

The screenshot displays the aldenONE interface for a conversation history. The top navigation bar includes the aldenONE logo, a search bar, a menu icon, and user information (CTL Admin, CENTURYLINK). Below the navigation bar, there are tabs for 'Assigned To Me', 'Poles on Map', and a search bar. The main content area shows a conversation titled '615314 TEST-CTL Field Inspection' with a status of 'Fielding Complete'. A sidebar on the left contains navigation options: Header, Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations, History (highlighted with a blue bar and a circled '1'), and Detailed History. The main content area features a 'Conversation State Changes' section with a workflow diagram. The diagram shows a sequence of actions and resulting states: 'Created' (2/15/18, 11:10 AM) by CenturyLink Oregon NESC CENTURYLINK leads to 'Initial'; 'Send Request' (2/15/18, 11:21 AM) by CenturyLink Oregon NESC CENTURYLINK leads to 'Sent'; 'Acknowledge' (2/15/18, 11:21 AM) by CenturyLink Oregon NESC CENTURYLINK leads to 'Review'; 'Ready For Field Inspection' (2/15/18, 11:22 AM) by CenturyLink Oregon NESC CENTURYLINK leads to 'Ready For Field Inspection'; 'Send to Field Inspection With Collect' (2/16/18, 10:50 AM) by James Hefley CENTURYLINK leads to 'Fielding'; 'Poles Uploaded' (2/18/18, 4:10 PM) by Timer Service ALDEN SYSTEMS, INC. leads to 'Fielding-Poles Uploaded'; and 'Poles Uploaded' (2/28/18, 5:43 PM) by Timer Service ALDEN SYSTEMS, INC. leads to 'Fielding Complete'. A circled '2' is placed over the 'Initial' state in the diagram.

## page walkthrough

- 1 Click the History tab to quickly move to the conversation history section.
- 2 In the Conversation State Changes section, you can view a diagram of all of the workflow actions and resulting state changes that have occurred on this conversation. These details include the action name, the date and time of the action, the resulting status name, and the user that performed the action along with their company name.

The screenshot displays the aldenONE interface for a conversation. The left sidebar shows navigation options: Header, Assets (1), Notes (6), Documents (1), Photos (7), Contacts & Companies (4/1), Related Conversations (1), History, and Detailed History (selected). The top bar includes a search bar, a menu icon, and user information (CTL Admin, CENTURYLINK). The main content area shows a list of conversation history items for conversation 615314, titled 'TEST-CTL Field Inspection'. The items are sorted by date and time, with the most recent at the top. The list includes actions such as 'Note Added', 'Assigned to James.Hefley@centurylink.com', 'Poles Uploaded', and 'Send to Field Inspection With Collect'. Three numbered callouts are present: 1. Points to the 'Detailed History' tab in the sidebar. 2. Points to the 'I want to...' dropdown menu in the top bar. 3. Points to the 'Sort by...' dropdown menu in the top right of the history list.

## page walkthrough

- 1 Click the Detailed History tab to quickly move to the detailed conversation history section.
- 2 Each workflow action, as well as field and asset modifications, added notes, documents, photos and any other changes are listed in the Detailed History section.
- 3 Use the “Sort by” option to change the sort order of the Detailed History records.