

# Module 4: Agent Interface - Detailed Functional Requirements

## Document Info

Module: Agent Interface | Version: 1.0 | Status: Approved

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### 1. Agent Dashboard

## Module 4: Agent Interface Screens

AGT-4.1 to AGT-4.4 Requirements Coverage

4.1 Agent Dashboard - Conversation List (AGT-4.1.1, AGT-4.2.1)

The dashboard shows a list of conversations on the left and a large empty area on the right for selecting a conversation. The list includes:

- John Doe** (2m): Thanks, that fixed it!
- Sarah Miller** (High priority): Can you check my refund status?
- Mike Chen** (15m): Let me check that for you...

At the bottom, there are status indicators for Online, Busy, and Away, and a 'Send' button.

4.2 Conversation View - Messages (AGT-4.3.1, AGT-4.3.5, AGT-4.3.6)

The view shows a detailed message history for John Doe. The messages are:

- John Doe** (2m): Thanks, that fixed it!
- John Doe**: My webhook returns 403 on POST requests
- Sarah Miller** (2:40 PM): I see the issue. Your API key doesn't have write permissions. Let me fix that.
- Sarah Miller** (2:41 PM): Done! I've upgraded your key permissions. Try the POST request now.

There are 'Transfer' and 'Resolve' buttons at the top right, and a 'Send' button at the bottom right.

4.3 Customer Info & History (AGT-4.3.2, AGT-4.3.3)

The screen displays customer information for John Doe. The data is as follows:

CUSTOMER INFO	
Name	John Doe
Email	john.doe@email.com
Phone	+1 555-0123
Company	Acme Corp
Plan	Enterprise
Customer Since	Jan 2023

Tags: VIP, API User, Enterprise

AI CONTEXT:

- Intent: technical\_support
- Confidence: 47%
- Entities: error: 403

PREVIOUS CONVERSATIONS (3): Jan 10, 2025

4.4 Internal Notes (AGT-4.4.2)

The screen shows an internal note for John Doe's conversation. The note content is:

Internal Note - Sarah M. - 2:41 PM  
Customer is on Enterprise plan. Checked their API settings - key only has read permissions. Need to upgrade to write access.

There is a 'Send' button at the bottom right.

4.5 Canned Responses

The screen shows canned responses for Sarah Miller's question: "Can you check my refund status?".

**Refund Status Check**  
Let me check your refund status. Could you provide your order number?

**Refund Processing Time**  
Refunds typically take 5-7 business days to process...

**Refund Confirmation**  
Great news! Your refund of \$XX has been processed...

Click a canned response to insert... Send

4.6 AI-Suggested Responses (AGT-4.4.4)

The screen shows AI-suggested responses for Sarah Miller's question: "How do I request a refund for my order?".

**AI Suggested Responses**

- To request a refund, go to Order History and click "Request Refund"
- I can process the refund for you. Which order?
- Refunds take 5-7 business days

Related KB: Refund Policy · How to Request Refund

Click suggestion to insert or type your own... Send

## 1.1 Dashboard Layout

ID

Requirement

Details

AGT-1.1.1	Navigation sidebar	Left nav with icons for main sections
AGT-1.1.2	Conversation list	Center panel showing conversations
AGT-1.1.3	Main content area	Right panel for active conversation
AGT-1.1.4	Customer info panel	Optional right panel for customer details
AGT-1.1.5	Responsive design	Adapt layout for different screen sizes
AGT-1.1.6	Collapsible panels	Allow panels to be collapsed/expanded

## 1.2 Navigation Menu

Icon	Section	Description
	Conversations	Active chats and queues
	Queue	Escalated conversations waiting
	Stats	Personal performance metrics
	Settings	Agent preferences

## 1.3 Header Bar

ID	Requirement	Details
AGT-1.3.1	Agent avatar	Display agent photo/initials
AGT-1.3.2	Agent name	Show logged-in agent name
AGT-1.3.3	Status indicator	Show current status (Online/Busy/Away)
AGT-1.3.4	Notifications	Bell icon with unread count
AGT-1.3.5	Quick actions	Dropdown for common actions

### Acceptance Criteria:

- Dashboard loads within 2 seconds
- All panels render correctly
- Navigation works smoothly

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## 2. Conversation List

### 2.1 List Display

ID	Requirement	Details
AGT-2.1.1	Show assigned conversations	List all conversations assigned to agent
AGT-2.1.2	Conversation card	Show customer name, preview, time
AGT-2.1.3	Unread indicator	Badge showing unread message count
AGT-2.1.4	Channel icon	Show source channel (Chat/Email/WhatsApp)
AGT-2.1.5	Priority badge	Show priority level if high/urgent
AGT-2.1.6	Status indicator	Visual indicator of conversation state
AGT-2.1.7	Real-time updates	List updates without page refresh

### 2.2 Conversation Card Fields

Field	Description
Customer name	Name or "Visitor #123"
Avatar	Customer initials or photo
Message preview	Last message (truncated 50 chars)
Timestamp	Time of last message
Channel badge	Chat/Email/WhatsApp/SMS icon
Unread count	Number badge if unread messages
Priority	High/Urgent badge if applicable
Tags	Conversation tags (max 2 visible)

### 2.3 List Tabs

Tab	Description
Mine	Conversations assigned to agent
Queue	Escalated waiting for claim
All	All active conversations (admin only)

## 2.4 List Actions

ID	Requirement	Details
AGT-2.4.1	Click to open	Click conversation to view details
AGT-2.4.2	Sort options	Sort by newest, oldest, priority
AGT-2.4.3	Filter by channel	Filter by Chat/Email/WhatsApp
AGT-2.4.4	Filter by status	Filter by Active/Pending/Resolved
AGT-2.4.5	Search	Search by customer name or content

### Acceptance Criteria:

- [ ] List shows all assigned conversations
- [ ] Unread indicators accurate
- [ ] Filters work correctly

## 3. Conversation View

### 3.1 Conversation Header

ID	Requirement	Details
AGT-3.1.1	Customer avatar	Photo or initials
AGT-3.1.2	Customer name	Full name
AGT-3.1.3	Customer status	Online/Offline indicator

AGT-3.1.4	Customer email	Email address
AGT-3.1.5	Channel	Source channel icon
AGT-3.1.6	Duration	Time since conversation started
AGT-3.1.7	Action buttons	Transfer, Resolve, More options

### 3.2 Message Display

ID	Requirement	Details
AGT-3.2.1	Full history	Show all messages in conversation
AGT-3.2.2	Customer messages	Left-aligned with customer avatar
AGT-3.2.3	Agent messages	Right-aligned with agent avatar
AGT-3.2.4	AI messages	Labeled with "AI" badge
AGT-3.2.5	System messages	Centered, different style
AGT-3.2.6	Timestamps	Show time for each message
AGT-3.2.7	Read receipts	Show if customer read message
AGT-3.2.8	Message grouping	Group consecutive same-sender messages
AGT-3.2.9	Auto-scroll	Scroll to newest message
AGT-3.2.10	Load more	Load older messages on scroll up

### 3.3 Message Types

Type	Display
Text	Standard text bubble
Image	Thumbnail with expand option
File	File icon with name and download
Link	Clickable link with preview

Internal note Yellow background, agent-only

### 3.4 Message States

State	Visual
Sending	Slight opacity, spinner
Sent	Full opacity, single check
Delivered	Double check
Read	Blue double check
Failed	Red border, retry option

#### Acceptance Criteria:

- [ ] All messages display correctly
  - [ ] History loads completely
  - [ ] Auto-scroll works
- 

## 4. Message Composition

### 4.1 Input Area

ID	Requirement	Details
AGT-4.1.1	Text input	Multi-line text area
AGT-4.1.2	Send button	Click to send message
AGT-4.1.3	Enter to send	Enter sends, Shift+Enter new line
AGT-4.1.4	Character count	Show count if approaching limit
AGT-4.1.5	Character limit	Max 2000 characters
AGT-4.1.6	Auto-resize	Input grows with content

### 4.2 Toolbar

Button	Action
	Add internal note
	Open canned responses
	Attach file
	Emoji picker
	Insert link

### 4.3 File Attachments

ID	Requirement	Details
AGT-4.3.1	Attach button	Click to open file picker
AGT-4.3.2	Drag and drop	Drop files into input area
AGT-4.3.3	File preview	Show preview before sending
AGT-4.3.4	Multiple files	Support multiple attachments
AGT-4.3.5	File size limit	Max 10MB per file
AGT-4.3.6	File types	Images, PDFs, documents
AGT-4.3.7	Remove file	Remove attached file before send

### 4.4 Emoji Picker

ID	Requirement	Details
AGT-4.4.1	Emoji button	Click to open picker
AGT-4.4.2	Emoji categories	Recent, Smileys, People, etc.
AGT-4.4.3	Search emoji	Search by name/keyword
AGT-4.4.4	Insert emoji	Click to insert at cursor
AGT-4.4.5	Recent emojis	Show recently used

## Acceptance Criteria:

- Messages send successfully
  - Attachments upload correctly
  - Emoji picker works
- 

## 5. Canned Responses

### 5.1 Canned Response Library

ID	Requirement	Details
AGT-5.1.1	Quick access	Button in toolbar to open
AGT-5.1.2	Search	Search by title or content
AGT-5.1.3	Categories	Organize by category
AGT-5.1.4	Preview	Show full response on hover
AGT-5.1.5	Click to insert	Insert into composer
AGT-5.1.6	Edit before send	Can modify after inserting

### 5.2 Canned Response Types

Type	Scope
Team	Shared by entire team
Persona 	Created by individual agent
Global	Available to all agents

### 5.3 Canned Response Fields

Field	Description
Title	Short identifying name
Content	Full response text

Shortcut Keyboard shortcut (e.g., /refund)

Category Organization category

Variables Support {{customer.name}} etc.

## 5.4 Canned Response Management

ID	Requirement	Details
AGT-5.4.1	Create personal	Agent creates own responses
AGT-5.4.2	Edit personal	Agent edits own responses
AGT-5.4.3	Delete personal	Agent deletes own responses
AGT-5.4.4	Use team responses	Access shared team responses
AGT-5.4.5	Shortcut trigger	Type "/" to show suggestions

### Acceptance Criteria:

- Canned responses load quickly
  - Search finds relevant responses
  - Variables substitute correctly
- 

## 6. AI-Suggested Responses

### 6.1 Suggestion Display

ID	Requirement	Details
AGT-6.1.1	Auto-suggest	Show suggestions after customer message
AGT-6.1.2	Suggestion box	Highlighted box above input
AGT-6.1.3	Multiple suggestions	Show 2-3 relevant suggestions
AGT-6.1.4	One-click insert	Click to insert suggestion
AGT-6.1.5	Dismiss	Close suggestion box

AGT-6.1.6 Related articles Link to relevant KB articles

## 6.2 Suggestion Sources

Source	Description
Intent response	Based on detected intent
KB articles	From knowledge base matches
Similar conversations	From past resolved conversations
Canned responses	Relevant canned responses

## 6.3 Suggestion Settings

ID	Requirement	Details
AGT-6.3.1	Enable/disable	Agent can turn off suggestions
AGT-6.3.2	Auto-show	Show automatically vs. on-demand
AGT-6.3.3	Feedback	Track which suggestions agents use

### Acceptance Criteria:

- [ ] Suggestions appear within 1 second
  - [ ] Suggestions are relevant
  - [ ] Click to insert works
- 

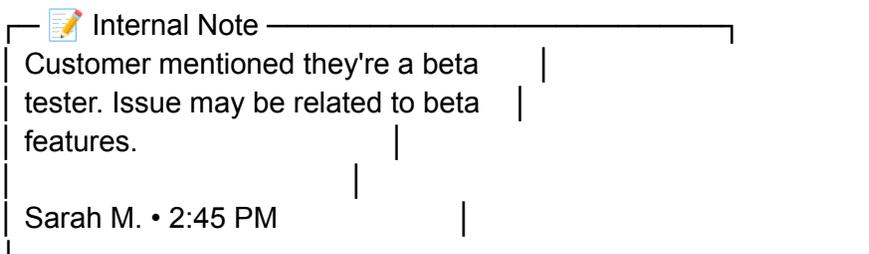
## 7. Internal Notes

### 7.1 Note Features

ID	Requirement	Details
AGT-7.1.1	Add note	Click button to add internal note
AGT-7.1.2	Note visibility	Only visible to agents

AGT-7.1.3	Note styling	Different background (yellow)
AGT-7.1.4	Note timestamp	Show when note was added
AGT-7.1.5	Note author	Show which agent added note
AGT-7.1.6	Edit note	Agent can edit own notes
AGT-7.1.7	Delete note	Agent can delete own notes
AGT-7.1.8	Note in timeline	Display inline with messages

## 7.2 Note Display



### Acceptance Criteria:

- Notes save correctly
- Notes never visible to customer
- Notes display in timeline

## 8. Customer Information Panel

### 8.1 Customer Details

ID	Requirement	Details
AGT-8.1.1	Customer name	Full name
AGT-8.1.2	Email	Email address (clickable)
AGT-8.1.3	Phone	Phone number (clickable)
AGT-8.1.4	Company	Company name

AGT-8.1.5	Plan/Tier	Subscription level
AGT-8.1.6	Customer since	Account creation date
AGT-8.1.7	Custom fields	Any custom attributes

## 8.2 AI Context

ID	Requirement	Details
AGT-8.2.1	Detected intent	What AI thought customer wanted
AGT-8.2.2	Confidence score	AI confidence percentage
AGT-8.2.3	Extracted entities	Order ID, dates, etc.
AGT-8.2.4	Escalation reason	Why AI escalated
AGT-8.2.5	Suggested articles	KB articles AI found relevant

## 8.3 Conversation Tags

ID	Requirement	Details
AGT-8.3.1	View tags	Show current tags
AGT-8.3.2	Add tag	Add new tag to conversation
AGT-8.3.3	Remove tag	Remove existing tag
AGT-8.3.4	Tag suggestions	Suggest tags based on content

## 8.4 Customer History

ID	Requirement	Details
AGT-8.4.1	Previous conversations	List past conversations
AGT-8.4.2	Conversation count	Total conversations
AGT-8.4.3	Last contact	Date of last interaction
AGT-8.4.4	Click to view	Open past conversation details

AGT-8.4.5 Resolution status Show if resolved/closed

## 8.5 Panel Actions

ID	Requirement	Details
AGT-8.5.1	Edit customer	Edit customer details
AGT-8.5.2	View profile	Open full customer profile
AGT-8.5.3	Collapse panel	Hide/show panel

### Acceptance Criteria:

- All customer info displays
  - History loads correctly
  - Tags can be managed
- 

## 9. Conversation Actions

### 9.1 Resolve Conversation

ID	Requirement	Details
AGT-9.1.1	Resolve button	One-click to open resolve modal
AGT-9.1.2	Resolution type	Select Resolved/Closed/Spam
AGT-9.1.3	Resolution note	Optional summary note
AGT-9.1.4	Add tags	Tag conversation before resolving
AGT-9.1.5	Closing message	Option to send closing message
AGT-9.1.6	Confirm	Confirm before resolving

### 9.2 Resolution Types

Type	Description	Customer Message
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Resolved	Issue fixed	"Glad I could help!"
Closed	No action needed	"Thanks for chatting!"
Spam	Spam/abuse	No message

### 9.3 Transfer Conversation

ID	Requirement	Details
AGT-9.3.1	Transfer button	Open transfer modal
AGT-9.3.2	Select agent	Pick specific agent
AGT-9.3.3	Select team	Pick team for routing
AGT-9.3.4	Agent availability	Show agent status
AGT-9.3.5	Agent workload	Show active chat count
AGT-9.3.6	Internal note	Add note for receiving agent
AGT-9.3.7	Customer notification	Notify customer of transfer

### 9.4 Other Actions

Action	Description
Mark unread	Mark conversation as unread
Snooze	Hide for specified time
Priority	Change priority level
Block	Block customer (admin approval)

#### Acceptance Criteria:

- Resolve works correctly
  - Transfer completes successfully
  - Customer notified appropriately
-

## 10. Multiple Conversations

### 10.1 Multi-Conversation Support

ID	Requirement	Details
AGT-10.1.1	Handle multiple	Agent handles multiple simultaneously
AGT-10.1.2	Max concurrent	Configurable max (default 5)
AGT-10.1.3	Easy switching	Quick switch between conversations
AGT-10.1.4	Unread indicators	Clear indicators for unread
AGT-10.1.5	Attention alerts	Highlight conversations needing attention

### 10.2 Attention Indicators

Indicator	Condition
Unread badge	New messages from customer
Red highlight	Waiting >2 minutes for response
Priority badge	High priority conversation
Typing indicator	Customer is typing

### 10.3 Conversation Switching

ID	Requirement	Details
AGT-10.3.1	Click to switch	Click conversation in list
AGT-10.3.2	Keyboard shortcut	Alt+1-5 for quick switch
AGT-10.3.3	Preserve draft	Save draft when switching
AGT-10.3.4	Scroll position	Remember scroll position

#### Acceptance Criteria:

- Multiple conversations work smoothly
- Unread indicators accurate
- Switching preserves state

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# 11. Agent Status Management

## 11.1 Status Types

Status	Description	Receives Work
Online	Available	Yes
Busy	At capacity	No
Away	Temporarily away	No
Offline	Not working	No

## 11.2 Status Controls

ID	Requirement	Details
AGT-11.2.1	Status selector	Dropdown to change status
AGT-11.2.2	One-click change	Quick status change
AGT-11.2.3	Status visible	Show current status in header
AGT-11.2.4	Auto-busy	Auto-set busy at max chats
AGT-11.2.5	Auto-away	Auto-away after idle timeout
AGT-11.2.6	Away reason	Optional reason when setting away

## 11.3 Status Rules

ID	Requirement	Details
AGT-11.3.1	Max conversations	Stop routing at limit
AGT-11.3.2	Idle timeout	Set away after X minutes
AGT-11.3.3	Force offline	Auto-offline end of shift

**Acceptance Criteria:**

- Status changes immediately
  - Auto-status works correctly
  - Routing respects status
- 

## 12. Agent Performance Stats

### 12.1 Personal Metrics

<b>Metric</b>	<b>Description</b>
Conversations	Total handled today
Resolved	Conversations resolved
Resolution rate	Percentage resolved
Avg handle time	Average conversation duration
Avg response time	Average time to first response
CSAT score	Customer satisfaction rating
Messages sent	Total messages sent

### 12.2 Stats Display

<b>ID</b>	<b>Requirement</b>	<b>Details</b>
AGT-12.2.1	Stats dashboard	Dedicated stats page
AGT-12.2.2	Today's stats	Current day metrics
AGT-12.2.3	Comparison	Compare to previous day/week
AGT-12.2.4	Trends	Show up/down trends

AGT-12.2.5 Goals Show targets vs. actual

## 12.3 Activity Feed

ID	Requirement	Details
AGT-12.3.1	Recent activity	List of recent actions
AGT-12.3.2	Activity types	Resolved, claimed, transferred
AGT-12.3.3	Timestamps	When each action occurred

## 12.4 Queue Status

ID	Requirement	Details
AGT-12.4.1	Queue length	Customers waiting
AGT-12.4.2	Avg wait time	Average queue wait
AGT-12.4.3	Agents online	Team members available
AGT-12.4.4	Team stats	Team performance overview

### Acceptance Criteria:

- Stats calculate correctly
  - Real-time updates
  - Activity feed accurate
- 

## 13. Notifications

### 13.1 In-App Notifications

ID	Requirement	Details
AGT-13.1.1	New message	Alert for new customer message
AGT-13.1.2	New assignment	Alert when assigned conversation
AGT-13.1.3	Transfer received	Alert when receiving transfer

AGT-13.1.4	Queue alert	Alert when queue is high
AGT-13.1.5	Notification center	View all notifications

## 13.2 Notification Settings

ID	Requirement	Details
AGT-13.2.1	Sound toggle	Enable/disable sounds
AGT-13.2.2	Sound selection	Choose notification sound selection
AGT-13.2.3	Desktop push	Enable browser notifications
AGT-13.2.4	DND mode	Do not disturb option

### Acceptance Criteria:

- Notifications arrive promptly
- Settings persist
- DND works correctly

## 14. Keyboard Shortcuts

Shortcut	Action
Enter	Send message
Shift+Enter	New line
Ctrl+/'	Open canned responses
Ctrl+K	Search conversations
Ctrl+Enter	Resolve conversation
Alt+1-5	Switch to conversation 1-5
Escape	Close modal/panel

## 15. Performance Requirements

<b>Metric</b>	<b>Target</b>
Dashboard load	<2 seconds
Conversation load	<1 second
Message send	<500ms
Search results	<1 second
Real-time updates	<500ms delay

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## 16. Accessibility

<b>ID</b>	<b>Requirement</b>
A11Y-1	Keyboard navigation throughout
A11Y-2	Screen reader support
A11Y-3	ARIA labels on all controls
A11Y-4	Focus management in modals
A11Y-5	Color contrast 4.5:1 minimum
A11Y-6	Resizable text support

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## 17. Security

<b>ID</b>	<b>Requirement</b>
SEC-1	Session timeout after inactivity
SEC-2	Agent can only see assigned conversations
SEC-3	Internal notes encrypted at rest
SEC-4	Audit log for all actions
SEC-5	CSRF protection on all forms

# SEC-6 XSS prevention in message display

### Module 4: Agent Interface Screens

AGT-4.1 to AGT-4.4 Requirements Coverage

#### 4.1 Agent Dashboard - Conversation List (AGT-4.1.1, AGT-4.2.1)

Conversations

- Mine (3) Queue (2)
- John Doe: Thanks, that fixed it! (2m)
- Sarah Miller: Can you check my refund status? (High)
- Mike Chen: Let me check that for you... (15m)

Select a conversation to start  
3 active conversations

#### 4.2 Conversation View - Messages (AGT-4.3.1, AGT-4.3.5, AGT-4.3.6)

Conversations

- Mine (3) Queue (2)
- John Doe: Thanks, that fixed it! (2m)
- Sarah Miller: Can you check my refund? (2)

John Doe: My webhook returns 403 on POST requests (2:40 PM)

Sarah Miller: I see the issue. Your API key doesn't have write permissions. Let me fix that. (2:41 PM)

Done! I've upgraded your key permissions. Try the POST request now. (2:41 PM)

#### 4.3 Customer Info & History (AGT-4.3.2, AGT-4.3.3)

Conversations

- John Doe: Thanks, that fixed it!
- John Doe: My webhook returns 403...

**CUSTOMER INFO**

John Doe  
john.doe@email.com

Name: John Doe  
Email: john.doe@email.com  
Phone: +1 555-0123  
Company: Acme Corp  
Plan: Enterprise  
Customer Since: Jan 2023

**TAGS**

VIP API User Enterprise

**AI CONTEXT**

Intent: technical\_support  
Confidence: 47%  
Entities: error: 403

**PREVIOUS CONVERSATIONS (3)**

Jan 10, 2025

#### 4.4 Internal Notes (AGT-4.4.2)

Conversations

- John Doe: My webhook returns 403 on POST (2:40 PM)

Internal Note - Sarah M. - 2:41 PM  
Customer is on Enterprise plan. Checked their API settings - key only has read permissions. Need to upgrade to write access.

#### 4.5 Canned Responses

Conversations

- Sarah Miller: Can you check my refund status? (SM)

**Canned Responses**

**Refund Status Check**  
Let me check your refund status. Could you provide your order number?

**Refund Processing Time**  
Refunds typically take 5-7 business days to process...

**Refund Confirmation**  
Great news! Your refund of \$XX has been processed...

#### 4.6 AI-Suggested Responses (AGT-4.4.4)

Conversations

- Sarah Miller: How do I request a refund for my order? (SM)

**AI Suggested Responses**

- To request a refund, go to Order History and click "Request Refund"
- I can process the refund for you. Which order?
- Refunds take 5-7 business days

Related KB: Refund Policy · How to Request Refund

<!DOCTYPE html>  
<html lang="en">

```

<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Agent Interface - Module 4 Screens</title>
  <style>
    *{margin:0;padding:0;box-sizing:border-box}
    body{font-family:-apple-system,BlinkMacSystemFont,'Segoe
UI',sans-serif;background:#f0f0f0;min-height:100vh;padding:20px}
    .page-header{text-align:center;margin-bottom:30px}
    .page-header h1{font-size:24px;color:#1a1a2e;margin-bottom:8px}
    .page-header p{color:#666;font-size:14px}

.screens-grid{display:grid;grid-template-columns:repeat(auto-fit,minmax(550px,1fr));gap:30px;max-width:1500px;margin:0 auto}
  .screen-card{background:#fff;border-radius:12px;padding:20px;box-shadow:0 2px 8px rgba(0,0,0,0.1)}
  .screen-card
h3{font-size:14px;color:#666;margin-bottom:12px;padding-bottom:8px;border-bottom:1px solid #eee}

  /* Agent Layout */
  .agent-layout{display:flex;height:480px;border-radius:8px;overflow:hidden;border:1px solid #e5e7eb}

.agent-nav{width:60px;background:#1a1a2e;display:flex;flex-direction:column;align-items:center;padding:12px 0}

.nav-icon{width:40px;height:40px;display:flex;align-items:center;justify-content:center;border-radius:8px;margin-bottom:8px;cursor:pointer;font-size:18px;color:#666}
  .nav-icon:hover{background:#2a2a4e}
  .nav-icon.active{background:#3b82f6;color:#fff}
  .nav-icon
.badge{position:absolute;top:-4px;right:-4px;background:#ef4444;color:#fff;font-size:10px;padding:2px 5px;border-radius:8px}

  .agent-sidebar{width:280px;background:#fff;border-right:1px solid #e5e7eb;display:flex;flex-direction:column}
  .sidebar-header{padding:14px 16px;border-bottom:1px solid #e5e7eb}
  .sidebar-header h4{font-size:14px;margin-bottom:8px}
  .sidebar-tabs{display:flex;gap:4px}
  .sidebar-tab{padding:6px 12px;font-size:12px;border-radius:6px;cursor:pointer;background:#f0f0f0}
  .sidebar-tab.active{background:#3b82f6;color:#fff}
  .conv-list{flex:1;overflow-y:auto}

```

```

.conv-item{padding:12px 16px;border-bottom:1px solid #f0f0f0;cursor:pointer}
.conv-item:hover{background:#f8f9fa}
.conv-item.active{background:#eff6ff;border-left:3px solid #3b82f6}
.conv-item .header{display:flex;justify-content:space-between;margin-bottom:4px}
.conv-item .name{font-weight:600;font-size:13px}
.conv-item .time{font-size:11px;color:#999}
.conv-item
.preview{font-size:12px;color:#666;white-space:nowrap;overflow:hidden;text-overflow:ellipsis}
.conv-item .badges{display:flex;gap:6px;margin-top:6px}
.badge{font-size:10px;padding:2px 8px;border-radius:4px}
.badge.channel{background:#e0f2fe;color:#0369a1}
.badge.priority{background:#fee2e2;color:#dc2626}

.badge.unread{background:#3b82f6;color:#fff;border-radius:50%;width:18px;height:18px;display
:flex;align-items:center;justify-content:center}

.agent-main{flex:1;display:flex;flex-direction:column;background:#f8f9fa}
.main-header{padding:12px 16px;background:#fff;border-bottom:1px solid
#e5e7eb;display:flex;justify-content:space-between;align-items:center}
.customer-info{display:flex;align-items:center;gap:12px}

.avatar{width:40px;height:40px;border-radius:50%;background:linear-gradient(135deg,#3b82f6,
#8b5cf6);display:flex;align-items:center;justify-content:center;color:#fff;font-size:14px;font-weight
:600}
.customer-info h4{font-size:15px;margin-bottom:2px}
.customer-info p{font-size:12px;color:#666}
.header-actions{display:flex;gap:8px}

.messages-area{flex:1;padding:16px;overflow-y:auto}
.message{display:flex;gap:10px;margin-bottom:14px;max-width:75%}
.message.customer{align-self:flex-start}
.message.agent{align-self:flex-end;margin-left:auto;flex-direction:row-reverse}
.message .avatar{width:32px;height:32px;font-size:12px;flex-shrink:0}
.message.agent .avatar{background:linear-gradient(135deg,#10b981,#06b6d4)}
.bubble{padding:10px 14px;border-radius:12px;font-size:14px;line-height:1.5}
.message.customer .bubble{background:#fff;border:1px solid #e5e7eb}
.message.agent .bubble{background:#3b82f6;color:#fff}
.message .meta{font-size:10px;color:#999;margin-top:4px}
.message.agent .meta{text-align:right}

.internal-note{background:#fef3c7;border:1px solid
#fcd34d;border-radius:8px;padding:10px 14px;margin:10px 0;font-size:13px}
.internal-note .label{font-size:10px;color:#92400e;font-weight:600;margin-bottom:4px}

```

```

.input-area{padding:12px 16px;background:#fff;border-top:1px solid #e5e7eb}
.input-toolbar{display:flex;gap:8px;margin-bottom:8px}

.tool-btn{width:32px;height:32px;border:none;background:#f0f0f0;border-radius:6px;cursor:pointer;font-size:14px}
.tool-btn:hover{background:#e5e7eb}
.input-row{display:flex;gap:10px}
.input-row textarea{flex:1;border:1px solid #e5e7eb;border-radius:8px;padding:10px;font-size:14px;resize:none;font-family:inherit}
.input-row textarea:focus{outline:none;border-color:#3b82f6}

.btn{padding:8px 16px;border-radius:6px;font-size:13px;cursor:pointer;border:none}
.btn-primary{background:#3b82f6;color:#fff}
.btn-secondary{background:#fff;border:1px solid #e5e7eb}
.btn-success{background:#10b981;color:#fff}
.btn-sm{padding:6px 12px;font-size:12px}

/* Right Panel */
.right-panel{width:280px;background:#fff;border-left:1px solid #e5e7eb;overflow-y:auto}
.panel-section{padding:16px;border-bottom:1px solid #e5e7eb}
.panel-section h5{font-size:12px;color:#666;text-transform:uppercase;margin-bottom:12px}
.info-row{display:flex;justify-content:space-between;font-size:13px;margin-bottom:8px}
.info-row .label{color:#666}
.tag{display:inline-block;padding:3px 8px;background:#f0f0f0;border-radius:4px;font-size:11px;margin-right:4px;margin-bottom:4px}

/* Status */
.status-dot{width:8px;height:8px;border-radius:50%;display:inline-block;margin-right:6px}
.status-dot.online{background:#10b981}
.status-dot.busy{background:#f59e0b}
.status-dot.away{background:#9ca3af}

/* Canned Responses */
.canned-list{max-height:200px;overflow-y:auto}

.canned-item{padding:10px;background:#f8f9fa;border-radius:6px;margin-bottom:6px;cursor:pointer;font-size:12px}
.canned-item:hover{background:#eff6ff}
.canned-item .title{font-weight:600;margin-bottom:2px}
.canned-item .preview{color:#666}

/* AI Suggestions */
.suggestion-box{background:#eff6ff;border-radius:8px;padding:12px;margin-bottom:12px}
.suggestion-box h6{font-size:11px;color:#3b82f6;margin-bottom:8px}

```

```

        .suggestion-chip{display:inline-block;background:#fff;border:1px solid
#3b82f6;color:#3b82f6;padding:6px
12px;border-radius:16px;font-size:12px;margin-right:6px;margin-bottom:6px;cursor:pointer}
        .suggestion-chip:hover{background:#3b82f6;color:#fff}

/* Customer History */
.history-item{padding:10px 0;border-bottom:1px solid #f0f0f0}
.history-item:last-child{border:none}
.history-item .date{font-size:11px;color:#999;margin-bottom:4px}
.history-item .topic{font-size:13px;font-weight:500}
.history-item .status{font-size:11px;color:#10b981}

/* Agent Status Selector */
.status-selector{display:flex;gap:8px;padding:12px;border-top:1px solid
#e5e7eb;margin-top:auto}

.status-option{flex:1;padding:8px;text-align:center;border-radius:6px;font-size:11px;cursor:pointe
r;border:1px solid #e5e7eb}
        .status-option.active{border-color:#3b82f6;background:#eff6ff}
        .status-option
        .dot{width:8px;height:8px;border-radius:50%;display:inline-block;margin-right:4px}

/* Typing indicator */
.typing{display:flex;align-items:center;gap:6px;font-size:12px;color:#666;padding:8px 0}
        .typing-dots
span{width:6px;height:6px;background:#999;border-radius:50%;display:inline-block;animation:b
ounce 1.4s infinite}
        .typing-dots span:nth-child(2){animation-delay:0.2s}
        .typing-dots span:nth-child(3){animation-delay:0.4s}
        @keyframes bounce{0%,100%{transform:translateY(0)}50%{transform:translateY(-4px)}}
</style>
</head>
<body>
<div class="page-header">
    <h1>Module 4: Agent Interface Screens</h1>
    <p>AGT-4.1 to AGT-4.4 Requirements Coverage</p>
</div>

<div class="screens-grid">
    <!-- Screen 1: Agent Dashboard Overview -->
    <div class="screen-card">
        <h3>4.1 Agent Dashboard - Conversation List (AGT-4.1.1, AGT-4.2.1)</h3>
        <div class="agent-layout">
            <div class="agent-nav">

```

```

    <div class="nav-icon active" style="position:relative"><span
class="badge">5</span></div>
    <div class="nav-icon"><img alt="🍷" data-bbox="398 128 418 148"/></div>
    <div class="nav-icon"><img alt="📊" data-bbox="398 148 418 168"/></div>
    <div class="nav-icon"><img alt="⚙️" data-bbox="398 168 418 188"/></div>
    <div style="margin-top:auto">
      <div class="avatar" style="width:36px;height:36px;font-size:12px">SM</div>
    </div>
  </div>
  <div class="agent-sidebar">
    <div class="sidebar-header">
      <h4>Conversations</h4>
      <div class="sidebar-tabs">
        <div class="sidebar-tab active">Mine (3)</div>
        <div class="sidebar-tab">Queue (2)</div>
      </div>
    </div>
    <div class="conv-list">
      <div class="conv-item active">
        <div class="header">
          <span class="name">John Doe</span>
          <span class="time">2m</span>
        </div>
        <div class="preview">Thanks, that fixed it! 🎉</div>
        <div class="badges">
          <span class="badge channel"><span data-bbox="525 550 545 570" style="font-size: 1em; vertical-align: middle;">⋮

```

```

    <div class="preview">Let me check that for you...</div>
    <div class="badges">
      <span class="badge channel"> 📱 WhatsApp</span>
    </div>
  </div>
</div>
<div class="status-selector">
  <div class="status-option active"><span class="dot"
style="background:#10b981"></span>Online</div>
  <div class="status-option"><span class="dot"
style="background:#f59e0b"></span>Busy</div>
  <div class="status-option"><span class="dot"
style="background:#9ca3af"></span>Away</div>
</div>
</div>
<div class="agent-main">
  <div
style="display:flex;align-items:center;justify-content:center;height:100%;flex-direction:column;color:#999">
    <div style="font-size:48px;margin-bottom:12px">💬</div>
    <p>Select a conversation to start</p>
    <p style="font-size:12px;margin-top:4px">3 active conversations</p>
  </div>
</div>
</div>
</div>
</div>

<!-- Screen 2: Active Conversation View -->
<div class="screen-card">
  <h3>4.2 Conversation View - Messages (AGT-4.3.1, AGT-4.3.5, AGT-4.3.6)</h3>
  <div class="agent-layout">
    <div class="agent-nav">
      <div class="nav-icon active" style="position:relative">💬<span
class="badge">5</span></div>
      <div class="nav-icon">🍷</div>
      <div class="nav-icon">📊</div>
      <div class="nav-icon">⚙️</div>
    </div>
    <div class="agent-sidebar">
      <div class="sidebar-header">
        <h4>Conversations</h4>
      </div>
      <div class="sidebar-tabs">
        <div class="sidebar-tab active">Mine (3)</div>
        <div class="sidebar-tab">Queue (2)</div>
      </div>
    </div>
  </div>
</div>

```

```
</div>
</div>
<div class="conv-list">
  <div class="conv-item active">
    <div class="header">
      <span class="name">John Doe</span>
      <span class="time">2m</span>
    </div>
    <div class="preview">Thanks, that fixed it!</div>
  </div>
  <div class="conv-item">
    <div class="header">
      <span class="name">Sarah Miller</span>
      <span class="badge unread">2</span>
    </div>
    <div class="preview">Can you check my refund?</div>
  </div>
</div>
</div>
<div class="agent-main">
  <div class="main-header">
    <div class="customer-info">
      <div class="avatar">JD</div>
    </div>
    <h4>John Doe</h4>
    <p><span class="status-dot online"></span>Online •
john.doe@email.com</p>
  </div>
</div>
<div class="header-actions">
  <button class="btn btn-secondary btn-sm">📄 Transfer</button>
  <button class="btn btn-success btn-sm">✓ Resolve</button>
</div>
</div>
<div class="messages-area">
  <div class="message customer">
    <div class="avatar">JD</div>
  </div>
  <div class="bubble">My webhook returns 403 on POST requests</div>
  <div class="meta">2:40 PM</div>
</div>
</div>
<div class="message agent">
  <div class="avatar">SM</div>
```

```

    <div>
      <div class="bubble">I see the issue. Your API key doesn't have write
permissions. Let me fix that.</div>
      <div class="meta">2:41 PM</div>
    </div>
  </div>
  <div class="message agent">
    <div class="avatar">SM</div>
    <div>
      <div class="bubble">Done! I've upgraded your key permissions. Try the
POST request now.</div>
      <div class="meta">2:42 PM</div>
    </div>
  </div>
  <div class="message customer">
    <div class="avatar">JD</div>
    <div>
      <div class="bubble">Thanks, that fixed it! 🎉</div>
      <div class="meta">2:43 PM</div>
    </div>
  </div>
  </div>
  <div class="input-area">
    <div class="input-row">
      <textarea rows="2" placeholder="Type your message... (Enter to
send)"></textarea>
      <button class="btn btn-primary">Send</button>
    </div>
  </div>
</div>

```

<!-- Screen 3: Customer Info Panel -->

```

<div class="screen-card">
  <h3>4.3 Customer Info & History (AGT-4.3.2, AGT-4.3.3)</h3>
  <div class="agent-layout">
    <div class="agent-nav">
      <div class="nav-icon active">🗨️</div>
      <div class="nav-icon">📦</div>
    </div>
    <div class="agent-sidebar" style="width:220px">
      <div class="sidebar-header"><h4>Conversations</h4></div>
      <div class="conv-list">

```

```
<div class="conv-item active">
  <div class="name">John Doe</div>
  <div class="preview">Thanks, that fixed it!</div>
</div>
</div>
</div>
<div class="agent-main" style="flex:1">
  <div class="main-header">
    <div class="customer-info">
      <div class="avatar">JD</div>
      <div><h4>John Doe</h4><p>john.doe@email.com</p></div>
    </div>
  </div>
  <div class="messages-area" style="padding:12px">
    <div class="message customer">
      <div class="avatar">JD</div>
      <div><div class="bubble">My webhook returns 403...</div></div>
    </div>
  </div>
</div>
<div class="right-panel">
  <div class="panel-section">
    <h5>Customer Info</h5>
    <div class="info-row"><span class="label">Name</span><span>John
Doe</span></div>
    <div class="info-row"><span
class="label">Email</span><span>john.doe@email.com</span></div>
    <div class="info-row"><span class="label">Phone</span><span>+1
555-0123</span></div>
    <div class="info-row"><span class="label">Company</span><span>Acme
Corp</span></div>
    <div class="info-row"><span
class="label">Plan</span><span>Enterprise</span></div>
    <div class="info-row"><span class="label">Customer Since</span><span>Jan
2023</span></div>
  </div>
  <div class="panel-section">
    <h5>Tags</h5>
    <span class="tag">VIP</span>
    <span class="tag">API User</span>
    <span class="tag">Enterprise</span>
  </div>
  <div class="panel-section">
    <h5>AI Context</h5>
```

```
        <div class="info-row"><span
class="label">Intent</span><span>technical_support</span></div>
        <div class="info-row"><span
class="label">Confidence</span><span>47%</span></div>
        <div class="info-row"><span class="label">Entities</span><span>error:
403</span></div>
    </div>
    <div class="panel-section">
        <h5>Previous Conversations (3)</h5>
        <div class="history-item">
            <div class="date">Jan 10, 2025</div>
            <div class="topic">API Rate Limiting</div>
            <div class="status">✓ Resolved</div>
        </div>
        <div class="history-item">
            <div class="date">Dec 15, 2024</div>
            <div class="topic">Billing Question</div>
            <div class="status">✓ Resolved</div>
        </div>
        <div class="history-item">
            <div class="date">Nov 28, 2024</div>
            <div class="topic">Account Setup</div>
            <div class="status">✓ Resolved</div>
        </div>
    </div>
</div>
</div>
</div>
```

<!-- Screen 4: Internal Notes -->

```
<div class="screen-card">
    <h3>4.4 Internal Notes (AGT-4.4.2)</h3>
    <div class="agent-layout" style="height:400px">
        <div class="agent-nav">
            <div class="nav-icon active">⋮</div>
        </div>
        <div class="agent-sidebar" style="width:200px">
            <div class="sidebar-header"><h4>Conversations</h4></div>
            <div class="conv-list">
                <div class="conv-item active">
                    <div class="name">John Doe</div>
                </div>
            </div>
        </div>
    </div>
</div>
```

```

<div class="agent-main">
  <div class="main-header">
    <div class="customer-info">
      <div class="avatar">JD</div>
      <div><h4>John Doe</h4></div>
    </div>
  </div>
  <div class="messages-area">
    <div class="message customer">
      <div class="avatar">JD</div>
      <div><div class="bubble">My webhook returns 403 on POST</div><div
class="meta">2:40 PM</div></div>
    </div>

    <div class="internal-note">
      <div class="label"><img alt="pencil icon" data-bbox="408 368 428 383"/> Internal Note • Sarah M. • 2:41 PM</div>
      Customer is on Enterprise plan. Checked their API settings - key only has read
permissions. Need to upgrade to write access.
    </div>

    <div class="message agent">
      <div class="avatar">SM</div>
      <div><div class="bubble">I see the issue. Your API key doesn't have write
permissions.</div><div class="meta">2:41 PM</div></div>
    </div>

    <div class="internal-note">
      <div class="label"><img alt="pencil icon" data-bbox="408 588 428 603"/> Internal Note • Sarah M. • 2:42 PM</div>
      Upgraded key permissions. Should work now. Follow up if issues persist.
    </div>
  </div>
  <div class="input-area">
    <div class="input-toolbar">
      <button class="tool-btn" title="Add Note"
style="background:#fef3c7"><img alt="pencil icon" data-bbox="348 718 368 733"/></button>
      <button class="tool-btn" title="Canned Response"><img alt="speech bubble icon" data-bbox="663 738 683 753"/></button>
      <button class="tool-btn" title="Attach File"><img alt="paperclip icon" data-bbox="603 753 623 768"/></button>
      <button class="tool-btn" title="Emoji"><img alt="smiley face icon" data-bbox="563 773 583 788"/></button>
    </div>
    <div class="input-row">
      <textarea rows="2" placeholder="Type message or click <img alt="pencil icon" data-bbox="708 828 728 843"/> for internal
note..."></textarea>
      <button class="btn btn-primary">Send</button>
    </div>
  </div>

```

```
    </div>
  </div>
</div>
</div>
```

```
<!-- Screen 5: Canned Responses -->
```

```
<div class="screen-card">
```

```
  <h3>4.5 Canned Responses</h3>
```

```
  <div class="agent-layout" style="height:420px">
```

```
    <div class="agent-nav">
```

```
      <div class="nav-icon active"><img alt="active icon" data-bbox="448 273 468 290"/></div>
```

```
    </div>
```

```
    <div class="agent-sidebar" style="width:200px">
```

```
      <div class="sidebar-header"><h4>Conversations</h4></div>
```

```
      <div class="conv-list">
```

```
        <div class="conv-item active"><div class="name">Sarah Miller</div></div>
```

```
      </div>
```

```
    </div>
```

```
    <div class="agent-main">
```

```
      <div class="main-header">
```

```
        <div class="customer-info">
```

```
          <div class="avatar">SM</div>
```

```
          <div><h4>Sarah Miller</h4></div>
```

```
        </div>
```

```
      </div>
```

```
      <div class="messages-area">
```

```
        <div class="message customer">
```

```
          <div class="avatar">SM</div>
```

```
          <div><div class="bubble">Can you check my refund status?</div></div>
```

```
        </div>
```

```
      </div>
```

```
      <div class="input-area">
```

```
        <div style="margin-bottom:12px">
```

```
          <div
```

```
            style="display:flex;justify-content:space-between;align-items:center;margin-bottom:8px">
```

```
              <span style="font-size:12px;font-weight:600"><img alt="canned icon" data-bbox="641 731 661 750"/> Canned
```

```
Responses</span>
```

```
              <input type="text" placeholder="Search..." style="padding:4px
```

```
8px;border:1px solid #e5e7eb;border-radius:4px;font-size:11px;width:120px">
```

```
            </div>
```

```
          <div class="canned-list">
```

```
            <div class="canned-item">
```

```
              <div class="title">Refund Status Check</div>
```

```

        <div class="preview">Let me check your refund status. Could you
provide your order number?</div>
    </div>
    <div class="canned-item">
        <div class="title">Refund Processing Time</div>
        <div class="preview">Refunds typically take 5-7 business days to
process...</div>
    </div>
    <div class="canned-item">
        <div class="title">Refund Confirmation</div>
        <div class="preview">Great news! Your refund of $XX has been
processed...</div>
    </div>
</div>
</div>
</div>
<div class="input-row">
    <textarea rows="2" placeholder="Click a canned response to
insert..."></textarea>
    <button class="btn btn-primary">Send</button>
</div>
</div>
</div>
</div>
</div>
</div>

```

<!-- Screen 6: AI Suggested Responses -->

```

<div class="screen-card">
    <h3>4.6 AI-Suggested Responses (AGT-4.4.4)</h3>
    <div class="agent-layout" style="height:420px">
        <div class="agent-nav">
            <div class="nav-icon active">☰</div>
        </div>
        <div class="agent-sidebar" style="width:200px">
            <div class="sidebar-header"><h4>Conversations</h4></div>
            <div class="conv-list">
                <div class="conv-item active"><div class="name">Sarah Miller</div></div>
            </div>
        </div>
        <div class="agent-main">
            <div class="main-header">
                <div class="customer-info">
                    <div class="avatar">SM</div>
                    <div><h4>Sarah Miller</h4></div>
                </div>
            </div>
        </div>
    </div>
</div>

```

```

    </div>
    <div class="messages-area">
      <div class="message customer">
        <div class="avata">SM</div>
        <div><div class="bubble">How do I request a refund for my
order?</div></div>
      </div>
      <div class="suggestion-box">
        <h6>💡 AI Suggested Responses</h6>
        <span class="suggestion-chip">To request a refund, go to Order History and
click "Request Refund"</span>
        <span class="suggestion-chip">I can process the refund for you. Which
order?</span>
        <span class="suggestion-chip">Refunds take 5-7 business days</span>
        <div style="margin-top:10px;font-size:11px;color:#666">
          📄 Related KB: <a href="#" style="color:#3b82f6">Refund Policy</a> • <a
href="#" style="color:#3b82f6">How to Request Refund</a>
        </div>
      </div>
    </div>
  </div>
  <div class="input-area">
    <div class="input-row">
      <textarea rows="2" placeholder="Click suggestion to insert or type your
own..."></textarea>
      <button class="btn btn-primary">Send</button>
    </div>
  </div>
</div>
</div>
</div>
</div>

```

```

<!-- Screen 7: Multiple Conversations -->
<div class="screen-card">
  <h3>4.7 Multiple Active Conversations (AGT-4.2.2, AGT-4.2.3)</h3>
  <div class="agent-layout">
    <div class="agent-nav">
      <div class="nav-icon active" style="position:relative"><span
class="badge">4</span></div>
      <div class="nav-icon">🍪 </div>
    </div>
    <div class="agent-sidebar">
      <div class="sidebar-header">
        <h4>My Conversations (4)</h4>
      </div>
    </div>
  </div>

```

```

<div class="conv-list">
  <div class="conv-item active">
    <div class="header">
      <span class="name">John Doe</span>
      <span class="time">Active</span>
    </div>
    <div class="preview">Thanks, that fixed it!</div>
    <div class="badges"><span class="badge channel"><img alt="chat icon" data-bbox="675 220 695 235"/> Chat</span></div>
  </div>
  <div class="conv-item">
    <div class="header">
      <span class="name">Sarah Miller</span>
      <span class="badge unread">3</span>
    </div>
    <div class="preview">Any update on the refund?</div>
    <div class="badges">
      <span class="badge channel"><img alt="email icon" data-bbox="525 385 545 400"/> Email</span>
      <span class="badge priority">High</span>
    </div>
  </div>
  <div class="conv-item">
    <div class="header">
      <span class="name">Mike Chen</span>
      <span class="badge unread">1</span>
    </div>
    <div class="preview">Hello, are you there?</div>
    <div class="badges"><span class="badge channel"><img alt="whatsapp icon" data-bbox="675 565 695 580"/>
    WhatsApp</span></div>
  </div>
  <div class="conv-item">
    <div class="header">
      <span class="name">Lisa Wong</span>
      <span class="time">5m</span>
    </div>
    <div class="preview">Thank you!</div>
    <div class="badges"><span class="badge channel"><img alt="chat icon" data-bbox="675 735 695 750"/> Chat</span></div>
  </div>
  <div style="padding:12px;background:#fef3c7;font-size:12px;color:#92400e">
    <img alt="warning icon" data-bbox="235 805 255 820"/> 2 conversations need attention
  </div>
</div>
<div class="agent-main">
  <div class="main-header">

```

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    <div class="customer-info">
      <div class="avatar">JD</div>
      <div><h4>John Doe</h4><p>Active now</p></div>
    </div>
    <div class="header-actions">
      <button class="btn btn-success btn-sm">✓ Resolve</button>
    </div>
  </div>
  <div class="messages-area">
    <div class="message customer">
      <div class="avatar">JD</div>
      <div><div class="bubble">Thanks, that fixed it! 🎉</div></div>
    </div>
    <div class="typing">
      <div class="typing-dots"><span></span><span></span><span></span></div>
      John is typing...
    </div>
  </div>
  <div class="input-area">
    <div class="input-row">
      <textarea rows="2" placeholder="Type your message..."></textarea>
      <button class="btn btn-primary">Send</button>
    </div>
  </div>
</div>
</div>
</div>
</div>

```

```

<!-- Screen 8: Resolve Conversation -->
<div class="screen-card">
  <h3>4.8 Resolve Conversation (AGT-4.4.1)</h3>
  <div style="display:flex;gap:20px;align-items:flex-start">
    <div style="flex:1">
      <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:12px;padding:20px;max-width:400px">
        <h4 style="font-size:16px;margin-bottom:16px">✓ Resolve Conversation</h4>
        <div style="margin-bottom:14px">
          <label
style="display:block;font-size:12px;font-weight:600;margin-bottom:6px">Resolution
Type</label>
          <select style="width:100%;padding:10px;border:1px solid
#e5e7eb;border-radius:6px;font-size:13px">
            <option>Resolved - Issue fixed</option>
            <option>Closed - No action needed</option>

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        <option>Spam - Mark as spam</option>
    </select>
</div>
<div style="margin-bottom:14px">
    <label
style="display:block;font-size:12px;font-weight:600;margin-bottom:6px">Resolution Note</label>
    <textarea style="width:100%;padding:10px;border:1px solid
#e5e7eb;border-radius:6px;font-size:13px;resize:none" rows="3" placeholder="Brief summary of
resolution...">Upgraded API key permissions to include write access. Customer confirmed
webhook now working.</textarea>
</div>
<div style="margin-bottom:14px">
    <label
style="display:block;font-size:12px;font-weight:600;margin-bottom:6px">Tags</label>
    <div>
        <span class="tag">API</span>
        <span class="tag">Permissions</span>
        <span class="tag"
style="background:#dcfce7;color:#166534">Resolved</span>
    </div>
</div>
<div style="margin-bottom:14px">
    <label
style="display:flex;align-items:center;gap:8px;font-size:13px;cursor:pointer">
        <input type="checkbox" checked> Send closing message to customer
    </label>
</div>
<div style="display:flex;gap:10px;justify-content:flex-end">
    <button class="btn btn-secondary">Cancel</button>
    <button class="btn btn-success">Resolve</button>
</div>
</div>
</div>
<div style="flex:1">
    <div style="background:#f8f9fa;border-radius:8px;padding:16px">
        <h5 style="font-size:13px;margin-bottom:12px">Conversation Summary</h5>
        <div class="info-row"><span class="label">Customer</span><span>John
Doe</span></div>
        <div class="info-row"><span class="label">Duration</span><span>8
minutes</span></div>
        <div class="info-row"><span
class="label">Messages</span><span>6</span></div>
        <div class="info-row"><span class="label">Channel</span><span>Web
Chat</span></div>

```

```

        <div class="info-row"><span class="label">AI Handled</span><span>2
messages</span></div>
        <div class="info-row"><span class="label">Agent Handled</span><span>4
messages</span></div>
    </div>
</div>
</div>
</div>
</div>

<!-- Screen 9: Transfer Conversation -->
<div class="screen-card">
    <h3>4.9 Transfer Conversation (AGT-4.4.3)</h3>
    <div style="display:flex;justify-content:center;padding:20px">
        <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:12px;padding:20px;width:400px">
            <h4 style="font-size:16px;margin-bottom:16px">📄 Transfer Conversation</h4>
            <div style="margin-bottom:14px">
                <label
style="display:block;font-size:12px;font-weight:600;margin-bottom:6px">Transfer To</label>
                <select style="width:100%;padding:10px;border:1px solid
#e5e7eb;border-radius:6px;font-size:13px">
                    <option value="">Select agent or team...</option>
                    <optgroup label="Available Agents">
                        <option>🟢 Mike Johnson (0 chats)</option>
                        <option>🟢 Emily Davis (1 chat)</option>
                        <option>🟡 Tom Wilson (3 chats)</option>
                    </optgroup>
                    <optgroup label="Teams">
                        <option>Technical Support</option>
                        <option>Billing Team</option>
                        <option>Sales Team</option>
                    </optgroup>
                </select>
            </div>
            <div style="margin-bottom:14px">
                <label
style="display:block;font-size:12px;font-weight:600;margin-bottom:6px">Internal Note for Next
Agent</label>
                <textarea style="width:100%;padding:10px;border:1px solid
#e5e7eb;border-radius:6px;font-size:13px;resize:none" rows="3" placeholder="Add context for
the next agent..."></textarea>
            </div>
        </div>
    </div>
</div>
</div>
</div>
</div>

```

**Transfer Note:** The customer and the receiving agent will be notified of the transfer.

```
</div>
<div style="display:flex;gap:10px;justify-content:flex-end">
  <button class="btn btn-secondary">Cancel</button>
  <button class="btn btn-primary">Transfer</button>
</div>
</div>
</div>
</div>
```

<!-- Screen 10: Agent Performance Stats -->

```
<div class="screen-card">
  <h3>4.10 Agent Stats Dashboard</h3>
  <div class="agent-layout" style="height:400px">
    <div class="agent-nav">
      <div class="nav-icon">⋮</div>
      <div class="nav-icon active">📊</div>
      <div class="nav-icon">⚙️</div>
    </div>
    <div class="agent-main" style="padding:20px;background:#f8f9fa">
      <h4 style="margin-bottom:16px">My Performance - Today</h4>
      <div
style="display:grid;grid-template-columns:repeat(4,1fr);gap:16px;margin-bottom:20px">
        <div style="background:#fff;padding:16px;border-radius:8px;border-left:4px solid
#3b82f6">
          <div style="font-size:12px;color:#666">Conversations</div>
          <div style="font-size:28px;font-weight:700">12</div>
          <div style="font-size:11px;color:#10b981">↑ 3 from yesterday</div>
        </div>
        <div style="background:#fff;padding:16px;border-radius:8px;border-left:4px solid
#10b981">
          <div style="font-size:12px;color:#666">Resolved</div>
          <div style="font-size:28px;font-weight:700">9</div>
          <div style="font-size:11px;color:#666">75% resolution rate</div>
        </div>
        <div style="background:#fff;padding:16px;border-radius:8px;border-left:4px solid
#f59e0b">
          <div style="font-size:12px;color:#666">Avg Handle Time</div>
          <div style="font-size:28px;font-weight:700">4:32</div>
          <div style="font-size:11px;color:#10b981">↓ 30s faster</div>
        </div>
        <div style="background:#fff;padding:16px;border-radius:8px;border-left:4px solid
#8b5cf6">
```

