

Chat Panel & Right Rail Header Updates – Focus View

In the standard 'focus' view for Agent Desk there are several updates to the layout of content and options displayed in the chat panel header and right rail header to optimize usability of core features.

The screenshot displays the Agent Desk interface in 'focus' view, showing a chat panel on the left and a right rail on the right.

Chat Panel (Left):

- Penelope Williams-Smith (P):** 00:16. Intent: View Plan. Issue ID: 243534510001. Message: "No that's all thank you".
- Tyler Johnston (T):** 00:01. Intent: Change Plan. Issue ID: 243678910001. Message: "You're most welcome. I'm glad yo...".
- Buttons: "Open slot", "Help & Resources", "Preferences".
- Agent Status: Mateo Sanchez (M) Available.

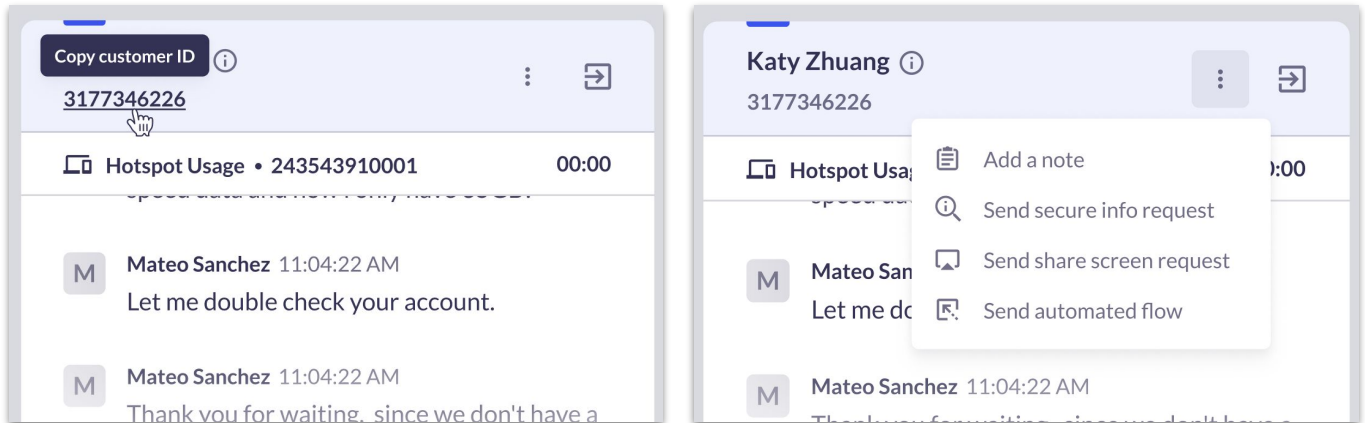
Chat Panel (Center):

- Penelope Williams-Smith (P):** 8432746464. View Plan • 243534510001. 00:00. Message: "Ok".
- Mateo Sanchez (M):** 11:05:19 AM. Message: "Do you have a number of Apple?".
- Penelope Williams-Smith (P):** 11:06:01 AM. Message: "Yes".
- Mateo Sanchez (M):** 11:05:19 AM. Message: "Alright. That's great. Is there anything else that I can help you with, or any other concern, or any pending issue on your talk, text, and data service?".
- Penelope Williams-Smith (P):** 11:06:01 AM. Message: "No that's all thank you".
- Footer: "Thanks for contacting us at Hudson Support. You too! Glad I was able to help. It was a pleasure to help you, thank you for contacting us." and a text input field "Type a message to Penelope" with a "Send" button.
- Bottom: "to search" and "Customer waiting 00:16".

Right Rail (Right):

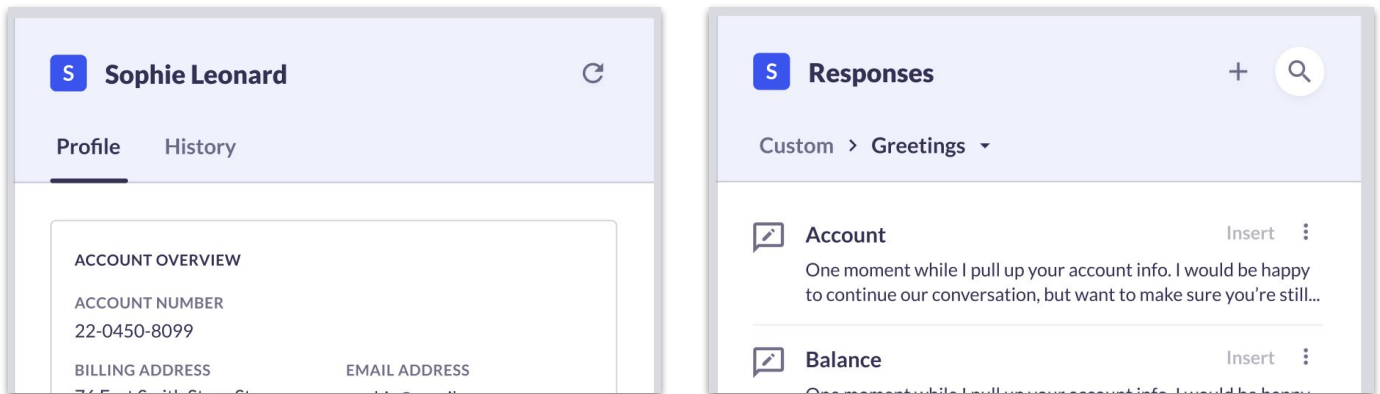
- Penelope Williams-Smith (P):** Profile | History.
- ACCOUNT OVERVIEW:**
 - ACCOUNT NUMBER: 22-0450-8099
 - BILLING ADDRESS: 76 East Smith Store St. Galloway, OH 43119
 - EMAIL ADDRESS: penelope@email.com
 - PHONE NUMBER: HOME: (614) 345 - 5687
 - PHONE NUMBER: MOBILE: (614) 863-4857
- BILLING AND PAYMENT OVERVIEW:**

TOTAL DUE	PAST DUE	LAST CYCLE
\$198.47	\$115.98	\$145.21
- CUSTOMER BROWSER BEHAVIOR:**
 - https://support.hudson.com/support (Current URL)
 - https://www.hudson.com/account (Previous URL)



Chat Header

The chat header now contains the customer's name, customer ID, customer info, channel, intent, and Issue ID. All menu options in the chat header apart from 'Leave Chat' are now available under a single dropdown.



Right Rail

The right rail header now contains the customer's name, with matching accent coloring and an optimized layout.