

Conversation List Optimization: Long column content is now truncated.

In order to improve the readability of content in Conversation List, certain columns with very long strings of characters are now truncated by default.

Customer Identifiers
Customer IDs are typically hashed and thus, use too much space.

solved	Lauma Jagna 3932031294189	8888389432894329843927493247324934893482348238948	11/01/19 8:38:26	11/01/19
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Long Customer ID

Number is truncated. First and last 6 digits are displayed.

Ended by Agent - Resolved	Lauma Jagna 3932031294189	888838...238948	11/01/19 8:38:26	11/01/19 8:38:26	BILLSETU
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Full ID on hover

Truncation
By default, long values, such as Customer ID, will now be truncated and the first and last 6 characters of the ID display. On hover, the full string will be available

The image shows a comparison of two rows in a conversation list. The top row shows a long, untruncated customer ID. The bottom row shows the same customer ID truncated to '888838...238948'. A tooltip on the truncated ID shows the full string. A callout box explains that long values are truncated by default, showing the first and last 6 characters, and that the full string is available on hover.