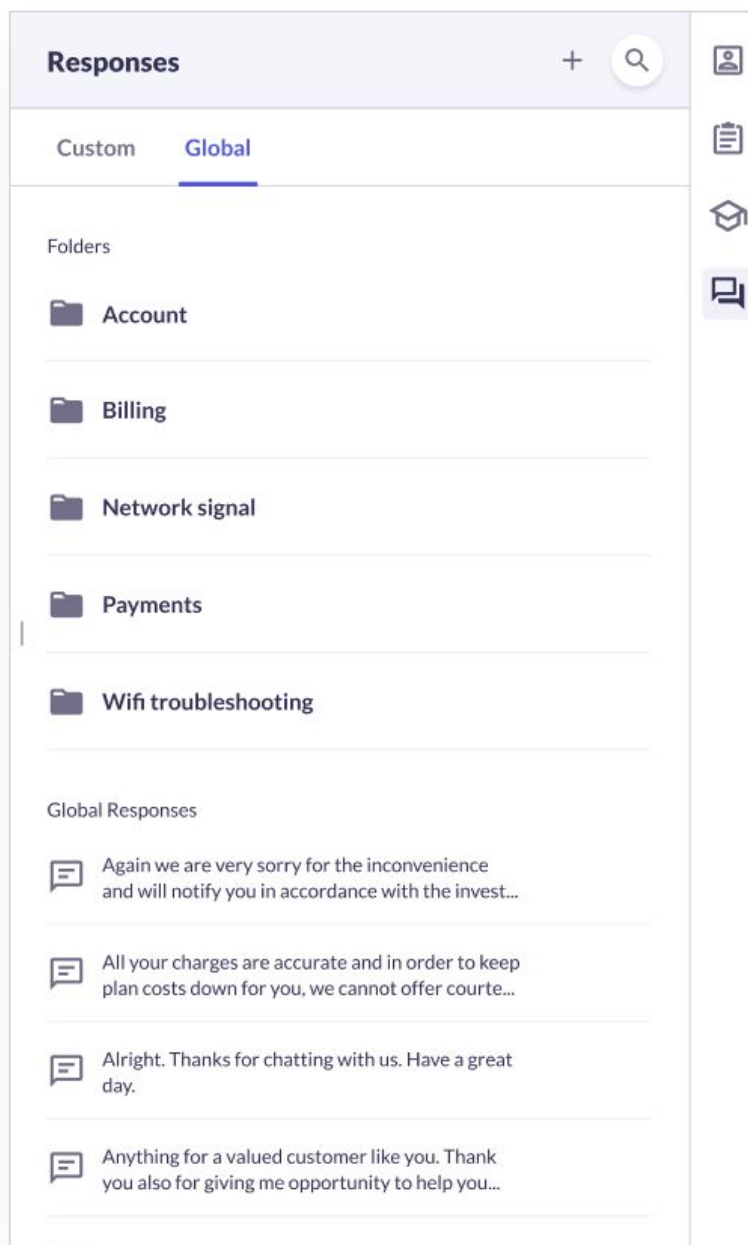


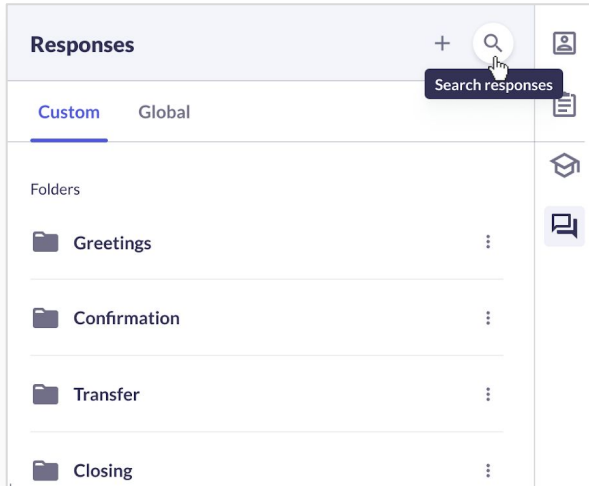
Global and Custom Response Library in Agent Desk

Agents have access to manage a library of custom responses directly in Agent Desk. The response library now also houses the global auto-suggest whitelist, so that agents can browse and search the complete library of whitelist response. The global and custom response libraries are available under a single, redesigned Responses tab in the right rail.



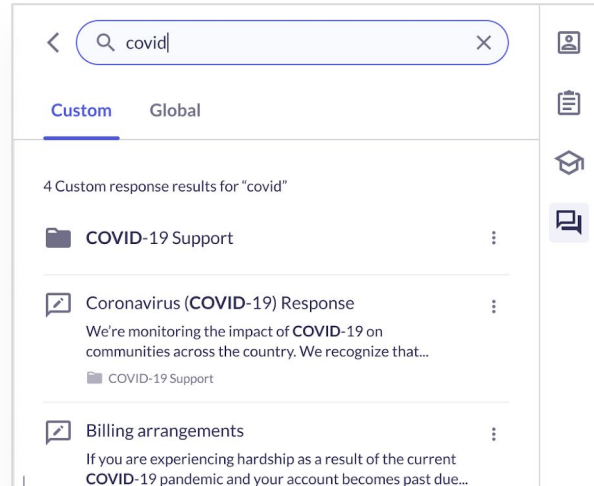
Custom Response Sub-Tab

Agents can perform the same functions in the custom response sub-tab in a redesigned interface.



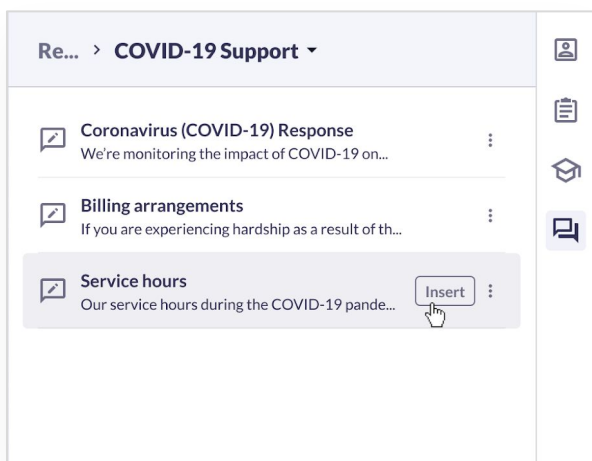
Navigating Folders in the Custom Response Library

Within the custom response library sub-tab, agents can navigate into and out of folders. The custom response library only has one level of folders (no nesting).



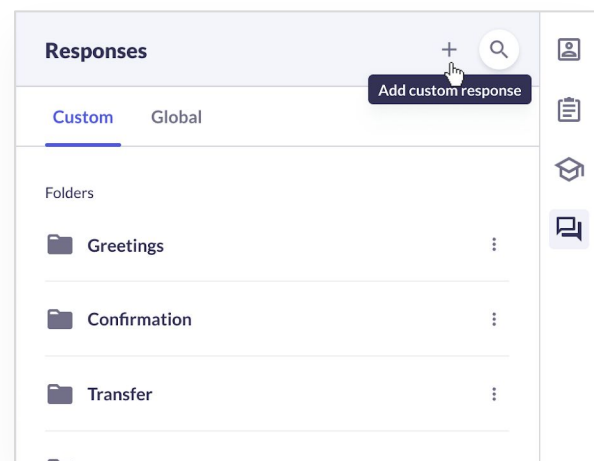
Searching the Custom Response Library

At the top of the responses tab, agents can search within the customer response library by clicking into the search bar and typing a search term. Note: the 'Custom' sub-tab has to be selected in order to search the custom response library.



Click-to-Insert from the Custom Response Library

From the custom response library, agents can hover over a response and click 'insert' to insert the full text of the selected response into the typing field.

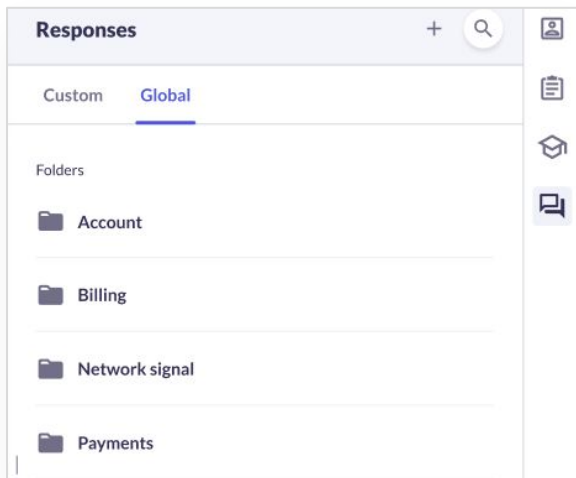


Creating & Editing Custom Responses

Agents can add custom responses to their library by clicking the '+' icon at the top of the library. To edit or delete a custom response, agents can hover over the response and select 'Edit' from the menu.

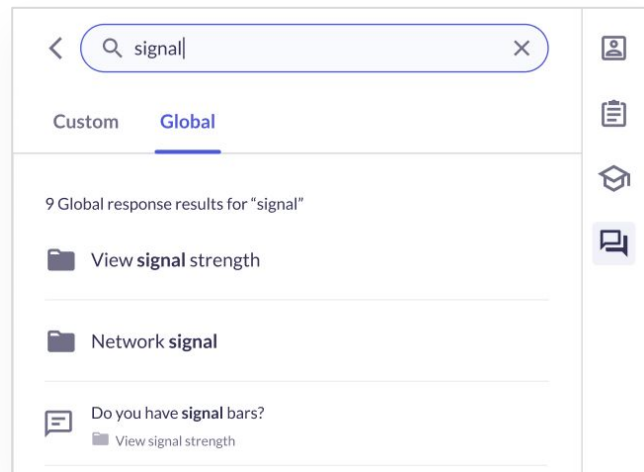
Global Response Sub-Tab

In the global response sub-tab, agents can search, view, and click-to-insert responses from the global whitelist. The global whitelist cannot be modified by agents in Agent Desk.



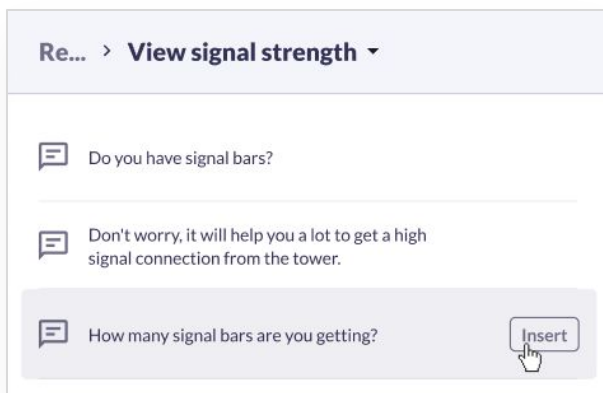
Navigating Folders in the Global Response Library

Within the global response library sub-tab, agents can navigate into and out of folders. The global response library can have multiple levels of folders.



Searching the Global Response Library

At the top of the responses tab, agents can search within the global response library by clicking into the search bar and typing a search term. Note: the 'Global' sub-tab has to be selected in order to search the global response library.



Click-to-Insert from the Global Response Library

From the global response library, agents can hover over a response and click 'insert' to insert the full text of the selected response into the typing field.

Jump-to-Search Global Responses

If agent begins typing in the typing field and would like to jump to searching the global response library, he/she can do so directly from the composer view.

1

Q We understand - Search global responses

We understand how you feel, and we're very sorry. We're going to take care of this for you right now.

We understand that having service at all times is extremely important, and I can understand how frustrated you must be.

I understand the problem and will be happy to help you. Let's see what I can do.

We understand| Send

Enter to send Shift + Enter to add a line Last message sent 00:13

1.

As soon as the agent begins to type, a 'search' option will appear above the auto-suggestions

2

Q We understand - Search global responses

We understand how you feel, and we're very sorry. We're going to take care of this for you right now.

We understand that having service at all times is extremely important, and I can understand how frustrated you must be.

I understand the problem and will be happy to help you. Let's see what I can do.

We understand Send

Enter search Last message sent 00:13

2.

The agent can either scroll up and hit 'enter' or click to search the global response library

3

< Q We understand X

Custom **Global**

2 Global response results for "We understand"

🗨 We understand how you feel, and we're very sorry. We're going to take care of this for you...
Resolve issue

🗨 We understand that having service at all times is extremely important, and I can understand how...
Service support

3.

Once the agent hits 'enter', the text from the typing field will appear in the search bar for the agent to search in the global response library