

# 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 – Call Disconnect, Screenshare, Journey, Canned Responses, Notes

## Before

The 'Before' screenshot shows the Genesys console interface for a call interaction with 'Thomas, John'. The 'Conversations' list on the left shows the call duration as 17 mins. The 'Interaction Details' panel on the right shows the call type as 'Call', state as 'Connected', and queue as 'RPTQ Support'. The 'After Call Work' section contains a search bar and a list of wrap-up codes: 'Abandoned Call', 'Customer needed more information.', 'JMTQ1', 'JMTQ2', and 'JMTQ3'. The bottom status bar indicates 'Wrap-up code is required' and 'Select wrap-up code'. The top toolbar includes icons for call control, but the 'Call Disconnect' (red circle), 'Screenshare' (red square), 'Journey' (red circle), 'Canned Responses' (red square), and 'Notes' (red circle) icons are not visible.

## After

The 'After' screenshot shows the same Genesys console interface, but with additional action options visible in the top toolbar. The 'Call Disconnect' (red circle), 'Screenshare' (red square), 'Journey' (red circle), 'Canned Responses' (red square), and 'Notes' (red circle) icons are now present. The 'Interaction Details' and 'After Call Work' sections remain the same as in the 'Before' state.

# Interactions - Script

## Before

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John

RPQT Support  
RE: Following up on conversation 20 mins

RPQT 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

RPQT Support  
RE: Following up on conversation 20 mins

RPQT Support

This is the beginning of the conversation.

After Call Work

Find wrap-up code

Abandoned Call  
Customer needed more information.  
JMTQ1  
JMTQ2  
JMTQ3

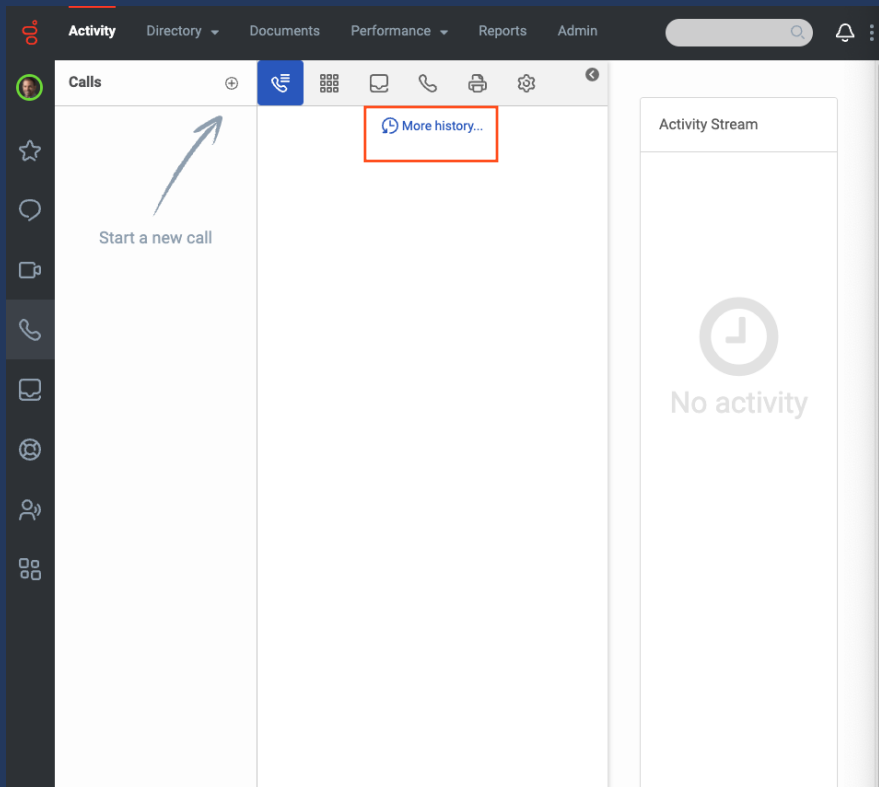
Enter message...

Wrap-up code is required  
Select wrap-up code

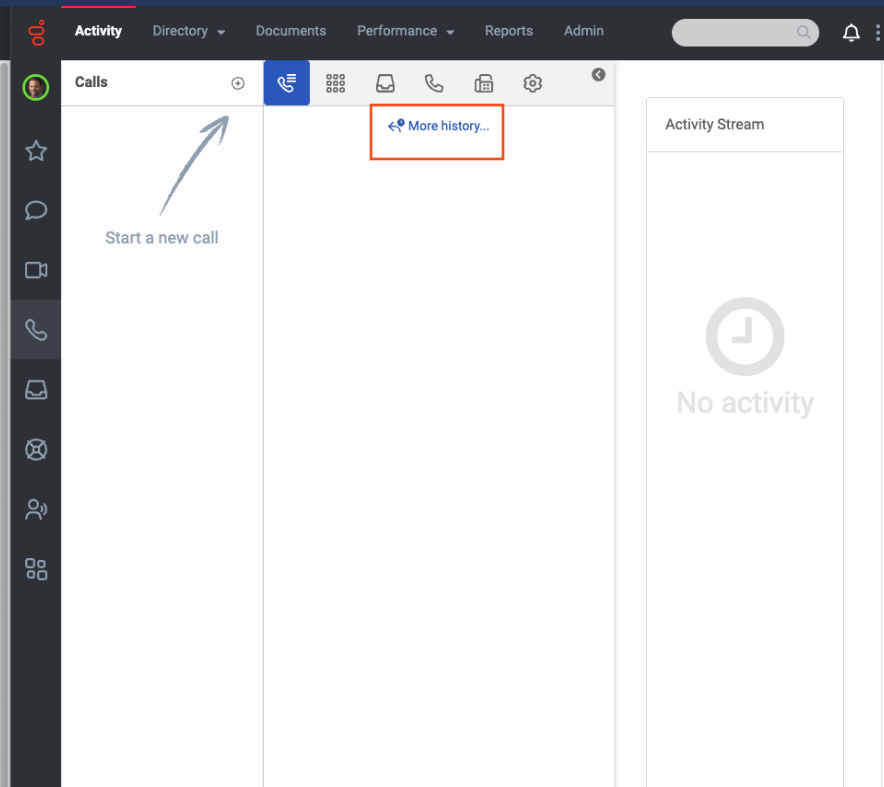
Done

# Calls - Call History

Before

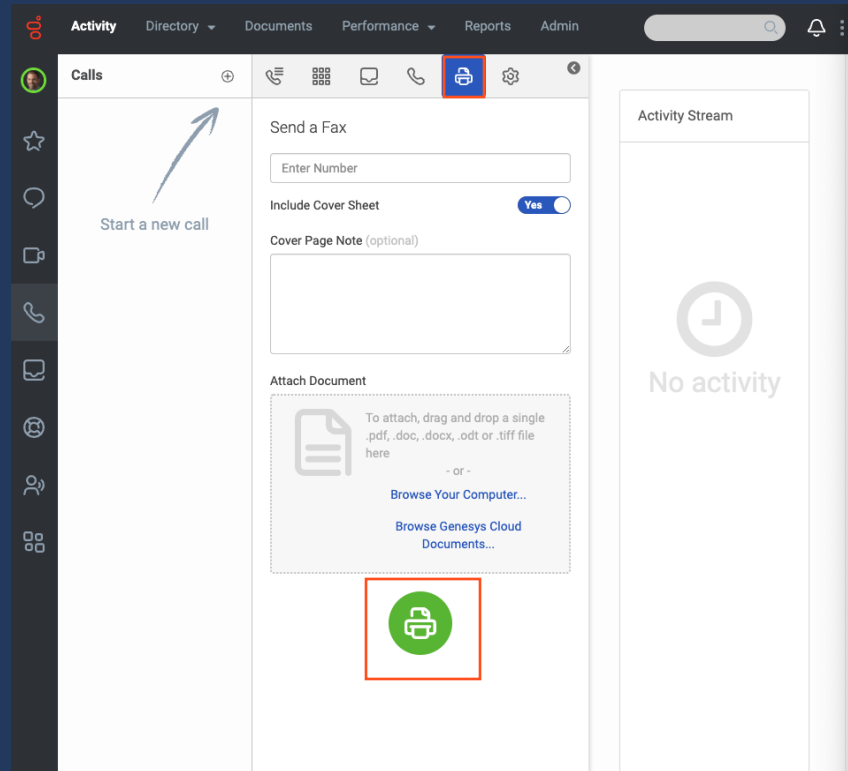


After

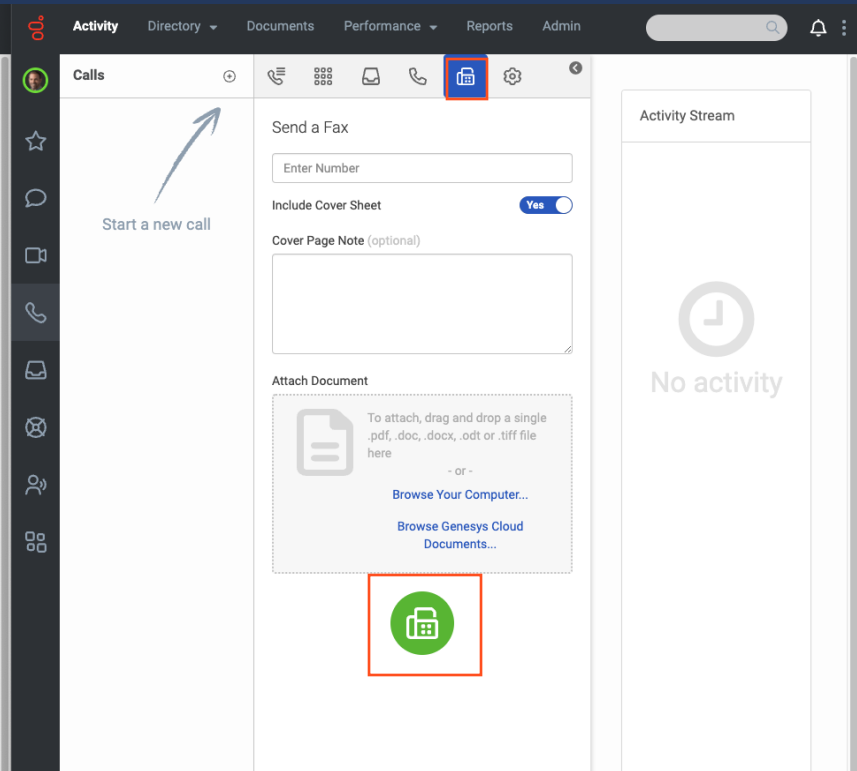


# Calls - Fax

Before

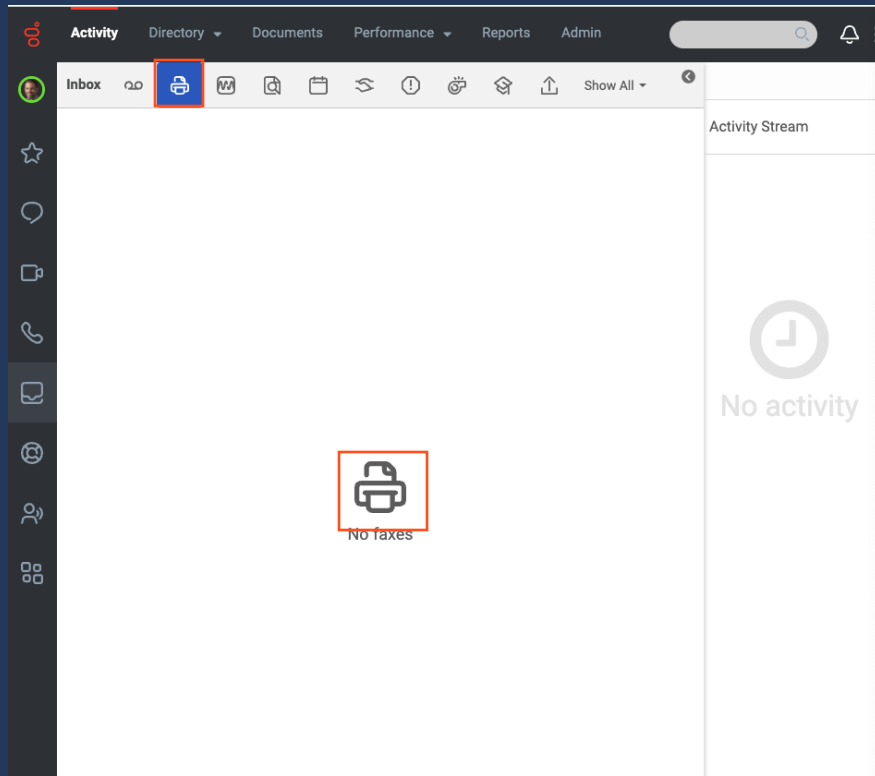


After

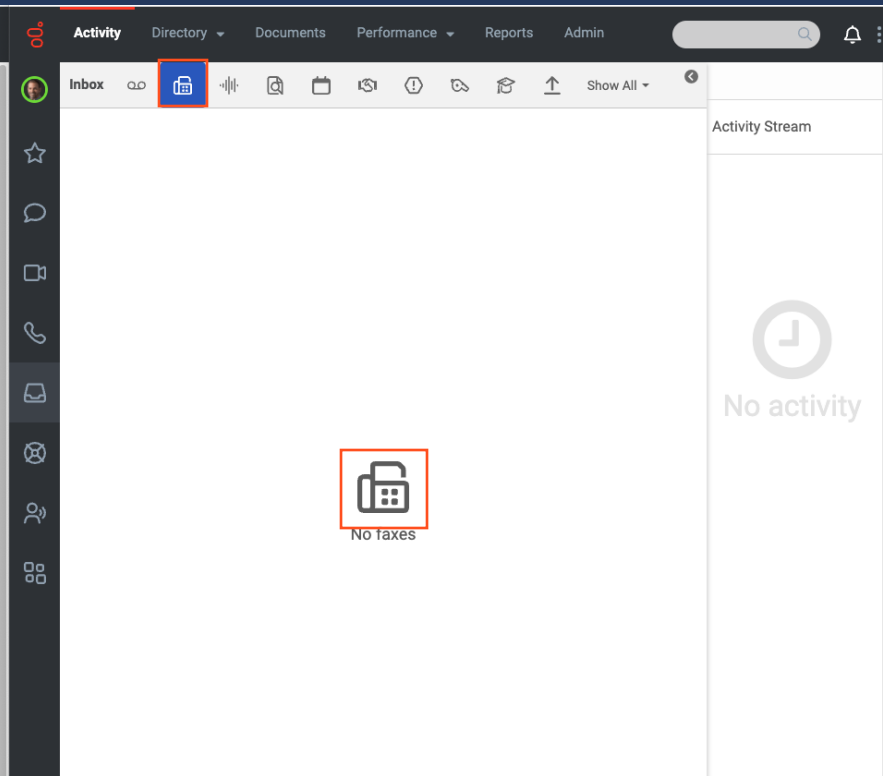


# Inbox - Fax

Before

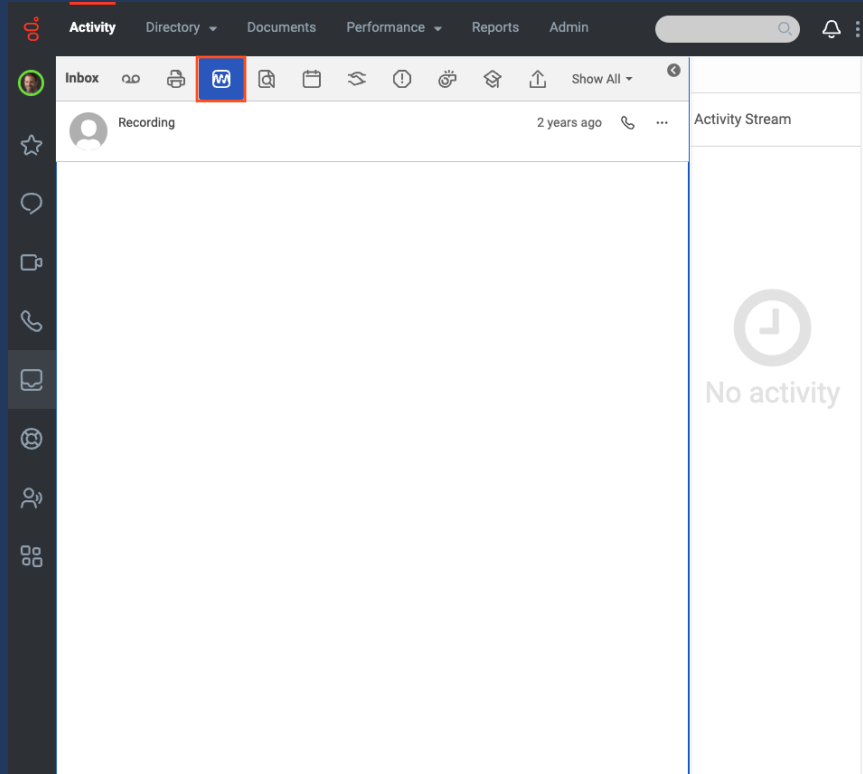


After

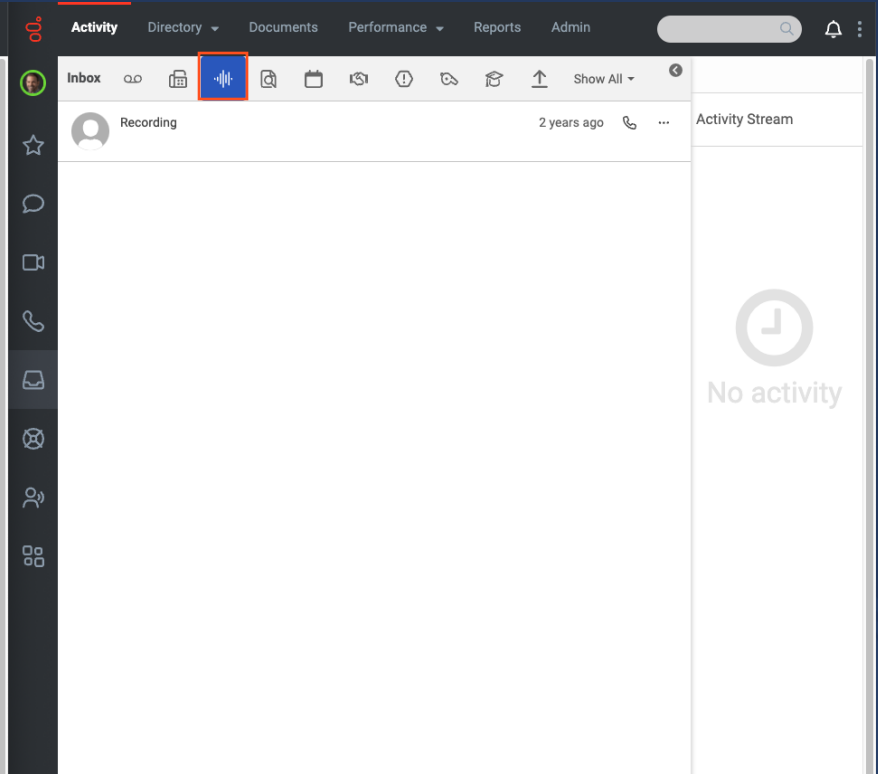


# Inbox - Recordings

Before



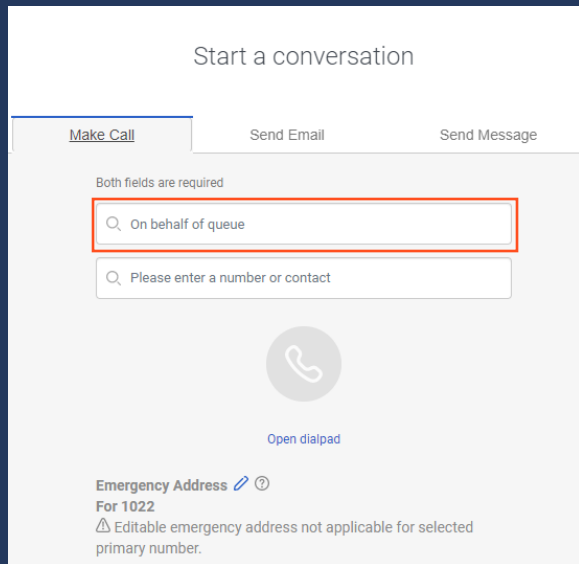
After





# Example of Accessibility Improvement – Blue Border To Highlight Focus Location

Before



Start a conversation

Make Call Send Email Send Message

Both fields are required

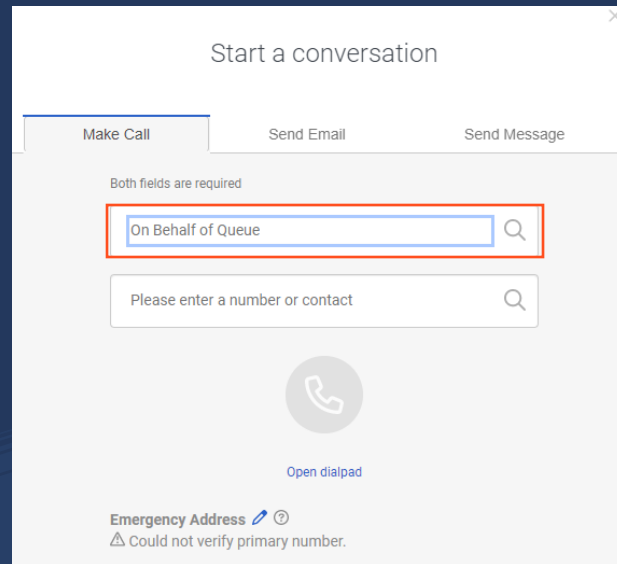
On behalf of queue

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.