

# Improved chat log experience to Conversation List.

The new chat log will be shared with Agent Desk and improves the readability of utterances and search.

The screenshot shows a chat log for a conversation with ID 2984727316068. The chat log is titled "Conversation with 2984727316068" and shows a timestamp of 17:19. The chat log contains several messages:

- Issue Accepted by Andrea Ennis 4:20 PM**
- A Andrea Ennis 4:20 PM**: Hey Tyler!  
I'm so sorry to hear you're having issues with your internet connection. Can you tell me more about your issue?
- C Customer 4:21 PM**: Hi, yeah, my internet connection has been down for the last 40 min. Restarting my router didn't help.
- A Andrea Ennis 4:22 PM**: Thank you for providing context. Hang on a sec, I'll run a test on your line.
- A Jenna Lee Admin 4:23 PM** (highlighted): Hey Andrea, there are outage reports in the customer's area. Service should be restored within the hour. Offer him a \$5 discount on his next bill.
- C Customer 4:25 PM**: Ok excellent.
- H Andrea Ennis 4:26 PM**: Thanks for waiting, Tyler.  
It looks like there is an active outage in your area. We have a team working on it right now. Service is expected to resume within the hour.

Callouts on the left side of the screenshot explain the following features:

- Agent Utterances**: Includes the agent name, time sent, and the utterance text.
- Customer Utterances**: Includes 'Customer' label, time sent, and the utterance text.
- Whisper Messages**: When an admin user sends a whisper to the agent, the message is highlighted.
- Sending Whisper**: The whisper input will display at the bottom of the chat log only for live assignments.

At the bottom of the chat log, there is a text input field labeled "Send whisper..."

### Transcript Search

Search matches for all content types will still be available in the Detail Panel of Conversation List.

**Applied Search**  
The number of matches displays at the top of the log and arrows can be clicked to view the next/previous match.

**Keyword Match**  
Words matching the applied search are highlighted within the log..

Conversation with 2984727316068 17:19 X

Q Internet 2 Matches

Issue Accepted by Andrea Ennis 4:20 PM

**A** **Andrea Ennis** 4:20 PM  
Hey Tyler!  
I'm so sorry to hear you're having issues with your **internet** connection Can you tell me more about your issue?

**C** **Customer** 4:21 PM  
Hi, yeah, my **internet** connection has been down for the last 40 min. Restarting my router didn't help.

**A** **Andrea Ennis** 4:22 PM  
Thank you for providing context. Hang on a sec, I'll run a test on your line.

**A** **Jenna Lee** Admin 4:23 PM  
Hey Andrea, there are outage reports in the customer's area. Service should be restored within the hour. Offer him a \$5 discount on his next bill.

**C** **Customer** 4:25 PM  
Ok excellent.

**H** **Andrea Ennis** 4:26 PM  
Thanks for waiting, Tyler.  
It looks like there is an active outage in your area. We

Send whisper...