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Dispositions Tab

Dispositions are used to specify the result of an interaction attempt. For example, a disposition may indicate that the requested service was provided, or it might suggest a specific reason why it was not provided. Dispositions are stored in the [interaction records](#) and [campaign results](#). They can be used in custom queries and reports for evaluation of service efficiency.

Note: The Dispositions tab is displayed only if the **Use dispositions** option is selected on the [Properties tab](#).

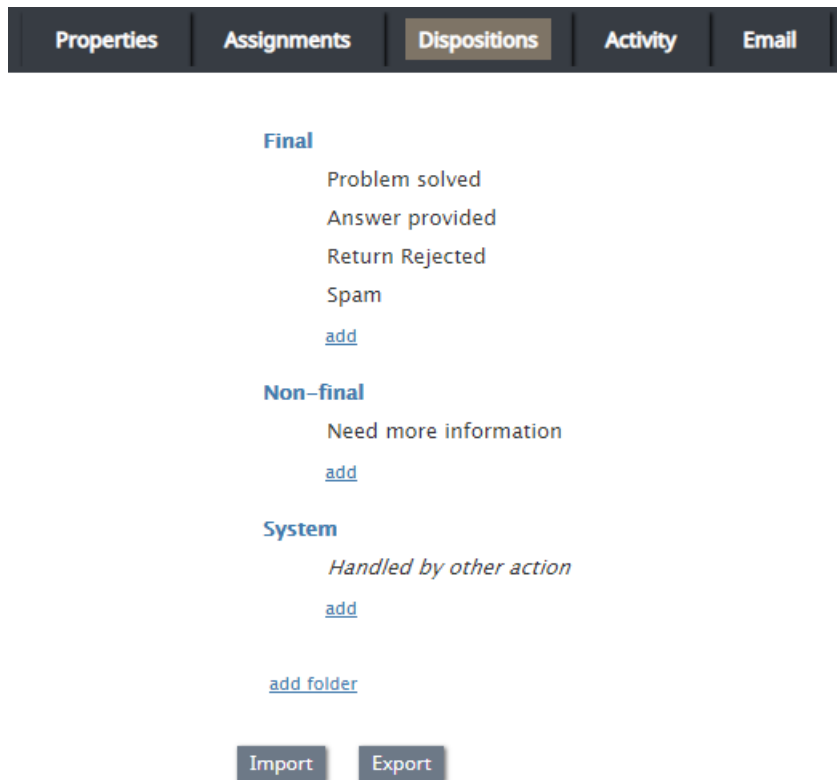
In outbound campaigns, dispositions are also used to determine subsequent processing of calling records depending on the outcome of each call attempt. See section [Outbound - Dial Rules](#) for more information. In outbound campaigns, some of the dispositions can be applied to entire calling records and some others to individual call attempts.

For outbound campaigns of [preview type](#), dispositions are also usually defined for preview records. In such campaigns, agents receive calling records from the system and preview them before making the corresponding outbound calls. During the preview, they may decide to discard some records without dialing. Dispositions in this case can indicate the reason (e.g., incomplete data).

For [blended services](#), inbound dispositions are processed within the context of the campaign that is part of the same service. For example, if a customer misses your campaign call and then calls back using the campaign's caller ID and buys the product you have been offering within the campaign, the disposition of that inbound call should normally prevent subsequent attempts to call this customer within the same campaign. Therefore, for blended services it is important that the

- Inbound and outbound dispositions correlate (i.e., the former normally should be a subset of the latter)
- Outbound portion of your blended campaign is kept [enabled](#) at all times--even during the periods without any outbound activity

If the reason for a failed interaction attempt can be recognized automatically, the corresponding disposition can be provided by the system. Dispositions that are specified manually will be displayed by the Agent Desktop and can be [selected by the agent](#) at any time during interaction handling, including the after-call work. Dispositions can also be [set by a scenario](#).



How the Dispositions tab looks for an email service

Screen Properties

Show dispositions for

This option is displayed only for outbound and blended voice services. To review and edit dispositions for inbound calls and list records, select **inbound**. To review and edit dispositions for outbound calls and list records, select **outbound**. To review and edit dispositions for preview records, select **preview record**.



List of dispositions

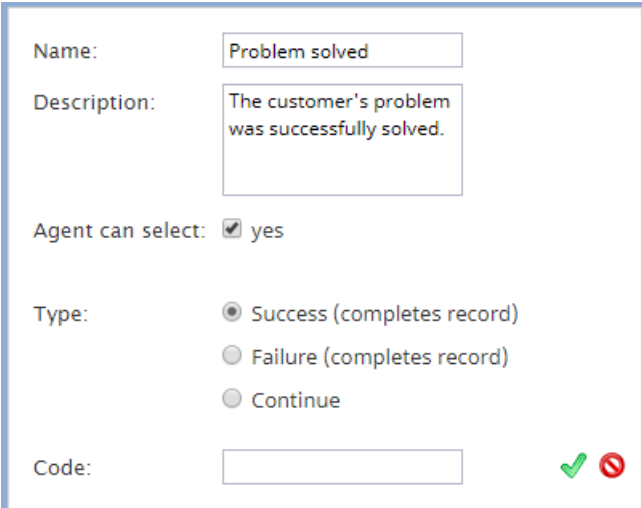
This option lists the dispositions for this service. For the services that comprise different types of interactions (inbound, outbound, preview records), the list will display only the dispositions corresponding to the interaction type selected via the *Show dispositions for* option.

For each interaction type, the system provides a [pre-defined set of dispositions](#). You can edit such predefined dispositions, remove some of them, define new ones, and arrange them in your own folders. The purpose of each predefined disposition is explained in the *Description* field, which you will see when you click a disposition once.

Even though the system provides a predefined set of dispositions for each new service, you can still control whether these dispositions will or will not be made available to agents for selection when they handle interactions associated with the given service. Furthermore, you can control whether the use of dispositions is mandatory or optional. For more information, see the description of settings *Use dispositions* and *Require dispositions* in the [Services and Campaigns - Properties tab](#).

Dispositions properties editor

To create a disposition in an existing folder, click **add** in the desired folder; this will open the dispositions properties editor, allowing you to configure the following. To edit a disposition, hover over the disposition and click the **edit**  icon. To delete a disposition, hover over the disposition and click the **delete**  icon.





Name:

Description:

Agent can select: yes

Type: Success (completes record)
 Failure (completes record)
 Continue

Code:

Dispositions properties editor for a voice service

Name

This field is where you specify the disposition's name. Note that this field is mandatory and must be unique within the given interaction type within the service.

Description

This optional field allows you to provide a free-text description of the disposition.

Agent can select


By default, dispositions that you define will be made available to agents for selection during interaction handling. If you do not want the given disposition to be shown to agents (e.g., you intend to use this disposition in scenarios only), unselect the **Agent can select** checkbox. Note that dispositions unavailable to agents appear in the disposition list in italic.

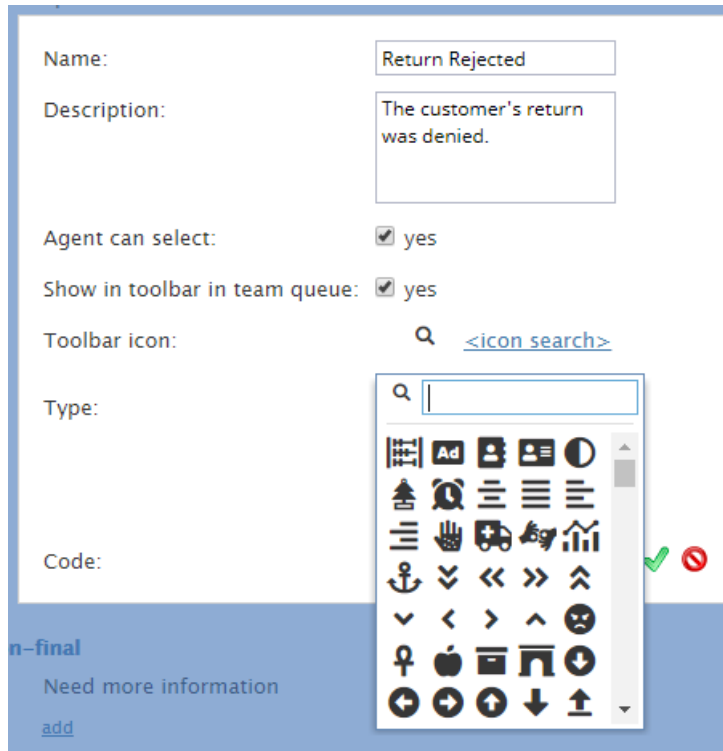
Show in toolbar in team queue

This option, available for email services only, allows you to configure an icon for the disposition, which is displayed as a button in the team queue and personal queue toolbar when an email's corresponding checkbox is selected. This button allows agents to apply a disposition to an email without opening it, thus removing it from the queue. Note that when configuring this option, you must select a corresponding [toolbar icon](#).

Buttons mapped to either the Final disposition or Spam disposition apply the Resolved status to all selected emails. Buttons mapped to the Nonfinal disposition do not apply a different status to the selected emails (i.e., all selected emails will retain the New status). On this note, it is recommended that buttons are mapped to dispositions of the Final type to prevent important emails from accidentally being removed from the queue.

Toolbar icon

When the [Show in toolbar in team queue](#) option is selected, the *toolbar icon* option appears; this setting lets you map an icon to a disposition that will be displayed as a button in Agent Desktop's team queue and personal queue. To map the icon to the disposition, select the **search**  icon or click **icon search** to access the drop-down list of toolbar icons.




Name: Return Rejected

Description: The customer's return was denied.

Agent can select: yes

Show in toolbar in team queue: yes

Toolbar icon:  <icon search>

Type:

Code:

n-final
Need more information
[add](#)

Select an icon to add to your team queue's toolbar

Type

Type is a disposition category that executes specific actions when applied to an interaction; available types vary per service. The following is a list of all disposition types. **Note:** Dispositions considered final (i.e., ones that complete records or cases) are editable by those with the privilege [Can update final dispositions](#) only.

Success (completes record or case)

Success is for dispositions indicating successful interaction processing (e.g., the customer has accepted the offer) or closure of a case.

Final (completes record or case)

Final is for dispositions indicating successful interaction processing (e.g., the customer has accepted the offer) or closure of a case; this type is available for email services only.

Failure (completes record)

Failure is for dispositions indicating unsuccessful interaction processing without subsequent attempts (e.g., the customer has rejected the offer); this type is available for voice services only.

Do not Call (completes record)

Do not Call is for dispositions indicating that the customer has requested not to be contacted again for the given reason; this type is available for voice services only.

Continue

Continue is for dispositions indicating unsuccessful interaction processing with possible subsequent attempts (e.g., the customer has asked to be called again at another time) or expected continued processing of a case; by default, any new disposition of this type is associated with action Reschedule (24h); for more information, see section [Outbound - Dial Rules](#).

Nonfinal

For dispositions indicating unsuccessful interaction processing with possible subsequent attempts (e.g., the customer has requested to be contacted at another time) or expected continued processing of a case; this type is available for email services only.

Spam

For dispositions indicating an immediate closure of an email case because the incoming message was spam

For services that comprise different types of interactions (inbound, outbound, preview records), you can also specify if the disposition you define for one interaction type shall be available for interactions of other types within the same service. Select such desired additional interaction types via the *Scope* option.

Code

If, in addition to the disposition name, you would like to use a short alphanumeric code (string), specify it in the **Code** field. Disposition codes are optional, and when defined, will appear in [campaign results](#) along with disposition names. Codes can also be used instead of disposition names when [setting dispositions in scenarios](#).

There are no predefined disposition codes because you can assign any string to be a disposition code. A disposition code can contain up to nine characters; any characters are allowed. Note that the system does not check uniqueness of disposition codes.

Add folder

The *add folder* option allows you to create a new folder for dispositions. To add a new folder, click **add folder**, specify the folder name, then add the desired dispositions.

Import

The *Import* option imports dispositions and allows you to define dispositions externally and import them in the .CSV format. For each disposition, the following fields must be defined in the specified order:

- Name
- Folder name (disposition category)
- Description
- Code
- Agent can select (true, false)
- Type (SUCCESS, FAILURE, CONTINUE, DO_NOT_CALL)
- Is inbound (true, false)
- Is outbound (true, false)
- Is preview (true, false)
- System type (if defined, the disposition will be followed by the same actions that are defined for the

corresponding default dispositions in the Connection Problem and System folders)

- Possible values include the following: empty string, DROPPED, BUSY, NO_ANSWER, FAX_MODEM, ANSWERING_MACHINE, SILENCE, INVALID_NUMBER, OTHER_CONNECTION_ISSUE, ABANDONED, CONGESTION_REMOTE, NO_AGENT, NO_DISPOSITION, SKIPPED, SYSTEM_FAILURE, AGENT_FAILURE, FINALIZED_BY_DIAL_RULE, MAX_ATTEMPTS_REACHED, DISPOSITION_NOT_FOUND, PHONE_NETWORK_UNAVAILABLE, RECORD_EXPIRED, CALL_FAILED, FAST_BUSY, ANNOUNCEMENT, NETWORK_ANNOUNCEMENT
- Service type (since many dispositions are service/media-type-specific this field must be defined to make sure that the dispositions are not imported into a type of service they are not intended for)
 - Possible values include the following: INBOUND, OUTBOUND, BLENDED, CHAT, EMAIL

Each value must be enclosed in the quotation marks. Optional parameters must be set to an empty string when not defined.

An easy way to create an import file is to export an existing list of dispositions (see *Export* below) and modify it as may be necessary.

Export

This option exports dispositions in .CSV format. The exported file can be used as a template when defining dispositions externally and importing them into the system. For specification of the fields, see the description of the *Import* function.

Workflow Variables

This section describes the variables that are used in Bright Pattern Contact Center [workflows](#) and [scenarios](#).

Variables are accessed using the common $$(varname)$ format. They can be used in [integer](#) and [string](#) expressions.

Note: If you would like to pass information from scenarios to workflows, note that not all scenario variables pass information to workflows; however, local variables are always passed to workflows. *Local variables* do not contain a prefix (e.g., *item.*, *user.*, etc.) and their values are available to the scenario where they are defined and to the sub-scenarios that are started from that parent scenario using the [Start Another Scenario](#) block. For any variables that are not passed to workflows, you may use a [Set Variable](#) block to rename the required scenario variable into a local variable (e.g., set "varDNIS" to $$(item.DNIS)$).

Common Variables

$$(user.id)$

$$(user.id)$ specifies the agent's ID if the workflow is started due to agent action.

Note: This variable is available in scenarios.

$$(user.loginId)$

$$(user.loginId)$ specifies the agent's login ID if the workflow is started due to agent action.

Note: This variable is available in scenarios.

\$(user.team)

\$(user.team) is the name of the team to which the user is assigned.

Note: This variable is available in scenarios.

\$(user.firstName)

\$(user.firstName) specifies the agent's first name.

Note: This variable is available in scenarios.

\$(user.lastName)

\$(user.lastName) specifies the agent's last name.

Note: This variable is available in scenarios.

\$(item.caseId)

\$(item.caseId) specifies the case ID of the interaction, if available.

\$(item.caseNumber)

\$(item.caseNumber) specifies the case number of the interaction, if available.

\$(item.contactId)

\$(item.contactId) specifies the contact ID of the customer, if available.

Note: This variable is available in scenarios.

\$(item.firstName)

\$(item.firstName) specifies the first name of the customer, if available.

Note: This variable is available in scenarios.

\$(item.lastName)

\$(item.lastName) specifies the last name of the customer, if available.

Note: This variable is available in scenarios.

\$(global_interaction_id)

\$(global_interaction_id) specifies the [Global interaction identifier](#). This variable is also known as *\$(item.globalInteractionId)*.

Note: This variable is available in scenarios.

\$(disposition)

\$(disposition) specifies the [disposition](#) that was used in an interaction.

Note: This variable is available in scenarios.

Variables for Voice

\$(LanguageAsked)

\$(LanguageAsked) specifies whether the customer asked for a specific language (e.g., "Yes").

\$(NPS_raw)

\$(NPS_raw) specifies the Net Promoter Score (NPS) value (e.g., "11").

\$(contact_satisfaction)

\$(contact_satisfaction) specifies the customer's contact satisfaction rating (e.g., "1").

\$(destination)

\$(destination) specifies the destination for the [Connect Call](#) block (e.g., "2042").

Note: This variable is available in scenarios.

\$(first_call)

\$(first_call) specifies whether this voice interaction is the first placed call (e.g., "1").

\$(screenpopData)

\$(screenpopData) specifies the list of the screen pop data received or set by interactive voice response (IVR). An actual list of available screen pop data elements depends on the particular IVR and integration.

Note: This variable is available in scenarios.

\$(item.ANI)

\$(item.ANI) specifies the Automatic Number Identification (ANI), a telephone company service providing a calling party with a number of the calling party. "ANI" is often used instead of "calling party number."

Note: This variable is available in scenarios.

\$(item.DNIS)

\$(item.DNIS) specifies the Dialed Number Identification Service (DNIS), a telephone company service providing the called party with a number that was dialed by the calling party. "DNIS" is often used as a shorthand for "called party number."

Note: This variable is available in scenarios.

\$(item.cnam)

\$(item.cnam) is the customer's full name, if available.

\$(item.customerPhone)

\$(item.customerPhone) specifies the customer phone number. This variable enables passing customer phone information from scenarios of primary inbound and outbound customer calls to scenarios of the associated consultations and blind transfers.

- In scenarios launched for new incoming calls, its value matches the value of the *\$(item.from)* variable.
- In scenarios launched for new outgoing calls, its value matches the value of the *\$(item.to)* variable.
- In scenarios launched for consult calls and blind transfers, the value of the *\$(item.customerPhone)* is inherited from the scenarios of the associated primary calls.

Note: This variable is available in scenarios.

\$(item.from)

\$(item.from) specifies the origination address (i.e., phone number or chat user display name). This variable is also known as *ANI*.

\$(item.interactionId)

\$(item.interactionId) specifies the interaction identifier.

Note: This variable is available in scenarios.

\$(item.media)

\$(item.media) specifies the media type (e.g., "voice").

Note: This variable is available in scenarios.

\$(outbound_data)

\$(outbound_data) contains data from calling lists and is available if the workflow is triggered from outbound campaign.

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List of Campaign Metrics

This section provides detailed descriptions of the real-time metrics that apply to campaigns and that can be displayed via the [General](#) and [Individual](#) Campaign Metrics views. Metrics are arranged in alphabetical order.

Many metrics available for display in this view can also be displayed via the [Service Metrics View](#). If you cannot find the description of the desired metric in this section, see section [List of Service Metrics](#) or [All Real-Time Metrics](#) in the *Reporting Reference Guide*.

Note the following considerations regarding the general campaign metrics:

- The term *calls* in the metric definition shall be interpreted as *outbound calls associated with the given campaign*.
- The term *agents* in the metric definitions shall be interpreted as *agents qualified to participate in the given campaign* (i.e., those who have the corresponding skill with any level higher than zero). Note that because a campaign may be associated with more than one team, the agent-related service metrics (e.g., *Logged In*, *Ready*, *Occupancy*, etc.) may include agents that you are not assigned to supervise.
- The term *records* shall be interpreted as *records of all lists associated with the given campaign and enabled within this campaign*. Note that if any filters were applied to those lists when they were associated with the given

campaign, the filtered-out records will be excluded from any of the following record-related metrics.

Metric Descriptions

For definitions of these metrics, as well as a complete list of real-time metrics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*. The metrics here are listed in alphabetical order.

[ASR %](#)

[Attempted](#)

[Attempted %](#)

[Busy](#)

[Completed](#)

[Completed %](#)

[Dialable](#)

[Est Duration](#)

[Expired](#)

[IN Max Wait](#)

[Lists P. A. Completed](#)

[Lists P. A. Remaining](#)

[Logged In](#)

[Mode](#)

[Not Ready](#)

[OUT Abandoned](#)

[OUT Abandoned %](#)

[OUT Active](#)

[OUT Agent Disconnected](#)

[OUT Answered](#)

[OUT Answered %](#)

[OUT Avg Talk Time](#)

[OUT Call Rate](#)

[OUT Dialed](#)

[OUT Failed](#)

[OUT Handled](#)

[OUT IVR Abandoned](#)

[OUT IVR Abandoned %](#)

[OUT IVR Dropped](#)

[OUT in Progress](#)

[OUT Queue Abandoned](#)

[OUT Queue Abandoned %](#)

[OUT Queue Dropped](#)

[OUT Remote Disconnected](#)

[OUT Ringing Abandoned](#)

[OUT Ringing Dropped](#)

[OUT Routed](#)

[OUT Total Talk Time](#)

[OUT Transferred](#)

[OUT Unattended](#)

[Occupancy](#)

[Out of Quota](#)

[Ready](#)

[Total Completed](#)

[Total Completed %](#)

[Total DNC](#)

[Total Records](#)

[Total Remaining](#)

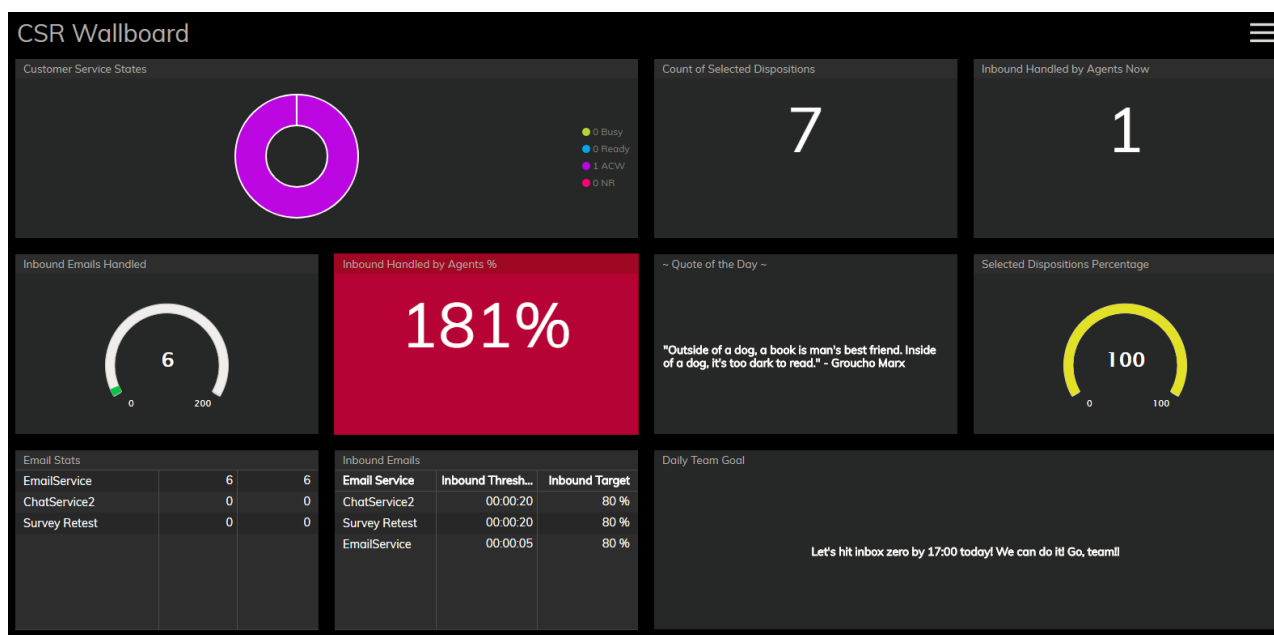
Purpose

The Bright Pattern Contact Center *Wallboard Builder Reference Guide* describes the elements of the Wallboard Builder application that are used for viewing and editing wallboards in the Agent Desktop application.

The Wallboard Builder application enables you to customize the look and display of your contact center's wallboard. Cards and cells can be added, deleted, scaled, and expanded using mouseovers, click-and-drag, and drag-and-drop movements. In Agent Desktop, wallboards are shown in either Edit mode or Display mode. Users with the privilege *Customize Wallboards* may edit a wallboard's layout.

Wallboard localization is supported in English, German, and Japanese.

For information about granting privileges for customizing, pushing, and pulling wallboards, refer to the [Contact Center Administrator Guide](#).



Viewing a customized wallboard

Get File

Gets the audio file of a recording.

Request

URL

`http[s]://<host>/configapi/v2/recordings/audio?giid=<GIID>&stepid=<STEP_ID>&convert=false`

HTTP Method

GET

Parameters

Parameter	Data Type	Optional/Required	Default Value	Description
giid	string	required	none	global interaction identifier (GIID)
stepid	string	required	none	interaction step ID
convert	boolean	required	"true"	"true" means convert sound data to PCM; "false" means leave as stored - GSM

Body

Empty

Response

Content of audio file

Privileges

Registered users of your Bright Pattern Contact Center solution are assigned *privileges* that can be used to control access to various contact center functions. Privileges are arranged in the same way as they appear on the [Roles](#) page of the Contact Center Administrator application. For general information about privileges and roles, see section [Roles](#).

Privileges are organized into six categories (i.e., groups):

- Interaction Handling
- Security and Administration
- Service and Campaign Administration
- Supervision
- System Administration
- BPO Client

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to privileges, we recommend that all affected agents re-login to Agent Desktop.

Interaction Handling group

Access full-screen Agent Desktop

The *Access full-screen Agent Desktop* privilege allows the user to enable full-screen Agent Desktop view within CRM applications.

Because CRM systems typically have their own email and case management capabilities, the full-screen mode normally would be used by supervisors only.

Delete contacts

The *Delete contacts* privilege allows the deletion of contacts. If enabled, users can delete individual contacts via the Agent Desktop. When a contact is deleted, its activity history is deleted too. Cases are not deleted automatically.

Edit contacts

The *Edit contacts* privilege provides write access to contacts. If enabled, users can create new contacts, and users can modify any fields in existing contacts (but not activity history).

Force pop-out phone window

This privilege is reserved for future use.

Handle automatically distributed interactions

The *Handle automatically distributed interactions* allows the user to receive calls from a service queue and preview records. This is the basic privilege that allows the user to perform typical call center agent work (i.e., provide services over the phone and participate in outbound campaigns).

The ability to handle customer chat or email interactions is controlled via separate privileges (see *Handle email* and *Handle service chat*).

Handle email

When enabled, the *Handle email* privilege allows users to:

- Edit cases
- Create new cases manually
- Open cases from search results (even if they are already open by other agent)
- Mark cases as spam

Handle service chats

With the *Handle service chats* privilege, the user may [handle chat interactions with customers](#). This includes chat interactions started by customers via SMS.

Note that the ability to initiate a chat with a customer via SMS is controlled by a separate privilege (see *Initiate SMS conversation*). Likewise, the ability to use internal chat is controlled by a separate privilege (see *Send internal chats*).

Initiate SMS conversation

The *Initiate SMS conversation* privilege allows the user to [initiate chats with customers via SMS](#).

Listen to call recordings and view chat transcripts on assigned services

With this privilege granted, the user may review [call recordings](#) and [chat transcripts](#) of the services that the user is qualified to handle (i.e., has corresponding [service skills](#)).

Listening to own call recordings and view own chat transcripts

This privilege provides Agent Desktop users the capability, via activity history, to access recordings where the agent participated (at least partially). This privilege applies to Agent Desktop only.

Login to Agent Desktop

Login to Agent Desktop allows the user to log in to Agent Desktop application and perform basic back-office telephony functions. Any user who needs access to Agent Desktop must have this privilege. Note that this privilege alone is not sufficient for performing typical contact center agent work.

Note that any user who logs into Agent Desktop will be counted as a concurrent user for the duration of the login session. Your service provider may impose a limit on how many of your users may be logged on concurrently.

Make external calls

A user with the *Make external calls* privilege may make external calls and blind transfers to external destinations from the Agent Desktop application. If the user does not have this privilege, an attempt to make an external call or blind transfer will result in a text error message displayed on Agent Desktop.

Note that the absence of this privilege does not prevent users from making external calls using the dial pad of their hardphones.

Mask original email content

The *Mask original email content* privilege allows the user to mask fragments of original customer email text. For more information, see section [How to Mask Sensitive Data](#) of the *Agent Guide*.

Modify own identification data

The *Modify own identification data* privilege allows the user to be able to modify specific fields of the user profile. If the privilege is not present, the following fields are locked:

- First Name
- Last Name
- Chat Nickname

See other agents/teams in directory

This privilege lets the user see all configured teams and team members in the Agent Desktop directory and view their current availability (presence). For more information, see section [How to Use the Directory](#) of the *Agent Guide*.

See other agents' cases

See other agents' cases allows the user to see cases handled by other agents. If the user does not have this privilege, the user will be able to see only cases that with which the user has worked. This privilege affects [case search](#) only. Absence of this privilege does not affect the user's ability to receive emails related to existing cases that the user has not worked on.

Send internal chats

The *Send internal chats* privilege allows the user to [initiate internal chat conversations](#).

Start recording of interactions

With this privilege, the user may [start call recording](#).

Stop recording of interactions

Stop recording of interactions allows the user to [stop call recording](#).

Transfer calls

The *Transfer calls* privilege allows the user to [transfer customer interactions to consultation parties](#) and [host conferences](#) (both via-consultation and single-step).

Absence of this privilege does not affect user's ability to

- make blind transfers of customer interactions
- transfer or conference internal calls

Use Calendar

The *Use Calendar* privilege enables users to use the Agent Desktop [calendar](#) for scheduling.

Use Favorites tab

Use Favorites tab is an agent-level privilege that controls whether the user can see and set favorites from the Agent Desktop application. This privilege is an agent behavior control to prevent users from dialing destinations that they should not based on FCC/TCPA and organizational rules.

Use Recent Calls tab

The *Use Recent Calls tab* privilege lets the user restrict access to recent calls. This privilege uses TCPA manual dialing to limit which agents can access recent calls.

Use RightNow

Use RightNow allows the user to use Agent Desktop embedded into the RightNow application. This privilege enables access to the Agent Desktop widget within RightNow.

For more information, see the [RightNow Integration Guide](#).

Use ServiceNow

Use ServiceNow allows the user to use Agent Desktop embedded into the ServiceNow application. This privilege enables access to the Agent Desktop widget within ServiceNow.

For more information, see the [ServiceNow Integration Guide](#).

Use Zendesk

With the *Use Zendesk* privilege, the user may use Agent Desktop embedded into the Zendesk application. This privilege enables access to the Agent Desktop widget within Zendesk. To enable full-screen Agent Desktop view within Zendesk application, the user must also have the *Access full Agent Desktop* privilege.

For more information, see the [Zendesk Integration Guide](#).

Security Administration group

Can edit and erase interaction records

This privilege provides access to the manual erasure functions in accordance with PCI DSS 3.2 and GDPR requirements. With this privilege enabled, users will be able to edit and erase interaction records securely and manually in the event that another user has mistakenly included a customer's sensitive data in interaction content (e.g., call recording, chat, etc.).

This privilege is added to predefined Security Administrator and System Administrator roles.

Grant all privileges

Grant all privileges allows the user to grant any privilege, regardless of the user's *May grant or revoke* settings with respect to specific privileges. This is helpful during product upgrades where new privileges may be introduced.

Manage roles and security settings

With this privilege enabled, the user has full access to the following settings:

- [Roles](#)
- [Security Policy](#)
- [System Access Restrictions](#)
- [Encryption Key Management](#)

Service and Campaign Administration group

Configure reporting settings

With this privilege enabled, the user has full access to the following settings:

- [Report Templates](#)
- [Scheduled Reports](#)
- [Reporting Settings](#)

Configure system-wide settings

The *Configure system-wide settings* privilege gives the user full access to all pages of the following menus: *Tasks*, *Call Center Configuration*, and *Quality Management*.

For tasks, note that all users who have the *Configure system-wide settings* privilege enabled will receive an email notification each time a scheduled task fails.

Control campaign operations

Control campaign operations enables the user to [view and control assigned campaigns](#) via Agent Desktop.

A user must have this privilege in order to be available for selection as a service/campaign operator via the *Services and Campaigns > Assignments* page. In the Agent Desktop application, access will be limited to campaigns where the user is assigned as an operator.

If this privilege is revoked from a user, the user's name will appear in red color in the list of operators of any services/campaigns that the user may have been previously assigned to operate.

Edit knowledge base

The *Edit knowledge base* privilege gives the user full access to the [Knowledge Base](#) via the Contact Center Administrator application. It also allows the user to create articles in the *Knowledge Base* via the Agent Desktop application.

Note that access to the *Knowledge Base* via the Agent Desktop application is provided in the context of the services that the user can handle.

Manage all services and campaigns

The *Manage all services and campaigns* privilege allows the user to configure all existing services campaigns regardless of whether the user is assigned to them as an administrator. Note that in order to [assign teams to campaigns](#), the user must also have the *Manage teams* privilege.

Another privilege exists to enable the user to access only assigned services campaigns (see below). Note that in order to prevent the user from creating new services and campaigns, both these privileges must be disabled.

Manage assigned services and campaigns

With this privilege, the user has full access to configuration of the services and campaigns that the user is assigned to as an administrator. For more information, see section [Services and Campaigns - Assignments Tab](#).

Note that in order to assign teams to a service/campaign, the user must also have the *Manage teams* privilege.

Another privilege exists to enable the user to access all configured campaigns regardless of assignment (see above). Note that in order to prevent the user from creating new campaigns, both these privileges must be disabled.

Manage lists

The *Manage lists* privilege gives the user full access to [calling lists](#) and [do-not-call \(DNC\)](#) lists. Absence of this privilege does not affect the user's ability to [associate existing lists with campaigns](#).

Manage scenarios

The *Manage scenarios* privilege allows the user to create, view, and edit [scenarios](#). Absence of this privilege does not affect the user's ability to [configure scenario entries](#) and associate such entries with existing scenarios.

Manage skills

With the *Manage skills* privilege, the user may create and edit existing [auxiliary skills](#) and [assign skills to agents](#) with specific levels.

Supervision group

Access Real-time Stats API

The *Access Real-time Stats API* privilege gives the user access to applications that are connected to Bright Pattern Contact Center via the Real-time Stats API; this includes viewing the [wallboard application](#). **Note:** The availability of data on the Agent Desktop Home Screen is not affected by this privilege, with the exception of the wallboard icon.

All assigned teams combined view

When enabled, this privilege will show, on the supervisor's home screen, the agents from all teams assigned to the logged in supervisor, specifically with the following metrics:

- State
- Time in State
- Not Ready Reason (if not ready for a reason)
- Team (new metric)
- Active interactions

It shows all services that the teams are assigned to (individual services can be hidden if needed), specifically the following metrics:

- Calls in Queue
- Service Level
- # of Agents in Queue
- # of Ready Agents
- Current Max Wait Time (for calls in Queue)

Can see contents of email push queues

This privilege allows supervisors of teams with [the push distribution method](#) enabled to view push queues. Push queue items appear in team queues when the “All Services with Push Queues” option is selected; however, it is possible to select only one service and see only its queue.

While looking at a push queue, a supervisor can:

- Sort the queue as they like (i.e., using existing pull queue sort controls)
- Assign an item to an agent
- Assign one or more items to another queue and skill requirement
- Open an item to work with
- Delete an item or mark it as spam

Note that this setting is not assigned to any roles by default.

Can update final dispositions

This privilege enables users (i.e., agents, supervisors) to update dispositions even when final.

Change alert configuration

Users with the *Change alert configuration* privilege may enable/disable [alerts](#) available for some real-time metric displayed via Agent Desktop, change their appearance, and modify threshold values that trigger such alerts.

Note that the ability to set configured alerts as system-wide defaults is controlled via a separate privilege (see *Set alerts for real-time metrics system-wide*).

If the user does not have this privilege, the Alert Configuration dialog of the Agent Desktop will provide read-only information about the current alert configuration.

Change real-time metric views

The *Change real-time metric views* privilege allows the user to add metrics to, and remove them from, any [real-time metric views](#) of the Agent Desktop application. The user may also change the order in which the metrics appear in the table views.

Absence of this privilege does not affect the user's ability to add services and campaigns to, and remove them from, real-time metric views.

Note that the ability to set created real-time metric views as system-wide defaults is controlled via a separate privilege (see *Set real-time metric views system-wide*).

Customize Wallboards

The *Customize Wallboards* privilege allows additional elements to appear on the user's wallboard. These elements include title, selector, flip arrows, and menu. Using these elements, users can customize the look and display of their Agent Desktop wallboard. Using the Wallboard Layout Editor, cards and cells can be added, deleted, scaled, and expanded using mouseovers, click-and-drag, and drag-and-drop movements.

Define/View subteams of selected agents

The privilege *Define/View subteams of selected agents* enables subteam controls to be displayed in Agent Desktop and the Reports portal. In addition, the privilege allows users to switch between them. Subteams are smaller groups of agents that supervisors have selected from full teams.

Delete cases

The *Delete cases* privilege allows the deletion of cases. If enabled, users can delete individual cases via the Agent Desktop. When a case is deleted, all interactions related to a case are deleted.

Download recordings and transcripts

With this privilege, the user may download [call/screen recordings](#), [chat transcripts](#), and [email messages](#) from the interaction search and review pages of the Contact Center Administrator application.

Force agent states

The *Force agent states* privilege allows the user to [change current agent states](#) of members of any team that the user is assigned to supervise.

Grade interactions

Grade interactions allows the user to grade interactions [while monitoring them in real-time](#) via Agent Desktop and/or when [reviewing their recordings/transcripts](#) via the Contact Center Administrator application.

Note that in order to grade interactions while reviewing their recordings/transcripts, the user must also have the privilege *Listen to call recordings and view chat transcripts* (see below).

Listen to recordings linked to external CRM records

This privilege allows the user to listen to call recordings linked to activity history in the CRM records.

Listening to all call recordings and view all chat transcripts

With *Listening to all call recordings and view all chat transcripts*, the user may [review voice recordings and chat transcripts](#) via the Contact Center Administrator application.

Absence of this privilege does not affect the user's ability to review screen recordings in the [Agent Timeline](#) or email messages in the [Interaction Search](#).

When removing this privilege from a user, make sure this user also does not have the privilege *Listen to call recordings and view chat transcripts for assigned services* in the *BPO Client* group (see below).

Manage canned chat responses system-wide

The *Manage canned chat responses system-wide* privilege allows the user to make canned chat responses available to all other agents of the contact center. For more information, see section [How to Create and Edit Canned Chat Responses](#) of the *Agent Guide*.

Monitor agent screen

When enabled, the *Monitor agent screen* privilege allows the user to view and monitor the screens of a selected agent that the user is assigned to supervise.

Monitor interactions

The *Monitor interactions* privilege allows the user to connect to calls handled by agents that the user is assigned to supervise in [silent monitoring, coaching, and barge-in modes](#). For more information, see section *Call Monitoring, Coaching and Barge-In* of the *Supervisor Guide*.

Pull screen pop

Pull screen pop allows the user to [get snapshots of the Context Information Area](#) of the desktops of agents that the user is assigned to supervise. Note that in order to be able to get a snapshot, the user must be connected to the agent in one of the call monitoring modes. Thus, the user also must have the privilege *Monitor interactions* (see above).

Push/Pull Global Wallboards

Users with the privilege *Push/Pull Global Wallboards* can push their personal wallboards to other users and/or teams, as well as pull shared wallboards from a global pool. Note that only global wallboards can be pulled.

Set alerts for real-time metrics system-wide

This privilege allows the user to [set alerts](#) that the user configures as system-wide defaults. Note that in order to use this privilege, the user must also have privilege *Change alert configuration*.

Set real-time metric views system wide

Set real-time metric views system wide allows the user to set real-time metric views that the user configures as system-wide defaults. Note that in order to use this privilege, the user must also have the privilege *Change real-time metric views*.

For more information, see section [Customization of Metric Views](#) of the *Supervisor Guide*.

View historical reports

The *View historical reports* privilege allows the user to [generate and view reports](#) via the Contact Center Administrator application. Absence of this privilege does not affect the user's ability to access any of the general reporting settings or be a recipient of emailed scheduled reports.

View interaction records

With this privilege, the user may [search for and review interaction records](#) via the Contact Center Administrator application.

Absence of this privilege does not affect the user's ability to generate and view the [Call Detail Report](#) or [Email Detail Report](#). To prevent access to these reports, use privilege *View historical reports* (see above).

View real-time agent metrics

View real-time agent metrics allows the user to [view real-time metrics for the agents](#) of the teams that the user is assigned to supervise.

View real-time service metrics

With *View real-time service metrics*, the user may [view real-time metrics for all services](#) associated with the teams that the user is assigned to supervise.

Absence of this privilege does not affect the user's ability to [view campaign-specific metrics](#). To prevent access to these metrics, use privilege *Control campaign operations* (see above).

Watch agent screen recordings

The privilege *Watch agent screen recordings* allows supervisors to search for and view the screen recording sessions of agents on their teams. The screen recordings appear in interaction records in agent timeline searches. If a screen recording is available for the selected agent, and if the privilege is enabled, then the *Watch screen recording* button is shown to the supervisor.

System Administration group

Privileges associated with system administration are described as follows.

Allow recording export API access

This privilege allows users to access the [Recording Retrieval API](#) that retrieves call recordings and metadata based on the call identifier.

Bulk Export/Import Contacts

When enabled, the privilege *Bulk Export/Import Contacts* allows the export/import icon on the Agent Desktop Contacts screen to be shown.

Configure Contact Forms and fields

The *Configure Contact Forms and field* privilege allows users to edit contact, activity history, and augmentation and case forms.

Configure directory

The *Configure directory* privilege allows the user to [create and modify external contacts](#) that appear in the [Directory](#) of the Agent Desktop application.

Manage BPO Clients

When enabled, the *Manage BPO Clients* privilege allows users to:

- Create, edit, and delete BPO clients in the Contact Center Administrator application
- Assign forms and teams to BPO clients

Manage all teams

If granted the *Manage all teams* privilege, the user may

- create teams and change configuration of all existing users and teams
- create users and change configuration of existing users, provided that the user also has the *Manage users* privilege (see below)
- assign skills to, and change skill levels of, all existing agents, provided that the user also has the *Manage skills* privilege (see above)

For more information, see sections [Users](#), [Teams](#), and [Skill Levels](#).

Note that if a user is assigned as a supervisor of a particular team, absence of this privilege does not affect the user's ability to change most of the configuration settings of the given team and its current members.

Manage phones

The *Manage phones* privilege gives the user full access to configuration of [softphones](#), [hardphones](#), [access numbers](#), and [scenario entries](#). Absence of this privilege does not affect the user's ability to assign phone numbers to users.

Manage users

The *Manage users* privilege allows the user to create [users](#) and change configuration of existing users, provided that he also has the *Manage all teams* privilege (see above).

Privileged Access IP Range

The *Privileged Access IP Range* privilege allows users (e.g., administrators) to be able to log in to the system from any IP address (e.g., a public place such as a coffee shop). Without this privilege, users can only log in from specific IP addresses.

Publish help

Publish help gives the user full access to configuring [help screens](#).

View audit log

With the *View audit log* privilege, the user can view the [audit log](#).

View usage data

The *View usage data* privilege allows the user to access to reports about usage of telecom carriers' resources via *Contact Center Administrator > Reports > Usage*.

BPO Client group

Listening to call recordings and view chat transcripts on services in reviewer role

With this privilege granted, the user may listen to [call recordings](#) and view [chat transcripts](#) of the services to which the user is assigned as a [reviewer](#).

Export User Phone Numbers

Exports users' phone number data, including phone extension, login ID, first name, last name, whether voicemail is activated, and whether a voicemail greeting is present.

Request

URL

`http[s]://<host>/configapi/v2/phone/user`

For example:

<https://example.brightpattern.com/configapi/v2/phone/user>

HTTP Method

GET

Body

Empty. All you need is the URL with host.

Response

Body

User phone data (content-type: application/JSON).

Parameters

In response to a successful request, some or all of the following parameters will be shown.

Parameters	Data Type	Description	Example
extension	string	The phone extension of the user	"1009"
login_id	string	The user's login	"diana.yeh"
external	string	Access number associated with the given <i>extension</i> (i.e., an external number assigned to this user for direct inward dialing (DID))	"4151234567"
firstName	string	The user's first name	"Diana"

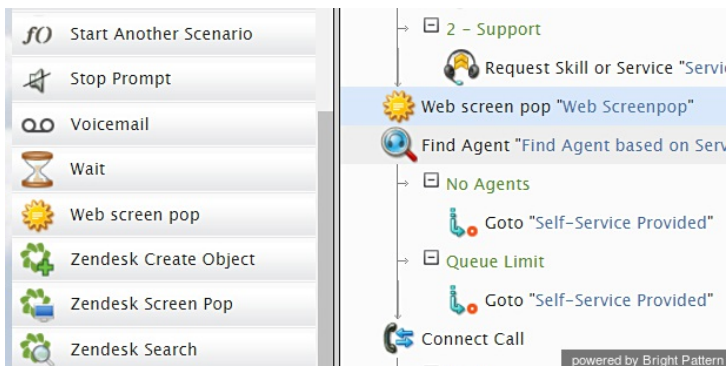
lastName	string	The user's last name	"Yeh"
voiceMail	Boolean	Indicates whether this user has the voicemail function enabled	"true"
greeting	Boolean	Indicates whether this user has a voicemail greeting set up	"false"

Example Response

```
[
{
"extension": "1000",
"loginId": "admin",
"firstName": "admin",
"lastName": "admin",
"voiceMail": false,
"greeting": false
},
{
"extension": "1009",
"loginId": "diana.yeh",
"firstName": "Diana",
"lastName": "Yeh",
"voiceMail": false,
"greeting": false
},
{
"extension": "1012",
"loginId": "christy.borden",
"firstName": "Christy",
"lastName": "Borden",
"voiceMail": false,
"greeting": false
}
]
```

Web Screen Pop

This block specifies what to display for the agent when the interaction is connected to this agent through the [Connect Call](#) or [Connect Chat](#) block.



Note that services may also have [activity forms](#) associated with them. If an interaction is associated with a service that has a configured activity form, both the activity form and the content specified in this block will appear in the [tabs of the Agent Desktop](#). To specify which content shall appear in the active tab, use option **Display activity form before/after web screen pop(s)** of the [Activity tab](#) of the given service.

Note also that by default, specified screen pop content will be displayed in the [Context Information Area](#) of the Agent Desktop. This area is not shown when Agent Desktop is run minimized using the [Pop-out function](#). Thus, when using web screen pop, consider one of the following options:

- Open screen pop in a separate window/tab (see setting **Open in popup window**)
- Disabling agents' [privilege Force pop-out phone window](#)

Settings

Title text

Title text is the name of the instance of the block. Enter a name in the text field and click the **Update** button at the bottom of the *Edit* pane. The new name of the block appears in the flowchart.

Label

The *Label* field is where you may enter a separate, customer-facing name for the URL.

Open in popup window

This indicates whether screen pop should appear in the [Context Information Area](#) of the Agent Desktop application (default) or in a separate window.

Keep open when interaction is finished

When selected, this option keeps open the pop-out browser tab when the interaction is finished. Note that this option is not available for selection unless *Open in popup window* is selected.

Pop screen upon answer

By default, the screen pop occurs as soon as the interaction is delivered to the agent (i.e., during the alert phase); select this checkbox if you want the screen pop to occur when the agent accepts the interaction for handling.

Screenpop action

Screenpop action indicates whether the pop-up will open a web page (default) or display text.

URL of the page to open

This specifies the URL of the web page that should be opened if the *Open web page* screen pop action is selected. A query string can be added to supply variables for the screen pop page (e.g., [http://www.localhost.com/Webform2.aspx?accountnumber=\\$\(custNum\)](http://www.localhost.com/Webform2.aspx?accountnumber=$(custNum)))

Text to display

This specifies the text to be displayed if the **Display text** screen pop action is selected.

Additional URLs

This can be used to specify URLs of optional additional web pages to be opened if the **Open web page** screen pop action is selected.

Web screen pop

Specifies what to show in the window that pops on agent's desktop with the call connected by Connect Call block.

Title text:

- Open in popup window
- Keep open when interaction is finished
- Pop screen upon answer

Screenpop action:

- Open web page
- Display text

URL of the page to open:

```
/agentdesktop/app/cases/identification/identification.html?accountNumber=004
```

Additional URLs:

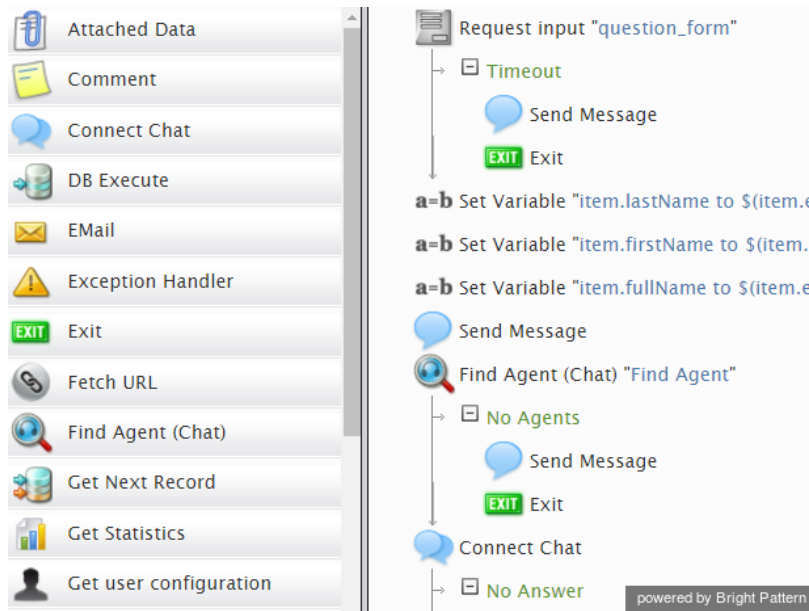
Google+
SugarCRM
[add](#)

[< Previous](#) | [Next >](#)

Purpose

The Bright Pattern Contact Center *Scenario Builder Reference Guide* describes the building blocks of the Bright Pattern scenario language and how those blocks are managed in the Scenario Builder application. The function of each scenario block, its parameters, and usage are explained. An example of a typical scenario is provided in the last section of this guide.

For information about scenario management in the context of contact center configuration, such as association of scenarios with interaction access points, refer to the Bright Pattern Contact Center [Administrator Guide](#).



Example of a scenario in the Scenario Builder