

Agent Desk Composer View Redesign

The composer view in Agent Desk, where agents type responses to customers, see Auto-Suggest recommendations, search their custom response library, and send messages, has an updated look and feel, optimized for easier readability and availability of popular features.

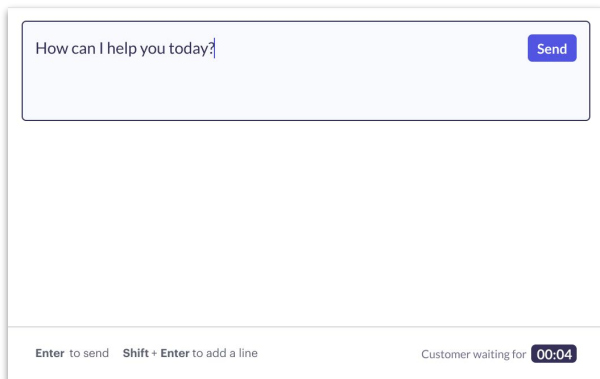
The screenshot displays the Agent Desk interface with a chat window on the left and a customer profile sidebar on the right.

Chat Window:

- Header:** Chat Duration 2:02. Icons for chat, search, refresh, play, mute, and share.
- Message 1 (00:01):** Issue Accepted by Jonathan 11:30 AM
- Message 2 (00:04):** Sophie Leonard 11:30 AM: Hi Jonathan! I noticed that my account address is wrong on my online account but I can't seem to change it.
- Message 3 (00:15):** Jonathan DeOliveira 11:31 AM: Thanks for chatting with Hudson, I can certainly help you out today. 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 code?
- Message 4 (00:15):** Sophie Leonard 11:32 AM: Sophie Leonard. New address: 76 East Smoth Store St. Galloway, OH *****. Old address: 649 Sumter St. Galloway, OH *****.
- Composer:** A text input field containing "One moment while I look up your account." with a "Send" button.
- Auto-Suggest:** A dark blue bar with the text "One moment while I look up your account." Below it are two suggestions: "One moment while I pull up your account information." and "Please hold while I take a look at your account."
- Footer:** "Enter to insert Shift + Enter to add a line" and "Customer waiting for 00:04".

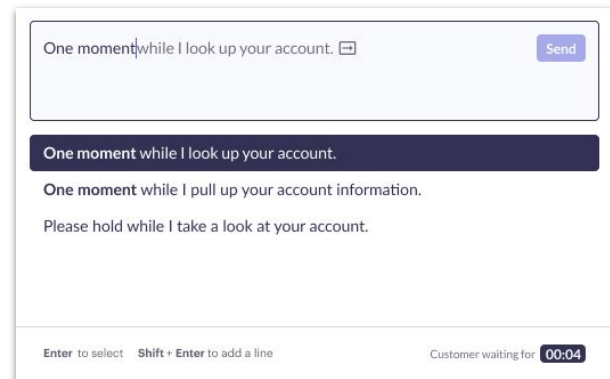
Customer Profile Sidebar (Sophie Leonard):

- Profile / History:** Tabs for Profile and History.
- ACCOUNT OVERVIEW:**
 - ACCOUNT NUMBER: 22-0450-8099
 - BILLING ADDRESS: 76 East Smith Store St. Galloway, OH 43119
 - PHONE NUMBER: HOME: (614) 345 - 5687
- BILLING AND PAYMENT:**
 - TOTAL DUE: \$198.47
- CUSTOMER BROWSER:**
 - https://sdk.stag-demo.html?AF.test.asapp.con
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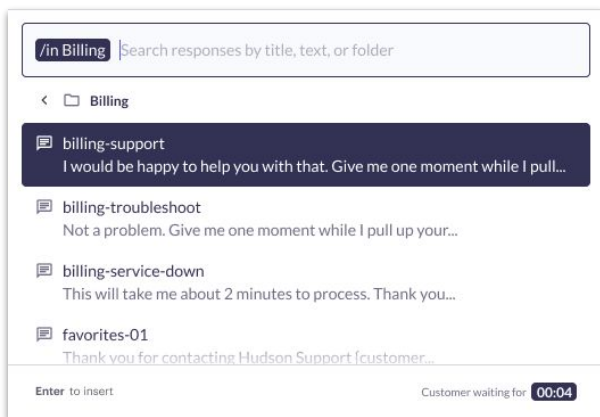
Send Button

In addition to hitting 'enter' on their keyboard, agents now also have the option to click the send button to send what is typed in the composer view.



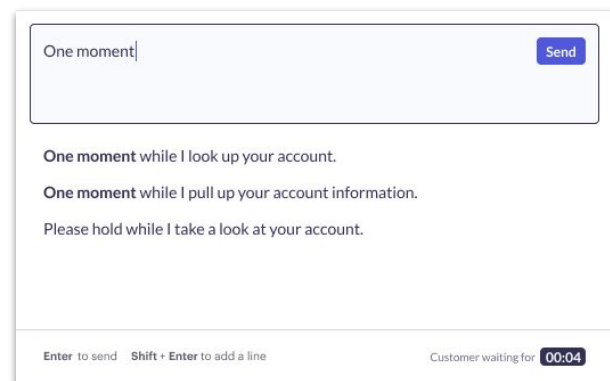
Ghost Preview

As an agent hovers over options in Auto-Suggest, the text that would be inserted into the composer view if selected will appear as a ghost preview.



Auto-Suggest & Custom Response Below Composer View

Recommendations from Auto-Suggest appear below the composer view, allowing for a more natural reading experience and reduce distraction as suggestions change in real time.



Activity Bar

At the bottom of the composer view, the agent can see contextual tips and reminders of how to use certain features in a new activity bar (e.g. keyboard shortcuts)