

# Conversation List optimization: Conversation Details content is now expanded by default.

When users open a transcript from the Conversation List, the accordions within the Conversation Details panel are now expanded by default. Users can still collapse accordions within this panel when desired.

**Current**  
Conversation Details content is collapsed by default.

**Updated**  
Each accordion is now expanded by default upon viewing a transcript

The image shows two side-by-side panels illustrating the change in the Conversation Details interface. The left panel, labeled 'Current', shows three collapsed accordions: 'Feedback', 'Disposition Notes', and 'Customer Parameters'. The right panel, labeled 'Updated', shows the same three sections expanded. The 'Feedback' section displays a score of 5/5 and a 'Satisfied' sentiment. The 'Disposition Notes' section shows a 'Flagged for Coaching' status with a green checkmark and a survey question: 'Let's begin. Did the agent you chatted with today offer a satisfactory solution for your reason of contact?'. Below the survey is a 'Show 5 more' link. The 'Customer Parameters' section is partially visible at the bottom, showing 'Agent Name' and the timestamp '11/19/2020 6:19 PM'.

**Current**

**Feedback** [collapse icon] [icon]

**Disposition Notes** [collapse icon] [icon]

**Customer Parameters** [collapse icon]

**Updated**

**Feedback** [expand icon] [icon]

Score 5/5 [star icon]

Sentiment Satisfied [smiley icon]

Flagged for Coaching [checkmark icon]

Survey

QUESTION 1

Let's begin. Did the agent you chatted with today offer a satisfactory solution for your reason of contact?

Yes

Show 5 more

**Disposition Notes** [expand icon]

Agent Name

11/19/2020 6:19 PM

THE FRONT LINE REP MENTIONED CUSTOMER