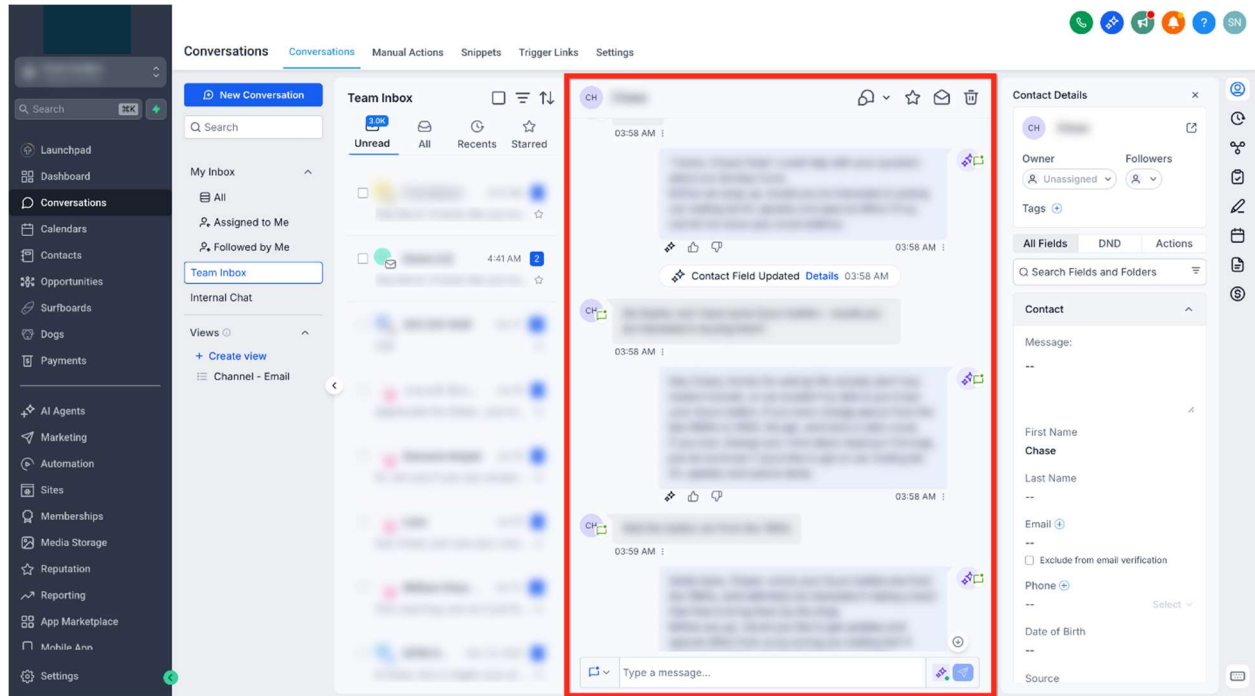


GOBOOSTIFY – CONVERSATIONS: CHANNEL UPDATE GUIDELINE

Real-time channel updates:

If you add or update a contact's email address in the Right Panel, the composer updates immediately. You can switch to Email without refreshing the page.



View call transcripts while editing contact details

Call transcripts open in the Message History Panel. This keeps the Right Panel available so you can update contact details while reviewing the transcript.

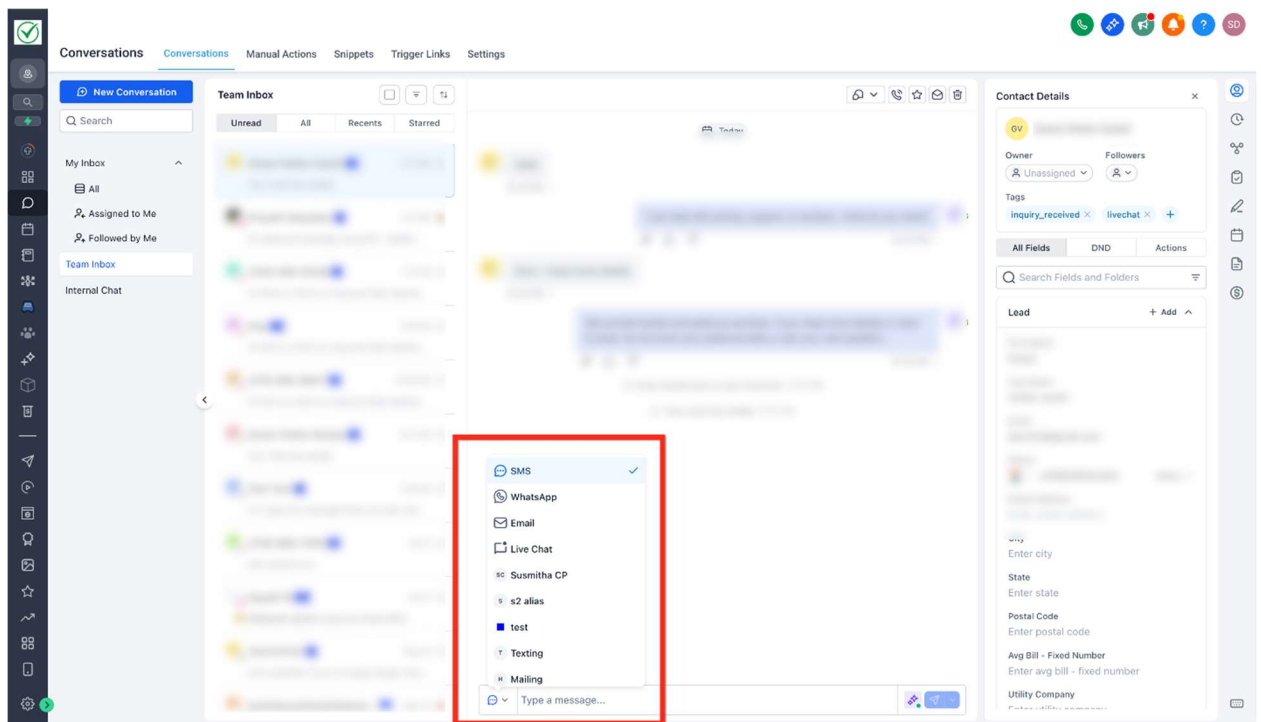
1. Open Conversations and select a conversation with a recorded call.
2. On the call card, click View Transcript.
3. Review the transcript in the Message History Panel.
4. In the Right Panel, update contact fields (for example, Email or Phone) without closing the transcript.
5. Click Hide Transcript when you are done.

Switching Between Channels

Choose the best channel for each reply without leaving the thread—ideal for moving a conversation from SMS to email, or adding internal notes.

- Open the **channel selector** in the composer to switch between available channels.
- **Channel selection persists on collapse/expand:** If you collapse and reopen the composer within the same conversation, Conversations remembers the last channel you selected so you can continue where you left off.

GOBOOSTIFY – CONVERSATIONS: CHANNEL UPDATE GUIDELINE



- Select **Internal Comment** to add a private note (customer will not be notified).
- Internal comment **drafts persist across** channel switches, composer collapse/expand, and conversation changes.

