

# Agent Desk Chat Log Redesign

The chat log in Agent Desk, where agents can see the full conversation history with the customer, has an updated look and feel, optimized for easy readability and quicker access to important information.

**Chat Duration 2:02**

**00:01**

**S** Sophie Leonard 11:30:02 AM  
I'd like to wait for an agent

**00:04**

**✓** SRS Support 11:30:08 AM  
Great, someone will be with you shortly.

Issue Accepted by Jonathan 11:30:10 AM

**J** Jonathan DeOliveira 11:30:10 AM  
Thanks for chatting with Hudson, I can certainly help you out today.

**00:15**

**J** Jonathan DeOliveira 11:30:24 AM  
For verification, can I have your name and full address on your account, including the unit number if there is one, city, state, and zip? **Copy message**

**S** Sophie Leonard 11:30:36 AM  
Sophie Leonard

**S** Sophie Leonard 11:30:34 AM  
New address: 76 East Smoth Store St. Galloway, OH #####

Write a message to Sophie **Send**

**Sophie Leonard**

**Profile History**

**ACCOUNT OVERVIEW**

ACCOUNT NUMBER  
22-0450-8099

BILLING ADDRESS  
76 East Smith Store St.  
Galloway, OH 43119

PHONE NUMBER: HOME  
(614) 345 - 5687

EMAIL  
sophie@asapp.com

PHONE  
(614)

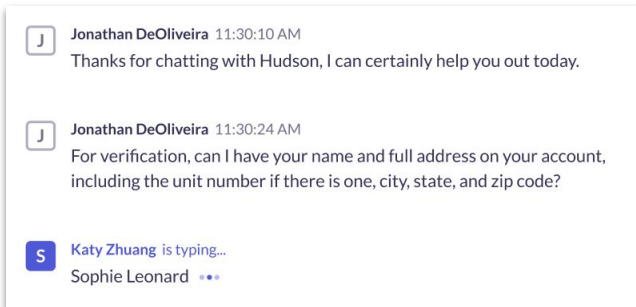
**BILLING AND PAYMENT OVERVIEW**

TOTAL DUE	PAST DUE
\$198.47	\$115.98

**CUSTOMER BROWSER BEHAVIOR**

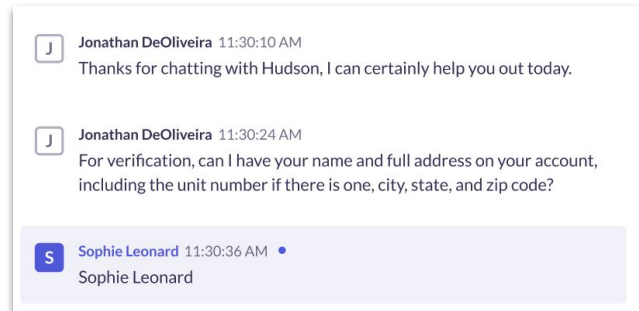
- <https://sdk.staging.asapp.com/c...-demo.html?APIHotname=rom...test.asapp.com>
- <https://sdk.staging.asapp.com/c...-demo.html?APIHotname=rom...test.asapp.com>

**7** to search **Customer waiting for 00:04** **Suggestions**



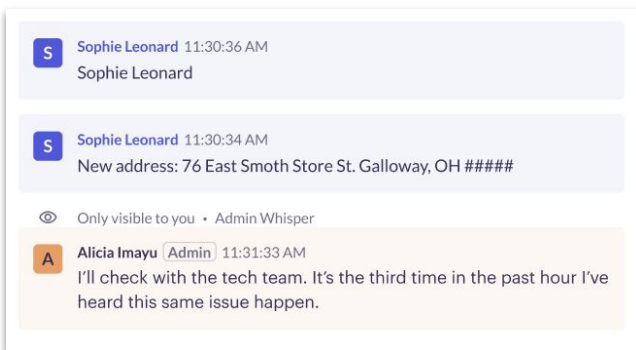
### Customer is typing preview

Agents will continue to see a preview of what the customer is typing, just in an easier to read format



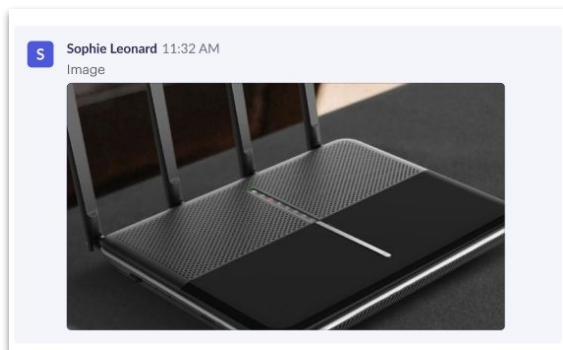
### New messages

Messages will no longer appear in bubbles, and new messages will be highlighted with a dot to draw the agent's attention



### Whisper messages

Whisper messages appear in the chat log, with special indicators to highlight that the message comes from an admin



### Images

Images sent by customers will continue to appear directly in the chat log, but with a larger display size to increase visibility