

Annotations:

- Tabbed Cases with case#
- SLA | Channel | AI intent | AI Sentiment | IAI Summary
- Search cases | Omnichannel Agent Status
- Form
- Composer view where agents can type replies or use AI suggested replies, switch channels and create internal facing case notes
- Custom case status
- Customer contact card, Context Panel with Knowledge base articles, Side conversations, ticket approvals, similar tickets, merge tickets, custom apps