

ICONS UPDATE



As part of ongoing effort to improve accessibility, Genesys Cloud will soon update icons library to latest UX standard. As a result, most icons will change a small degree. A few icons will change more than others and those are highlighted below.

Interactions – Screenshare, Journey, Canned Responses, Notes

Before

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John

RPTQ Support
RE: Following up on conversation 17 mins

RPTQ Support

Interaction Details

Interaction Type: Call

Interaction State: Connected

Queue Name: RPTQ Support

Customer's Number:

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

Wrap-up code is required
Select wrap-up code

Done

After

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John

RPTQ Support
RE: Following up on conversation 17 mins

RPTQ Support

Interaction Details

Interaction Type: Call

Interaction State: Connected

Queue Name: RPTQ Support

Customer's Number:

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

Wrap-up code is required
Select wrap-up code

Done

Interactions - Script

Before

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John 0:21

Thomas, John +

RPTQ Support
RE: Following up on conversation 20 mins

RPTQ Support

This is the beginning of the conversation.

After Call Work

Find wrap-up code

Abandoned Call
Customer needed more information.
JMTQ1
JMTQ2
JMTQ3

Enter message...

Wrap-up code is required
Select wrap-up code

Done

After

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John 0:21

Thomas, John +

RPTQ Support
RE: Following up on conversation 20 mins

RPTQ Support

This is the beginning of the conversation.

After Call Work

Find wrap-up code

Abandoned Call
Customer needed more information.
JMTQ1
JMTQ2
JMTQ3

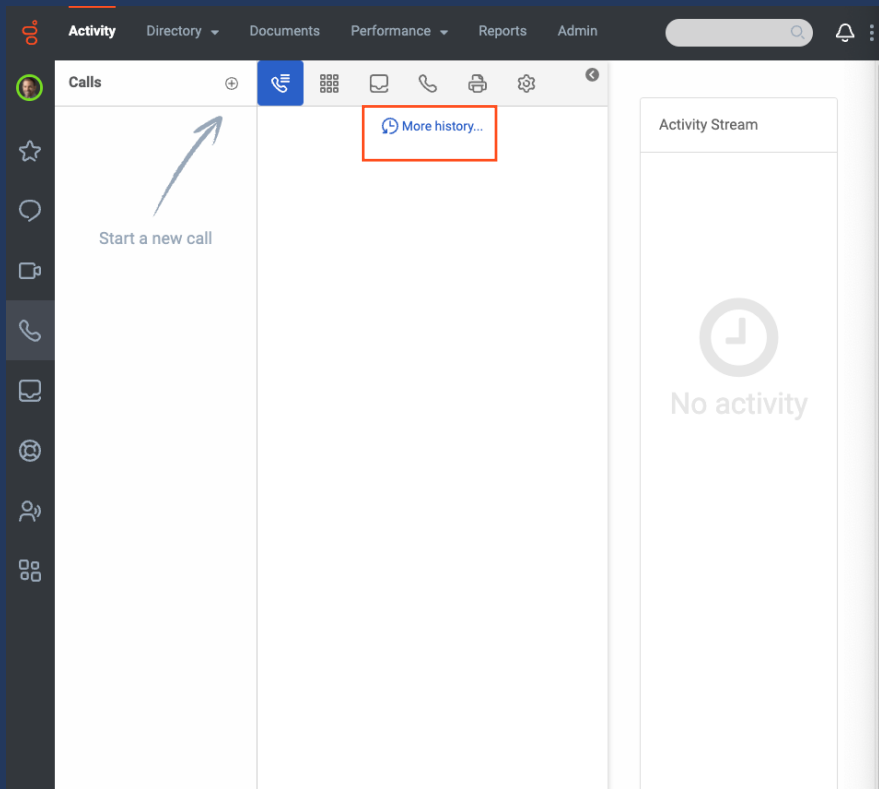
Enter message...

Wrap-up code is required
Select wrap-up code

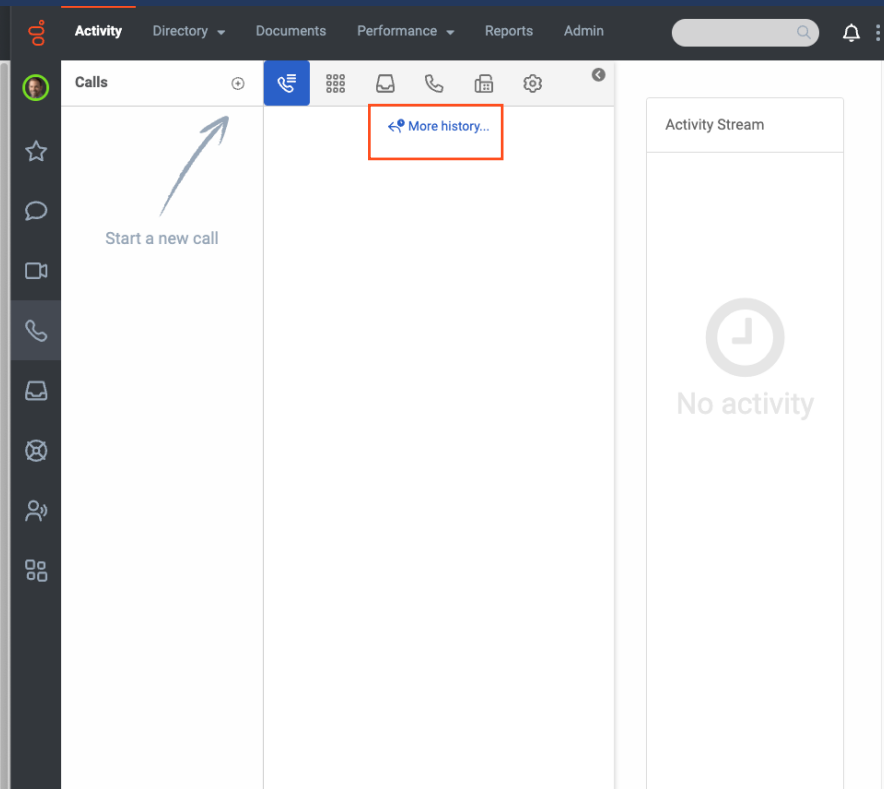
Done

Calls - Call History

Before

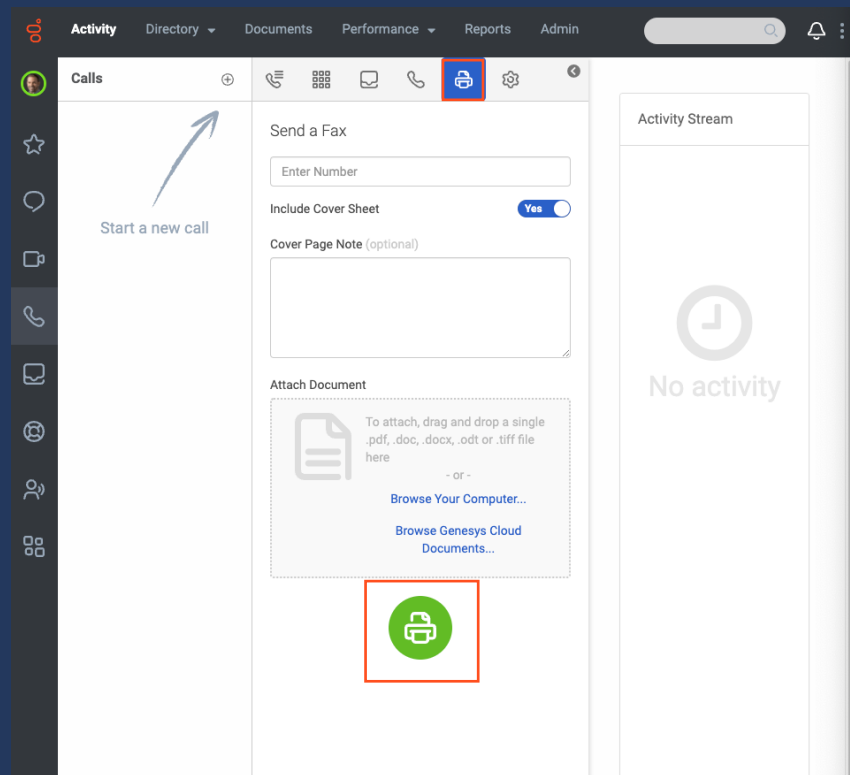


After

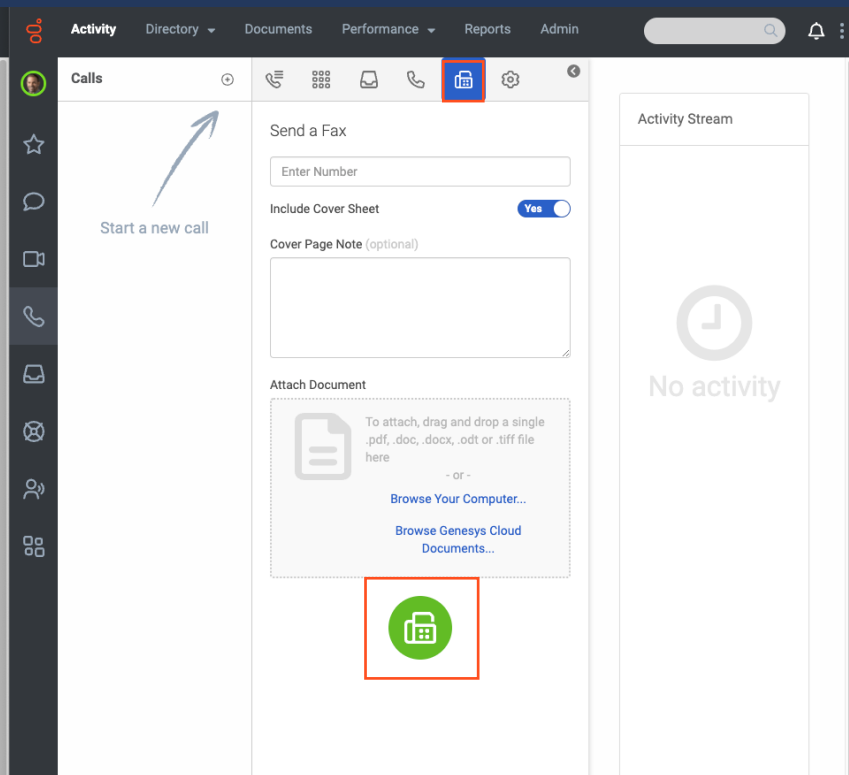


Calls - Fax

Before

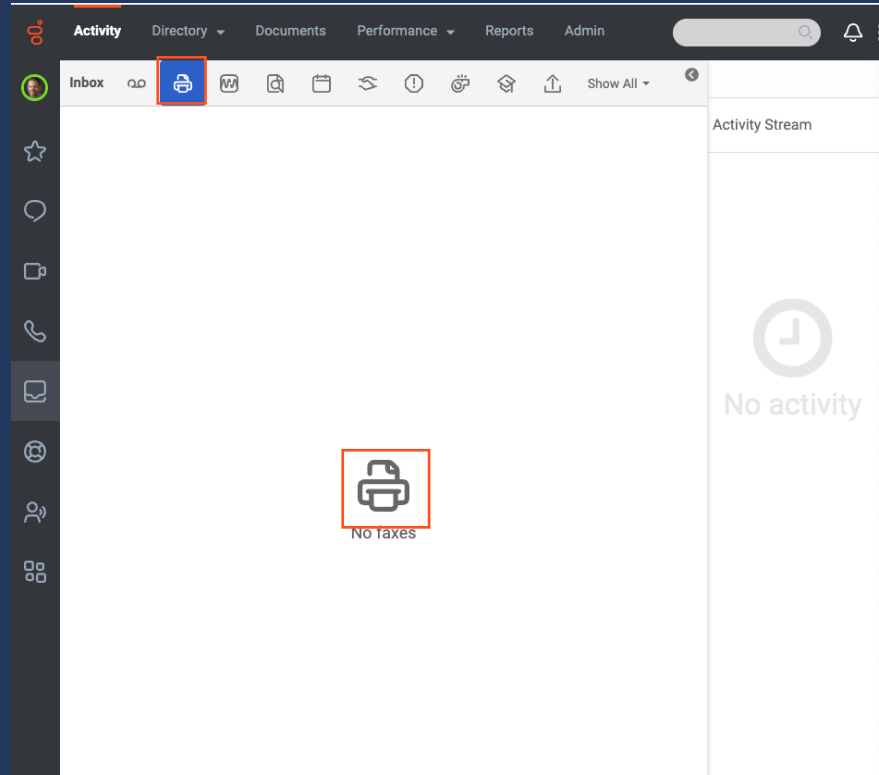


After

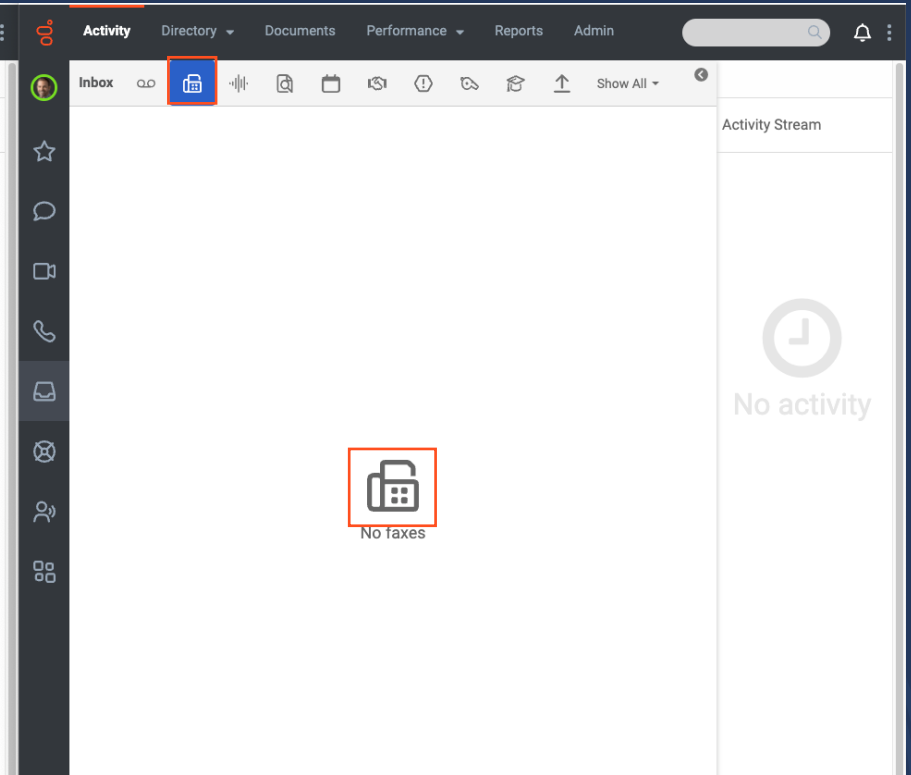


Inbox - Fax

Before

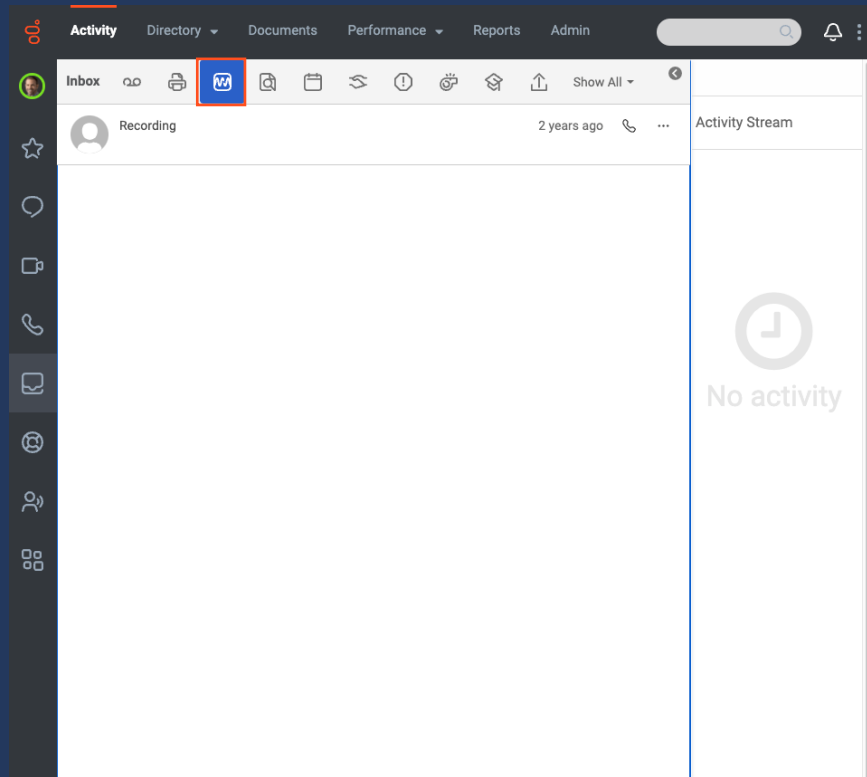


After

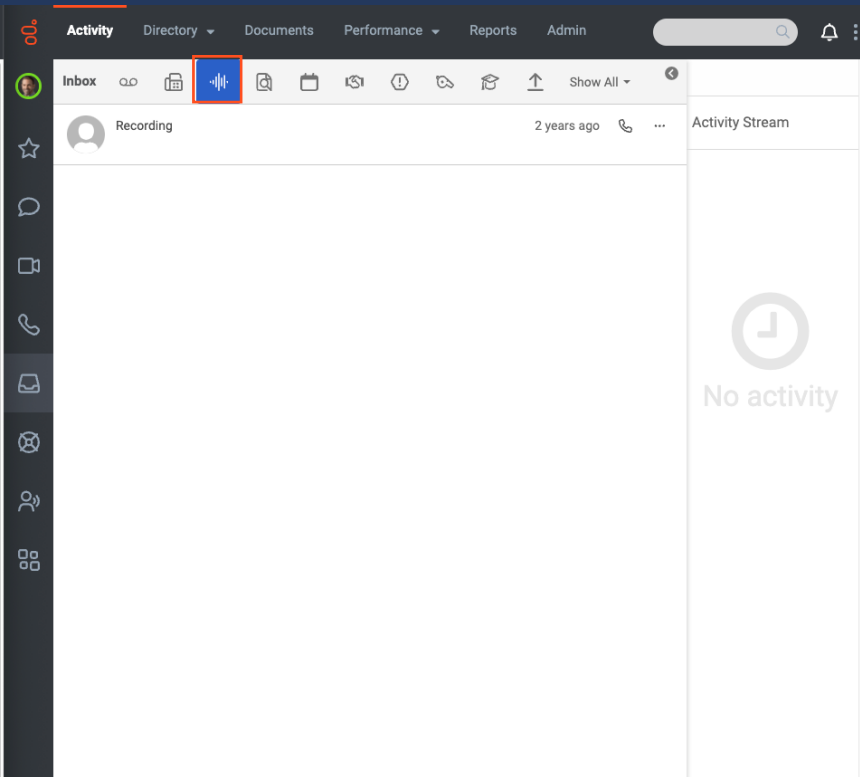


Inbox - Recordings

Before

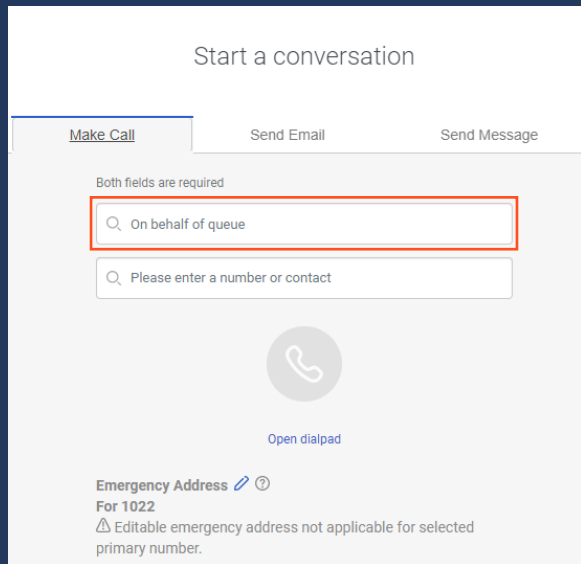


After



Example of Accessibility Improvement – Blue Border To Highlight Focus Location

Before



Start a conversation

Make Call Send Email Send Message

Both fields are required

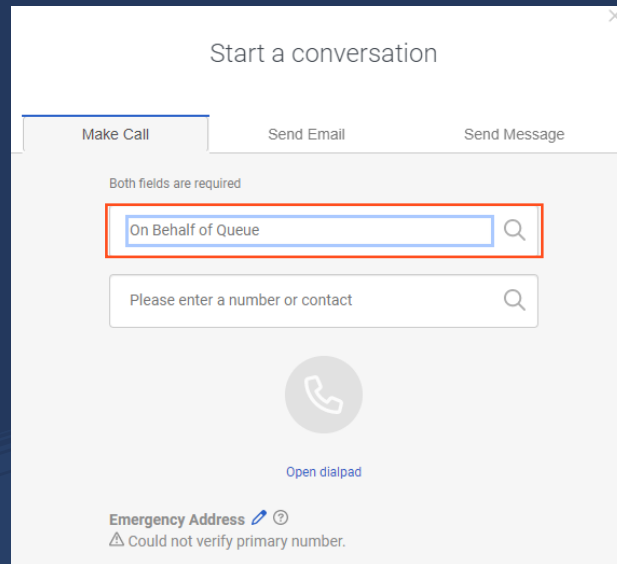
On behalf of queue

Please enter a number or contact

Open dialpad

Emergency Address ⓘ ⓘ
For 1022
⚠ Editable emergency address not applicable for selected primary number.

After



Start a conversation

Make Call Send Email Send Message

Both fields are required

On Behalf of Queue

Please enter a number or contact

Open dialpad

Emergency Address ⓘ ⓘ
⚠ Could not verify primary number.