

GOBOOSTIFY – CONVERSATIONS: MESSAGES GUIDELINE

Message Composer

The composer provides the tools to write clearly, attach files, and send through the correct channel—all from the bottom of the conversation.

- Text formatting and Inline Reply Composer opens directly below the active message, keeping context visible while replying.
- Full-screen mode for long replies
- File attachments and links
- Paste files or images directly from your clipboard into the composer to attach them quickly (Ctrl + V on Windows, Cmd + V on Mac).
- Quick send using the **send icon** on the right
- Replies send via the **selected channel** in the composer
- Click Internal Comment in the composer to switch between a customer reply and an internal note without leaving the conversation.

Filtering Messages Within a Conversation

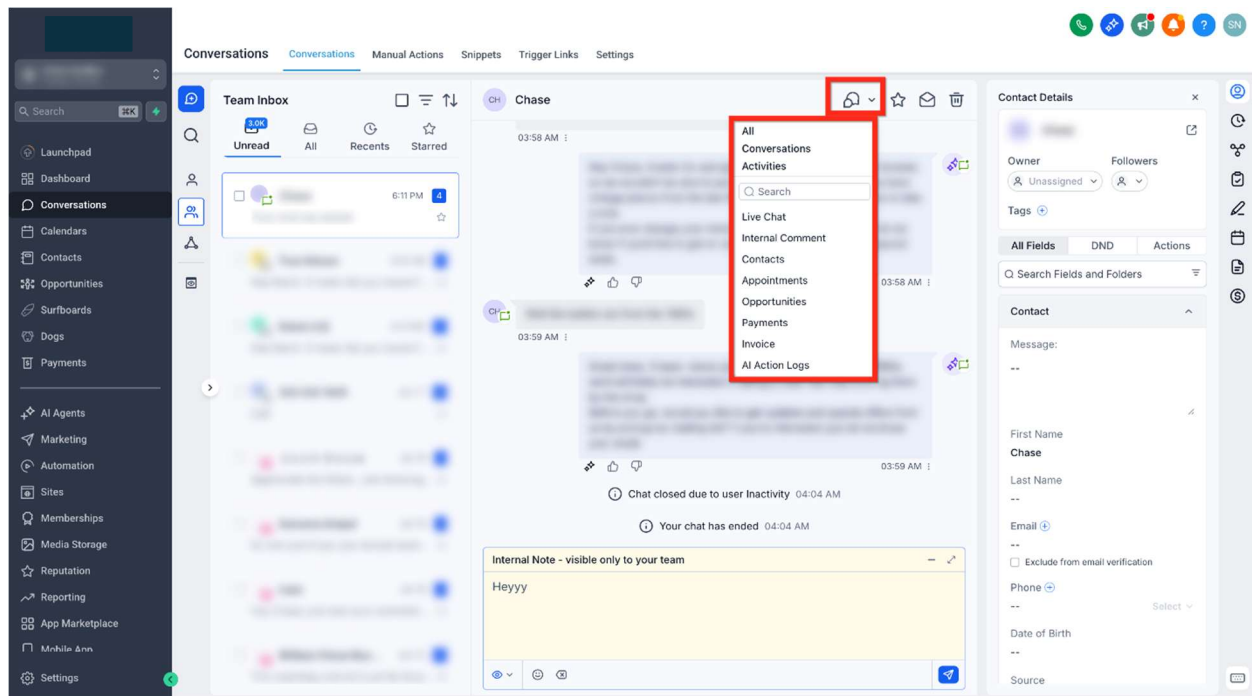
Timeline filters help you isolate specific parts of a long thread—like only emails, only internal notes, or only activities—so you can find context quickly.

Use the **message filter** at the top-right of the timeline to show:

- **All** messages
- **Conversations** (direct exchanges with the contact)
- **Activities** (appointments, updates, etc.)
- Email / Internal Comment / Contacts / Opportunities / Payments / Invoices / AI Action Logs

Use the **search bar** within the filter menu to locate message or activity types faster.

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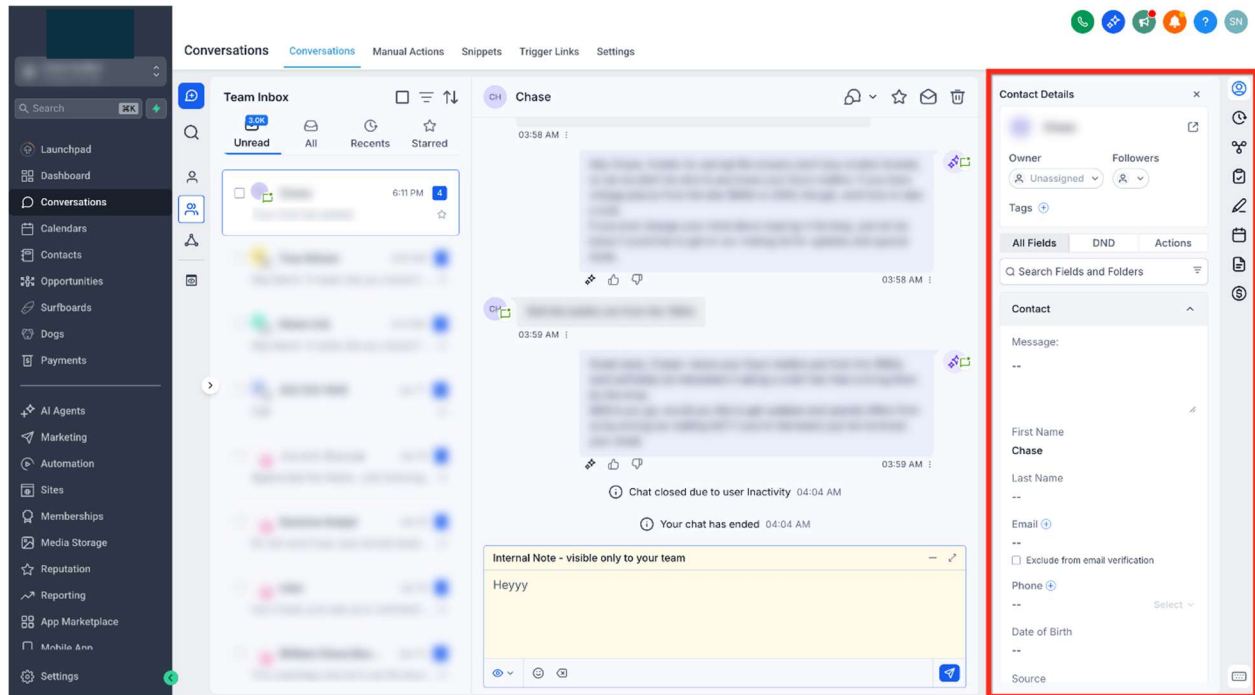
Right Panel

The Right Panel centralizes contact context so you can view and edit details, files, payments, and related records without leaving the conversation. Everything that was available on the **Contacts page** - including **custom fields**, **folders**, and **actions** — is now integrated into this panel, giving you full control and visibility while chatting with a customer.

What you can do from the Right Panel:

- View and edit **contact fields**, **custom fields**, **folders**, **tags**, and **owner**
- Create/view **opportunities**, **appointments**, **invoices**, and **payments**
- Switch tabs such as **Contact**, **Activities**, **Associations**, **Documents**, and **Payments**

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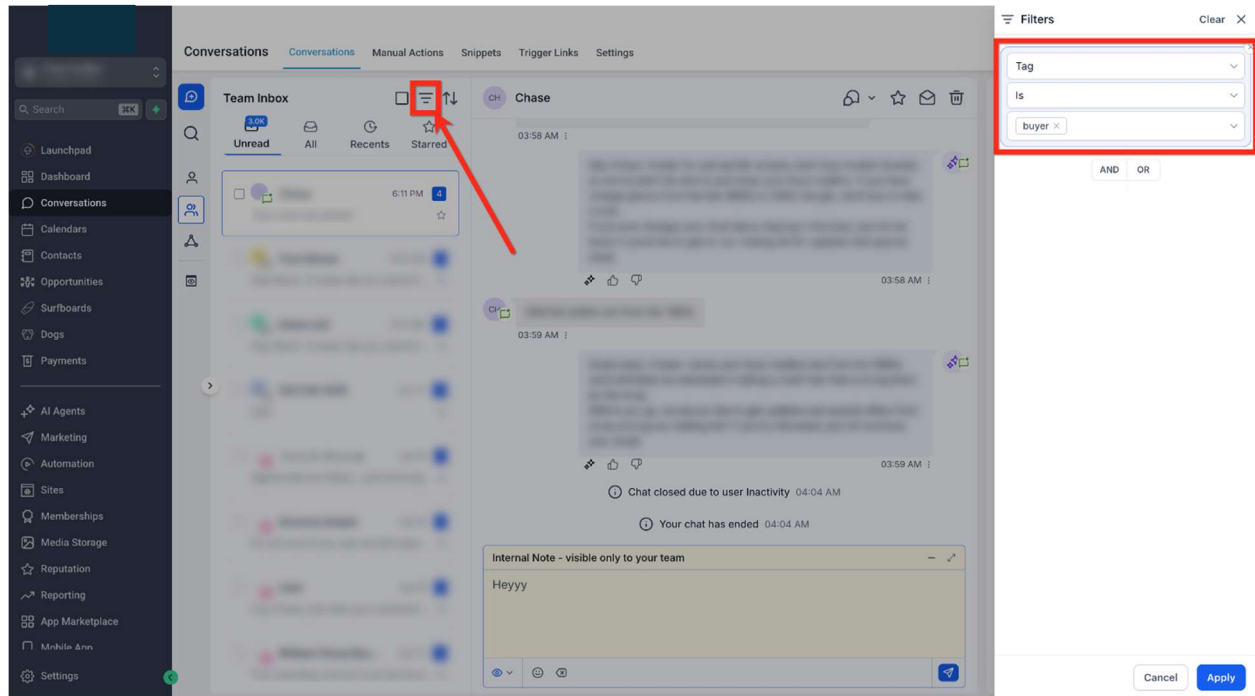
Tags Filter

You can now filter conversations based on **tags**, allowing precise segmentation by category or workflow.

Examples:

- View all conversations tagged as *High Priority*
- See all leads marked with *Follow-up Required*
- Multiple tags can be applied simultaneously for refined control.

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AND / OR Operators

The new filtering system supports **conditional operators**, giving you flexibility to combine multiple criteria:

- Use **AND** to display conversations that meet *all* selected conditions.

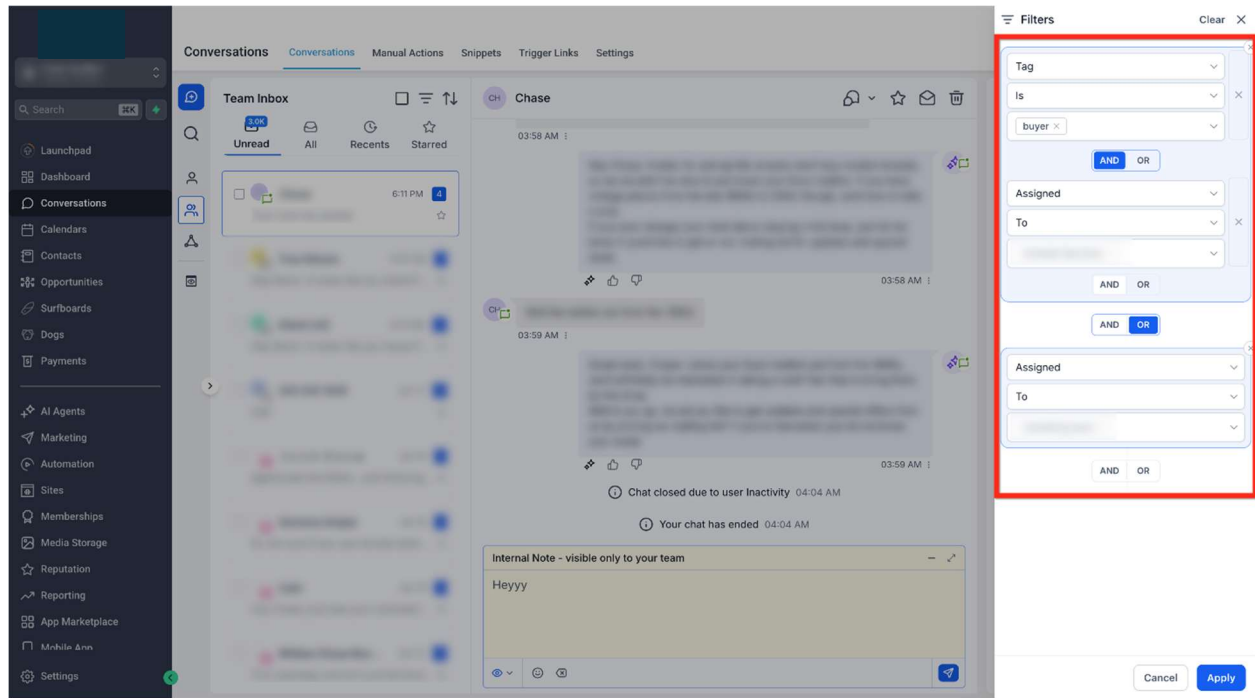
Example: Conversations tagged *High Priority* **AND** assigned to you.

- Use **OR** to display conversations that meet *any* of the selected conditions.

Example: Conversations from *Email* **OR** *WhatsApp* channels.

This makes it easier to build complex filters that match your specific workflow — from isolating urgent support requests to reviewing multi-channel campaigns.

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Email Composer Enhancements

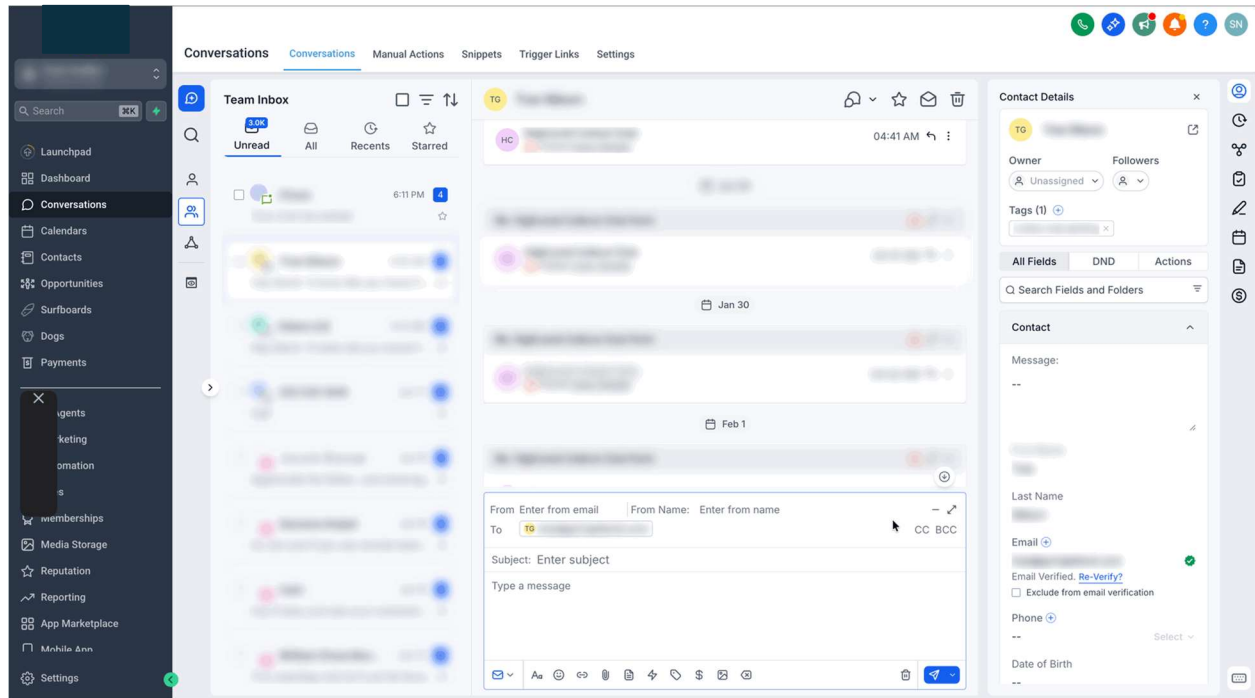
The email composer in the redesigned Conversations module has been upgraded for a clearer, smoother, and more flexible writing experience.

Full-View Composer

You can now expand the composer into a **full-view layout** to draft longer or more detailed emails comfortably.

This provides more space for formatting, adding attachments, and reviewing your message before sending.

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Inline Reply Experience

When replying to an existing email thread, the composer automatically opens **directly below the active email**.

This layout keeps the context visible while you type, helping you stay focused on the conversation history.

To close or exit the reply composer, click the **delete icon (?)** on the right side of the composer toolbar.

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