

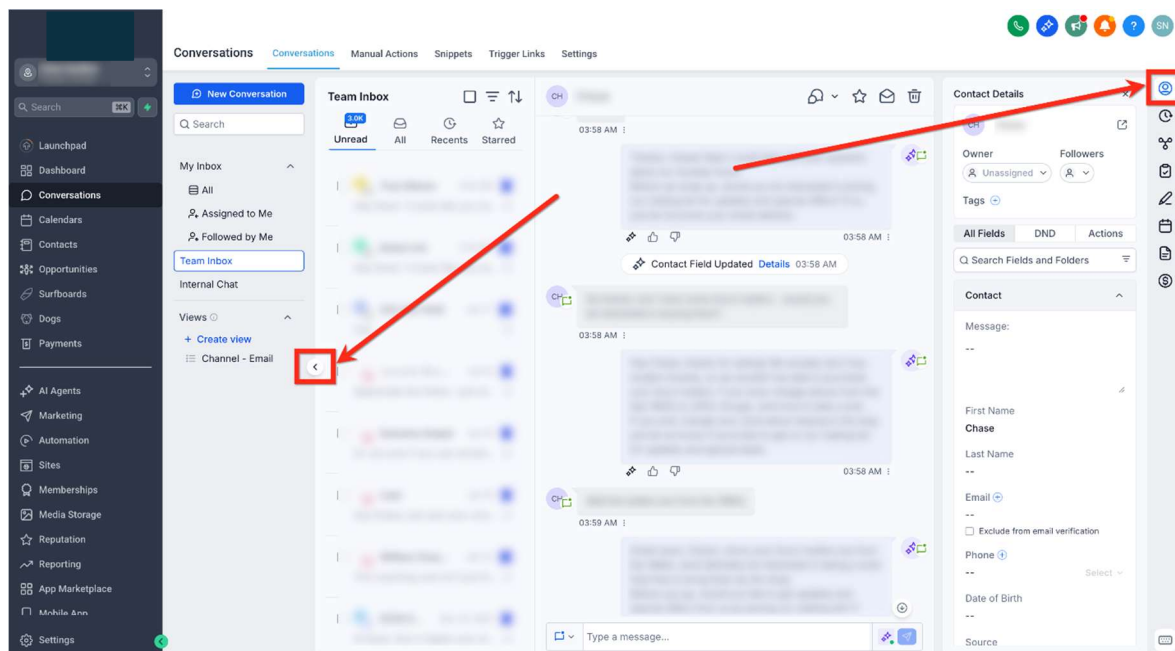
GOBOOSTIFY – CONVERSATIONS NAVIGATION & LAYOUT GUIDELINE

Navigation and Layout

The redesigned Conversations module introduces a four-panel layout for improved organization and clarity. These panels are collapsible, so you can adjust your workspace based on your preference:

- To collapse or expand the Inbox Panel, click the collapse icon located in the middle of the left panel.
- To collapse or expand the Right Panel, click the tab icon on the right edge of the screen.

This flexibility helps you create more reading or reply space when needed.



1. Inbox Panel

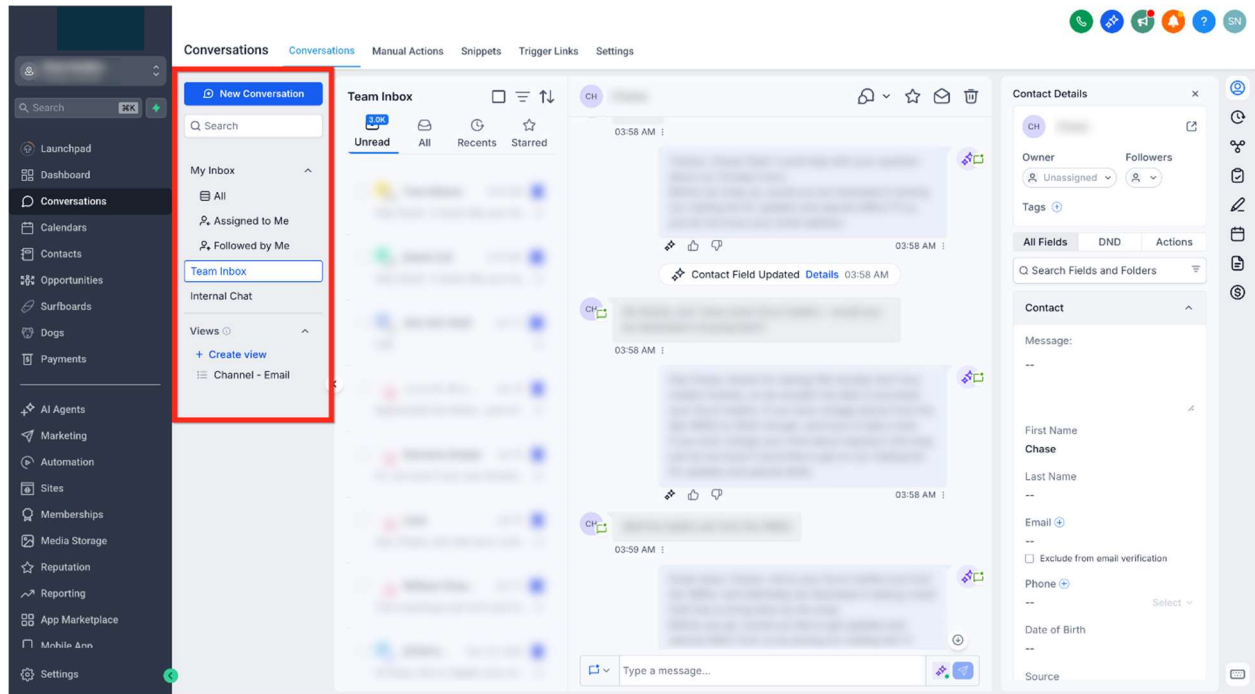
The Inbox Panel controls which set of conversations you're viewing—personal, team, or internal chat—so you can switch context quickly without changing pages.

- **My Inbox:** Conversations assigned to you or followed by you.
- **Team Inbox:** All conversations within the account (requires full data access).
- **Internal Chat:** Private, team-only discussions separate from customer threads.

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Access notes:

- Accounts with **Assigned Data Access** see **My Inbox** and **Internal Chat** (not Team Inbox).
- Users with **full access permissions** can view/manage all three

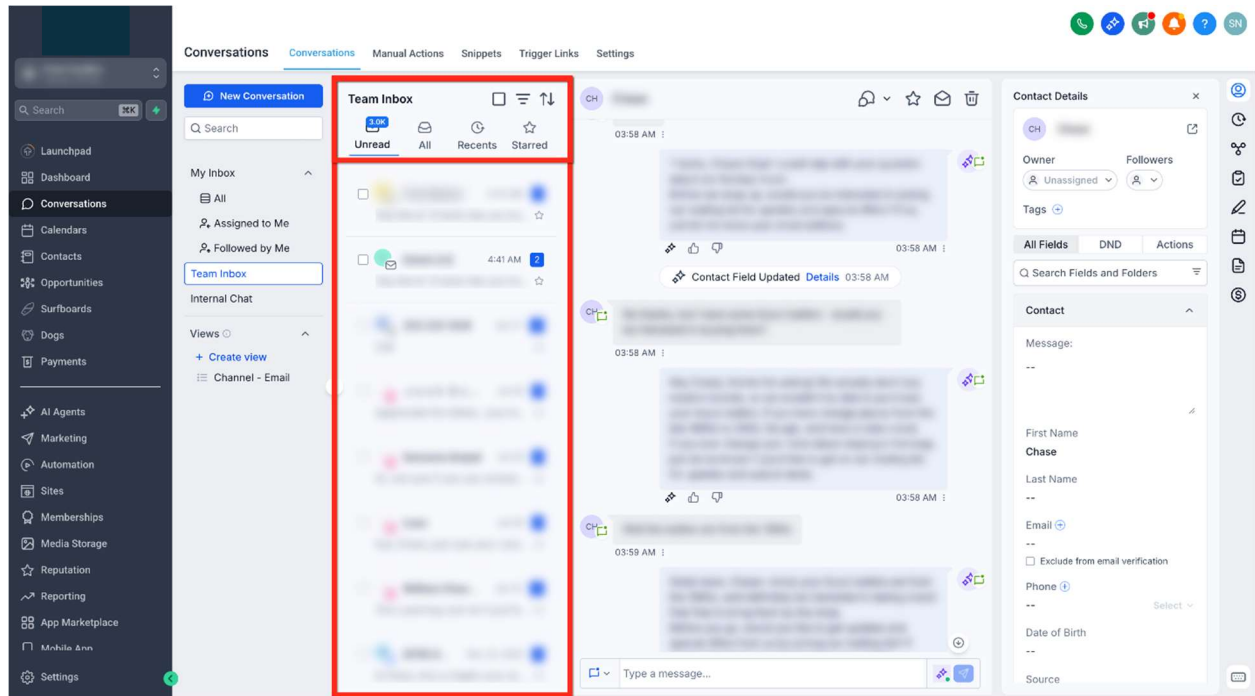


2. Chat List Panel

The **Chat List Panel** is the second column in the Conversations layout. It displays a list of all conversations based on the inbox, folder, or filter you've selected from the **Inbox Panel**. The Chat List Panel shows the threads matching your current inbox, folder, or saved view so you can scan, select, and take bulk actions quickly.

- Check the **select box** at the top to enable bulk actions: **Mark as Read/Unread, Star/Unstar, Delete**.
- **Sort** by newest/oldest activity.
- Use the **Filter** icon for channel, tags, owner, and date filters—supports **AND/OR** combinations.

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The unread conversation count now updates in real time and remains visible across all tabs within the inbox.

- The count updates instantly when new messages arrive
- It decreases immediately when conversations are marked as read
- The unread badge remains visible even when viewing tabs like “All” or “Mine”

This eliminates the need to switch to the Unread tab to monitor new messages and helps teams respond faster.

3. Message History Panel

The Message History Panel is your main reading and reply area. It supports multi-channel timelines, quick replies, and message-type filtering to find context fast.

- Read the full history across **Email, SMS, WhatsApp, Facebook/Instagram messages, and Internal Comments.**
- Filter the visible timeline to focus on specific items.

