

# Themeable Agent Desk

ASAPP's Agent Desk is now themeable! Agents can choose between a light and dark mode to suit their preferences.

Both the light and dark mode are designed to maximize the use of color to make it easy to distinguish between customers and optimize for readability.

**Light Mode Screenshot:**

- Chat Window 1 (Katy Zhuang):**
  - Customer: Hotspot Usage • 243543910001
  - Support Agent (M): Yes, for this request they can check and fix what happened to your account.
  - Customer (K): Okay
  - Support Agent (M): Aside from this, is there anything else?
  - Customer (K): There is not, no.
  - Customer (K): Thank you!
  - Summary: 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.
- Chat Window 2 (Jonathan DeOliveira):**
  - Customer: Account Number • 243527710001
  - Support Agent (J): One last thing. Sometimes the bottom router starts to blink at a super rapid pi stare at it for too long I feel like it's going brain Aneurysm. That's probably not a right?
  - Support Agent (M): You'll be just fine, just keep the router if there anything else I can help you with
- Customer Profile (Katy Zhuang):**
  - ACCOUNT OVERVIEW:** ACCOUNT NUMBER: 3177346226; BILLING ADDRESS: 78 East Smith Store St. Galloway, OH 43119; EMAIL ADDRESS: katy@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:**
    - Current URL: <https://support.hudson.com/support>
    - Previous URL: <https://www.hudson.com/account>

**Dark Mode Screenshot:**

- Chat Window 1 (Katy Zhuang):**
  - Customer: Hotspot Usage • 243543910001
  - Support Agent (M): Yes, for this request they can check and fix what happened to your account.
  - Customer (K): Okay
  - Support Agent (M): Aside from this, is there anything else?
  - Customer (K): There is not, no.
  - Customer (K): Thank you!
  - Summary: 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.
- Chat Window 2 (Jonathan DeOliveira):**
  - Customer: Account Number • 243527710001
  - Support Agent (J): One last thing. Sometimes the bottom router starts to blink at a super rapid pi stare at it for too long I feel like it's going brain Aneurysm. That's probably not a right?
  - Support Agent (M): You'll be just fine, just keep the router if there anything else I can help you with
- Customer Profile (Katy Zhuang):**
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Agents can update their theme at any time under the Preferences menu

