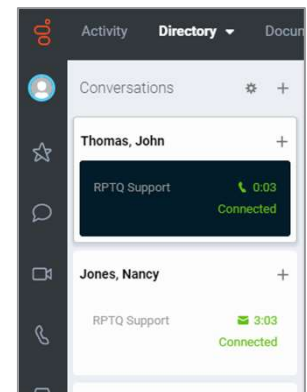# EFFORTLESS CHANNEL SWITCHING

We are introducing a new feature that changes the behavior of the agent interaction user interface. This feature allows agents with proper permissions to effortlessly switch from one conversation channel to another. Effortless channel switching significantly improves user experience by allowing a conversation to continue seamlessly on a new communication channel while agent is having a conversation with customer on another.
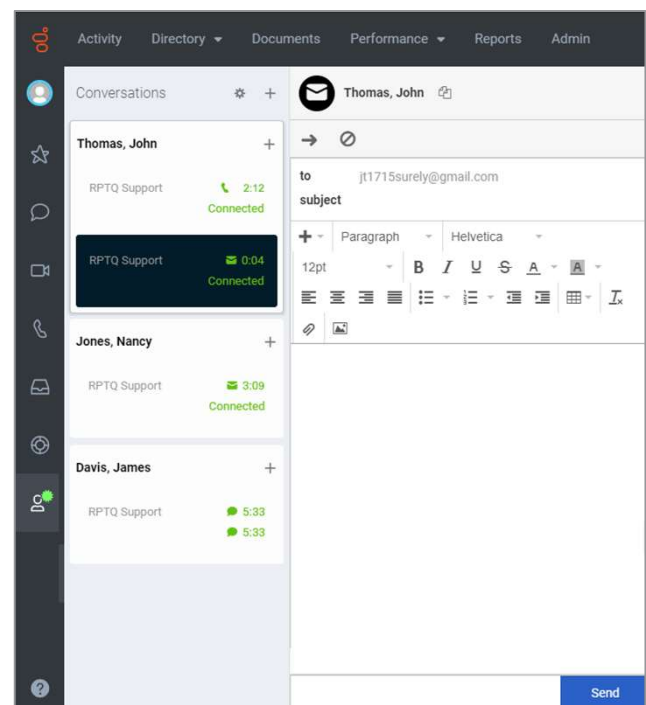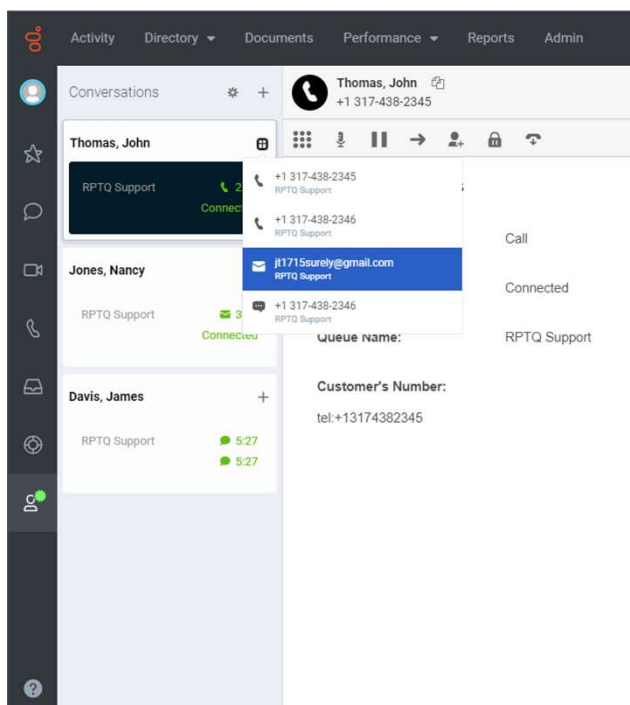
## What's changing?

The overall look of each card that represents a customer in the conversations roster. A new "+" icon next to customer's name allows agent to switch from one channel to another.

The separator which vertically splits the roster in half separating Voice and Web Chat from Email, SMS, and Messaging will be removed. New interactions from customers, regardless of channel type, will, by default appear at the top of the roster.

## Switch channel without losing visibility to contextual data

Some channels are better suited for certain situations than other. For example, a customer requests an agent to email a document to review during a phone call or requests a phone call during chat. Under such situations, the agent simply clicks the "+" next to customer's name and selects the desired contact method to initiate a new communication channel. The new channel is grouped together with other channel agent is handling with that customer.

## When will this change take place?

This feature is currently in Beta. General availability is targeted for September.

## Does this affect reporting?

No, this feature does not affect reporting.

## What are the prerequisites for this feature?

This feature requires External Contact and Genesys Cloud User 2 or higher. User role must have proper channel permission and selected queue is set up for multi-channels.