

# The iAdvize conversation panel.

## State boxes

provide information on active conversations: channel used, status of your contact, time elapsed

Three state boxes are shown, each representing an active conversation. The first box shows a contact with ID 12345678 and a message: "I am not able to track the delivery for my last order". The second box shows a contact with ID 12345678 and a message: "I'm looking for a high end OLED TV for my living room". The third box shows a contact with ID 12345678 and a message: "Thank you very much for your help it is greatly appreciated!". Each box includes a status icon (D, J, V), a timestamp, and a 'New' badge on the second box.

## Split screen

po display 1, 2 or 4 conversations at the same time

The split screen view shows a chat window on the left and a mirrored visitor page on the right. The chat window displays a message from a contact with ID 12345678: "I am not able to track the delivery for my last order" at 9:34AM. The mirrored page shows a product page for a Sony XBR-65A8F - OLED - 4K UHD - Android TV. A dropdown menu with a square icon and a checkmark is visible above the chat window.

## Mirroring

display your visitor's page in thumbnail or full screen - you can even assist your visitor in navigating with co-browsing

The mirrored visitor page shows a product page for a Sony XBR-65A8F - OLED - 4K UHD - Android TV. Below the product page, there is a profile page for David Copperfield. The profile page includes fields for Last name (Copperfield), First name (David), Country, Address, City, ID (98765432), Zip code (44 000), Phone number (+33 6 21 32 65 54), and Email address (david.copperfield@mail.com).

## Buttons

click on them to indicate your availability on different channels

A toolbar with four buttons: a green chat icon, a red voice icon, a red video icon, and a red screen sharing icon. A dropdown menu with a checkmark is visible to the right of the buttons.

## End of conversation

to end the conversation, snooze it for a period of time, or transfer it to another respondent

An end of conversation toolbar with six buttons: End (red X), Transfer (blue arrow), Snooze (orange clock), Mirroring (television icon), Visitor (person icon), and History (clock icon). A dropdown menu with a checkmark is visible to the right of the buttons.

## Visitor info

grouped in the toolbar for more convenience

## Chat window

larger, with a self-expanding input field to help you proofread a long message

A chat window showing a self-expanding input field. The input field is large and contains the text "Type your message". Below the input field, there are icons for emojis, attachments, list, link, percentage, and share. A "Translate" toggle switch is visible at the bottom right.