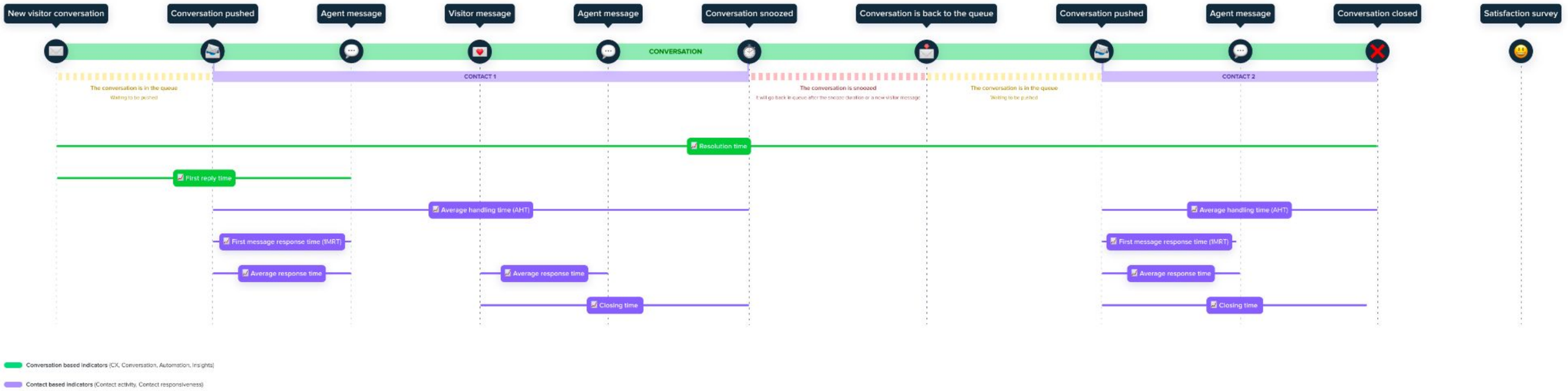
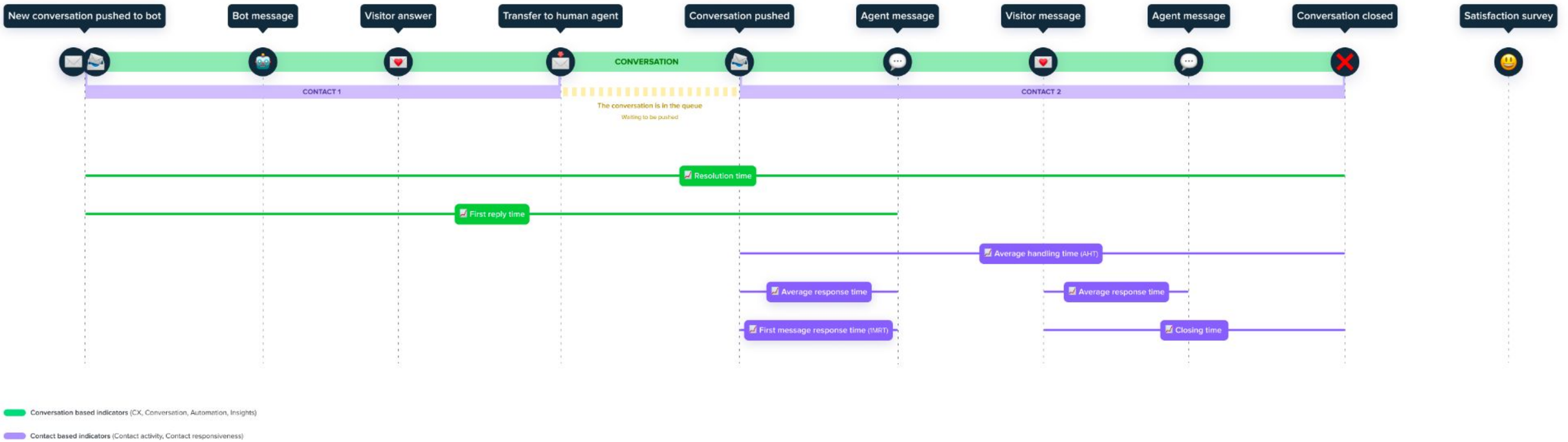
Conversation with queue and snooze



Conversation with bot automation and queue



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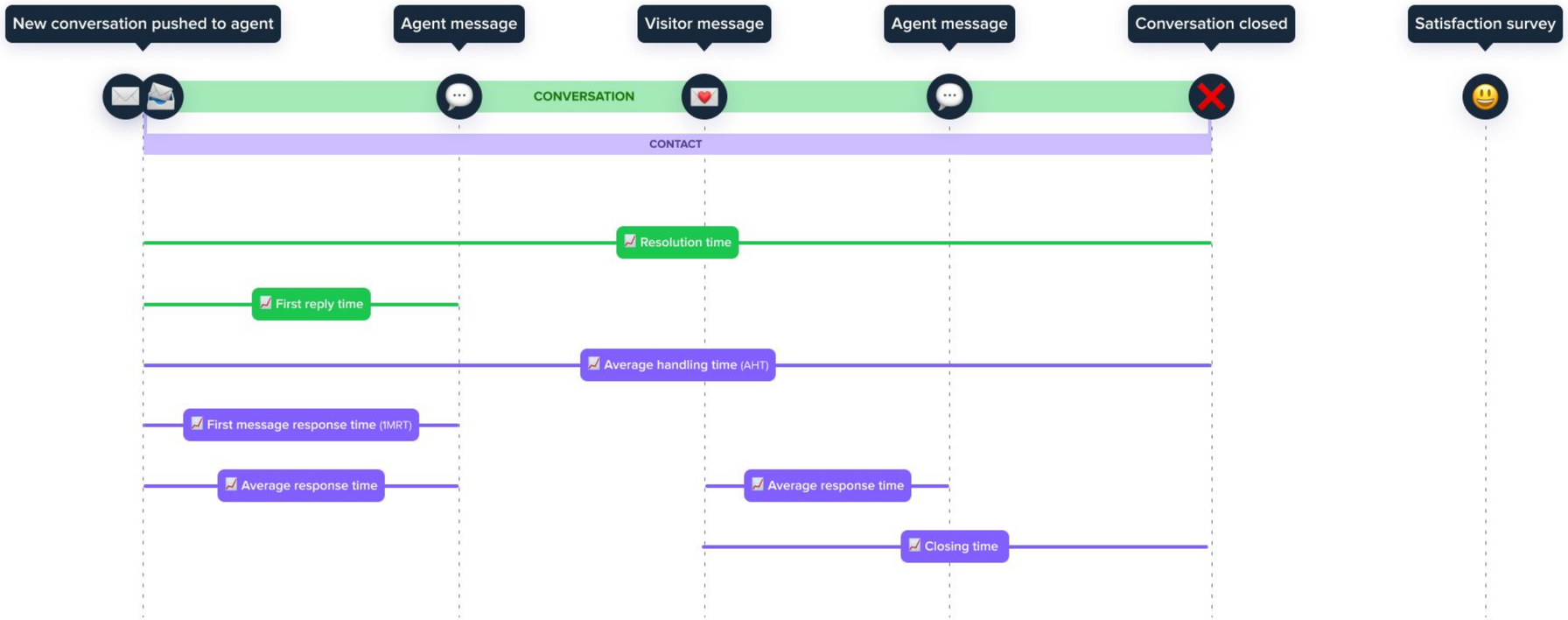
Conversation without queue



Conversation based indicators (CX, Conversation, Automation, Insights)

Contact based indicators (Contact activity, Contact responsiveness)

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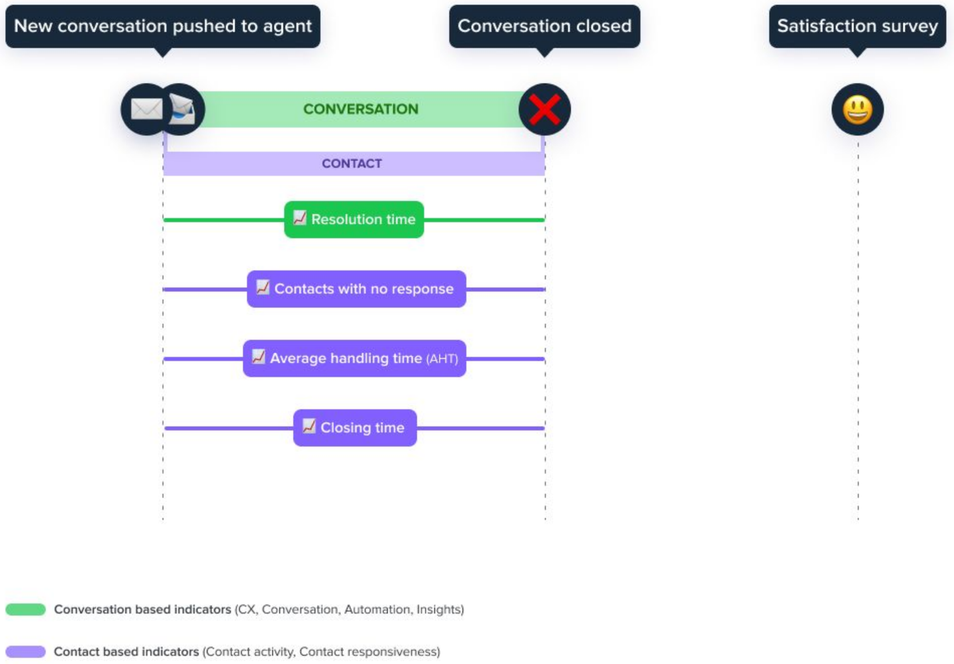
Conversation initiated with no agent response



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