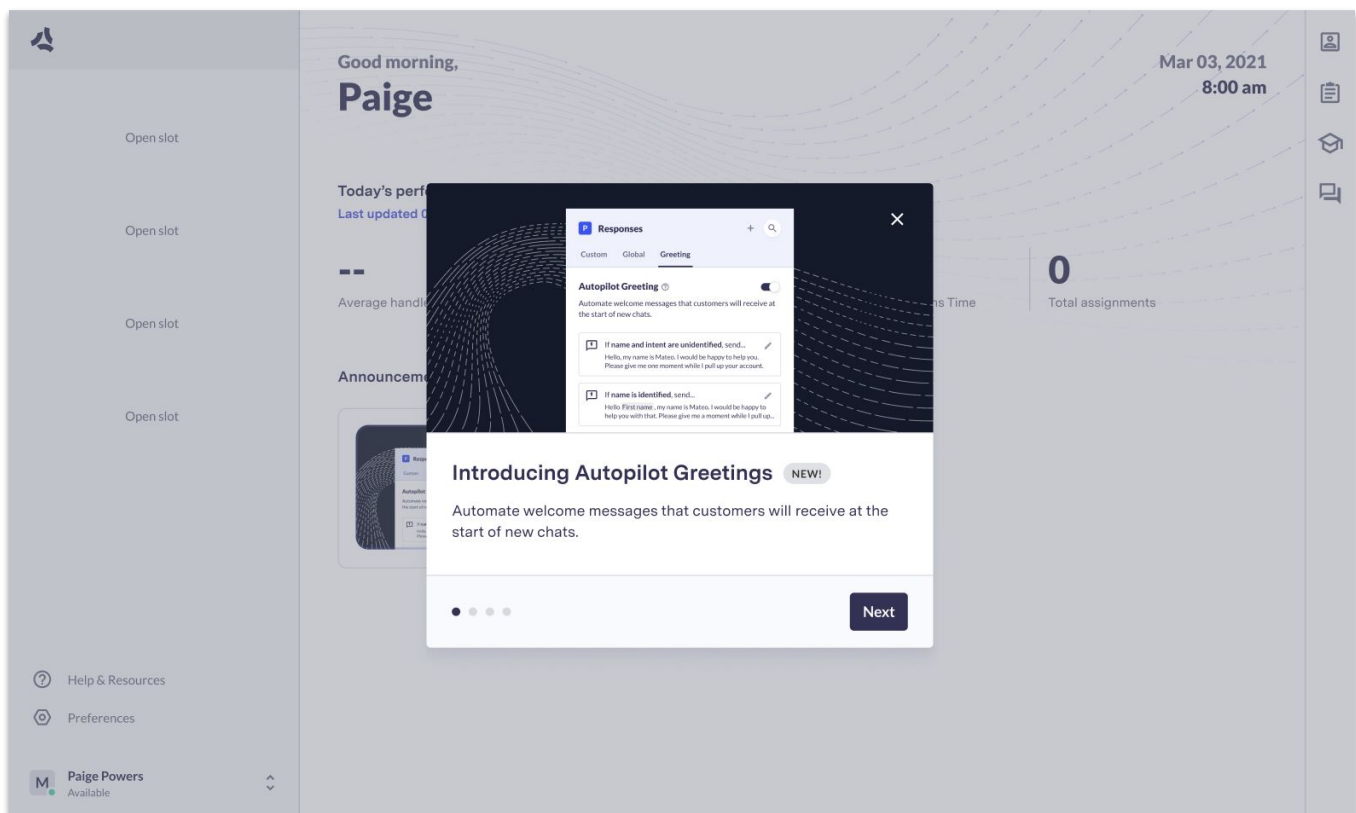
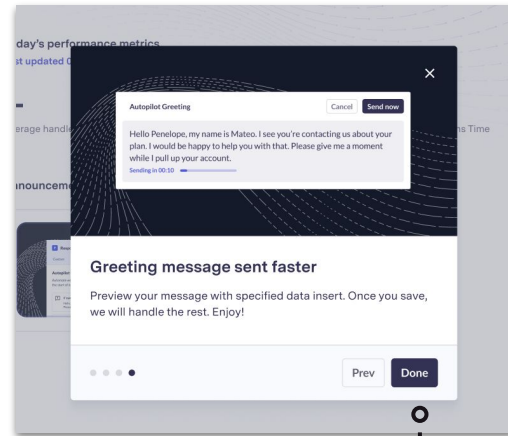
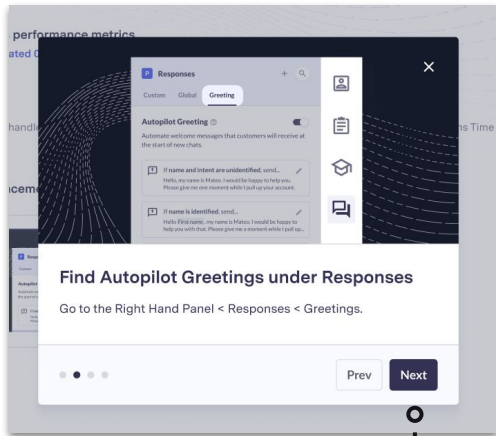


New Feature Overview in Desk

When a new feature launches in ASAPP Desk, a pop-up will appear the first time the agent logs in and is exposed to the feature. This pop-up offers details related to the new capability.

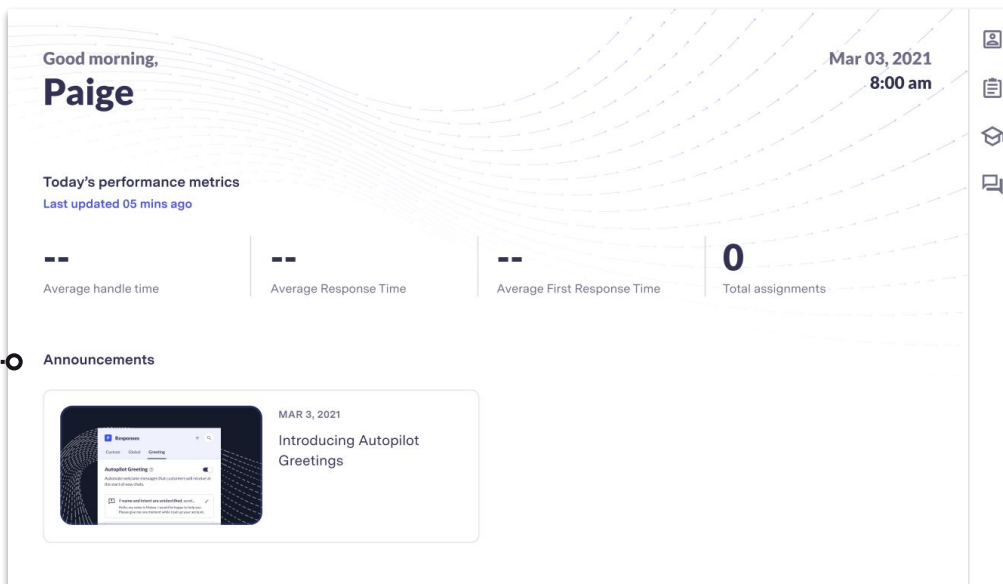
The new feature overview pop-up can be dismissed at any time by the agent. If they wish to review it again later, the two most recent feature overviews can be accessed under the Announcements section of the home screen.





Depending on the complexity of the capability, the new feature overview may have multiple pages of information that the agent can click 'Next' and 'Previous' to navigate through. They can be either image format or animated GIF format.

The new feature pop up can be dismissed at any time by clicking the 'X' or 'Done' button.



A new Announcements section houses the most recent two feature overviews. Agents can click to re-expand and view the new feature overview.