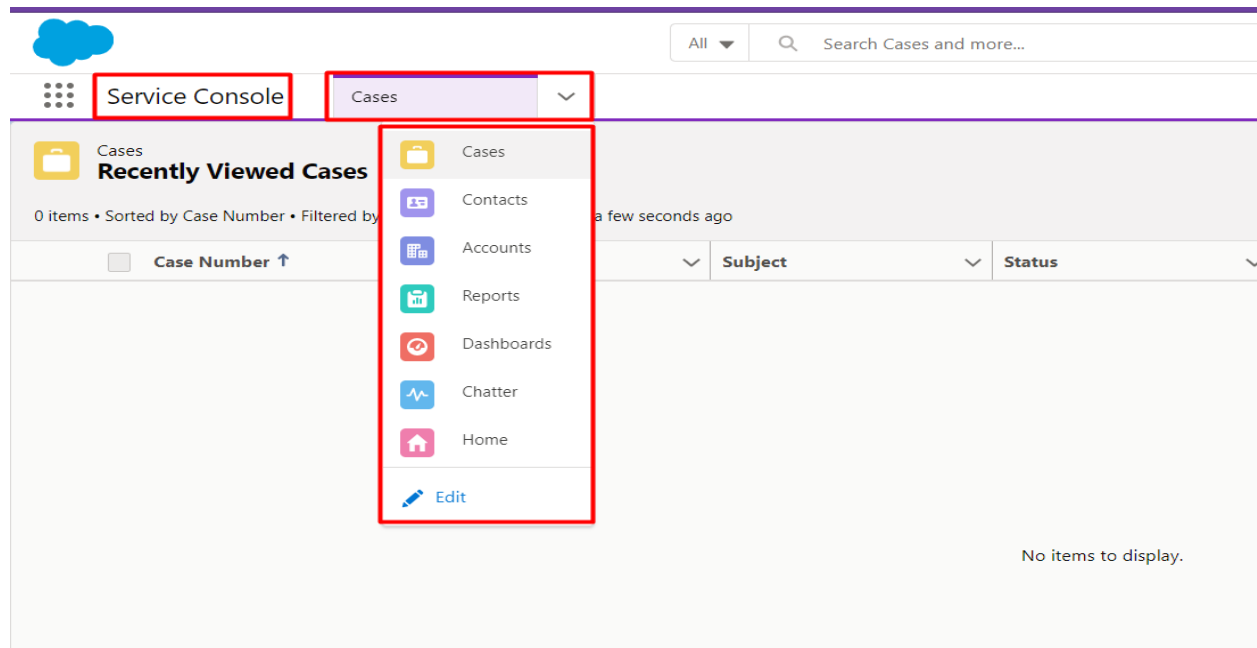


In this lecture we will explore more about the topic of console navigation.

**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.

The screenshot shows the Service Console interface with the "Contacts" tab selected. The navigation bar shows "Service Console" and "Contacts" tabs. The main content area shows a list of 20 contacts. The status bar at the bottom indicates "20 items • Sorted by Name • Filtered by All contacts • Updated a few seconds ago".

	<input type="checkbox"/>	Name ↑	Account Name	Title	Phone
1	<input type="checkbox"/>	Andy Young	Dickenson plc	SVP, Operations	(785)
2	<input type="checkbox"/>	Arthur Song	United Oil & Gas Corp.	CEO	(212)
3	<input type="checkbox"/>	Ashley James	United Oil & Gas, UK	VP, Finance	+44
4	<input type="checkbox"/>	Avi Green	United Oil & Gas Corp.	CFO	(212)
5	<input type="checkbox"/>	Babara Levy	Express Logistics and Transport	SVP, Operations	(503)
6	<input type="checkbox"/>	Edna Frank	GenePoint	VP, Technology	(650)
7	<input type="checkbox"/>	Jack Rogers	Burlington Textiles Corp of America	VP, Facilities	(336)
8	<input type="checkbox"/>	Jake Llorrac	sForce		
9	<input type="checkbox"/>	Jane Grey	University of Arizona	Dean of Administration	(520)
10	<input type="checkbox"/>	John Bond	Grand Hotels & Resorts Ltd	VP, Facilities	(312)
11	<input type="checkbox"/>	Josh Davis	Express Logistics and Transport	Director, Warehouse Mgmt	(503)
12	<input type="checkbox"/>	Lauren Boyle	United Oil & Gas Corp.	SVP, Technology	(212)
13	<input type="checkbox"/>	Liz D'Cruz	United Oil & Gas, Singapore	VP, Production	(650)
14	<input type="checkbox"/>	Pat Stumuller	Pyramid Construction Inc.	SVP, Administration and Finance	(014)

**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)

The screenshot shows the Service Console interface. The top navigation bar includes 'Service Console' and 'Contacts'. A dropdown menu shows 'Andy Young' selected. The main content area displays the contact record for 'Mr. Andy Young' with details like Title (SVP, Operations), Account Name (Dickenson plc), Phone (785) 241-6200, and Email (a\_young@dickenson.com). The left sidebar shows a list of contacts, including Andy Young, Arthur Song, Ashley James, Avi Green, and Babara Levy. The right sidebar shows related contacts, including Contact Owner (astha gupta), Name (Mr. Andy Young), Account Name (Dickenson plc), and Phone (785) 241-6200. The main tab is highlighted in yellow, and 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.

The screenshot shows the Service Console interface with two contact records open side-by-side. The top navigation bar includes 'Service Console' and 'Contacts'. A dropdown menu shows 'Andy Young' and 'Arthur Song' selected. The main content area displays the contact record for 'United Oil & Gas Corp.' with details like Type (Customer - Direct), Phone (212) 842-5500, Website (http://www.uog.com), and Account Owner (astha gupta). The left sidebar shows a list of contacts, including Andy Young, Arthur Song, Ashley James, Avi Green, and Babara Levy. The right sidebar shows related contacts, including Contact Owner (astha gupta), Name (Mr. Andy Young), Account Name (Dickenson plc), and Phone (785) 241-6200. The main tab is highlighted in yellow, and two sub-tabs are highlighted in red.