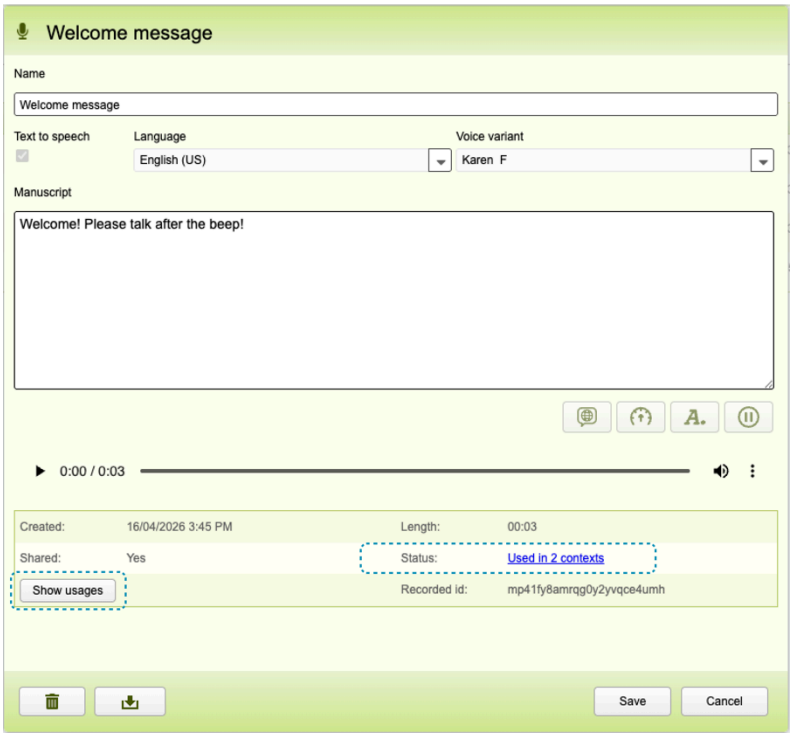
Feature: Navigating through usage of messages

New functionality regarding messages, and their usage, has been added. Now when an admin wants to remove a shared message used in multiple entrances, scenarios, and calendars, there is an easy way to find all places a message is used.

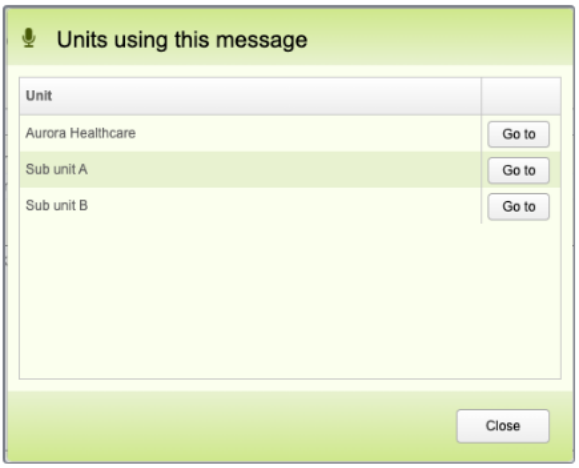
Edit message dialog:

Starting with the edit message dialog, there are two new buttons. The first button, the 'Show usages' button, will bring up a dialog that lists all sub-units that uses the selected message. The second button depicted 'Used in 2 contexts' in screenshot below, will open a dialog that lists in detail where the selected message is used within the active unit.



Units using this message dialog:

This dialog gives a list of all sub-units where the selected message is used. By clicking the 'Go to' button, that specific unit will be chosen and the Edit message dialog will be updated with the message for that unit.



Choose unit by clicking the 'Go to' button

Contexts using this message dialog:

This dialog lists all places where the message is used.

To simplify navigation, **"Go to"** buttons are available. Clicking a button takes the user directly to where the message is used, allowing it to be quickly reviewed and unselected.

As shown in the dialog, the list also indicates where in the schedule the message is currently used. In this example, the message is used in two different locations. Selecting **"Go to"** will open the **Schedule** tab and display the relevant schedule period dialog.

Once all usages of the message have been reviewed and removed, the message can be safely deleted.

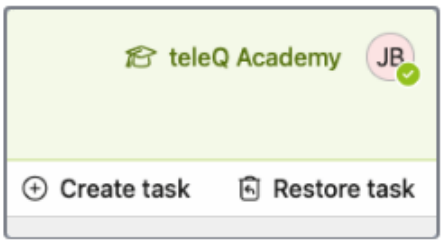
Note that these are not specific to the chosen unit, instead that are listed in all units the message is used
Note that access to units where the message is used controls if an admin can 'Go to' those units
Note that the schedule will not display the dates related to the period the message was used. The correct period will although be selected in the dialog opened.

After all places a message are handled, the message can be deleted.

Feature: Own presence status

Agents can now view both their own and their colleagues' presence status directly within the task view. Certain statuses can be set manually, while others are updated automatically by the system.

At the top left corner, your current status is indicated by a colored dot on your profile icon. The available statuses are **Available** (green), **Away** (yellow), and **Busy** (red).



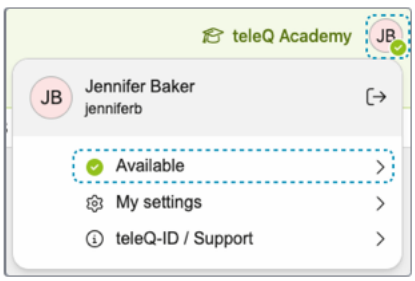
Top-left corner - Own status

The **Available** and **Appear Away** statuses can be set manually, while **Busy** is assigned automatically when you have an active task open or are on a phone call.

Your status is also visible to other logged-in agents in the left column, providing better awareness of team availability.

Available Away Busy

To change own presence status, click the profile icon in the top-left corner. After that the agent profile menu appears with a new option. This option, shown here as *Available* gives the option to change own status.



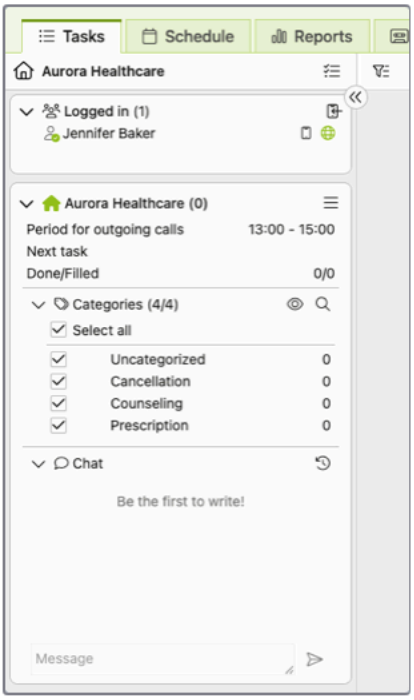
Agent profile menu

Agent presence status selection menu

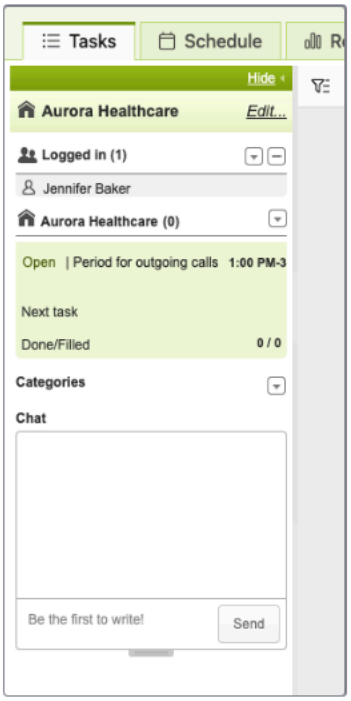
Feature: Updated user interface for left column in task view

The left column has undergone a major redesign to improve usability, clarity, and overall workflow efficiency. Agents now have greater control over the displayed information and can customize the order of units when working with multiple assignments.

The new vs old design in comparison:



New updated design



Old design

Currently logged in units:

At the top of the left column, the list of units you are currently logged into remains, now presented with an updated design. The **Edit...** button has been replaced with an icon button.

This change in button style is part of a broader update across the system and will be introduced in more areas over time. The shift to icon-based actions supports a more consistent interface and better adaptability across regions and languages.

When hovering over the unit's name, or unit names, a tooltip displays the full list of logged-in units. This is particularly useful when the list exceeds the available space in the header.

...add the Choose units dialog here...

Logged in agents:

The list of logged in agents has all the same details as before.

List of Logged in Agents

Agent presence status:

All logged-in agents now have their status displayed alongside an icon to the left of their name. Multiple statuses can be shown simultaneously, depending on the agent's current activity.

The possible status combinations are as follows:

Status	Status description
	Available - Agent is available, not working with a task
	Appear Away - Agent could be on a lunch break
	Busy - Agent is currently working with a task.
	Busy - Agent is currently active in a call, working with a task
	Busy - Agent is active in a call, not working with a task

Push status:

The following is only present if the Push license is enabled for the customer.

- The top-right button opens up the Push login/logout dialog.

There are two Push-related icons per logged in agent. One is for the Push-logged in status, and the other indicates if the agent is logged in using a web browser.

The possible Push statuses are as follows:

Status	Status description
	Agent is not logged in on Push
	Agent is logged in on Push
	The agent is not logged in via a web browser
	The agent is logged in via a web browser

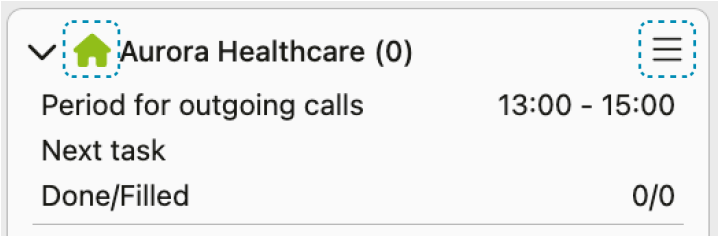
Unit Schedule Information:

The unit schedule status is now displayed as an icon (e.g., a green house). The icon can appear in different colors to reflect the unit's current state:

indicates the unit is open

indicates the unit is open but has no active outgoing block in the schedule

indicates that the unit is closed

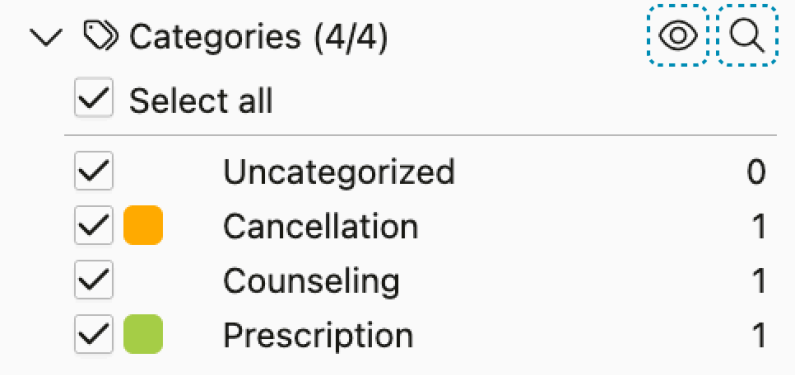


At the top right, the menu icon button has been updated to control the visibility of unit-related details.

Category List:

Category management has been enhanced for better usability:

- Search functionality allows agents to quickly find categories
- Unselected categories can be shown or hidden
- Task filtering has been improved to display all relevant tasks that include the selected categories, rather than requiring an exact category match



In this update, the category selection has been redesigned to provide a more intuitive filtering experience. The previous requirement to match exact combinations of categories has been removed.

Agents can now select one or more categories using checkboxes. Tasks are displayed if they match any of the selected categories, meaning that selecting a single category is sufficient to include tasks that contain it — even if those tasks have additional categories assigned.

The category list also displays the number of tasks assigned to each category.

:

If many categories becomes difficult to manage, agents can enable the **“Hide unselected categories”** option. This will hide all categories that are not currently selected, making the list easier to navigate.

:

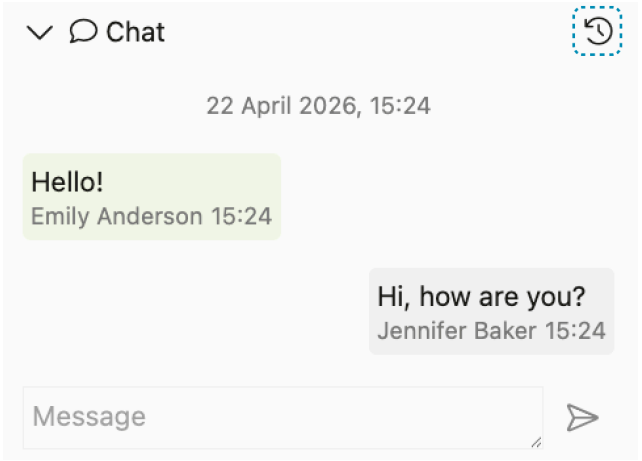
By clicking the search button, a search input field appears, allowing agents to quickly find categories. There is no need to disable, if enabled, **“Hide unselected categories”** before searching, as all categories are temporarily displayed during the search.

Chat:

The internal chat has been updated with a more modern and clearer design. Messages are now visually separated to improve readability and conversation flow.

Incoming messages are aligned to the left of the chat window, while messages sent by the agent are aligned to the right. This makes it easier to distinguish between different participants in the conversation.

The updated layout provides a cleaner overview of chat history and improves the overall user experience during ongoing interactions.



:

The chat history icon button opens a menu that allows agents to select how far back in time the chat should be displayed. This defines the visible chat history within the conversation window. Available options include time ranges such as 4 hours, 8 hours, 24 hours, and more, allowing agents to quickly adjust the amount of historical context shown in the chat.