by the service provider.



Properties

Name: NICE Account

Keep alive update interval: 60 seconds

Username: Your NICE Account Username

Password: ●●●●●●●●

Agent ID prefix: NICE_ID

Extension prefix: NICE_EXT

URL: URL where call flow data is sent

Test Connection

NICE account integration properties

Properties

The properties of the NICE type of integration account are described as follows.

Name

Name is the name of the integration account.

Keep alive update interval

Keep alive update interval sends periodic messages back to NICE servers to ensure the pathway stays open; the default interval is 60 seconds.

Username

The *username* (string) is the username used to authenticate the NICE account. The username is provided when you sign up for NICE and create an account.

Password

The *password* (string) is the password used to authenticate the NICE account. The password is provided when you sign up for NICE and create an account.

Agent ID prefix

The *agent ID prefix* field is where you may specify a prefix for agent ID data. The default values are empty, but if you specify them, Bright Pattern's Real-Time Data Provider server component will add corresponding these prefixes to user IDs whenever it reports them to you.

Extension prefix

The *extension prefix* field is where you may specify a prefix for phone extension data. The default values are empty, but if you specify them, Bright Pattern's Real-Time Data Provider server component will add corresponding these prefixes to extensions whenever it reports them to you.

URL

The *URL* field is the URL the call flow data is submitted to.

Natural Language Understanding Integration

Bright Pattern offers IBM Watson Natural Language Understanding integration to provide sentiment analysis for services.

Properties

The properties of the Natural Language Understanding type of integration account are described as follows.

Properties

Name:

Type: Watson Natural Language Understanding

Url:

Method: POST

Username:

Password:

Limit:

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Natural Language Understanding integration account properties

Name

Name is the name of the integration account.

Type

For this integration account, select **Watson Natural Language Understanding** as the *type* of integration.

Url

The default *Url* for this integration is <https://gateway.watsonplatform.net/natural-language-understanding/api/v1/analyze?version=2017-02-27>.

Method

For this integration account, the HTTP *method* is POST.

Username

The *username* (string) is the username used to authenticate the Watson Natural Language Understanding API with Basic Authentication. The username is provided when you sign up for IBM Bluemix and create an account.

Password

The *password* (string) is the password used to authenticate the Watson Natural Language Understanding API with Basic Authentication. The password is provided when you sign up for IBM Bluemix and create an account.

Limit

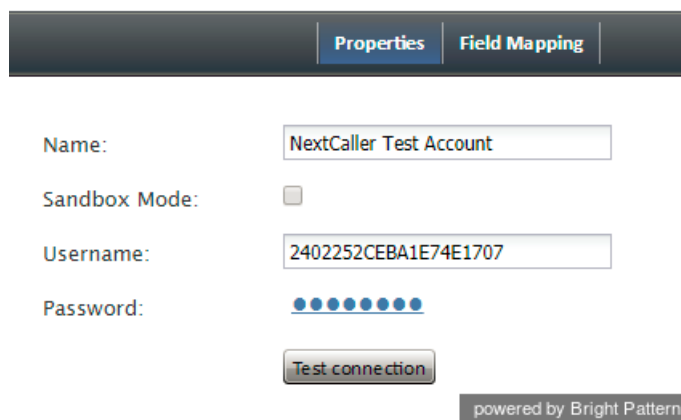
The *limit* is 100.

Next Caller Integration

Bright Pattern integrates with Next Caller to identify unknown callers from incoming chats, as well as to augment contact data with new information available on the cloud.

Properties

The properties of the Next Caller type of integration account are described as follows.



The screenshot shows a configuration interface with two tabs: "Properties" (selected) and "Field Mapping". Under the "Properties" tab, there are four input fields: "Name" with the value "NextCaller Test Account", "Sandbox Mode" with an unchecked checkbox, "Username" with the value "2402252CEBA1E74E1707", and "Password" with a masked field of seven dots. Below these fields is a "Test connection" button. At the bottom right of the interface, there is a small grey box that says "powered by Bright Pattern".

Next Caller integration account properties

Name

Name is the name of the integration account.

Sandbox Mode

Select the *Sandbox Mode* checkbox if this account is to be used in Sandbox mode.

Username

The *username* (string) is the username used to authenticate the Next Caller API with via Basic Access authentication. The username is provided when you create an account.

Password

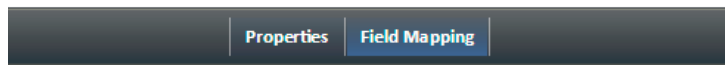
The *password* (string) is the password used to authenticate the Next Caller API. The password is provided when you create an account.

Test Connection

The *Test Connection* button tests the credentials and confirms whether the connection is valid.

Field Mapping

Use the Field Mapping tab to add internal fields or external fields to contact data forms. Next Caller will populate these fields with suggested data found on the cloud.



Internal fields

External Source fields

Field mapping: [add](#)

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Field mapping

How to Add an Internal Field

1. Click **add**.
2. Click **<none>** to review the *Select Mapping* drop-down selector.
3. Open the Contact folder, and select the desired type of field to add.

Note that only one field can be added at a time. You can select fields from categories (addresses, phone by type, phones by order, social links by order, emails by type, emails by order) or by basic type (Title, First name, Last name, Position, Segment, Summary, Date of birth, Messengers, Status, my_custom_field).

Oracle Service Cloud Integration

Integration with Oracle Service Cloud customer relationship management applications provides the integrated Agent Desktop, access to CRM data from scenarios, screen-pop, and activity history functions. You can configure multiple Oracle Service Cloud integration accounts for access to different Oracle Service Cloud systems.

For detailed integration instructions, including specification of the Oracle Service Cloud integration account properties, see [Oracle Service Cloud Integration Guide](#).

Salesforce.com Integration

Integration with Salesforce.com (SFDC) customer relationship management applications provides the integrated Agent Desktop, single sign-on, access to CRM data from scenarios, screen pop, activity history, and click-to-dial functions.

You can also create calling lists using contact records imported from SFDC and export the corresponding campaign results directly to SFDC. You can define more than one Salesforce.com integration account.

For detailed integration instructions, including specification of the Salesforce.com integration account properties, see [Salesforce.com Integration Guide](#).

ServiceNow Integration

Integration with ServiceNow IT service management applications provides the integrated Agent Desktop, softphone and click-to-call, access to CRM data from scenarios, screen-pop, and activity stream functions. You can configure multiple ServiceNow integration accounts for access to different ServiceNow systems.

For detailed integration instructions, including specification of the ServiceNow integration account properties, see the [ServiceNow Integration Guide](#).

Single Sign-On Integration

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

Just-in-time (JIT) user provisioning automatically creates call center users on the first SSO login attempt authorized by the identity provider. JIT can be enabled for both AD SSO and Admin SSO configuration in *Integration Accounts*.

Note that only one instance can be created per tenant.

Properties

The properties of Single Sign-On integration accounts are described as follows. The properties are the same for both AD SSO and Admin SSO.

Properties

Name:

AD SSO

Enable Single Sing-On:

Identity Provider Single Sign-On URL:

Identity Provider Issuer:

Identity Provider Certificate: empty

Enable Just-in-time user provisioning:

Use Template: << None >>

Admin SSO

Enable Single Sing-On:

Identity Provider Single Sign-On URL:

Identity Provider Issuer:

Identity Provider Certificate: empty

Enable Just-in-time user provisioning:

Use Template: << None >>

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Single Sign-On integration account properties

Name

Name is the name of the integration account.

Enable Single Sign-On

Select the checkbox to enable single sign-on functionality.

Identity Provider Single Sign-On URL

Identity Provider Single Sign-On URL is the URL of your provider.

Identity Provider Issuer

Identity Provider Issuer is the issuer of your identity provider.

Identity Provider Certificate

Identity Provider Certificate is a link to the certificate of your identity provider.

Enable Just-in-time user provisioning

Select this checkbox to enable Just-in-time user provisioning (JIT). JIT user provisioning automatically creates call center users on the first SSO login attempt authorized by the identity provider.

Use Template

SSO templates are disabled.

Speech To Text Integration (STT)

Speech To Text (STT) integration allows your tenant to use speech-to-text functionality to transcribe voice calls and save the transcriptions to interaction records. Full-text transcripts are searchable and include sentiment attributes (if Natural Language Understanding is enabled).

Watson Properties

The properties of the Watson integration are described as follows.

Name

Name is the name of the integration account.

Type

For this integration account, **Watson** is the type of account.

URL

The default *URL* is *wss://stream.watsonplatform.net*. Note that only the *wss://* prefix is allowed.

Username

Username is the Watson account username.

Password

Password is the Watson account password.

Default account

Select the *Default account* checkbox if this integration account is to be the default STT integration account.

Properties

Name:	<input type="text"/>
Type:	<input type="text" value="Watson"/>
URL:	<input type="text" value="wss://stream.watsonplatform.net"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Default account:	<input type="checkbox"/>

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Watson integration account properties

GoVivace Properties

The properties of the GoVivace integration are described as follows.

Name

Name is the name of the integration account.

URL

The default *URL* is *wss://services.govivace.com/telephony*. Note that only the *wss://* prefix is allowed.

API Key

The *API Key* is the GoVivace API key.

Default account

Select the *Default account* checkbox if this integration account is to be the default STT integration account.

Properties

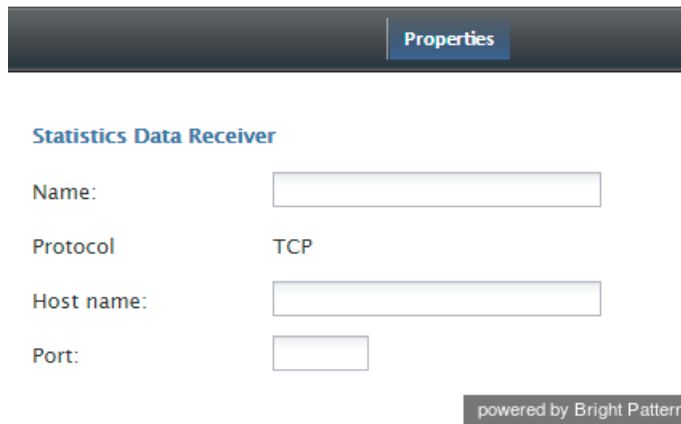
Name:	<input type="text" value="GoVivace"/>
URL:	<input type="text" value="wss://services.govivace.com/telephon"/>
API key:	<input type="password" value="••••••••"/>
Default account:	<input type="checkbox"/>

GoVivace integration account properties

Statistics Data Receiver Integration

Properties

The properties of Statistics Data Receiver integration accounts are described as follows.



The screenshot shows a dark header bar with a 'Properties' button. Below it, the title 'Statistics Data Receiver' is displayed. The form contains four fields: 'Name' (empty), 'Protocol' (set to 'TCP'), 'Host name' (empty), and 'Port' (empty). A 'powered by Bright Pattern' logo is located at the bottom right of the form area.

Statistics Data Receiver integration account properties

Name

Name is the name of the integration account.

Protocol

The *protocol* is TCP.

Host name

Host name is the host name.

Port

Port is the port number.

Text To Speech Integration (TTS)

Bright Pattern integrates with text-to-speech (TTS) providers IBM Watson and Google Cloud for creating voice prompts. When text-to-speech functionality is enabled, call prompts may use a variety of pre-recorded voices, accents, and languages to automate responses.

Watson Properties

The properties of the Watson integration account are described as follows.

URL

<https://stream.watsonplatform.net/text-to-speech/api/v1/>

User name

Username is the Watson account username.

Password

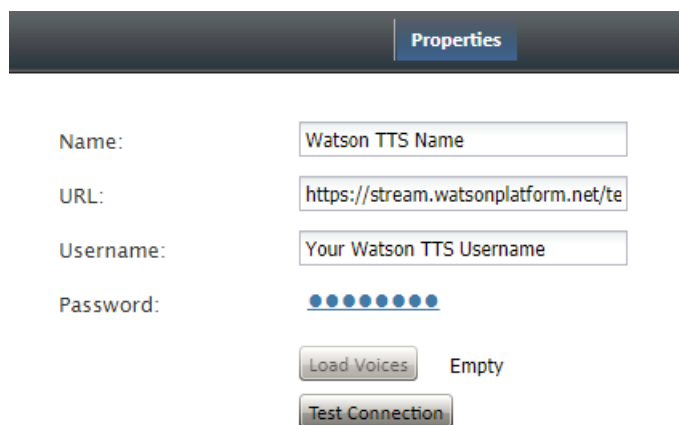
Password is the Watson account password.

Load Voices

Load Voices allows you to choose a voice type from a pre-configured list of voices.

Test Connection

Test Connection tests the connection between the integration account and the Contact Center Administrator. When testing the connection, if the account has been configured correctly, you will see the message, "Account credentials appear to be valid."



The screenshot shows a dark grey header with a blue 'Properties' button. Below the header, there are four input fields: 'Name' with the value 'Watson TTS Name', 'URL' with the value 'https://stream.watsonplatform.net/te', 'Username' with the value 'Your Watson TTS Username', and 'Password' which is masked with ten blue dots. At the bottom, there are two buttons: 'Load Voices' and 'Test Connection'. The 'Load Voices' button is currently disabled and has the text 'Empty' next to it.

Watson TTS integration properties

Google Cloud Properties

The properties of the Google Cloud integration account are described as follows.

URL

<https://www.googleapis.com/auth/cloud-platform>

API Key

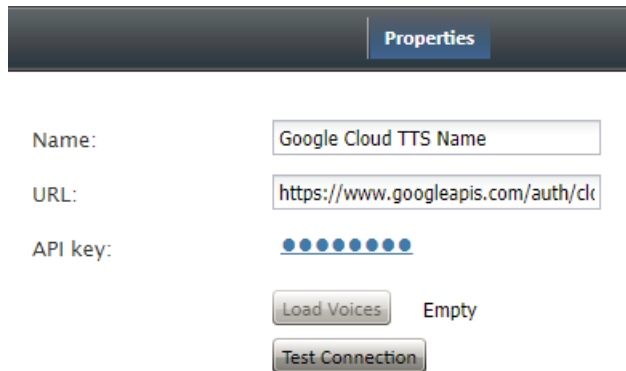
API Key is the Google Cloud Service API Key.

Load Voices

Load Voices allows you to choose a voice type from a pre-configured list of voices.

Test Connection

Test Connection tests the connection between the integration account and the Contact Center Administrator. When testing the connection, if the account has been configured correctly, you will see the message, "Account credentials appear to be valid."



The screenshot shows a dark header bar with a 'Properties' tab. Below it, the form includes: 'Name:' with a text box containing 'Google Cloud TTS Name'; 'URL:' with a text box containing 'https://www.googleapis.com/auth/clk'; 'API key:' with a masked input field of ten blue dots; a 'Load Voices' button followed by the text 'Empty'; and a 'Test Connection' button.

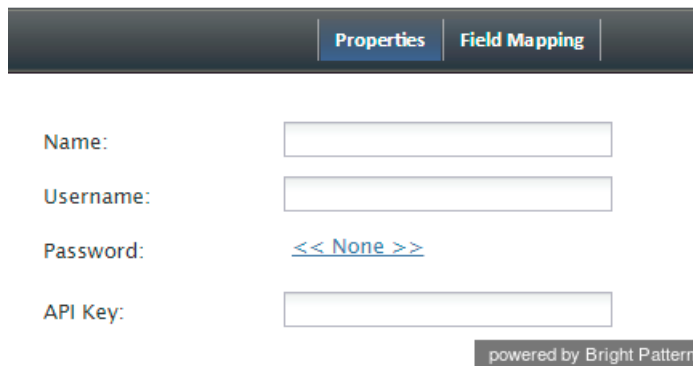
Google Cloud TTS integration properties

The Data Group (TDG) Integration

Bright Pattern integrates with The Data Group (TDG) to identify unknown callers from incoming chats, as well as to augment contact data with new information available on the cloud.

Properties

The properties of the The Data Group type of integration account are described as follows.



The screenshot shows a dark header bar with 'Properties' and 'Field Mapping' tabs. The 'Properties' tab is active. The form includes: 'Name:' with an empty text box; 'Username:' with an empty text box; 'Password:' with a dropdown menu showing '<< None >>'; and 'API Key:' with an empty text box. A small grey box at the bottom right of the form contains the text 'powered by Bright Pattern'.

TDG integration account properties

Name

Name is the name of the integration account.

Username

The *username* (string) is the username used to authenticate The Data Group REST API. The username is provided when you register for an API key.

Password

The *password* (string) is the username used to authenticate The Data Group REST API. The password is provided when you register for an API key.

API Key

The *API Key* is needed to access The Data Group REST API. The API key is provided after registration.

Field Mapping

Use the Field Mapping tab to add internal fields or external fields to contact data forms. The Data Group will populate these fields with suggested data found on the cloud.



Field mapping

How to Add an Internal Field

1. Click **add**.
2. Click **<none>** to review the *Select Mapping* drop-down selector.
3. Open the Contact folder, and select the desired type of field to add.

Note that only one field can be added at a time. You can select fields from categories (addresses, phone by type, phones by order, social links by order, emails by type, emails by order) or by basic type (Title, First name, Last name, Position, Segment, Summary, Date of birth, Messengers, Status, my_custom_field).

WFM Integration

Integration with the WFM workforce management application provides a number of automatically generated reports for workforce scheduling and real-time monitoring of agents' adherence to work schedules.

Setup of the WFM integration account is only necessary if you plan to use WFM for real-time adherence monitoring. Typically in this case, the Universal interface of the Aspect Real-Time Adherence server (RTA) must be configured to be ready to receive a data feed. For more information, please refer to the *Aspect Workforce Management 7.5 Installation Guide*, chapter *Configuring ACD Instances*, section *Universal ACD*. Note that the *Unicode* checkbox of the Universal interface must be selected (the ASCII option is not supported).

Note that you can only have one WFM integration account in your contact center.

WFM Integration Account Properties

The parameters that must be configured on the Bright Pattern side to enable the real-time adherence data feed are described as follows.

Name

Name is the name of the integration account.

Periodic update interval

Periodic update interval is the period (in seconds) with which real-time metrics will be updated.

Protocol

Protocol refers to the communication protocol, which is read-only. Two options are available: TCP (Aspect WFM) and HTTP POST.

TCP (Aspect WFM)

If TCP (Aspect WFM) is selected, the following options appear:

- **Host name** - The name or IP address of the host where the Aspect Real-Time Adherence server (RTA) is run
- **Port** - The TCP port assigned to the Aspect RTA server on the above host; it must correspond to the port configured on the RTA side
- **Record field sizes** - The property that specifies the lengths of the data fields communicated to Aspect RTA; the default values correspond to the default settings of the same fields on the RTA side; if values of these fields are changed on the RTA side, they must be changed accordingly in this property
- **Reason codes mapping** (optional) - This box allows you to configure [Not Ready](#) reasons as numerical codes in real-time data. In Bright Pattern Contact Center software, reason codes are defined as text. Aspect WFM only accepts reason codes as numbers. If you need to account for reason codes in your real-time reporting on the WFM side, this box allows you to define a numerical code corresponding to each *Not Ready* reason code, as shown in the picture.

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:	<input type="text" value="WFM"/>
Periodic update interval:	<input type="text" value="10"/> seconds
Protocol:	<input type="text" value="TCP (Aspect WFM)"/>
Host name:	<input type="text"/>
Port:	<input type="text" value="9275"/>
Record field sizes:	<input type="text" value="6,3,5,6,10,6,10"/>
Reason codes mapping:	<pre>{ "Reason codes mapping":1 }</pre>

WFM TCP protocol settings

HTTP POST

If HTTP POST is selected, the following options appear:

- **URL** - The unique URL of your WFM account
- **Token** (optional) - The access token for your WFM account
- **Test connection** - This button sends POST with an empty agent and services list
- **Reason codes mapping** (optional) - This box allows you to configure [Not Ready](#) reasons as numerical codes in real-time data.

Properties

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:	<input type="text" value="WFM"/>
Periodic update interval:	<input type="text" value="10"/> seconds
Protocol:	<input type="text" value="HTTP POST"/>
URL:	<input type="text"/>
Token:	<input type="text"/>
Reason codes mapping:	<pre>{ "Reason codes mapping":1 }</pre>
<input type="button" value="Test connection"/>	

HTTP POST protocol settings

When enabled, POST is sent to the provided URL. Errors are ignored, and the next request is done after the defined interval.

Zapier Integration

Integration of the BrightPattern workflow engine with Zapier lets Zapier use your contact center's data to automate workflow events called "zaps." Zapier integration configuration involves adding a Zapier integration account and defining how data is retrieved in scenarios.

Properties

The properties of the Zapier type of integration account are described as follows.

Properties

Name:	<input type="text" value="Zapier"/>
Username:	<input type="text" value="zapzap"/>
Password:	<input type="password"/>

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Zapier integration account properties

Name

Name is the name of the integration account.

Username

The *username* (string) specifies a username that Zapier will use to access data.

Password

The *password* (string) specifies a password that Zapier will use to access data.

Zendesk Integration

Integration with the Zendesk customer relationship management application provides the integrated Agent Desktop, single sign-on, access to CRM data from scenarios, screen pop, activity history, and click-to-dial functions. You can configure multiple Zendesk integration accounts for access to different Zendesk systems.

For detailed integration instructions, including specification of the Zendesk integration account properties, see [Zendesk Integration Guide](#).

External Knowledge Base Integration

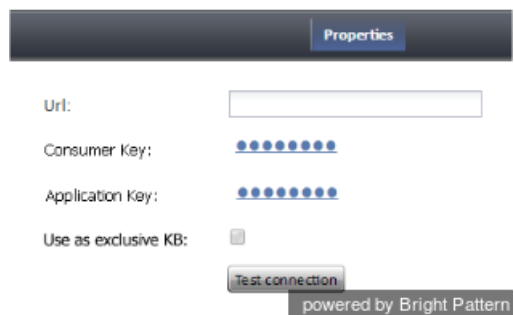
Integration an external knowledge base (KB) enables your Agent Desktop application to use and search a third-party KB such as Synthetix. You can search external KB topics, submit new topics, and so forth. The external KB can be enabled as the exclusive KB for Agent Desktop or as a supplementary provider only.

When you add integration account type External Knowledge Base, you will be prompted to select a provider. The only possible selection is *Synthetix KB*.

Note that integration accounts of this type are only available to your contact center if they are enabled for your contact center by your system administrator. If *External Knowledge Base* is not listed as an integration account type, the feature is not enabled for your contact center.

Properties

The properties of the External Knowledge Base type of integration account are described as follows.



The screenshot shows a dark-themed interface with a 'Properties' button at the top. Below it are four fields: 'Url:' with a text input box; 'Consumer Key:' with a masked input (10 blue dots); 'Application Key:' with a masked input (10 blue dots); and 'Use as exclusive KB:' with a checked checkbox. At the bottom, there is a 'Test connection' button and a 'powered by Bright Pattern' logo.

External Knowledge Base integration

account properties

Url

The default value for *Url* is <https://api.syn-finity.com/1.1/>.

Consumer Key

The *Consumer Key* is the consumer key for Synthetix.

Application Key

The *Application Key* is the application key for Synthetix.

Use as exclusive KB

Select the checkbox for *Use as exclusive KB* if you wish the corresponding API to search KB topics, submit new topics, and so forth. If *Use as exclusive KB* is not checked, the external KB will be used as a supplementary provider only (i.e., Agent Desktop will try to use the native KB first and search the external KB if nothing is found in the native KB).

Test Connection

When the *Test Connection* button is clicked, the Test Connection Portal executes GET <URL>/external/views as described at <https://www.synthetix.com/api/documentation>.

Integration Accounts

Integration accounts specify parameters required for interoperability of your contact center solution with third-party systems, such as customer relationship management (CRM) and workforce management (WFM) applications.

To define, view, and edit integration accounts, select the **Integration Accounts** option from the *Call Center Configuration* menu.

Select the **add "+"** button at the bottom of the screen to add a new integration account.

Integration Accounts >> MS_watson >> Properties

Name	Type
BrightPattern Maria	Messenger (LINE)
BrightPatternTest	Messenger (Facebook)
MS_suggestion	Bot / Chat suggestions engine
MS_watson	Natural Language Understanding
MyWatson_Conversation_five	Bot / Chat suggestions engine
NextCaller Test Account	Next Caller
WeChat	Messenger (Nexmo)
alexel_378_bot	Messenger (Telegram)
brightpattern	Messenger (Viber)

Name:	MS_watson
Type:	Watson Natural Language Understanding
Url:	https://gateway.watsonplatform.net/
Method:	POST
Username:	924b422c-ed79-467c-903f-b138a69d
Password:	••••••••
Limit:	

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Call Center Configuration > Integration Accounts

Version 1.1 and later of the Transport Layer Security (TLS) encryption protocol is used to ensure security of the data passed between Bright Pattern and the CRM applications.

The reports required for workforce scheduling are configured for automatic generation and delivery via the [Scheduled Reports](#) screen of the Contact Center Administrator application.

Types of Integration Accounts

The current version of the Bright Pattern Contact Center solution supports out-of-the-box integration with the following solutions:

- Amazon AWS
- Bot / Chat suggestions engine
- External Knowledge Base
- Loxysoft WFM
- Messenger
- NICE
- Natural Language Understanding
- Next Caller
- Oracle Service Cloud
- RightNow
- Salesforce.com
- ServiceNow
- Single Sign-On
- Speech To Text
- Statistics Data Receiver
- Text To Speech
- The Data Group (TDG)
- WFM
- Zapier

- Zendesk

Amazon AWS Integration

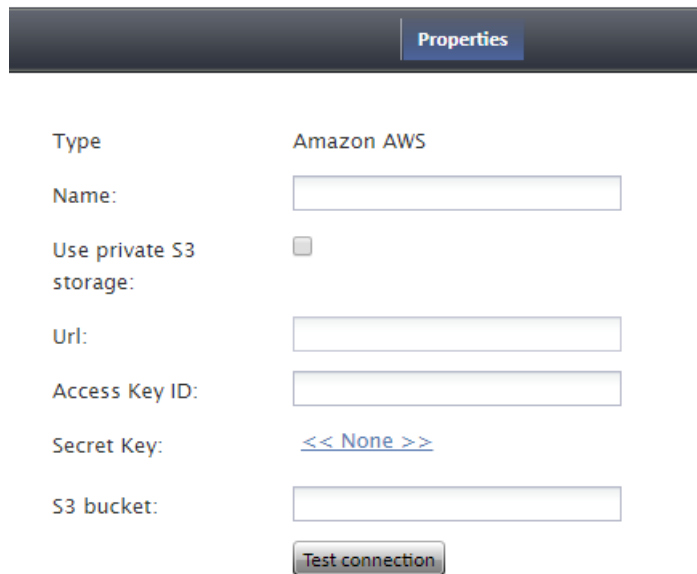
Amazon Web Services (AWS) S3 can be used for storing audio recordings, where files are uploaded to or downloaded from an Amazon S3 account for storage or playback. S3 access credentials are stored in integration accounts in order to enable [Interaction Records Search](#) playback for recordings stored in S3.

To support BPO operations, multiple integration accounts are possible.

Note the following:

- This integration option must be enabled for your contact center by the service provider.
- Export of recordings is configured for specific services. For more information see [Periodic Recording Export Jobs](#).
- Recordings exported to Amazon AWS will be accessible via Bright Pattern on demand for the detailed records storage time agreed upon with your service provider.
- Instead of using AWS, you can use this integration account to set up an S3-compatible local storage.

Properties



The screenshot shows a dark grey header bar with a 'Properties' button. Below it is a form with the following fields:

Type	Amazon AWS
Name:	<input type="text"/>
Use private S3 storage:	<input type="checkbox"/>
Url:	<input type="text"/>
Access Key ID:	<input type="text"/>
Secret Key:	<< None >>
S3 bucket:	<input type="text"/>

At the bottom of the form is a 'Test connection' button.

Amazon AWS integration account properties

Type

Type is the type of integration account.

Name

Name is the Unique name of this integration account. It is helpful to have a descriptive name if your tenant uses multiple integration accounts of the same type.

Use private S3 storage

You can use this option to set up an S3-compatible private storage. For more information see [Appendix: Setting up Private S3 Storage](#).

Url

This is the URL path to your private S3 storage. The URL must be specified if **Use private S3 storage** is enabled.

Access Key ID

The *Access Key ID* (e.g., AKIAIOSFODNN7EXAMPLE) is part of your AWS access key, a security credential that allows you to sign programmatic requests that you make to AWS if you use the AWS SDKs, REST, or Query API operations. The AWS SDKs use your access keys to sign requests for you.

AWS access keys always consist of an access key ID and a secret access key.

Secret Key

The *Secret Key* (e.g., wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY) is the other part of your AWS access key. Referred to as a secret access key, the *Secret ID* is a security credential that allows you to sign programmatic requests that you make to AWS if you use the AWS SDKs, REST, or Query API operations. The AWS SDKs use your access keys to sign requests for you.

AWS access keys always consist of an access key ID and a secret access key.

S3 bucket

The *S3 bucket* is the unique name of the Amazon S3 bucket that stores your data (e.g., photos, videos, documents, etc.) on the cloud. In order to upload or download audio recordings to Amazon AWS S3, you must specify the S3 bucket which will be used to hold your data.

Test connection

This button tests the credentials and confirms whether the connection is valid.

Bot / Chat Suggestions Engine Integration

Bright Pattern integrates with chat bots to provide meaningful suggestions to an agent during a chat session and to provide pure bot functionality, in which customers can complete self-service tasks without the help of a live agent. This functionality is enabled through integration with a bot/chat suggestions engine. This version of Bright Pattern Contact Center supports two types of bot/chat integration: Alterra and Watson Conversation.

In Contact Center Administrator, you can select one bot/chat suggestion engine integration account as the suggestion engine per service. You can also select one bot/chat suggestion engine integration account as a chat bot on the chat service launch point. In [scenarios](#), you can select any configured bot/chat suggestion engine integration account with the Chat Bot Select block within the scenario.

Properties

Name:	<input type="text" value="MyWatson_Conversation_five"/>
Type	Watson Conversation
Url:	<input type="text" value="https://gateway.watsonplatform.net/"/>
Workspace ID:	<input type="text" value="1cce08e1-ae2c-4204-8571-79d973dd"/>
Username:	<input type="text" value="e1dab42b-7d4d-44a8-a8d8-61cdac36"/>
Password:	<input type="password" value="••••••••"/>
Max API calls per day:	<input type="text" value="100"/>
Maximum suggestions:	<input type="text" value="3"/>

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Bot / chat suggestions engine properties

Alterra Properties

Bot / Chat suggestions engine integration account properties of the Alterra type are as follows. Note that the properties shown depend on the type of bot/chat suggestions engine selected.

Properties

Name:	<input type="text"/>
Type	Alterra
Url:	<input type="text" value="https://dev.alterra.cc/demo/api"/>
Method:	<input type="text" value="POST"/>
API key:	<< None >>
Use url encode:	<input type="checkbox"/>
Maximum suggestions:	<input type="text"/>

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Alterra bot/chat suggestions engine integration account properties

Name

Name is the unique name of this integration account. It is helpful to have a descriptive name if your tenant uses multiple integration accounts of the same type.

Type

Type is the type of integration account.

Url

For Alterra, the default *Url* value is <https://dev.alterra.cc/demo/api>.

Method

The default HTTP method is POST, and the drop-down selector is disabled.

API key

This is the *API key* required to access the service (optional). There is no default value.

Use url encode

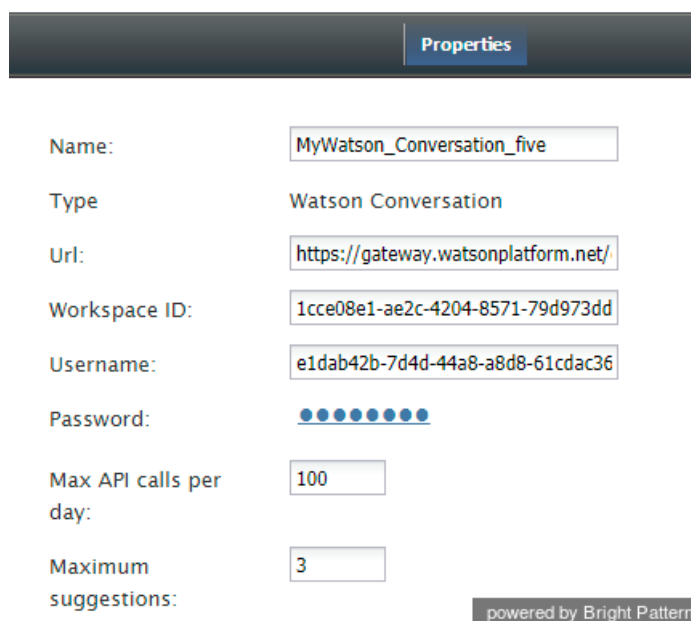
For Alterra, the URL encode is 0 and the checkbox is disabled.

Maximum suggestions

Maximum suggestions is the maximum number of suggestions (e.g., 1, 2, or 3) that can be delivered to the Agent Desktop. For Alterra, the maximum number of suggestions is 1.

Watson Conversation Properties

Bot / Chat suggestions engine integration account properties of the Watson type are as follows. Note that the properties shown depend on the type of bot/chat suggestions engine selected.



The screenshot shows a configuration form for a Watson Conversation integration account. At the top, there is a dark header bar with a 'Properties' button. Below the header, the form contains several fields:

- Name:** MyWatson_Conversation_five
- Type:** Watson Conversation
- Url:** https://gateway.watsonplatform.net/
- Workspace ID:** 1cce08e1-ae2c-4204-8571-79d973dd
- Username:** e1dab42b-7d4d-44a8-a8d8-61cdac36
- Password:** A password field with 10 blue dots for masking.
- Max API calls per day:** 100
- Maximum suggestions:** 3

At the bottom right of the form, there is a small grey box with the text 'powered by Bright Pattern'.

Watson Conversation bot/chat suggestions engine integration account properties

Name

Name is the Unique name of this integration account.

Type

Type is the type of integration account.

Url

For Watson integrations, you should specify the URL prefix (string). The full URL is created within the provider (e.g., <https://gateway.watsonplatform.net/conversation/api/v1/workspaces/>)

Workspace ID

The *Workspace ID* (string) is the ID of the Watson Conversation workspace associated with the service instance.

Username

The *username* (string) is the username used to authenticate the Watson Conversation API. The username is provided in the service credentials for the service instance that you want to use.

Password

The *password* (string) is the password used to authenticate the Watson Conversation API. The password is provided in the service credentials for the service instance that you want to use.

Max API calls per day

Max API calls per day is the maximum number of calls per day.

Maximum suggestions

Maximum suggestions is the maximum number of suggestions (e.g., 3) that can be delivered to the Agent Desktop.

Loxysoft WFM

Integration with the Loxysoft WFM application provides a number of automatically generated reports for workforce scheduling and real-time monitoring of agents' adherence to work schedules. Setup of the WFM integration account is only necessary if you plan to use WFM for real-time adherence monitoring.

Note that you can only have one WFM integration account in your contact center.

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:	<input type="text" value="WMF Loxysoft"/>
Periodic update interval:	<input type="text" value="10"/> seconds
URL:	<input type="text" value="http://<server_host>:9999"/>
Token:	<input type="text" value="<token>"/>
Skills Mapping:	<pre>{ "Maintenance Renewal": 1010, "Support for CCenter": 9999, "Chat": 8888, "OutboundPreview": 5252 }</pre>
<input type="button" value="Test connection"/>	

Loxysoft WFM integration account properties

Properties

The properties of Loxysoft type integration are as follows.

Name

Name is the name of the integration account.

Periodic update interval

Periodic update interval is the period (in seconds) with which real-time metrics will be updated; the default interval is 10 seconds.

URL

The *URL* field is the unique URL field of your Loxysoft account and the place where the call flow data is submitted to.

Token

This is the authorization token for your Loxysoft account.

Test connection

This button tests the credentials and confirms whether the connection is valid.

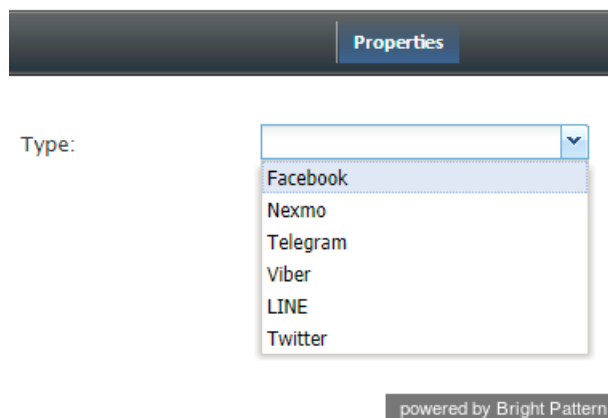
Skills Mapping

This box allows you to map [service names](#) to corresponding Loxysoft codes.

Messenger Integration

When Bright Pattern Contact Center is integrated with messengers (e.g., Facebook Messenger, LINE, Telegram, Viber, etc.), your Bright Pattern Agent Desktop environment is equipped to handle customer-initiated interactions from the Messenger application or the application on a customer's mobile phone, tablet, or computer. Incoming chat interactions are routed to the integrated Agent Desktop environment, where agents also have direct access to the phone, live chat, email, SMS text, various other mobile messenger apps, customer and agent records, interaction details, and more. Integration configuration involves linking your organization's messenger account to your Bright Pattern Contact Center tenant.

To add a messenger integration account, click the **add** "+" button and select the desired type of messenger.



Selecting the type of Messenger integration account

The properties of each type of messenger integration account are described as follows. For more information about each type, see the corresponding integration guide.

Facebook Messenger Properties

The properties of the Facebook Messenger type of integration account are described as follows. For complete integration instructions and configuration, see the [Facebook Messenger Integration Guide](#).

Properties

Page Username:

Type: ▼

Page ID: [<< None >>](#)

Token: [<< None >>](#)

Webhook Verify
Token:

powered by Bright Pattern

Facebook Messenger integration account properties

Page Username

The exact username of your Facebook Page

Type

Select Facebook as the *type* of messenger integration account.

Page ID

The exact page ID for your Facebook Page

Token

The Page Access Token for your Facebook Page

Webhook Verify Token

The token used to confirm that Facebook is the real server, which is needed for Facebook to send you a message from the customer. If you do not have a token, click the Generate random token below.

Generate random token

Creates a random webhook token that you can copy and paste into your Facebook App management page in *Webhooks > Edit Page Subscription > Verify Token*

Test Connection

Tests the credentials and confirms whether the connection is valid

LINE Properties

The properties of the LINE type of integration account are described as follows. For complete integration instructions and configuration, see the [LINE Integration Guide](#).

Properties

Name:

Type:

Token: [<< None >>](#)

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LINE integration account properties

Name

The name of your integration account (this does not need to be your LINE@ account name)

Type

For this integration account, select LINE as the *type* of integration.

Token

The access token for your LINE@ account

Test Connection

Tests the credentials and confirms whether the connection is valid

Nexmo Properties

The properties of the Nexmo type of integration account are described as follows.

Properties

Name:

Type:

Key:

Secret:

Nexmo integration account properties

Name

The name of your integration account (can be any name of your choosing)

Type

"Nexmo" by default because you already selected this type of messenger integration account

Key

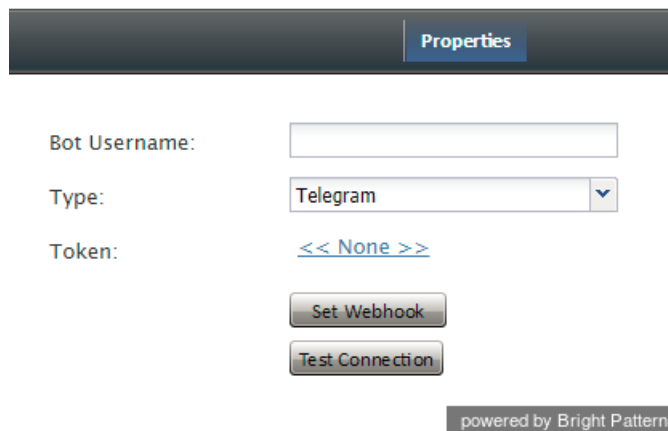
The API key that was created when you created a Nexmo account. You can find the API key and secret in your Nexmo Dashboard account settings.

Secret

The API secret that was created when you created a Nexmo account. You can find the API key and secret in your Nexmo Dashboard account settings.

Telegram Properties

The properties of the Facebook Messenger type of integration account are described as follows. For complete integration instructions and configuration, see the [Telegram Integration Guide](#).



The screenshot shows a configuration interface for Telegram messenger integration. At the top, there is a dark header with a 'Properties' button. Below the header, the form includes:

- Bot Username:** A text input field.
- Type:** A dropdown menu currently set to 'Telegram'.
- Token:** A link labeled '<< None >>'.
- Buttons:** Two buttons labeled 'Set Webhook' and 'Test Connection'.
- Footer:** A small grey box containing the text 'powered by Bright Pattern'.

Telegram messenger integration account properties

Bot Username

The exact username of your Telegram bot

Type

For this integration account, select Telegram as the *type* of integration.

Token

The API token for your Telegram bot

Set Webhook

Click the *Set Webhook* button to confirm that Telegram is the real server, which is needed for Telegram to send you a message from the customer. Note that you must get the token/webhook from Telegram; you cannot generate one here.

Test Connection

Tests the credentials and confirms whether the connection is valid

Viber Properties

The properties of the Viber type of integration account are described as follows. For complete integration instructions and configuration, see the [Viber Integration Guide](#).

Properties

Bot Username:

Type:

Token: [<< None >>](#)

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Viber messenger integration account properties

Bot Username

The exact name of your Viber Public Account username.

Type

For this integration account, select Viber as the *type* of integration.

Token

The password that is given to you after your Public Account application is approved

Set Webhook

Set Webhook is necessary for Viber to send you a message from the customer. Clicking the *Set Webhook* button opens the Set Webhook window, where the Webhook URL is entered.

Webhook url (host and port)

The address of your server and port number (e.g., "office.yourcompany.com:1234"). If you do not know the server URL or port number, ask your system administrator.

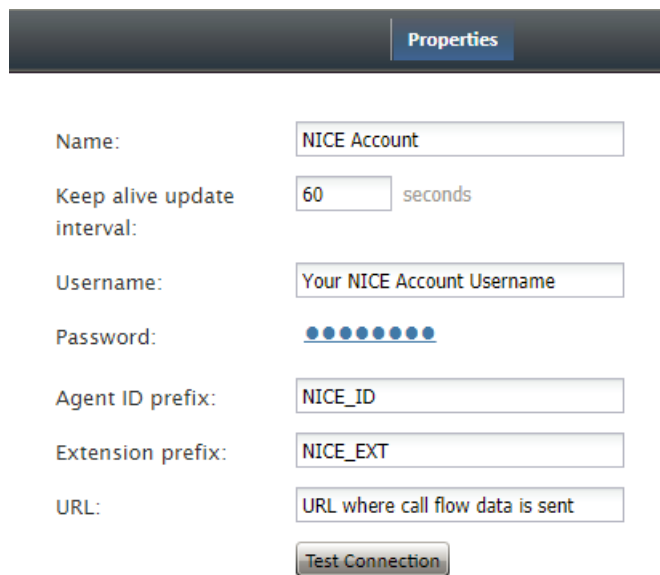
Test Connection

Tests the credentials and confirms whether the connection is valid.

NICE

Bright Pattern offers NICE recording integration to provide quality management (QM) of your call center by allowing reporting on call state and agent messages.

Note that this integration option must be enabled for your contact center by the service provider.



The screenshot shows a configuration form for NICE account integration. At the top, there is a dark grey header with a blue button labeled "Properties". Below the header, the form contains several fields:

- Name:** A text input field containing "NICE Account".
- Keep alive update interval:** A text input field containing "60" followed by the label "seconds".
- Username:** A text input field containing "Your NICE Account Username".
- Password:** A password input field represented by ten blue dots.
- Agent ID prefix:** A text input field containing "NICE_ID".
- Extension prefix:** A text input field containing "NICE_EXT".
- URL:** A text input field containing "URL where call flow data is sent".

At the bottom of the form, there is a grey button labeled "Test Connection".

NICE account integration properties

Properties

The properties of the NICE type of integration account are described as follows.

Name

Name is the name of the integration account.

Keep alive update interval

Keep alive update interval sends periodic messages back to NICE servers to ensure the pathway stays open; the default interval is 60 seconds.

Username

The *username* (string) is the username used to authenticate the NICE account. The username is provided when you sign up for NICE and create an account.

Password

The *password* (string) is the password used to authenticate the NICE account. The password is provided when you sign up for NICE and create an account.

Agent ID prefix

The *agent ID prefix* field is where you may specify a prefix for agent ID data. The default values are empty, but if you specify them, Bright Pattern's Real-Time Data Provider server component will add corresponding these prefixes to user IDs whenever it reports them to you.

Extension prefix

The *extension prefix* field is where you may specify a prefix for phone extension data. The default values are empty, but if you specify them, Bright Pattern's Real-Time Data Provider server component will add corresponding these prefixes to extensions whenever it reports them to you.

URL

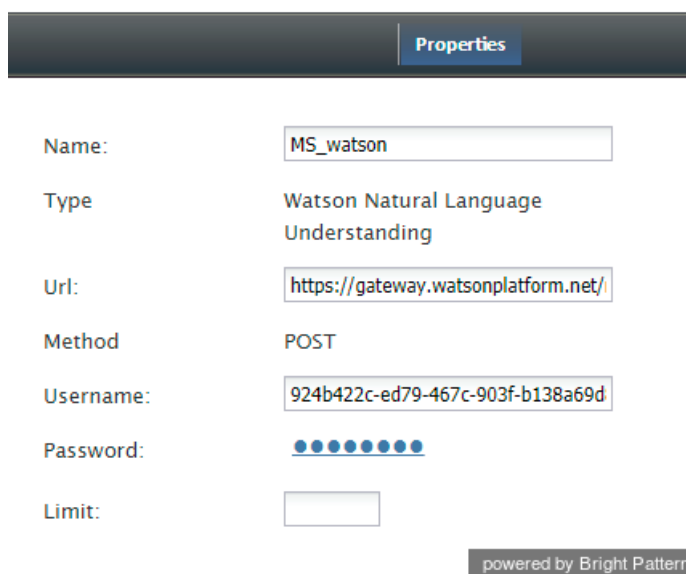
The *URL* field is the URL the call flow data is submitted to.

Natural Language Understanding Integration

Bright Pattern offers IBM Watson Natural Language Understanding integration to provide sentiment analysis for services.

Properties

The properties of the Natural Language Understanding type of integration account are described as follows.



The screenshot shows a configuration interface with a dark header bar containing a 'Properties' button. Below the header, several fields are listed with their corresponding values:

Name:	<input type="text" value="MS_watson"/>
Type:	Watson Natural Language Understanding
Url:	<input type="text" value="https://gateway.watsonplatform.net/"/>
Method:	POST
Username:	<input type="text" value="924b422c-ed79-467c-903f-b138a69d"/>
Password:	●●●●●●●●
Limit:	<input type="text"/>

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Natural Language Understanding integration account properties

Name

Name is the name of the integration account.

Type

For this integration account, select **Watson Natural Language Understanding** as the *type* of integration.

Url

The default *Url* for this integration is <https://gateway.watsonplatform.net/natural-language-understanding/api/v1/analyze?version=2017-02-27>.

Method

For this integration account, the HTTP *method* is POST.

Username

The *username* (string) is the username used to authenticate the Watson Natural Language Understanding API with Basic Authentication. The username is provided when you sign up for IBM Bluemix and create an account.

Password

The *password* (string) is the password used to authenticate the Watson Natural Language Understanding API with Basic Authentication. The password is provided when you sign up for IBM Bluemix and create an account.

Limit

The *limit* is 100.

Next Caller Integration

Bright Pattern integrates with Next Caller to identify unknown callers from incoming chats, as well as to augment contact data with new information available on the cloud.

Properties

The properties of the Next Caller type of integration account are described as follows.

Properties | **Field Mapping**

Name:

Sandbox Mode:

Username:

Password:

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Next Caller integration account properties

Name

Name is the name of the integration account.

Sandbox Mode

Select the *Sandbox Mode* checkbox if this account is to be used in Sandbox mode.

Username

The *username* (string) is the username used to authenticate the Next Caller API with via Basic Access authentication. The username is provided when you create an account.

Password

The *password* (string) is the password used to authenticate the Next Caller API. The password is provided when you create an account.

Test Connection

The *Test Connection* button tests the credentials and confirms whether the connection is valid.

Field Mapping

Use the Field Mapping tab to add internal fields or external fields to contact data forms. Next Caller will populate these fields with suggested data found on the cloud.

Properties | **Field Mapping**

Internal fields **External Source fields**

Field mapping: [add](#)

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Field mapping

How to Add an Internal Field

1. Click **add**.
2. Click **<none>** to review the *Select Mapping* drop-down selector.
3. Open the Contact folder, and select the desired type of field to add.

Note that only one field can be added at a time. You can select fields from categories (addresses, phone by type, phones by order, social links by order, emails by type, emails by order) or by basic type (Title, First name, Last name, Position, Segment, Summary, Date of birth, Messengers, Status, my_custom_field).

Oracle Service Cloud Integration

Integration with Oracle Service Cloud customer relationship management applications provides the integrated Agent Desktop, access to CRM data from scenarios, screen-pop, and activity history functions. You can configure multiple Oracle Service Cloud integration accounts for access to different Oracle Service Cloud systems.

For detailed integration instructions, including specification of the Oracle Service Cloud integration account properties, see [Oracle Service Cloud Integration Guide](#).

Salesforce.com Integration

Integration with Salesforce.com (SFDC) customer relationship management applications provides the integrated Agent Desktop, single sign-on, access to CRM data from scenarios, screen pop, activity history, and click-to-dial functions.

You can also create calling lists using contact records imported from SFDC and export the corresponding campaign results directly to SFDC. You can define more than one Salesforce.com integration account.

For detailed integration instructions, including specification of the Salesforce.com integration account properties, see [Salesforce.com Integration Guide](#).

ServiceNow Integration

Integration with ServiceNow IT service management applications provides the integrated Agent Desktop, softphone and click-to-call, access to CRM data from scenarios, screen-pop, and activity stream functions. You can configure multiple ServiceNow integration accounts for access to different ServiceNow systems.

For detailed integration instructions, including specification of the ServiceNow integration account properties, see the [ServiceNow Integration Guide](#).

Single Sign-On Integration

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

Just-in-time (JIT) user provisioning automatically creates call center users on the first SSO login attempt authorized by the identity provider. JIT can be enabled for both AD SSO and Admin SSO configuration in *Integration Accounts*.

Note that only one instance can be created per tenant.

Properties

The properties of Single Sign-On integration accounts are described as follows. The properties are the same for both AD SSO and Admin SSO.

Properties

Name:	<input type="text"/>
AD SSO	
Enable Single Sing-On:	<input checked="" type="checkbox"/>
Identity Provider Single Sign-On URL:	<input type="text"/>
Identity Provider Issuer:	<input type="text"/>
Identity Provider Certificate:	empty
Enable Just-in-time user provisioning:	<input type="checkbox"/>
Use Template:	<< None >> <input type="button" value="v"/>
Admin SSO	
Enable Single Sing-On:	<input checked="" type="checkbox"/>
Identity Provider Single Sign-On URL:	<input type="text"/>
Identity Provider Issuer:	<input type="text"/>
Identity Provider Certificate:	empty
Enable Just-in-time user provisioning:	<input type="checkbox"/>
Use Template:	<< None >> <input type="button" value="v"/>

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Single Sign-On integration account properties

Name

Name is the name of the integration account.

Enable Single Sign-On

Select the checkbox to enable single sign-on functionality.

Identity Provider Single Sign-On URL

Identity Provider Single Sign-On URL is the URL of your provider.

Identity Provider Issuer

Identity Provider Issuer is the issuer of your identity provider.

Identity Provider Certificate

Identity Provider Certificate is a link to the certificate of your identity provider.

Enable Just-in-time user provisioning

Select this checkbox to enable Just-in-time user provisioning (JIT). JIT user provisioning automatically creates call center users on the first SSO login attempt authorized by the identity provider.

Use Template

SSO templates are disabled.

Speech To Text Integration (STT)

Speech To Text (STT) integration allows your tenant to use speech-to-text functionality to transcribe voice calls and save the transcriptions to interaction records. Full-text transcripts are searchable and include sentiment attributes (if Natural Language Understanding is enabled).

Watson Properties

The properties of the Watson integration are described as follows.

Name

Name is the name of the integration account.

Type

For this integration account, **Watson** is the type of account.

URL

The default *URL* is *wss://stream.watsonplatform.net*. Note that only the *wss://* prefix is allowed.

Username

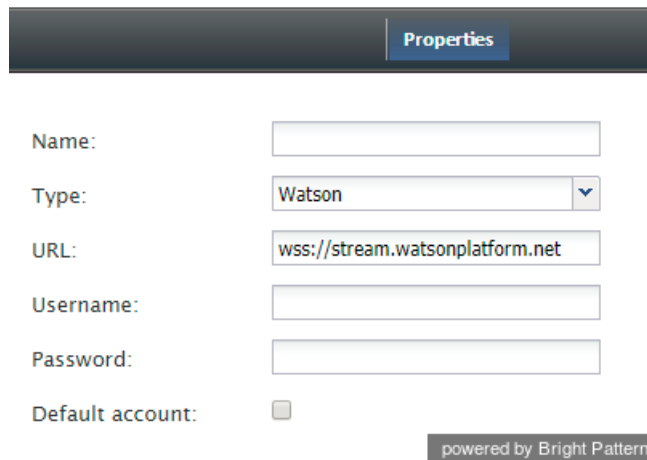
Username is the Watson account username.

Password

Password is the Watson account password.

Default account

Select the *Default account* checkbox if this integration account is to be the default STT integration account.



The screenshot shows a dark grey header with a blue 'Properties' button. Below the header, the form contains the following fields:

- Name: [Empty text input field]
- Type: [Dropdown menu with 'Watson' selected]
- URL: [Text input field containing 'wss://stream.watsonplatform.net']
- Username: [Empty text input field]
- Password: [Empty text input field]
- Default account: [Unchecked checkbox]

At the bottom right of the form area, there is a small grey box with the text 'powered by Bright Pattern'.

Watson integration account properties

GoVivace Properties

The properties of the GoVivace integration are described as follows.

Name

Name is the name of the integration account.

URL

The default *URL* is *wss://services.govivace.com/telephony*. Note that only the *wss://* prefix is allowed.

API Key

The *API Key* is the GoVivace API key.

Default account

Select the *Default account* checkbox if this integration account is to be the default STT integration account.

Properties

Name:

URL:

API key:

Default account:

GoVivace integration account properties

Statistics Data Receiver Integration

Properties

The properties of Statistics Data Receiver integration accounts are described as follows.

Properties

Statistics Data Receiver

Name:

Protocol: TCP

Host name:

Port:

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Statistics Data Receiver integration account properties

Name

Name is the name of the integration account.

Protocol

The *protocol* is TCP.

Host name

Host name is the host name.

Port

Port is the port number.

Text To Speech Integration (TTS)

Bright Pattern integrates with text-to-speech (TTS) providers IBM Watson and Google Cloud for creating voice prompts. When text-to-speech functionality is enabled, call prompts may use a variety of pre-recorded voices, accents, and languages to automate responses.

Watson Properties

The properties of the Watson integration account are described as follows.

URL

<https://stream.watsonplatform.net/text-to-speech/api/v1/>

User name

Username is the Watson account username.

Password

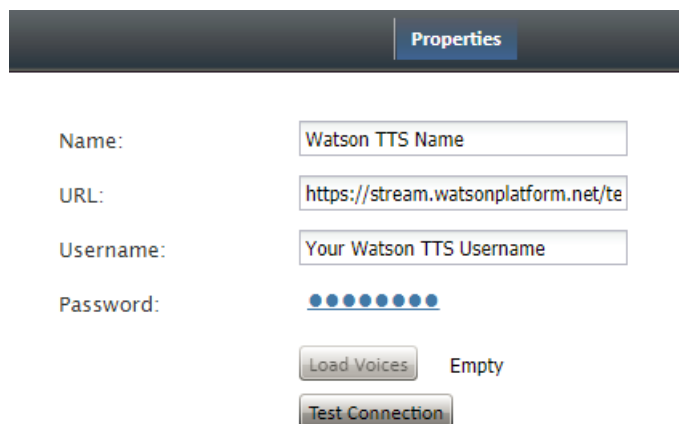
Password is the Watson account password.

Load Voices

Load Voices allows you to choose a voice type from a pre-configured list of voices.

Test Connection

Test Connection tests the connection between the integration account and the Contact Center Administrator. When testing the connection, if the account has been configured correctly, you will see the message, "Account credentials appear to be valid."



The screenshot shows a configuration form for Watson TTS integration. At the top, there is a dark grey header with a blue button labeled "Properties". Below the header, the form contains the following fields and controls:

- Name:** A text input field containing "Watson TTS Name".
- URL:** A text input field containing "https://stream.watsonplatform.net/te".
- Username:** A text input field containing "Your Watson TTS Username".
- Password:** A password input field represented by ten blue dots.
- Load Voices:** A button labeled "Load Voices" followed by the text "Empty".
- Test Connection:** A button labeled "Test Connection".

Watson TTS integration properties

Google Cloud Properties

The properties of the Google Cloud integration account are described as follows.

URL

<https://www.googleapis.com/auth/cloud-platform>

API Key

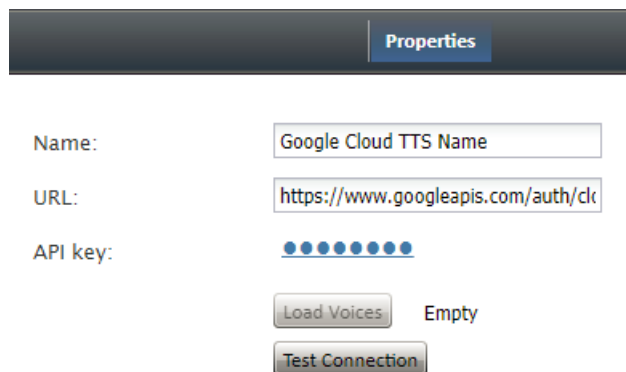
API Key is the Google Cloud Service API Key.

Load Voices

Load Voices allows you to choose a voice type from a pre-configured list of voices.

Test Connection

Test Connection tests the connection between the integration account and the Contact Center Administrator. When testing the connection, if the account has been configured correctly, you will see the message, "Account credentials appear to be valid."



The screenshot shows a configuration window titled "Properties" for Google Cloud TTS integration. It contains the following fields and controls:

- Name:** A text input field containing "Google Cloud TTS Name".
- URL:** A text input field containing "https://www.googleapis.com/auth/cl".
- API key:** A masked input field represented by ten blue dots.
- Load Voices:** A button next to the text "Empty".
- Test Connection:** A button at the bottom of the configuration area.

Google Cloud TTS integration properties

The Data Group (TDG) Integration

Bright Pattern integrates with The Data Group (TDG) to identify unknown callers from incoming chats, as well as to augment contact data with new information available on the cloud.

Properties

The properties of the The Data Group type of integration account are described as follows.

Properties | Field Mapping

Name:

Username:

Password: << None >>

API Key:

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TDG integration account properties

Name

Name is the name of the integration account.

Username

The *username* (string) is the username used to authenticate The Data Group REST API. The username is provided when you register for an API key.

Password

The *password* (string) is the username used to authenticate The Data Group REST API. The password is provided when you register for an API key.

API Key

The *API Key* is needed to access The Data Group REST API. The API key is provided after registration.

Field Mapping

Use the Field Mapping tab to add internal fields or external fields to contact data forms. The Data Group will populate these fields with suggested data found on the cloud.

Properties | Field Mapping

Internal fields External Source fields

Field mapping: [add](#)

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Field mapping

How to Add an Internal Field

1. Click **add**.
2. Click **<none>** to review the *Select Mapping* drop-down selector.

3. Open the Contact folder, and select the desired type of field to add.

Note that only one field can be added at a time. You can select fields from categories (addresses, phone by type, phones by order, social links by order, emails by type, emails by order) or by basic type (Title, First name, Last name, Position, Segment, Summary, Date of birth, Messengers, Status, my_custom_field).

WFM Integration

Integration with the WFM workforce management application provides a number of automatically generated reports for workforce scheduling and real-time monitoring of agents' adherence to work schedules.

Setup of the WFM integration account is only necessary if you plan to use WFM for real-time adherence monitoring. Typically in this case, the Universal interface of the Aspect Real-Time Adherence server (RTA) must be configured to be ready to receive a data feed. For more information, please refer to the *Aspect Workforce Management 7.5 Installation Guide*, chapter *Configuring ACD Instances*, section *Universal ACD*. Note that the *Unicode* checkbox of the Universal interface must be selected (the ASCII option is not supported).

Note that you can only have one WFM integration account in your contact center.

WFM Integration Account Properties

The parameters that must be configured on the Bright Pattern side to enable the real-time adherence data feed are described as follows.

Name

Name is the name of the integration account.

Periodic update interval

Periodic update interval is the period (in seconds) with which real-time metrics will be updated.

Protocol

Protocol refers to the communication protocol, which is read-only. Two options are available: TCP (Aspect WFM) and HTTP POST.

TCP (Aspect WFM)

If TCP (Aspect WFM) is selected, the following options appear:

- **Host name** - The name or IP address of the host where the Aspect Real-Time Adherence server (RTA) is run
- **Port** - The TCP port assigned to the Aspect RTA server on the above host; it must correspond to the port configured on the RTA side
- **Record field sizes** - The property that specifies the lengths of the data fields communicated to Aspect RTA; the default values correspond to the default settings of the same fields on the RTA side; if values of these fields are changed on the RTA side, they must be changed accordingly in this property
- **Reason codes mapping** (optional) - This box allows you to configure [Not Ready](#) reasons as numerical codes in real-time data. In Bright Pattern Contact Center software, reason codes are defined as text. Aspect WFM only

accepts reason codes as numbers. If you need to account for reason codes in your real-time reporting on the WFM side, this box allows you to define a numerical code corresponding to each *Not Ready* reason code, as shown in the picture.

Properties

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:

Periodic update interval: seconds

Protocol:

Host name:

Port:

Record field sizes:

Reason codes mapping:

```
{  
  "Reason codes mapping":1  
}
```

WFM TCP protocol settings

HTTP POST

If HTTP POST is selected, the following options appear:

- **URL** - The unique URL of your WFM account
- **Token** (optional) - The access token for your WFM account
- **Test connection** - This button sends POST with an empty agent and services list
- **Reason codes mapping** (optional) - This box allows you to configure [Not Ready](#) reasons as numerical codes in real-time data.

Properties

Workforce Management

Connection to WFM Server for real-time adherence data feed.

Name:	<input type="text" value="WFM"/>
Periodic update interval:	<input type="text" value="10"/> seconds
Protocol:	<input type="text" value="HTTP POST"/>
URL:	<input type="text"/>
Token:	<input type="text"/>
Reason codes mapping:	<pre>{ "Reason codes mapping":1 }</pre>
<input type="button" value="Test connection"/>	

HTTP POST protocol settings

When enabled, POST is sent to the provided URL. Errors are ignored, and the next request is done after the defined interval.

Zapier Integration

Integration of the BrightPattern workflow engine with Zapier lets Zapier use your contact center's data to automate workflow events called "zaps." Zapier integration configuration involves adding a Zapier integration account and defining how data is retrieved in scenarios.

Properties

The properties of the Zapier type of integration account are described as follows.

Properties

Name:	<input type="text" value="Zapier"/>
Username:	<input type="text" value="zapzap"/>
Password:	<input type="password"/>

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Zapier integration account properties

Name

Name is the name of the integration account.

Username

The *username* (string) specifies a username that Zapier will use to access data.

Password

The *password* (string) specifies a password that Zapier will use to access data.

Zendesk Integration

Integration with the Zendesk customer relationship management application provides the integrated Agent Desktop, single sign-on, access to CRM data from scenarios, screen pop, activity history, and click-to-dial functions. You can configure multiple Zendesk integration accounts for access to different Zendesk systems.

For detailed integration instructions, including specification of the Zendesk integration account properties, see [Zendesk Integration Guide](#).

External Knowledge Base Integration

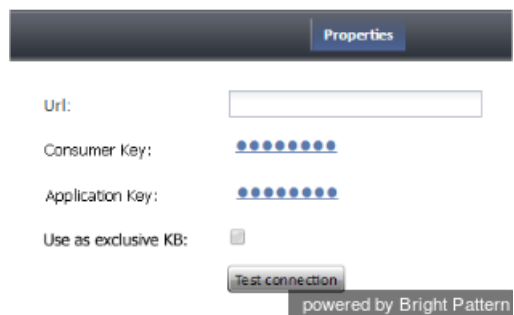
Integration an external knowledge base (KB) enables your Agent Desktop application to use and search a third-party KB such as Synthetix. You can search external KB topics, submit new topics, and so forth. The external KB can be enabled as the exclusive KB for Agent Desktop or as a supplementary provider only.

When you add integration account type External Knowledge Base, you will be prompted to select a provider. The only possible selection is *Synthetix KB*.

Note that integration accounts of this type are only available to your contact center if they are enabled for your contact center by your system administrator. If *External Knowledge Base* is not listed as an integration account type, the feature is not enabled for your contact center.

Properties

The properties of the External Knowledge Base type of integration account are described as follows.



The screenshot shows a dark-themed interface with a 'Properties' button at the top. Below it are four fields: 'Url:' with an empty text input; 'Consumer Key:' with a masked input of ten blue dots; 'Application Key:' with a masked input of ten blue dots; and 'Use as exclusive KB:' with an unchecked checkbox. At the bottom, there is a 'Test connection' button and a 'powered by Bright Pattern' logo.

External Knowledge Base integration

account properties

Url

The default value for *Url* is <https://api.syn-finity.com/1.1/>.

Consumer Key

The *Consumer Key* is the consumer key for Synthetix.

Application Key

The *Application Key* is the application key for Synthetix.

Use as exclusive KB

Select the checkbox for *Use as exclusive KB* if you wish the corresponding API to search KB topics, submit new topics, and so forth. If *Use as exclusive KB* is not checked, the external KB will be used as a supplementary provider only (i.e., Agent Desktop will try to use the native KB first and search the external KB if nothing is found in the native KB).

Test Connection

When the *Test Connection* button is clicked, the Test Connection Portal executes GET <URL>/external/views as described at <https://www.synthetix.com/api/documentation>.