

Agent Desk Left Rail & Chat Card Redesign

The left rail menu options and chat cards in Agent Desk, where agents update application settings, leave feedback, view keyboard shortcuts, and toggle between chats has an updated look and feel. The new interface is optimized for easier access to features and improved highlighting and legibility of key customer information.

The screenshot displays the ASAPP Agent Desk interface. On the left is a vertical rail menu with three chat cards and a bottom navigation section. The chat cards show customer names, contact information, and intent details. The main chat area shows a conversation with Sophie Leonard, including a wait time card and messages from both the customer and the agent, Mateo Sanchez. On the right is a customer profile sidebar for Sophie Leonard, displaying account details and a 'Suggest' button.

Left Rail Menu:

- Sophie Leonard** (00:13): Intent: Billing, Issue ID: 208-832-00297, Cust ID: 22-0450-8099, Email: sophie@email.com, Auto Pay:
- Jonathan DeOliveira** (00:04): Intent: Troubleshooting, Issue ID: 149-700-01
- Samantha Hyers** (00:06): New address: 76 East Smoth Store St... 2

Bottom Rail:

- Help & Resources
- Preferences
- Mateo Sanchez** Available

Chat Conversation:

Chat Duration 2:02

you with an agent or you can ask another question.

Estimated wait less than 5 minutes

Sophie Leonard 11:30:02 AM: I'd like to wait for an agent

Issue Accepted by Mateo Sanchez 11:30:10 AM

Mateo Sanchez 11:30:10 AM: Thanks for chatting with Hudson, I can certainly help you out today.

Mateo Sanchez 11:30:24 AM: For verification, can I have your name and full address on your account, including the unit number if there is one, city, state, and zip code?

One moment while I look up your account.
One moment while I pull up your account information.
Please hold while I take a look at your account.

Write a message to Sophie Send

to search Last message sent 00:13

Customer Profile (Sophie Leonard):

- ACCC
- ACCC
- 22-0
- BILLI
- 76 E
- Gallo
- PHDI
- (614)
- BILLI
- TOTA
- \$198
- CUST

Suggest

Chat Card Redesign

Below is a breakdown of all information available on the chat cards in the left rail

J 1 00:01 2

Jonathan DeOliveira
You: Hi! How can I help you today?

Intent 3 Troubleshooting
Issue ID 149-700-01

S 00:13

Sophie Leonard
is typing... 4 2 5

Intent Copy 6
Issue ID 208-302

S 00:32

Samantha Hyers
Ah, I see. That makes sense. Thank you so... 7

Intent Troubleshooting
Issue ID 089-299-07

1. Customer Avatar & Name

If available, the customer's first and last name will appear, along with a uniquely colored avatar with the customer's first initial. If the customer is unauthenticated, 'A Customer' will appear instead.

2. Last Message Waiting Timer

If the last message is from the agent, the timer has no badge and indicates how much time has elapsed since the last agent message. If the last message is from the customer, the timer has a badge that changes color as time elapses. The customer timer does not reset with each new customer message.

3. Customer & Chat Information

Key pieces of information about the chat and customer are available beneath the customer's name. If there are many data points, primary data points display always, with secondary data points only displaying when the card is selected.

4. Customer 'is typing' Indicator

If the customer is typing, this is indicated beneath the customer's name.

5. New Message Indicator

A counter appears to show the number of new/unread messages that have been sent by the customer.

6. Copy Tool

Agents can hover over data points and click to copy the value to their clipboard.

7. Last Message Preview

The last message sent by the customer or agent is previewed below the customer's name. If the message was sent by the agent, it will be prefaced by 'You:'.

Left Rail Redesign

Below is a breakdown of all resources available in the left rail

The screenshot shows the ASAPP Agent Desk interface. At the top left is the ASAPP logo with a notification badge '1'. Below it are three agent cards:

- Agent 1:** Sophie Leonard (Status: S, 00:13). Message: "You: For verification, can I have your name...". Card contains a table with fields: Intent, Billing, Issue ID (208-832-00297), Cust ID (22-0450-8099), Email (sophie@email.com), and Auto Pay (checked).
- Agent 2:** Jonathan DeOliveira (Status: J, 00:04). Message: "Sure, no problem.". Card contains a table with fields: Intent, Troubleshooting, Issue ID (149-700-01).
- Agent 3:** Samantha Hyers (Status: S, 00:06). Message: "New address: 76 East Smoth Store St...". Card contains a table with fields: Intent, Troubleshooting.

At the bottom of the left rail is a menu with four items:

- Help & Resources (2)
- Preferences (3)
- Mateo Sanchez (Available) (4)

1. Agent Stats

Clicking on the ASAPP logo allows the agent to see his/her stats (all time and current session) in the center panel. The stats panel appears in the center panel in place of a selected chat

2. Help & Resources

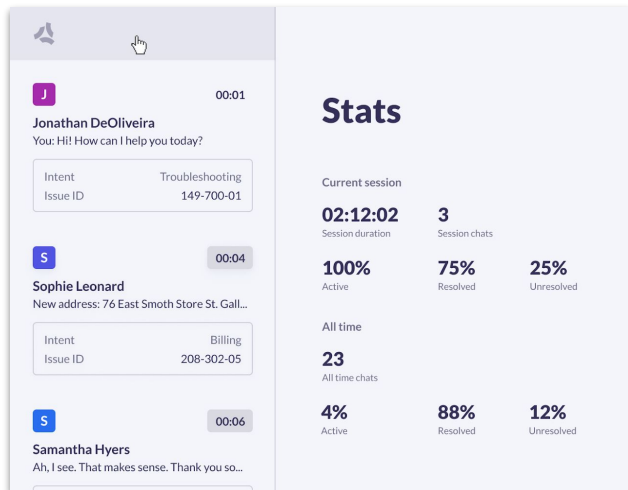
Under the Help & Resources menu, an agent has access to keyboard shortcuts and a portal to leave feedback

3. Preferences

Under the Preferences menu, an agent can set their font size as well as color temperature preferences

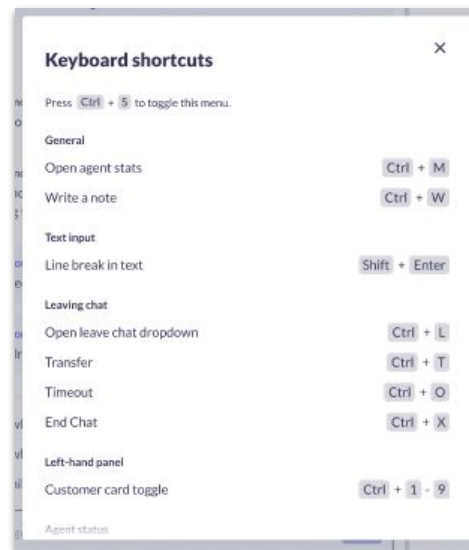
4. Status Switcher & Logout

Clicking the agent's name and current status reveals a dropdown of alternative status for the agent to update his/her status and log out of Agent Desk



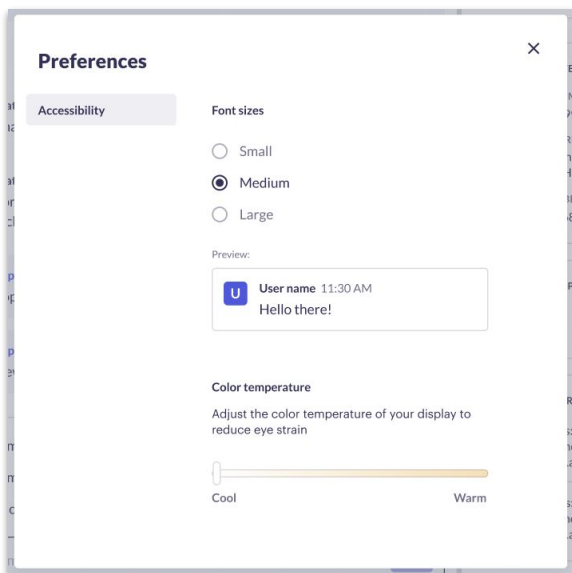
Agent Stats

Current session and all time stats appear in the center panel when the ASAPP logo at the top of the left rail is selected



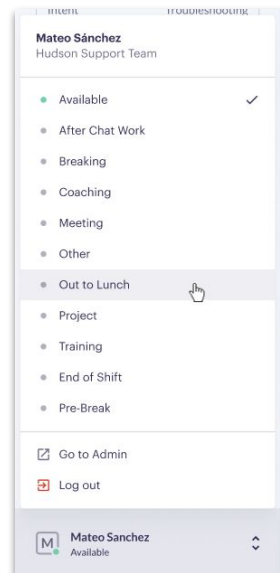
Keyboard Shortcuts List

A list of all keyboard shortcuts can be viewed under the Help and Resources menu



Font Size & Color Temperature

Under the Preferences menu agents can update their font size and color temperature preferences



Status Switcher, Logout & Go-to-Admin

Under the agent's status switcher dropdown, the agent can update his/her status, logout of Agent Desk, and (if eligible) go to the Admin Dashboard.