<SpoknAITranscript>

Transcript tab in side panel. Uses 'Speech Transcription' feature

<ContactHistoryOverview>

Overview tab in side panel showing Interaction Details and the following..

<ContactHistoryNote>

Shows each note for interaction

<ContactHistoryPanel>

Opens Side Panel

Contact Hub > Contact History & SpoknAI

<InteractionsEntry>

Main entry component for Interactions

<ContactHistoryViewer>

Initial history timeline view on History tab

<SpoknAISummary>

Shows each Spokn summary for interaction. Uses 'Speech Analytics' feature

<ContactHistoryEntry>

Component used to show each item on timeline

<ContactHistoryNote>

Shows each note for interaction
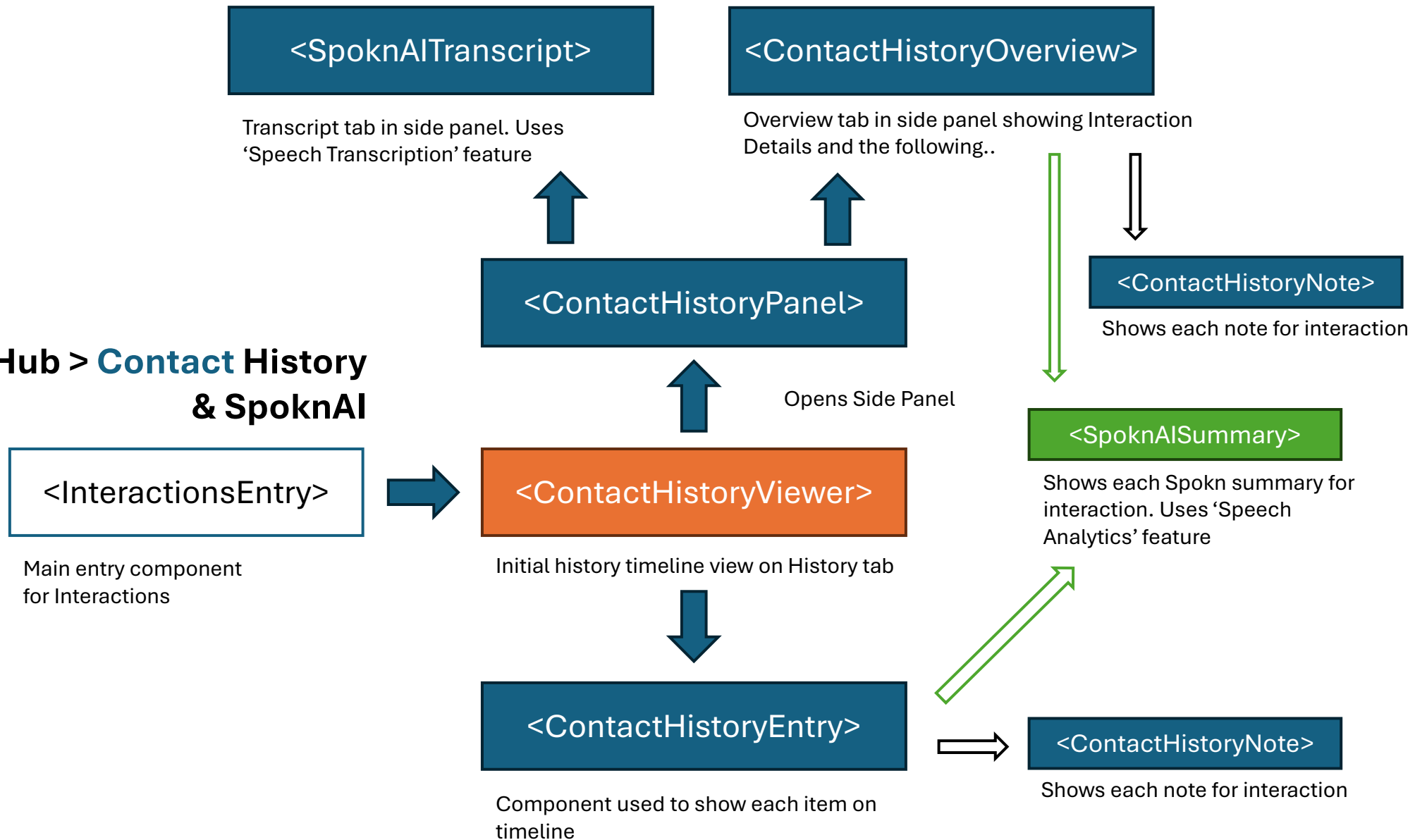
Contact Hub > Agent History & SpoknAI