In this lecture we will explore more about the topic of console navigation.

Step 1: Sometimes interacting with the customer sales representative wants all the information to be open in separate tabs. So this can be done by console navigation, let's move to the next where we have the service console open. As we open it we can see the change of UI in this navigation we have a dropdown where we can see all other available tabs unlike standard service navigation.
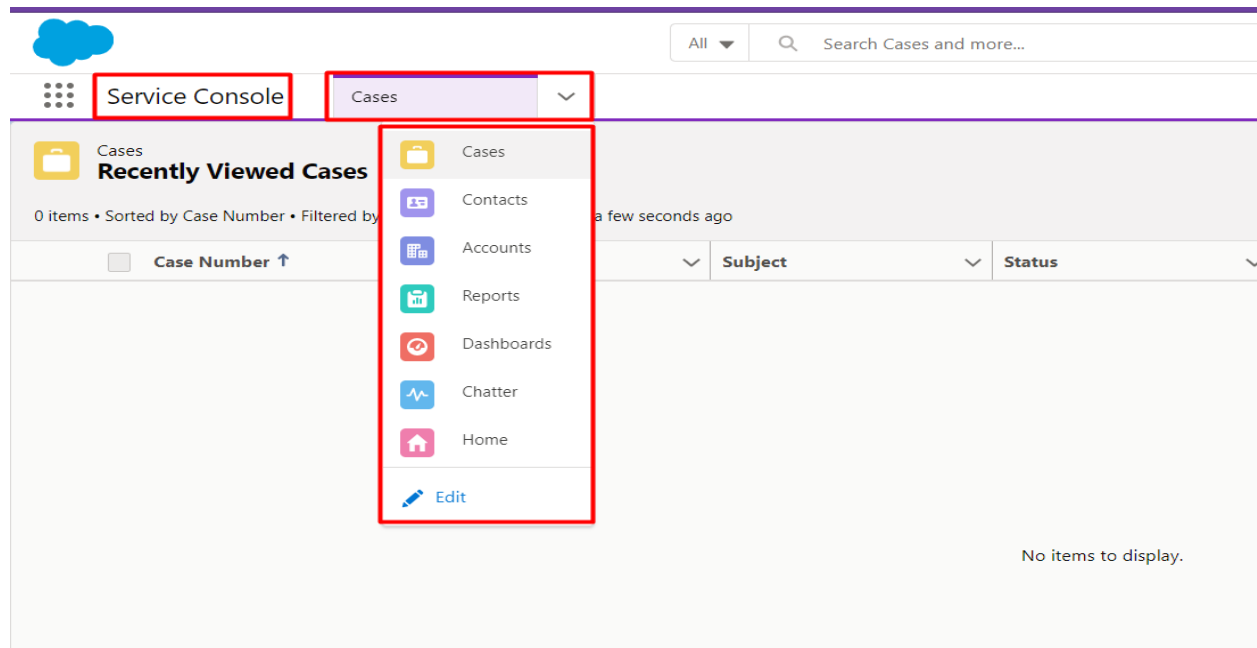
Step 2: Now if we choose any object example contact and click on all contacts a list of all the available contacts will be visible.

Step 3: If we open a contact now, the contact record will be opened in a new tab. In console navigation whatever record you will be opening related to the selected contact will be opened in sub-tabs. (As visible in the picture where main tab is highlighted with yellow and the two sub-tabs are highlighted in red)

Step 4: Now if we click on another contact it will be opened next to the main contact without the previous contact tab disappearing.