

AGENT UI UPDATE NEW EMAIL COMPONENT



Introduction

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

Activity Directory Documents Performance Reports Admin

Conversations

Foldi, Mate

11:19

0:19


Re: Account issue

Mate Foldi	Hi Support team Lorem ipsum dolor sit amet, consectetur	11:35 AM	April 24, 2023
mfoldi	Hi End Customer, Vestibulum aliquet sed magna at sollicitudin.	11:39 AM	April 24, 2023
Mate Foldi	OK, Vestibulum et risus vitae libero tempus varius. Vestibulum	11:42 AM	April 24, 2023
Mate Foldi	Follow up mail Nam malesuada lorem eget mi semper blandit.	11:44 AM	April 24, 2023
mfoldi	Phasellus sodales dapibus turpis, vitae tempor elit. Quisque	11:47 AM	April 24, 2023

Mate Foldi
to mfoldi@tudvari.inindca.com

11:51 AM April 24, 2023

Hi Support team
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam ut sodales mi, sed sollicitudin felis. Duis tincidunt est et purus gravida, eget turpis in magna. Proin commodo ipsum eu sapien tincidunt, blandit ornare eros gravida. Phasellus sodales dapibus turpis, vitae tempor elit. Quisque vulputate, felis et malesuada fermentum, lorem arcu porta velit, eu blandit nunc nunc sit amet tellus. Nullam malesuada erat at consectetur bibendum. Morbi et sem nec ipsum faucibus dignissim.



UPDATE

Sed leo massa, luctus in semper a, dapibus nec risus. Pellentesque ut ultricies velit. Quisque sit amet euismod quam. Etiam in orci neque. Donec quis

Thank you,
Client Joe

Overview of upcoming change – reading an incoming mail

BEFORE

Re: Account issue

Mate Foldi	Hi Support team Lorem ipsum dolor sit amet, consectetur	11:35 AM	🔒 April 24, 2023
mfoldi	Hi End Customer, Vestibulum aliquet sed magna at sollicitudin.	11:39 AM	April 24, 2023
Mate Foldi	OK, Vestibulum et risus vitae libero tempus varius. Vestibulum	11:42 AM	April 24, 2023
Mate Foldi	Follow up mail Nam malesuada lorem eget mi semper blandit.	11:44 AM	April 24, 2023
mfoldi	Phasellus sodales dapibus turpis, vitae tempor elit. Quisque	11:47 AM	April 24, 2023

Mate Foldi

to mfoldi@tudvari.inindca.com

Hi Support team

>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam ut sodales mi, sed sollicitudin felis. Duis tincidunt est et purus gravida, eget turpis in magna. Proin commodo ipsum eu sapien tincidunt, blandit ornare eros gravida. Phasellus sodales dapibus turpis, vitae tempor elit. Quisque vulputate, felis et malesuada fermentum, lorem arcu porta velit, eu blandit nunc nunc sit amet tellus. Nullam malesuada erat at consectetur bibendum. Morbi et sem nec ipsum faucibus dignissim.

UPDATE

Sed leo massa, luctus in semper a, dapibus nec risus. Pellentesque ut ultricies velit. Quisque sit amet euismod quam. Etiam in orci neque. Donec quis

Thank you,
Client Leo

AFTER

Login Issue

	Surname, name	
	Claire Elliot to member.services@company.com	2 attachments Today 1:00 PM
<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labor...</p>		
	Thomas Wilson to claire.elliott@company.com	2 attachments Today 1:00 PM
<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labor...</p>		
	Claire Elliot to member.services@company.com	Today 1:00 PM
<p>Lorem ipsum dolor sit amet,</p> <p>consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident,</p> <div> UPDATE </div> <p>sunt in culpa qui officia deserunt mollit anim id est laborum.</p> <p>Lorem ipsum</p>		

⌵ Reply
 ↶ Reply all
 ➦ Forward

Organization

Detailed changes – reading an incoming mail

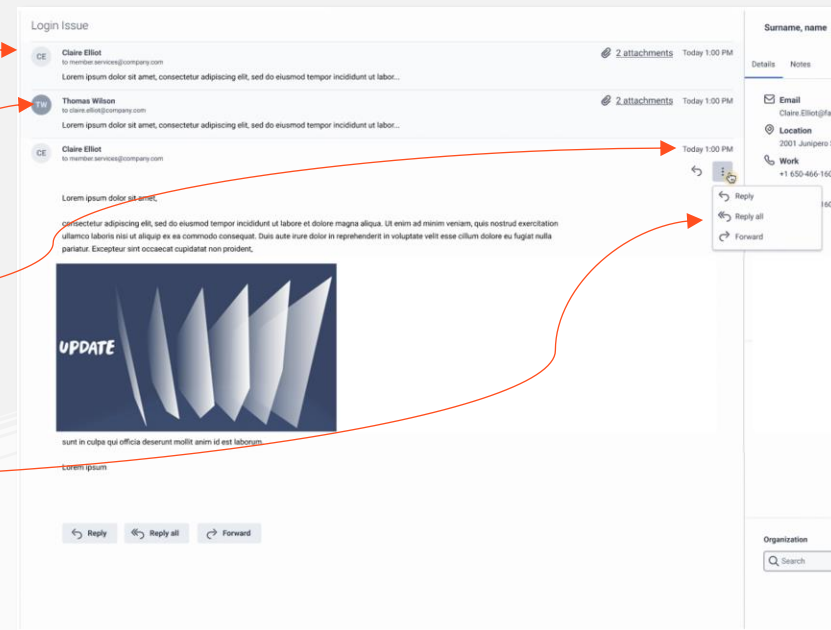
Updated appearance of an inbound email. Includes a redesigned thread, more informative collapsed state and secondary action buttons.

Redesigned thread

Better structured content of collapsed emails

Cleaner timestamps

Action buttons at the top right corner



Overview of upcoming change – replying to an email

BEFORE

Re: Account issue

Mate Foldi	Hi Support team Lorem ipsum dolor sit amet, consectetur	11:35 AM	April 24, 2023
mfoldi	Hi End Customer, Vestibulum aliquet sed magna at sollicitudin.	11:39 AM	April 24, 2023
Mate Foldi	OK, Vestibulum et risus vitae libero tempus varius. Vestibulum	11:42 AM	April 24, 2023
Mate Foldi	Follow up mail. Nam malesuada lorem eget mi semper blandit.	11:44 AM	April 24, 2023

to Mate.Foldi@genesys.com

subject Re: Account issue

Rich text editor toolbar: Paragraph, Helvetica, 12pt, Bold, Italic, Underline, Strikethrough, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Image.

Include Message History

Discard Send

AFTER

Login Issue

Images are not shown. [Show images below](#)

CE Claire Elliot
to member.services@company.com
2 attachments Today 1:00 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labor...

1W Thomas Wilson
to claire.elliott@company.com
2 attachments Today 1:00 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labor...

CE Claire Elliot
to member.services@company.com
2 attachments Today 1:00 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labor...

1W To: [claire.elliott@company.com](#) X
Cc: [Thomas.Wilson@company.com](#) X
Bcc:
Re: Login Issue

Rich text editor toolbar: Paragraph, Helvetica, 12pt, Bold, Italic, Underline, Strikethrough, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Image.

Company logo

Surname, name
Position name
Tel. 12 34 56 789
email address@company.com
www.website.com

...
Include message history

Discard Send

Detailed changes – replying to an email

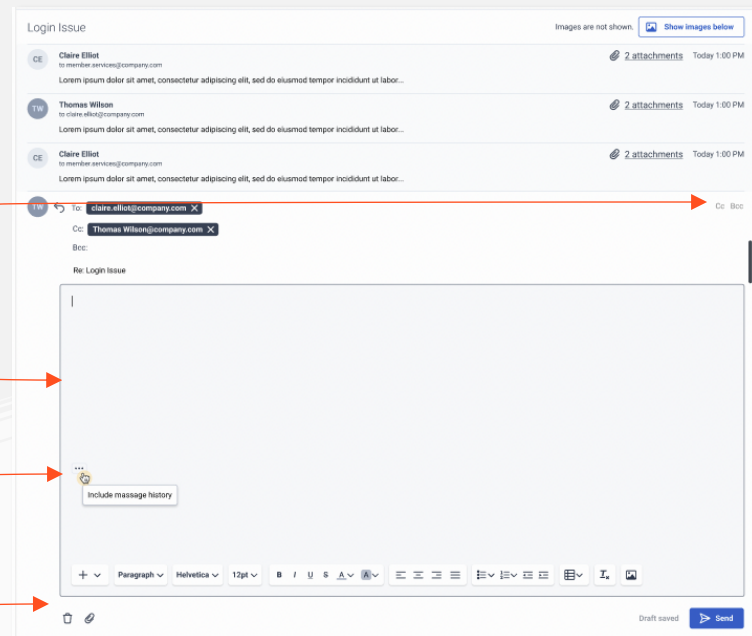
Updated appearance of the email editor. Including the To, CC, BCC, Subject fields, the updated editor field and the sticking rich bar and action row.

Activate cc and bcc through CTAs

Visually separated editor panel

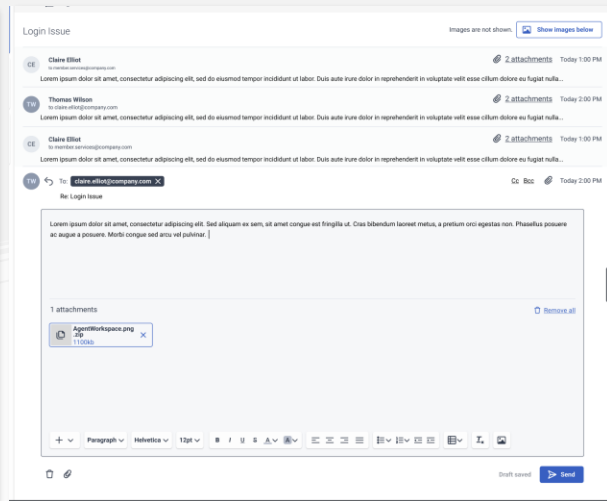
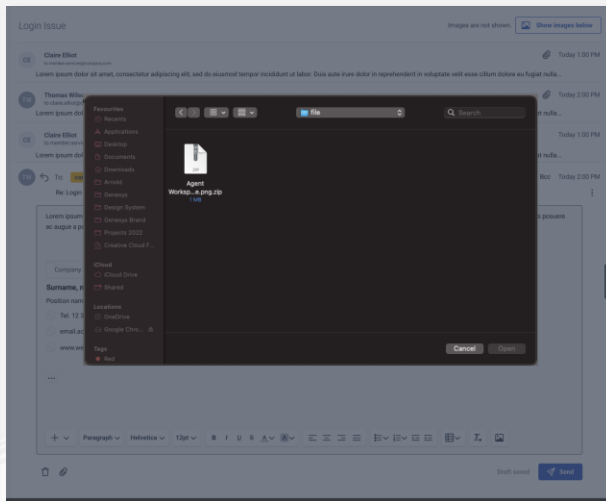
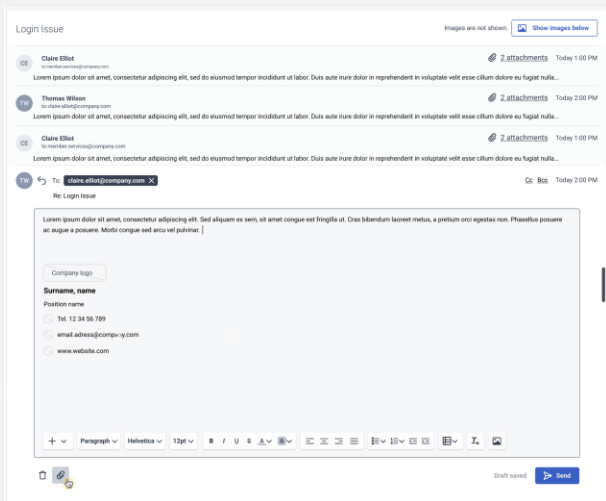
Show history CTA moved inside the editor panel

On scroll: sticking rich bar and actions row



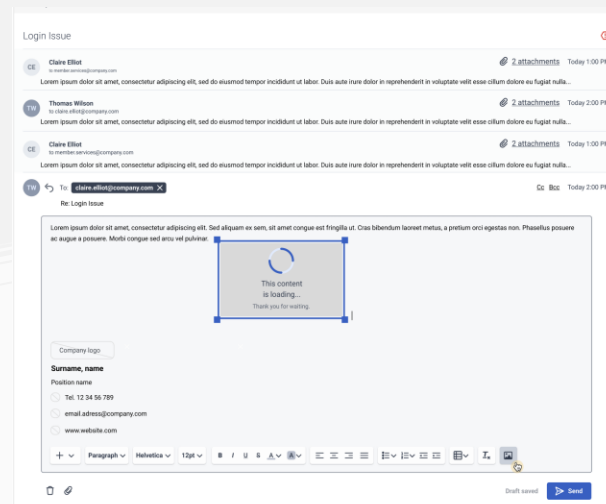
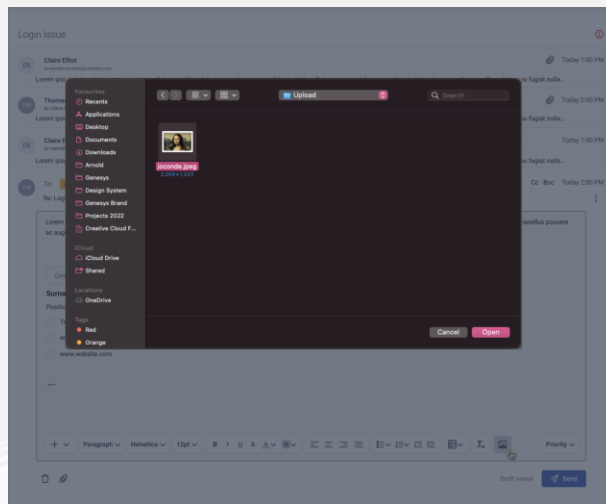
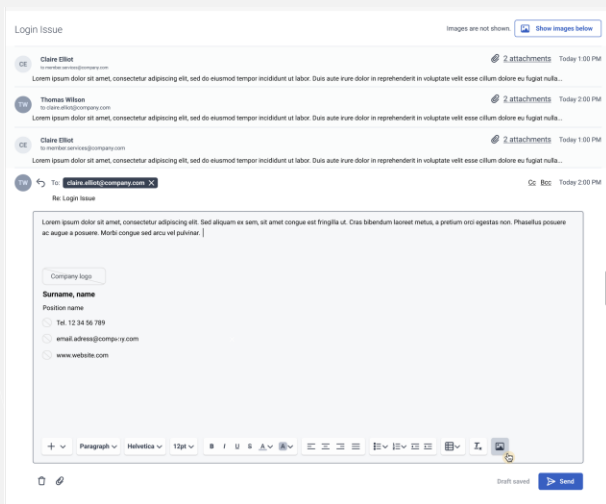
Overview of upcoming change – outbound attachments

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



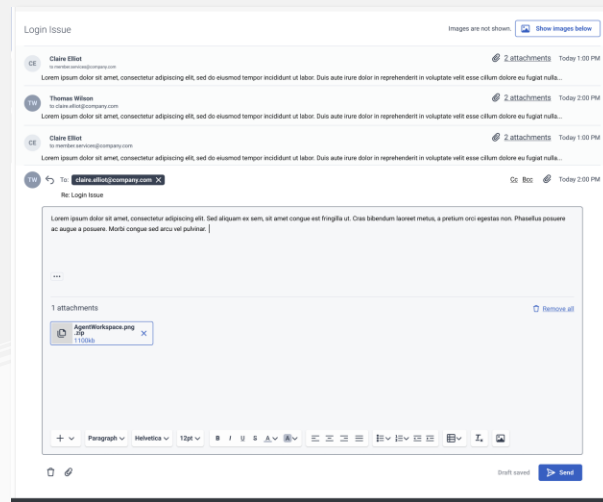
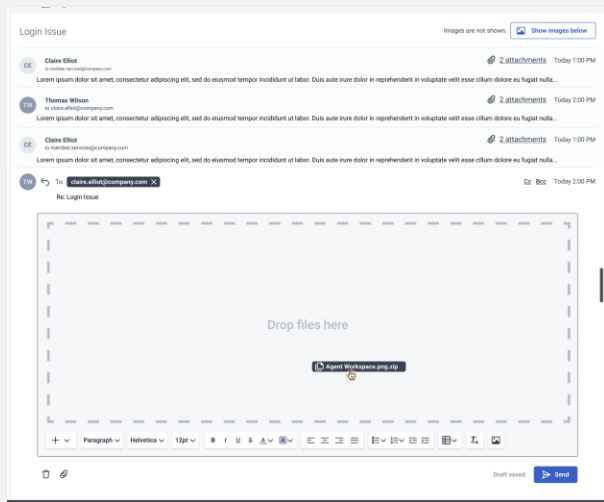
Overview of upcoming change – outbound attachments – inline images

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.



Overview of upcoming change – error states

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

Missing Recipient

Please specify at least one recipient to send the email.

Back

Missing Text in email body

Please enter text in the email body to send the email.

Back

Missing Subject

Send this message without a subject?

No, I'll enter a subject.

Yes, send without subject.

Remove all attachments

Are you sure you want to remove the attachment?

Back

Yes, Remove all attachments

Discard draft message?

The last saved draft of this message will be removed.

Discard

Continue Editing

Overview of upcoming change – List of enhancements

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.

THANK YOU

