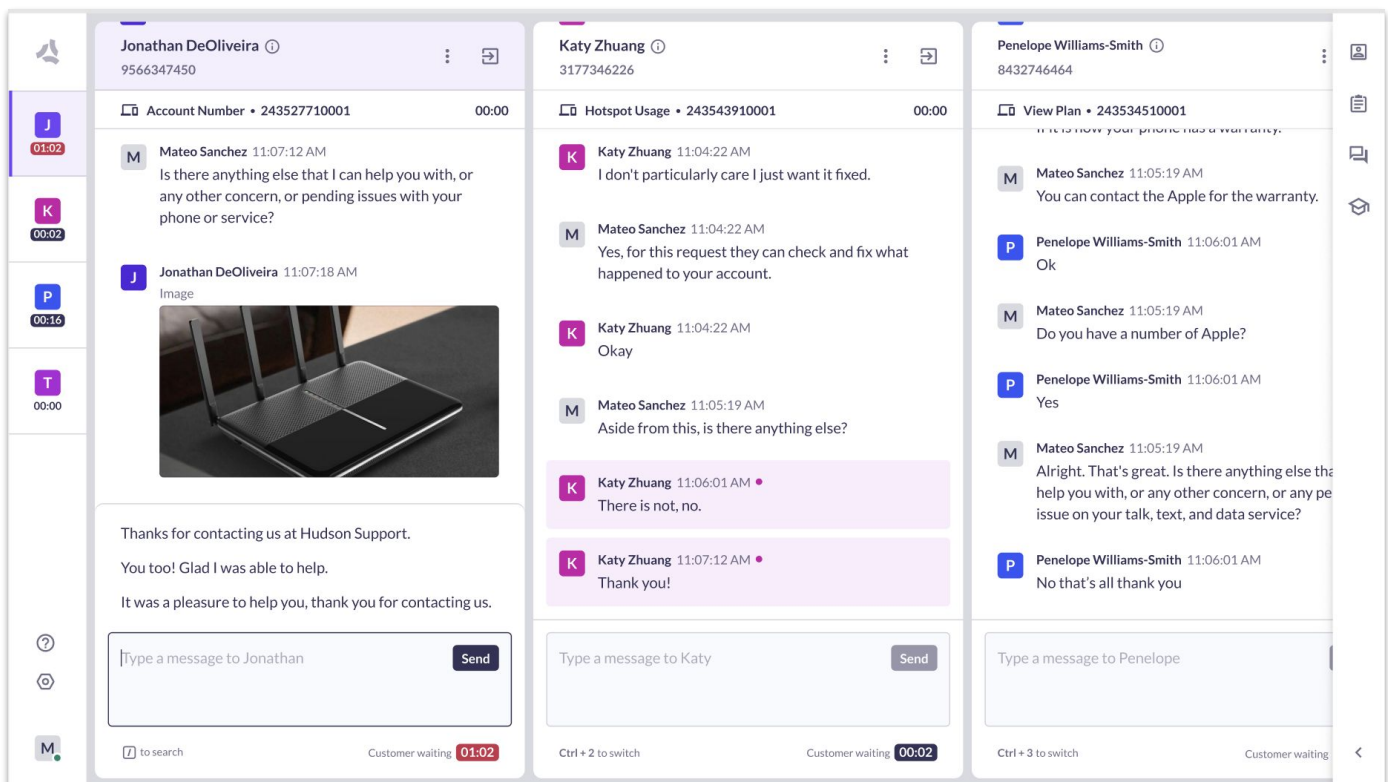


Agent Desk Multichat View

ASAPP Desk has a new layout option for agents: multichat view! In multichat view, agents are able to see each chat side by side.

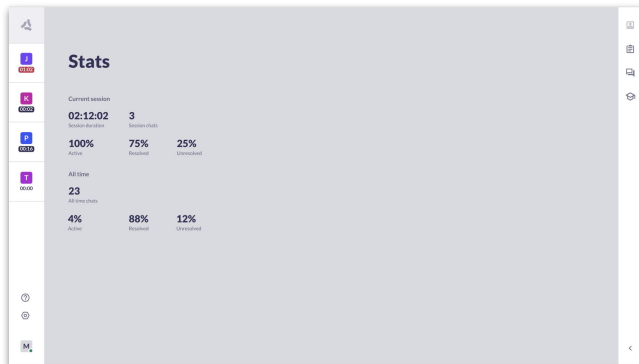
Multichat view makes handling multiple concurrent chats easier. The agent can monitor what is going on across multiple conversations without having to toggle back and forth, which minimizes friction and switching cost.

Agents will still be able to view chats in the standard 'focus' view. At any time, they can simply adjust their preferred layout under settings.



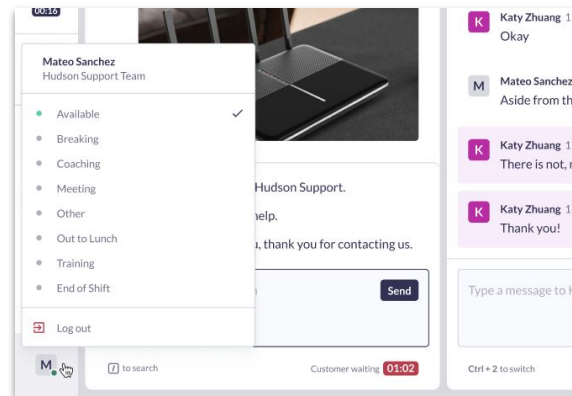
To minimize attention fatigue, auto suggestions and contextual actions in the chat log (such as copying messages) are only displayed for the selected chat.

Below are details on using tools in the navigation rail while in multichat view:



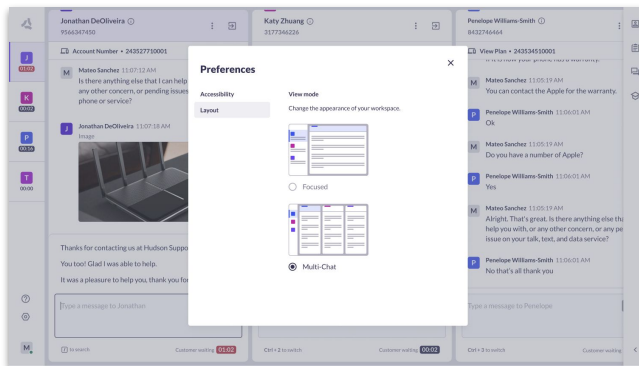
View Stats

Agents can view their performance stats by clicking on the ASAPP logo at the top of the navigation rail. The stats will be the agent's default view when there are no assigned chats.



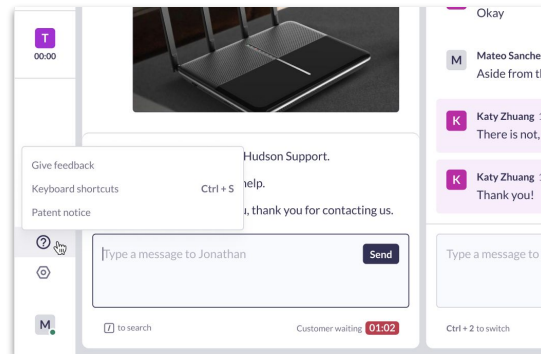
Status Menu

Agents can update their status and logout from the status menu at the bottom of the navigation rail



Preferences

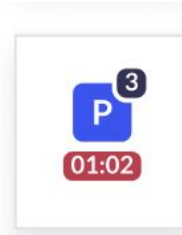
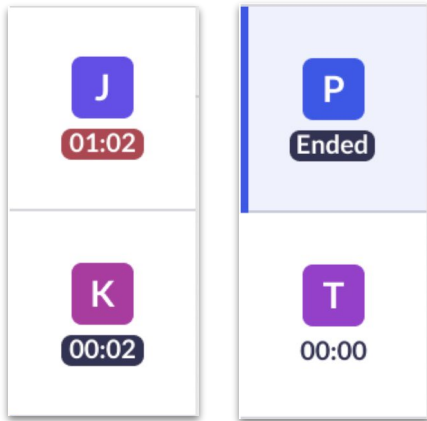
From the navigation rail, agents can open the Preferences menu to adjust UI settings, including whether they would like their desktop in **Focus** or **Multichat** view



Help & Resources

Agents can access help and other resources from the menu option in the navigation rail.

Below are details on the minimized navigation rail chat cards while in multichat view:

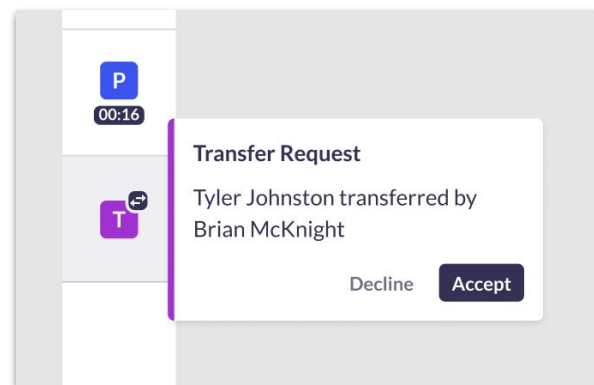
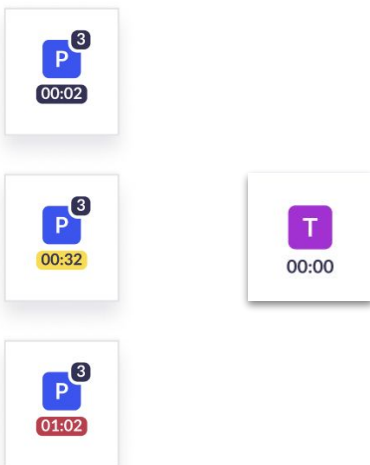


Chat Status

The status of a chat is visible to the agent on each chat card in the navigation rail-- including whether the agent or customer was the last one to send a message.

Unread Messages

If there are unread messages from a customer, the total count of unread messages will appear at the top right of the chat card in the navigation rail.



Timers

For assigned chats that are active, timers indicate whether the customer or agent sent the last message and how much time has elapsed since the last message. Timers with a background color indicate that the customer is waiting for a response. The background color changes as the time increases.

Transfer Requests

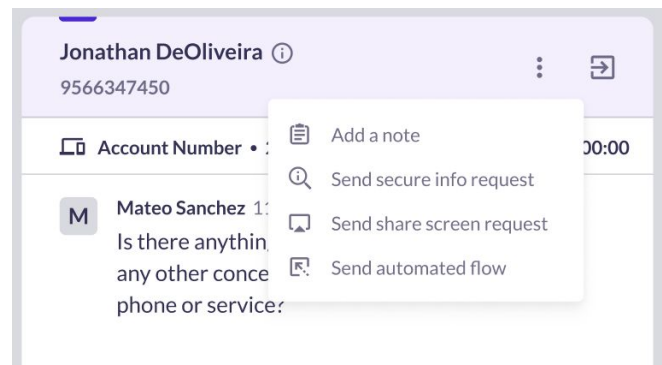
Transfer requests appear with a pop up option in the navigation rail for the agent to accept or decline the request.

Below are details on using tools in the chat panel while in multichat view:



Chat Header

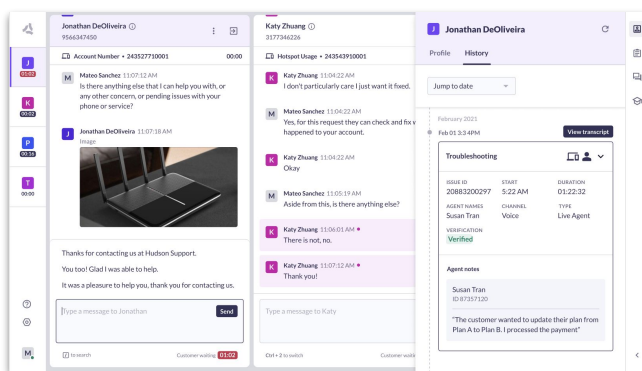
The header of each conversation panel contains information about the customer. For further information, the agent can hover over the (i) icon. Agents can also click to copy information in the chat header



Contextual Actions

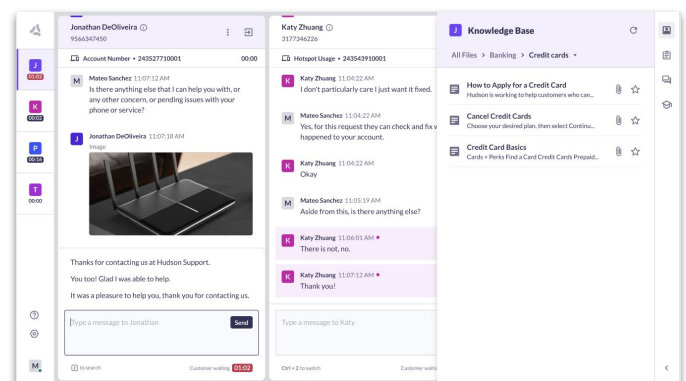
Alongside the 'Leave Chat' menu at the top of each conversation panel, there is an additional menu of contextual actions an agent can take

Below are details on using tools in the right rail while in multichat view:



Customer Profile

The customer profile section of the right rail automatically updates to match whichever conversation panel the agent has selected. The avatar color assigned to the customer match in the right rail and chat header to help make the selected customer clear.



Knowledge Base

The knowledge base section of the right rail automatically updates to display relevant content corresponding to whichever conversation panel the agent has selected.