



Information Architecture of

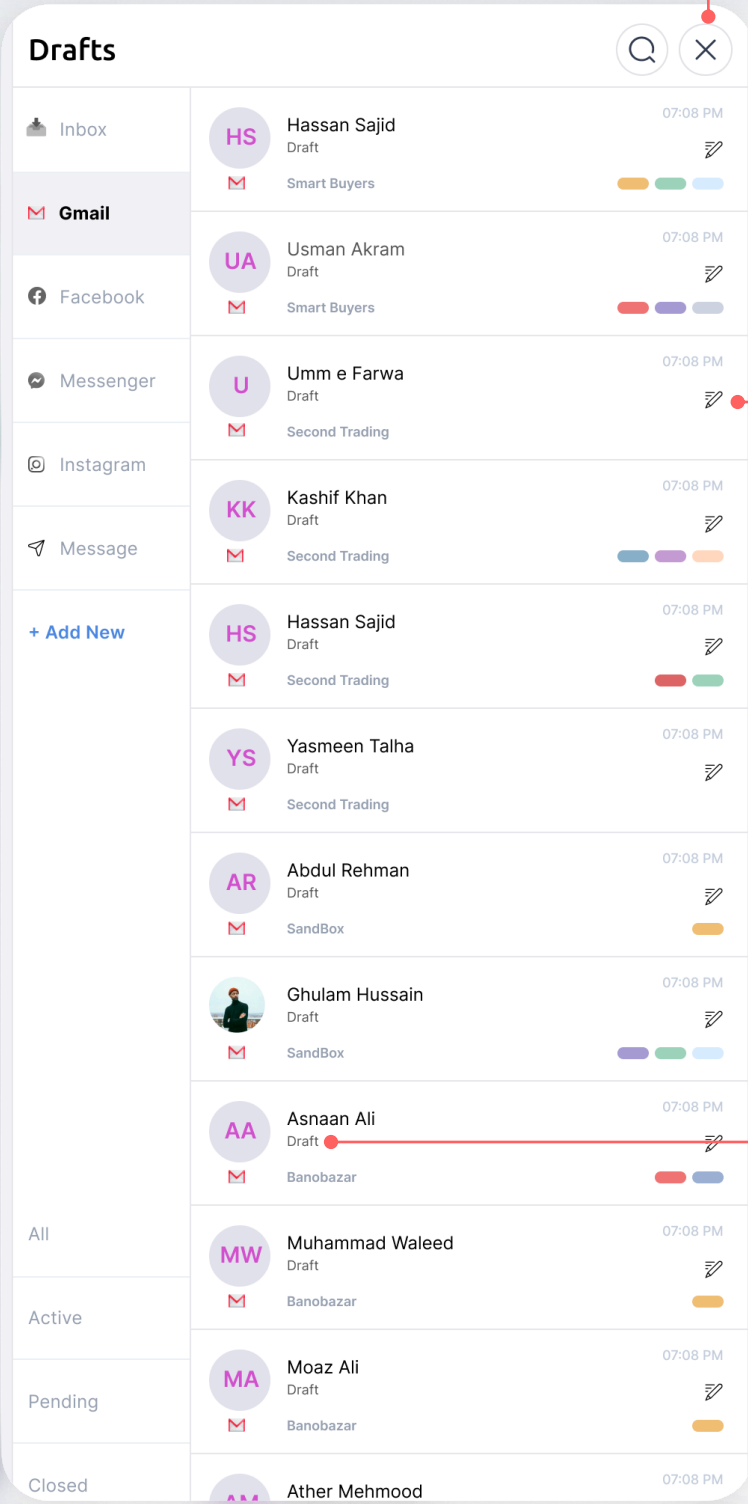
Draft Conversation Guidelines



CRM Draft Conversation

Remove Filter

When the user clicks on the Draft filter, the filter is applied, and only conversations marked as Draft are listed. To return to the full conversation view, the user can simply click the cross button, which removes the Draft filter.

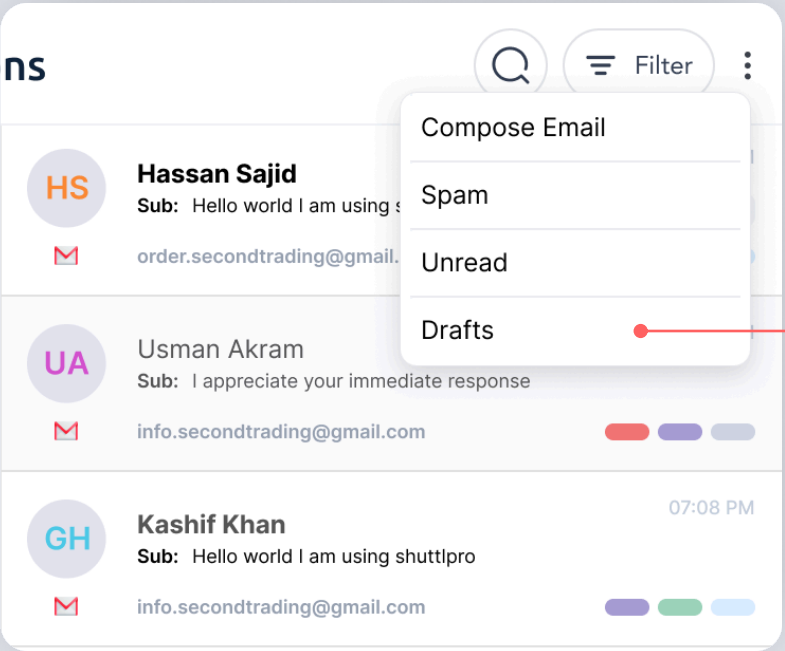


Draft Icon

Whenever a conversation is have a Draft, an icon indicator appears on the conversation screen. This helps the user easily identify that a draft is available in the conversation.

Draft Text

Whenever a conversation is marked as a Draft, a text indicator appears on the conversation listing . This ensures the user can easily recognize that a draft exists within the conversation.



Clicking on Draft

When the user selects the "Draft" option from the 3dot option , only conversations that are marked as unread are displayed in the conversation listing.