AGENT UI UPDATE NEW EMAIL COMPONENT



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Preview of the updated Agent UI - email component.

The email component will get a brand new UI that is more suitable for the agents' everyday work.

•Feature parity with the current component.

•Cleaner and more user friendly

- better thread handling
- better visual hints

•Delivers fixes to many known issues.

Contains a few new smaller features.

Launch is targeted for the end of August / beginning of September.





The email component – improved part of the agent workspace

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Overview of upcoming change - reading an incoming mail

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Detailed changes - reading an incoming mail

Updated appearance of an inbound email. Includes a redesigned thread, more informative collapsed state and secondary action buttons.

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Overview of upcoming change – replying to an email

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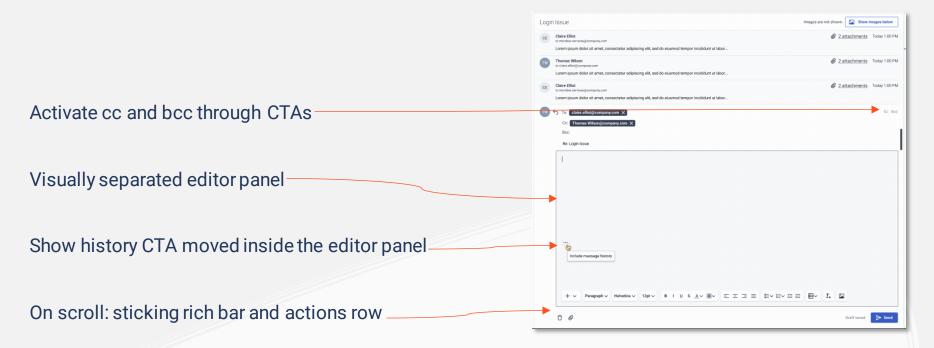


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Detailed changes - replying to an email

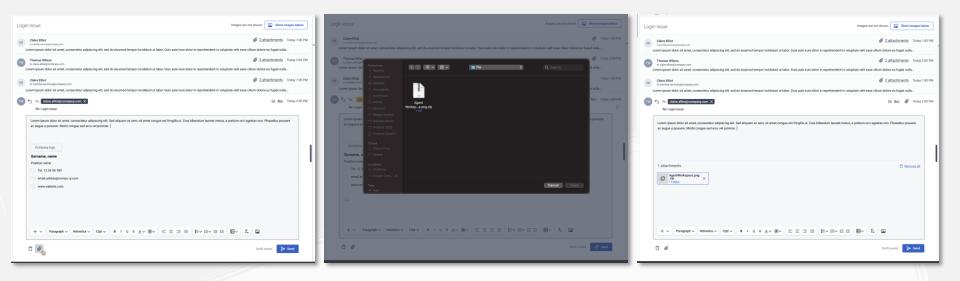
Updated appearance of the email editor. Including the To, CC, BCC, Subject fields, the updated editor field and the sticking rich bar and action row.





Overview of upcoming change – outbound attachments

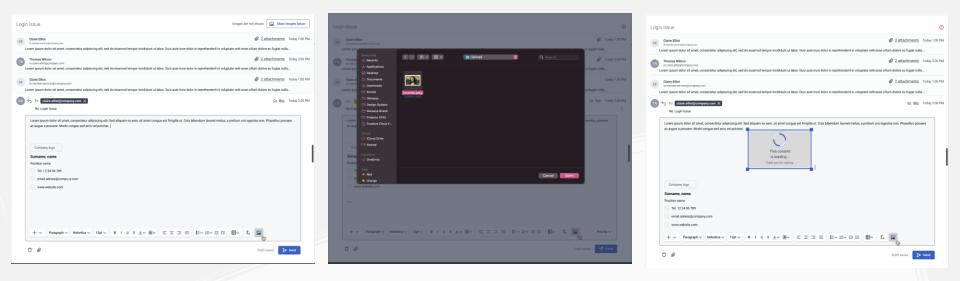
Updated appearance with visual hints for the clip CTA attachment handling. All file types using the clip CTA will end up as regular attachments.

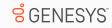




Overview of upcoming change – outbound attachments – inline images

Updated appearance with visual hints for the inline image upload. Only image file types will be handled through this method.





Overview of upcoming change – outbound attachments – drag and drop

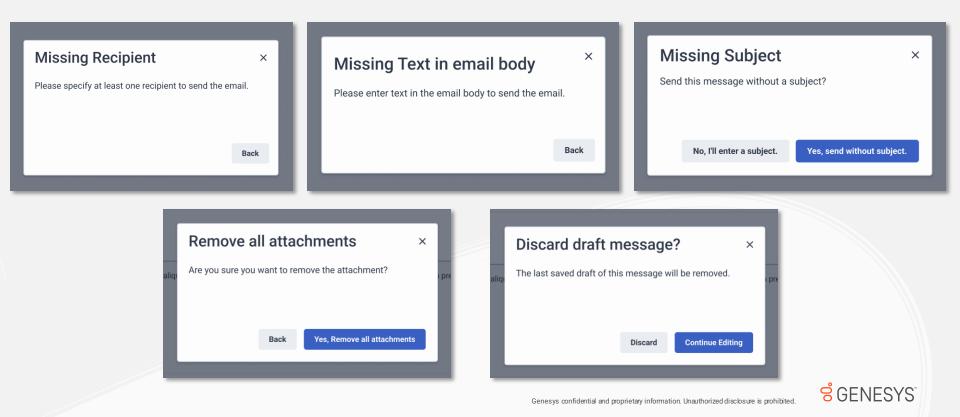
Updated appearance with visual hints for the drag and drop attachment handling. All file types using the drag and drop method will end up as regular attachments.

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Overview of upcoming change – error states

Unified appearance and behavior of error states using pop-up messages.



Change	Description
Updating 'To' field	When the agent transitions from the Start a Conversation screen to the Composition screen, the recipient's Profile will automatically populate. If the agent changes the To address to a different recipient, the profile info will update automatically.
Subject	Visually prominent Subject field.
Threading	Redesigned thread with better separation and cleaner look. More information on collapsed emails.
Copy/Pasting from Microsoft apps	Fixing the faulty behaviour of pasting content as image no matter what was the source data structure. E.g., copying a table from Excel will now remain a table after pasting into the email body.
Font Styles	Offering more font styles
Placement of Reply, Reply All, Forward buttons	Primary action buttons will stay at the bottom of the inbound email. However, we are introducing a secondary set of action buttons at the top right corner of the most recent incoming email.







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