

More Streamlined Snippet and Macro Navigation

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We've listened to your feedback that navigating through multiple categories to find the Snippet or Macro you need can sometimes be a hassle, so we've enhanced the behavior of the menus so your most recently accessed Snippet or Macro Category will be remembered.

This update will transform how you navigate the Snippet and Macro menus, by automatically taking you back to the last category you viewed or used when you next open the menu. Simplifying your workflow if you frequently apply Snippets or Macros from one category.



No more retracing your steps every time you need to access Snippets or Macros. This update will enhance your agent experience by reducing unnecessary steps in your workflow and letting you focus on responding to your customers.