

# Up Coming Icons Update



Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

## Icons update

## Top and side bars

	Current	New
Notifications		
Favorite		
Chat		
Calls		
Inbox		

	Current	New
Apps		
Interactions		
Help		
Video Chat		
Agent Assistance		



Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

## Icons update

### Video Chat, Calls, and Interactions

	Current	New		Current	New
Notes			Script		
Canned Responses			Attach		
Interaction Details			Get Interaction URL		
Profile			Emoji		
Customer Journey			Settings		



Genesys confidential and proprietary information. Unauthorised disclosure is prohibited.

## Icons update

### Video Chat, Calls, and Interactions











	Current	New		Current	New
Transfer			Dial Pad		
Voice Quality			Inbox		
Edit			Search		
Phone			Question		
Call History			Alert		













Genesys confidential and proprietary information. Unauthorised disclosure is prohibited.

### Icons update

Video Chat, Calls, and Interactions

	Current	New
No Phone Selected		
Close		
Document		
Information		
Hold		











	Current	New
End Call/Transfer		
Transfer		
Mute		
Unmute		
Consult Transfer		









Genesys confidential and proprietary information. Unauthorised disclosure is prohibited.

### Icons update

Video Chat, Calls, and Interactions

	Current	New
End Chat		
End Message		
Disconnect Email		
Request After Call Work		
Wrap-up Code		

	Current	New
Phone Details		
Schedule Callback		
Secure Pause		



Genesys confidential and proprietary information. Unauthorised disclosure is prohibited.

Thank you



Copyright ©2021 Genesys. All Rights Reserved. AppFoundry, Genesys, and the Genesys logo are registered trademarks of Genesys. Genesys Cloud and Genesys Engage are trademarks of Genesys. All other company names and logos may be registered trademarks or trademarks of their respective companies. The content shared in this document is for informational purposes only and does not implicitly or explicitly constitute a legally binding commitment. Such commitment will result only from the execution of a definitive agreement between the relevant parties and will be on the terms provided therein.