

CloudQAtest

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sdfvv

Agent007 RAW - 2025-02-06 - Comments (0) - newcartart

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The screenshot displays a CRM interface with a sidebar on the left and a main message history area on the right.

Left Sidebar:

- New Follow up:** Includes a 'Cancel' button.
- Due:** Set to 'Relative time' with a due date of '28 January 2025 15:55'.
- Actions:** Includes 'Add Reply' (with a dropdown arrow) and 'follow up' (with a pencil icon).
- Select:** A button with a dropdown arrow.
- Criteria:** Includes 'Cancel if user replies' (checked) and 'Cancel if agent replies' (unchecked).
- Create:** A button.

Right Panel (Messages History):

- EMAIL #7:** 'follow up is running' (4 mins ago).
- EMAIL #6:** 'mass reply 20/1' (Jan 20, 2025, 6:14 AM).
- AGENT NOTE #5:** 'sla 2 failed' (Jan 20, 2025, 5:02 AM).
- AGENT NOTE #4:** 'sla 1 warning' (Jan 20, 2025, 4:42 AM).
- AGENT NOTE #3:** (Jan 20, 2025, 4:42 AM).

The bottom of the interface shows a navigation bar with icons for Email, Note, Call, CRM, WhatsApp, and Forward.