

Conversation List Table Experience Updates

The Conversation List typography and how transcripts are opened from the table are being updated.

How to open transcripts

Actions within the table are changing so that copying and interacting with data from a row is now distinct from opening a transcript.

<input type="checkbox"/>		01:15	Martin Ladislav 3195174811	3264434732564	Live
<input type="checkbox"/>		06:14	Dipali Magda 3518918983	7614111193781	Live
<input type="checkbox"/>		04:44	Baltasar Svanhildr 7254242255	6544002666825	Live
<input type="checkbox"/>		06:38	Lili Gilad 9857810513	5720093228705	Live
<input type="checkbox"/>		12:17	Lauma Jagna 1065231202	3932031294189	Ended by Agent - Resolved
<input type="checkbox"/>		--	--	8779371670029	SRS

How to open transcripts
Click the **Transcript** icon to open the transcript.

Information density & readability has been updated

To improve readability and optimize the density of content in Conversation List, font sizes have been updated throughout, and color contrast has been increased.

1,024 Conversations		Refresh	Issue ID & Handle Time	Agent & ID	Issue Status	Customer ID	Time Opened
<input type="checkbox"/>		↓	06:17 8141566246	Hüseyin Natali 2657059959311	Live	2657059959311	02/13/21 10:19:00
<input type="checkbox"/>			09:12 7411812970	Adalwolf Bistra 6967063191389	Live	6967063191389	02/13/21 10:19:34
<input type="checkbox"/>			01:15 3195174811	Martin Ladislav 3264434732564	Live	3264434732564	02/13/21 10:20:11
<input type="checkbox"/>			06:14 3518918983	Dipali Magda 7614111193781	Live	7614111193781	02/13/21 10:20:36
<input type="checkbox"/>			04:44 7254242255	Baltasar Svanhildr 6544002666825	Live	6544002666825	02/13/21 10:21:34