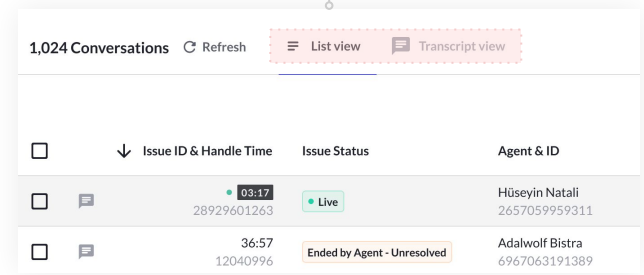


Conversation List transcript navigation updates.

As we continue to improve the user experience of Conversation List, changes are coming to the transcript navigation.

The List and Transcript tabs are being removed

To improve the experience for opening transcripts and copying identifiers, the View tabs will be removed and navigation elements within the table have been updated. Read more below.

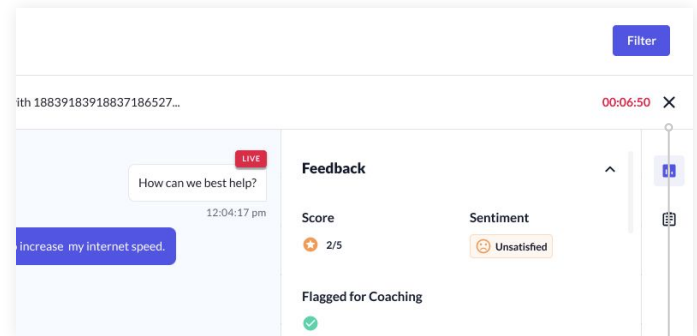


How to open and close transcripts

<input type="checkbox"/>	01:15 3195174811	Martin Ladislav 3264434732564	• Live
<input type="checkbox"/>	06:14 3518918983	Dipali Magda 7614111193781	• Live
<input type="checkbox"/>	04:44 7254242255	Baltasar Svanhildr 6544002666825	• Live
<input type="checkbox"/>	06:38 9857810513	Lili Gilad 5720093228705	• Live
<input type="checkbox"/>	12:17 1065231202	Lauma Jagna 3932031294189	Ended by Agent - Resolved
<input type="checkbox"/>	-- 1650280963	-- 8779371670029	SRS

How to open transcripts

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



How to close transcripts

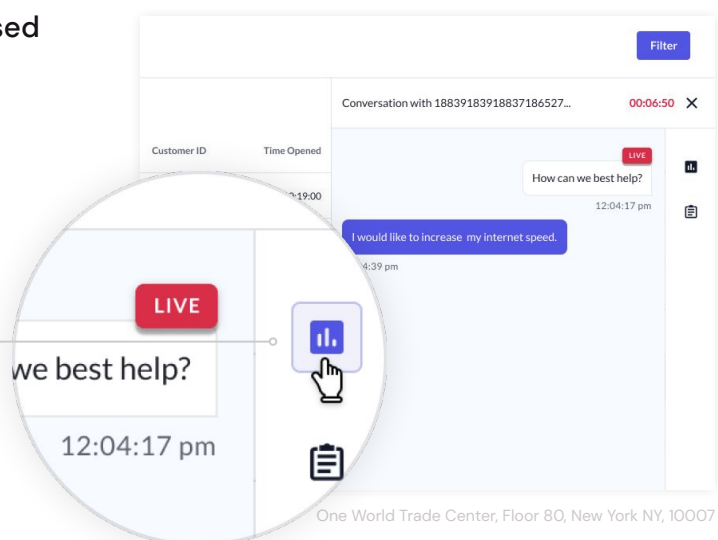
To close the transcript, click the **Close** button.

Outcomes and Notes can be opened and closed

Outcomes and Notes are displayed next to the selected Transcript, with Outcomes visible by default. The panels can now be collapsed so that only the Transcript and List are shown.

How to open/collapse

When **Outcomes** is opened, click its icon to close it. Same applies to the Notes panel.



How to refresh Conversation List

Conversation List content can still be refreshed by clicking the Refresh button above the table header row.

1,024 Conversations		Refresh		
<input type="checkbox"/>		↓	Issue ID & Handle Time	Agent & ID
<input type="checkbox"/>			06:17 8141566246	Hüseyin Natali 2657059959311

Use keyboard arrows to navigate across transcripts

Use your keyboard's up and down arrows to see the previous or next transcript in the table.

<input type="checkbox"/>		--	--	1650280963	8779371670029
<input type="checkbox"/>		16:14		5302621237	Baltasar Svanhildr 1432057
<input type="checkbox"/>		06:54		9879596158	Lu 64

