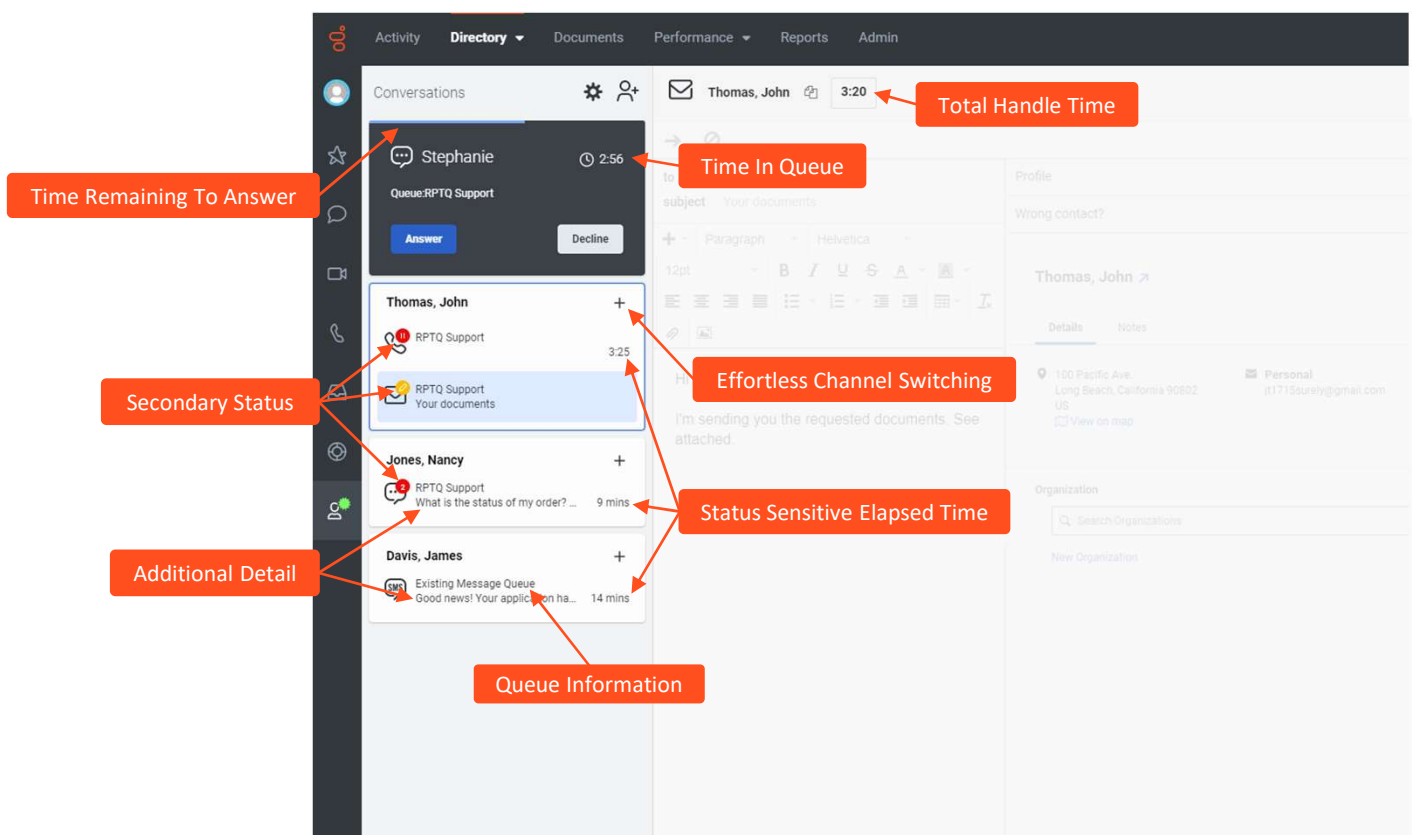


## INFORMATIVE CONVERSATION ROSTER

We are introducing a new conversation roster to improve efficiency as agents handle simultaneous omnichannel conversations with multiple customers. The new roster reduces complexity, adds clarity, and provides necessary information to allow agents to focus on high priority conversations that require a response to the customer.

### What's changing?

Everything. The conversation roster and alert UI are completely redesigned with a modern look and feel to provide agents with clear and concise view of important information at-a-glance.



### When will this change take place?

The new conversation roster is now available in beta.

### What are the prerequisites for this feature?

Genesys Cloud User 1 license or higher.

### Who to contact if interested participating in beta?

Please contact your Customer Success Manager or Account Manager.