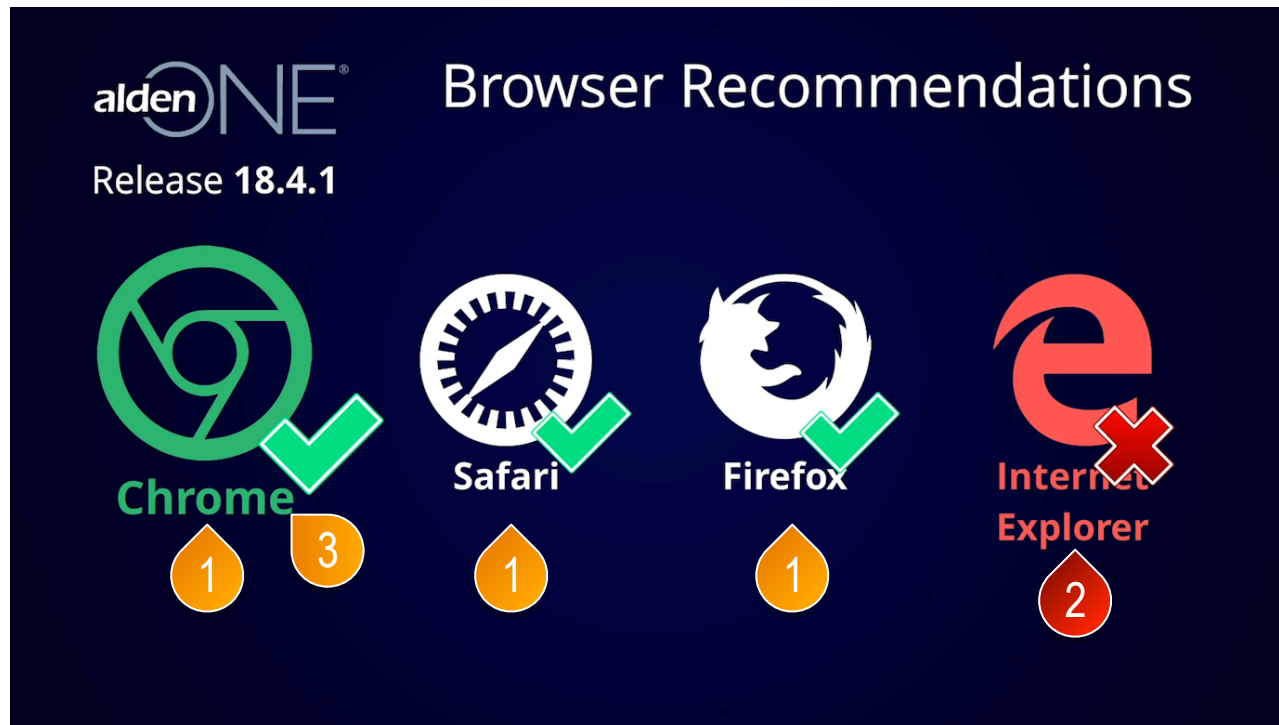




Browser Recommendations

aldenONE Using a Browser with Alden One

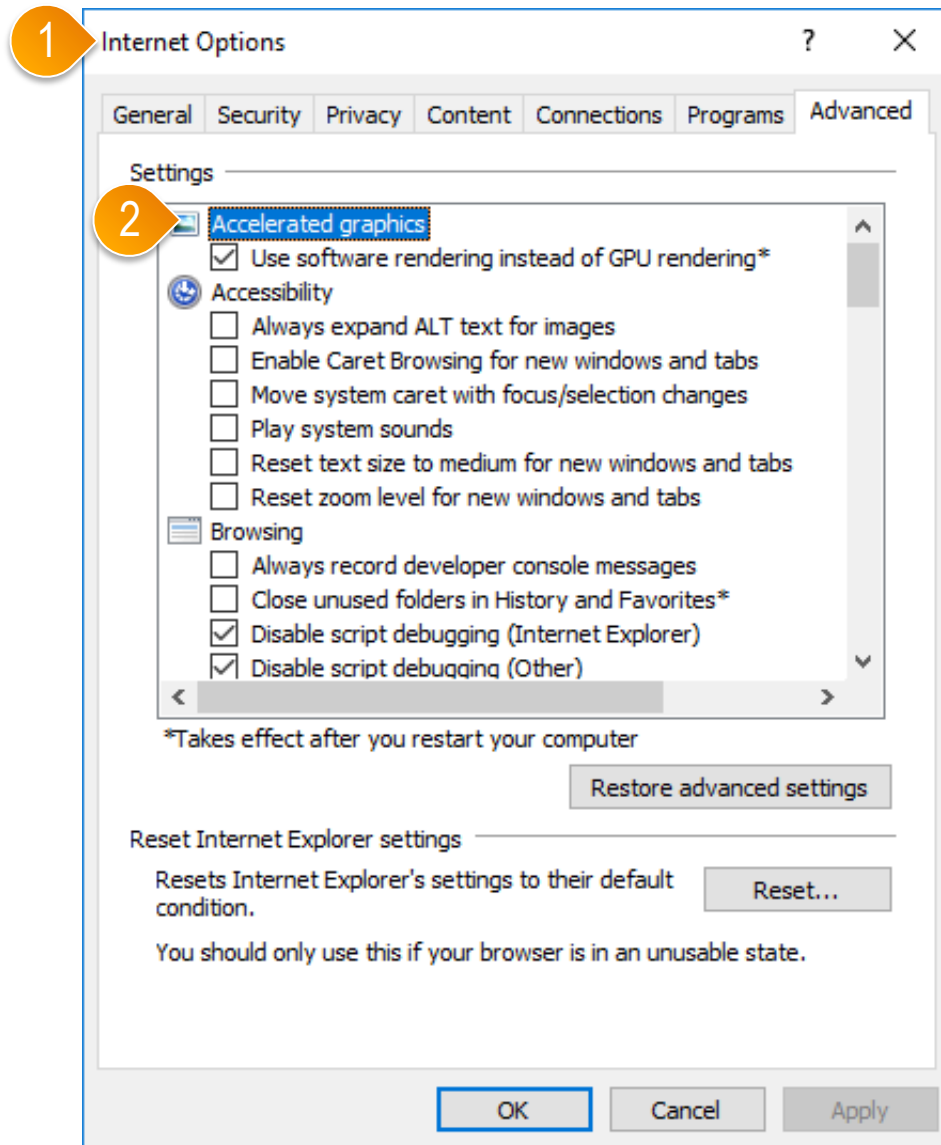


The graphic is titled "aldenONE Browser Recommendations" with "Release 18.4.1" below the logo. It features four browser icons in a row: Chrome, Safari, Firefox, and Internet Explorer. Each icon has a green checkmark above it, except for Internet Explorer which has a red X. Below each icon is a yellow drop-shaped badge with a number. Chrome has two badges with numbers 1 and 3. Safari, Firefox, and Internet Explorer each have one badge with the number 1.

Browser	Recommendation Status	Count
Chrome	Recommended (Green Checkmark)	3
Safari	Recommended (Green Checkmark)	1
Firefox	Recommended (Green Checkmark)	1
Internet Explorer	Not Recommended (Red X)	2

page walkthrough

- ① Alden One runs best on an up-to-date browser. We suggest using Chrome, Safari, or Firefox.
- ② We no longer recommend using Internet Explorer because IE has known speed issues that are not being fixed as IE is no longer supported by Microsoft. If you are forced to use Internet Explorer by your organization, see the next page for a recommendation that should help with some known issues.
- ③ We recommend using Google Chrome.



page walkthrough

- ① If Internet Explorer is your only available choice for browsers, go to your Internet Options in IE.
- ② Go to "Accelerated Graphics" and make sure the box is checked for "Use software rendering instead of GPU rendering."



Homepage

aldenONE Homepage - Overview

The screenshot shows the aldenONE homepage interface. The top navigation bar includes the aldenONE logo, a search bar, a 'Menu' button, and a user profile icon. The main content area displays a list of conversations under the heading 'Assigned To Me'. The left sidebar contains various filters and search options. The right sidebar shows a 'Take Action' button and a 'Select view type' dropdown. The main table lists conversations with columns for Conversation #, Type, Last Update, Title, Initiated By, and Status. The bottom of the page shows a pagination bar and a '0 Selected' status.

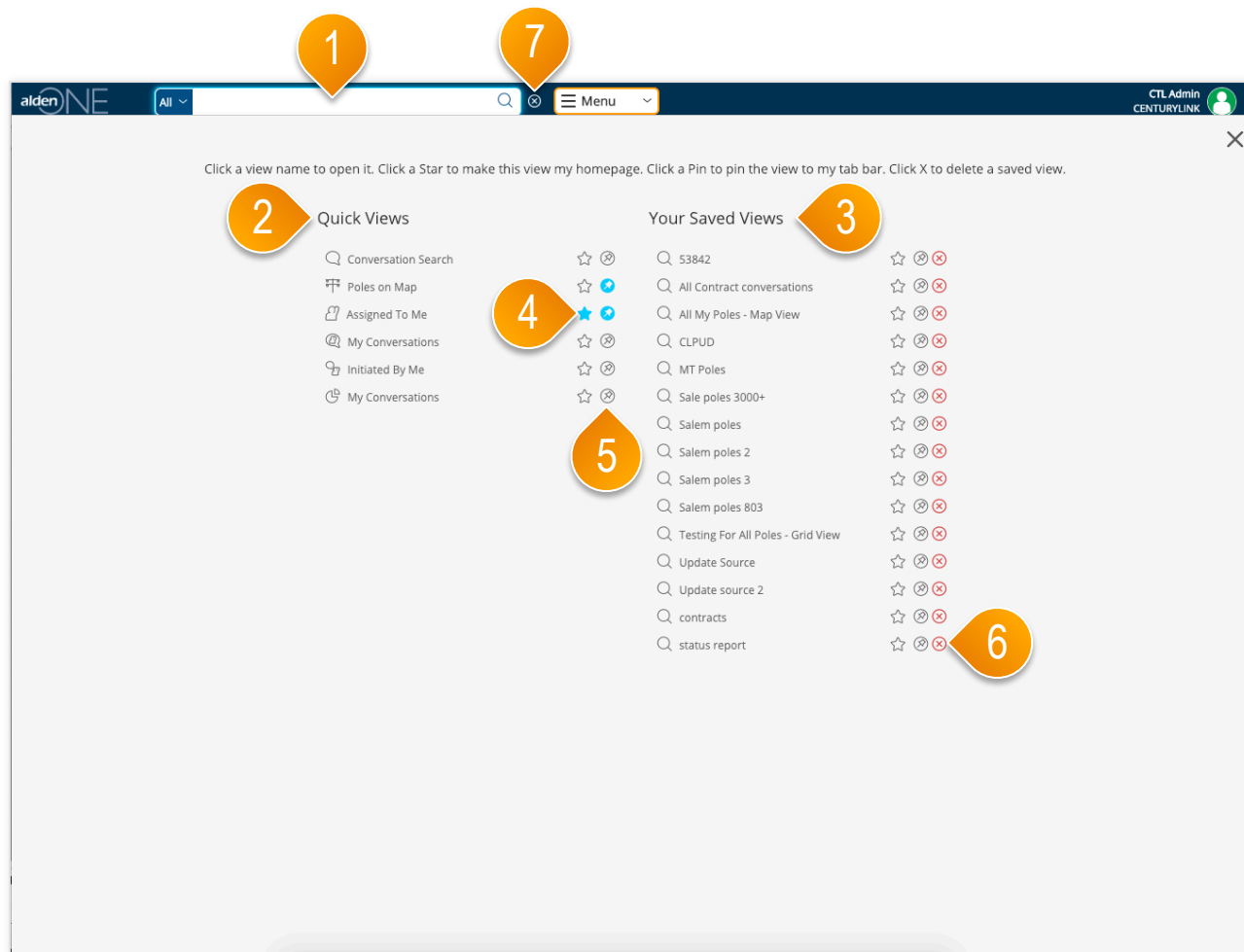
Numbered callouts on the screenshot:

- 1: Search bar in the top navigation bar.
- 2: 'Take Action' button in the top right.
- 3: 'Select view type' dropdown in the top right.
- 4: 'Menu' button in the top navigation bar.
- 5: 'Assigned To Me' filter in the left sidebar.
- 6: User profile icon in the top right.
- 4b: 'Assets Searched' filter in the left sidebar.
- 4a: 'Poles on Map' filter in the left sidebar.
- 2a: 'Export to Excel' button in the table header.
- 2b: 'Wrap Text' checkbox in the table header.

page walkthrough

- ① Your home screen is set to your Conversations Assigned to You, but this can be changed.
- ② From the top right, you can Apply filters on your data from the column headers (2a) or from the filters panel (2b).
- ③ Change the view type of your results by toggling between Grid and Map views.
- ④ To view your Saved Searches and Quick Views, click into the search bar. You can also type in search terms here, or change the context of the search to only return a specific asset type here (4b).
- ⑤ To create conversations, run reports, and other actions, use the Menu.
- ⑥ To change your user settings, access the help page, give feedback, and/or logout, use the User Menu.

aldenONE Homepage – The Search Menu



page walkthrough

- ① Clicking into the Search Bar brings up the Search Menu.
- ② Your Quick Views are here. These views cannot be deleted.
- ③ Your Saved Views are here. Anytime you save a new view, it will be available here.
- ④ The star icon sets your homepage for all future logins (until you change it). The filled star is your current homepage setting.
- ⑤ The pin icon opens a tab for that view anytime you open the application.
- ⑥ To delete a saved view, click the "Remove" icon here.
- ⑦ Close the Saved Views menu by clicking the X, OR by typing into the Search Bar.

aldenONE Homepage – The Main Menu

The screenshot shows the aldenONE homepage interface. The top navigation bar includes the aldenONE logo, a search bar, and a 'Menu' button (callout 1). Below the search bar, there are tabs for 'Assigned To Me' and 'Poles on Map'. The 'Assigned To Me' tab is active, showing a list of 11 conversations. A 'Menu' dropdown is open, showing various actions (callout 2). The 'Start a Conversation' option is highlighted (callout 3). The 'Run Reports' option is also visible (callout 4). The 'View Admin Page' option is highlighted (callout 5). The main content area displays a table of conversations with columns for Conversation #, Type, Date, and Status. The table lists 11 conversations, including '746037', '746029', '746028', '746027', '746020', '746016', '746015', '736010', '735993', '735989', and '735851'. The bottom of the page shows a '0 Selected' status.

page walkthrough

- ① Clicking the Menu button next to the Search Bar will bring up your menu.
- ② Choose a recently used conversation type from this sub-menu.
- ③ To start a conversation, select your conversation type from the sub-menu. (If you know where your poles are we recommend finding your poles on a map first and beginning a conversation after selecting the poles.
- ④ Run Reports here.
- ⑤ If you have administration access for your account, you can access company, user and role management from "View Admin Page."

The screenshot displays the Alden ONE homepage interface. A dark blue header bar contains the 'aldenONE' logo, a search bar, and a 'Menu' dropdown. On the left, a sidebar lists various filters and search options. The main content area shows a table of conversations. A user profile dropdown menu is open in the top right corner, with five numbered orange callouts indicating the path to the User Settings menu:

- 1: Click on the user profile icon in the top right corner.
- 2: Click on 'User Settings' in the dropdown menu.
- 3: Click on 'Training & Help Documentation' in the dropdown menu.
- 4: Click on 'Give Us Feedback' in the dropdown menu.
- 5: Click on 'Logout' in the dropdown menu.

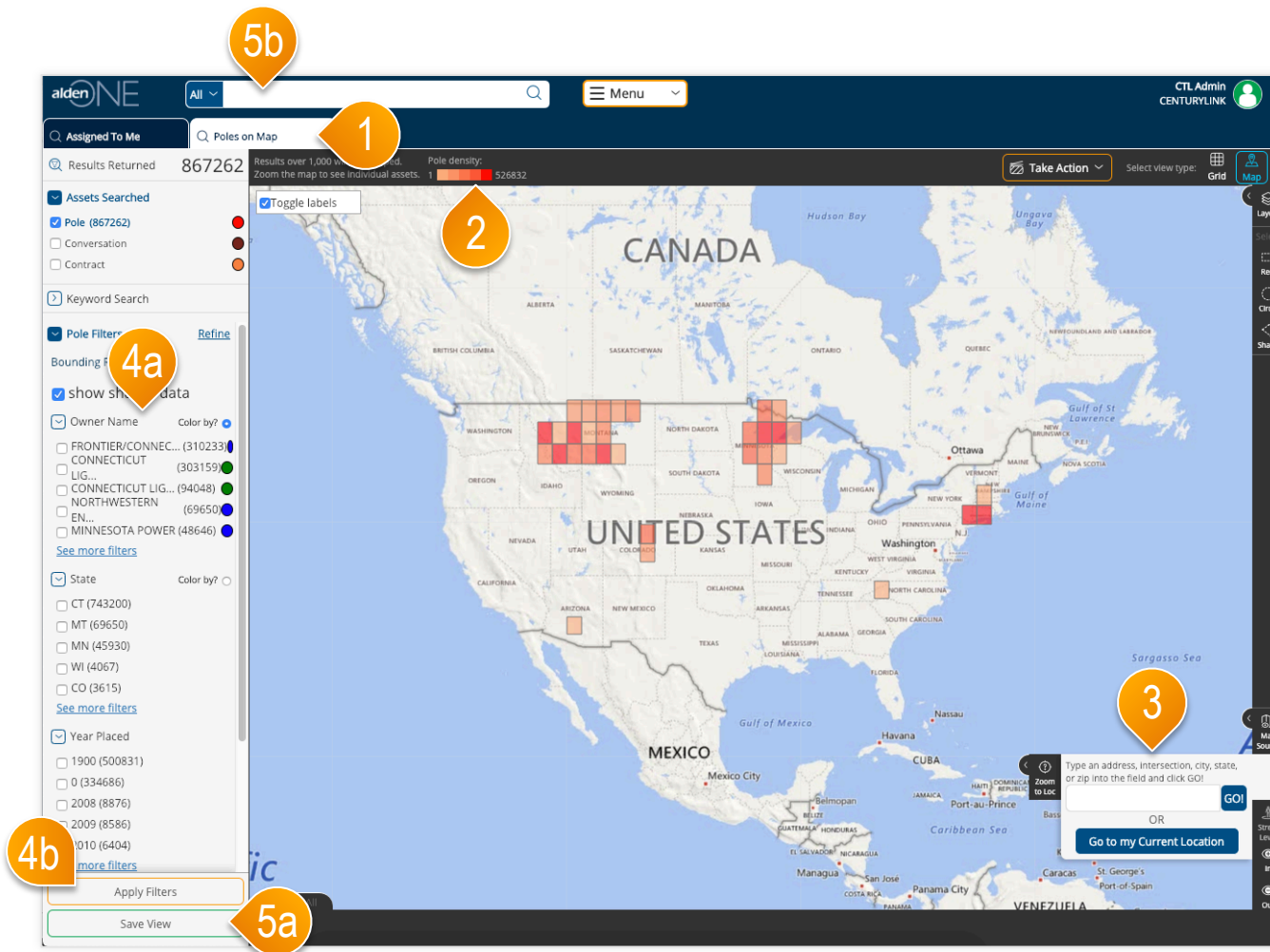
The table below shows a list of conversations with columns for Conversation #, Type, Last Update, Title, and Initiated By.

Conversation #	Type	Last Update	Title	Initiated By
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@centurylink.com
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746028	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746027	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@centurylink.com
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746016	TEST-CTL Transfer Notice	1/16/2019	test	ctladmin@centurylink.com
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@centurylink.com
736010	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com
735993	TEST-CTL Field Inspection	1/12/2019	test	ctladmin@centurylink.com
735989	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com
735851	TEST-CTL Field Inspection	11/8/2018	test	ctladmin@centurylink.com

page walkthrough

- ① Access the User Settings menu by clicking your user name.
- ② To edit your user settings, click "User Settings"
- ③ Click here to view training and help documentation.
- ④ Give us feedback about Alden One by clicking here.
- ⑤ To log out of the application, click "Logout."

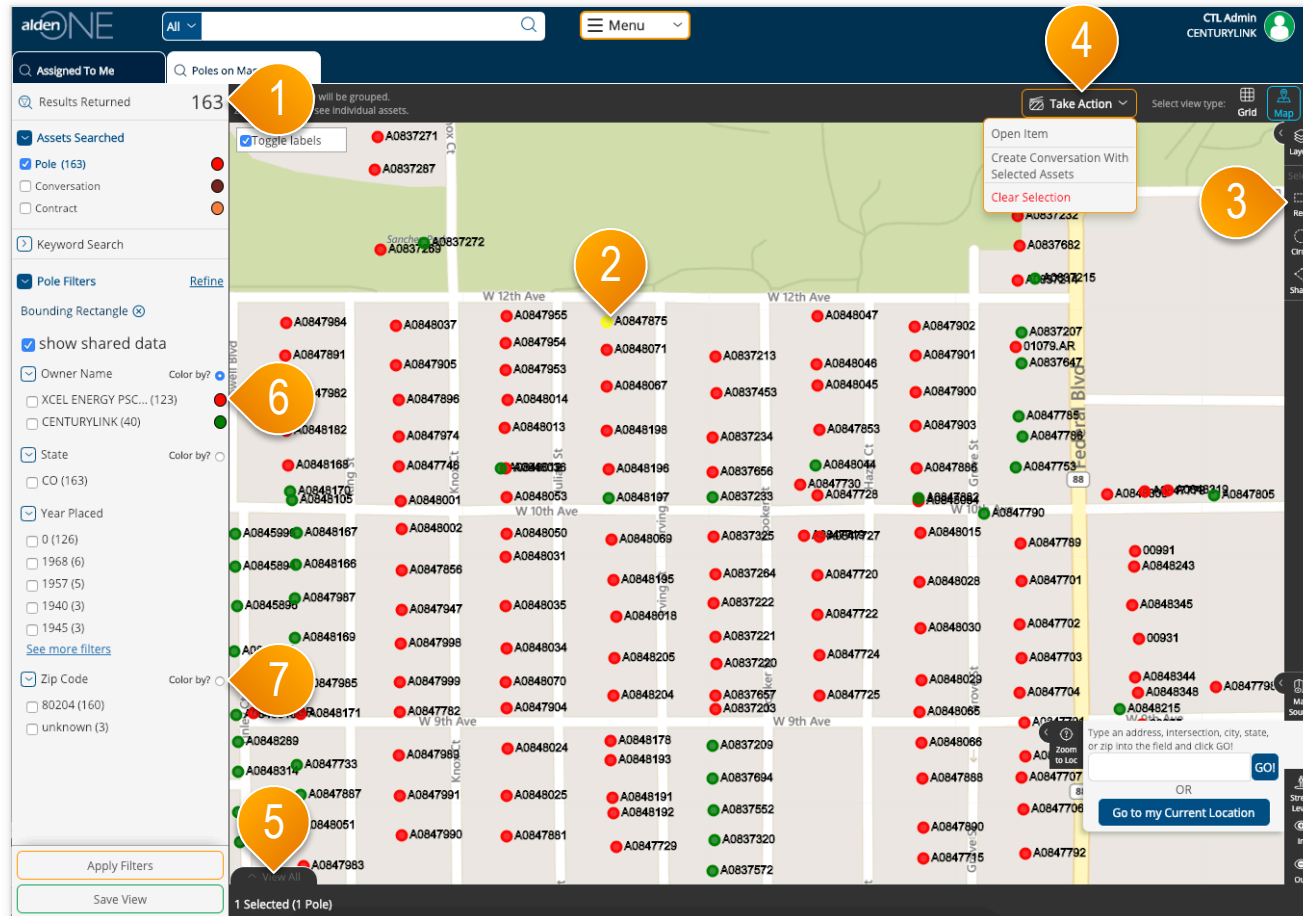
aldenONE Homepage – Starting a Search



page walkthrough

- ① One of your default tabs is the "Poles on a Map" search. Click the tab to open it.
- ② Your available poles are plotted on a map. If you're results are more than 1,000 on the screen, your poles will be grouped into a colored grid. The darker colors contain more densely populated poles. The key here shows how many poles are in the most densely populated grids.
- ③ Use your mouse-wheel to zoom the map, or type in an address, intersection, city, or state to zoom the map to a particular place.
- ④ Use the filters to filter your results further (4a). Once selected, click "Apply Filters" (4b) to return the results that meet your criteria.
- ⑤ Once your filters and map bounds are set, you can save all the parameters for later use with the "Save View" button. Name the view, click "Save," then that view will be available in your Saved Views by clicking in the search bar (5b) and bringing up your saved views menu.

aldenONE Homepage – Selecting Poles



page walkthrough

- ① Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- ② To select an asset, click it on the screen. Selected assets are colored yellow.
- ③ You can also draw a shape to select multiple assets at once, using the shape tools.
- ④ Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- ⑤ To view more information about your selected assets, expand this tray here by clicking "View All."
- ⑥ Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.
- ⑦ Click on the "Color by?" radio button to color the dots by that filter type.

page walkthrough

The screenshot shows the aldenONE homepage with a map of poles. A 'Take Action' menu is open, showing 'Create Conversation With Selected Assets' and 'Clear Selection'. A dialog box titled 'Create A New Conversation' is displayed, with fields for Conversation Type, Conversation Title, Description, and State. The State is set to CO. The dialog has 'Cancel' and 'Create' buttons. Numbered callouts 1, 2, and 3 indicate the steps: 1. Click 'Take Action' menu. 2. Fill in the dialog fields. 3. Click 'Create' button.

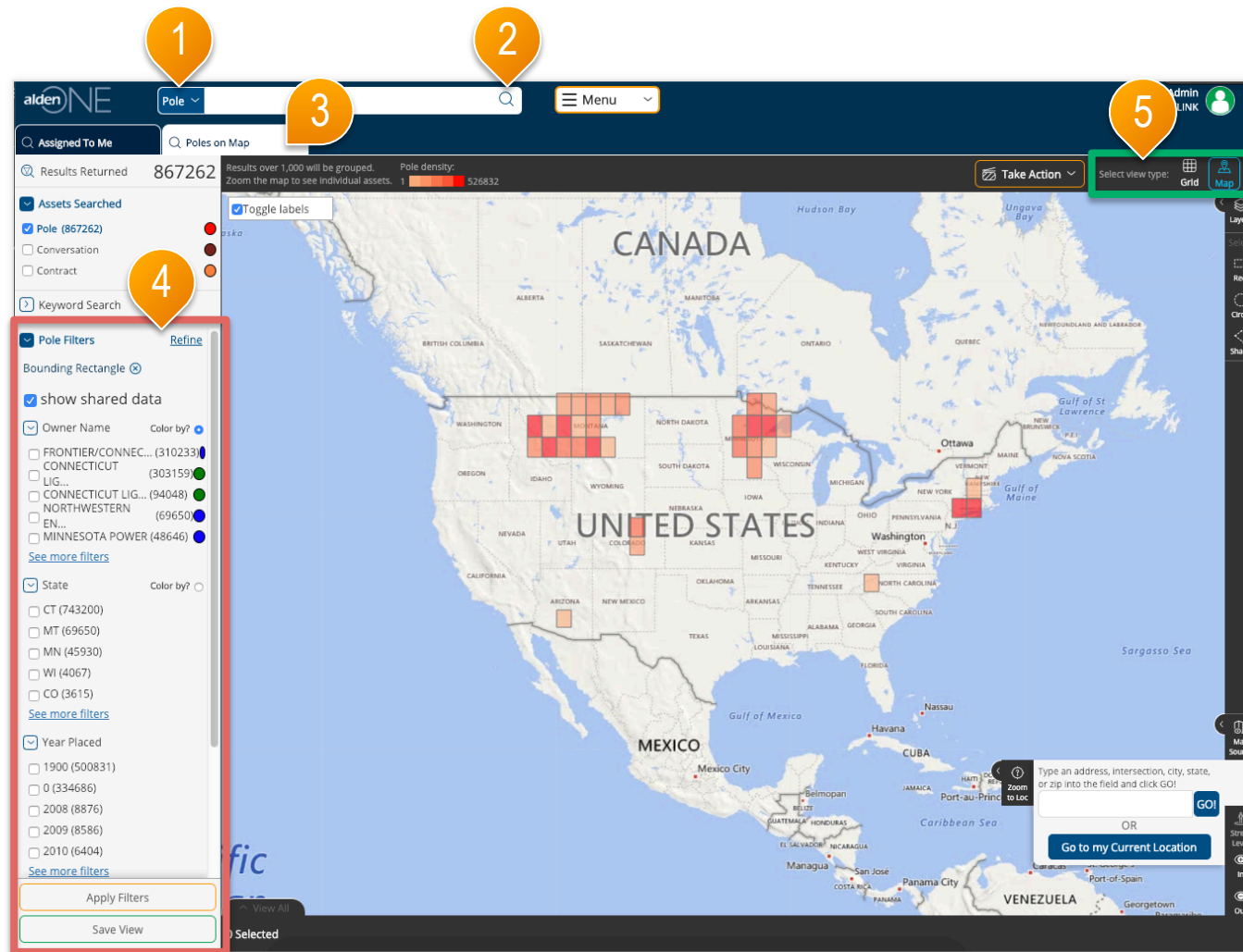
Power Number	Telco Number	Height-Class	open pole
1481842	01065	40 - 5	open pole
1481841	01019	40 - 5	open pole
1481532	01037	40 - 5	open pole
1478436	01093	30 - 6	open pole
1478308	01083	35 - 5	open pole

- ① With your selected poles, use the Take Action menu to select "Create Conversation with Selected Assets."
- ② A dialog window will come up. Fill in the required fields with your Conversation Type and give the new conversation a title.
- ③ Click "Create." (Create is only available once the required information is put in.)



Pole Search Results

aldenONE Pole Search Results – Overview



page walkthrough

- ① Use the search context to change your search to "Poles."
- ② Click the search icon, or type in a keyword.
- ③ Each new search opens a search results tab and displays the count of the results.
- ④ Use the pole filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.
- ⑤ View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.



Pole Search Results – Views

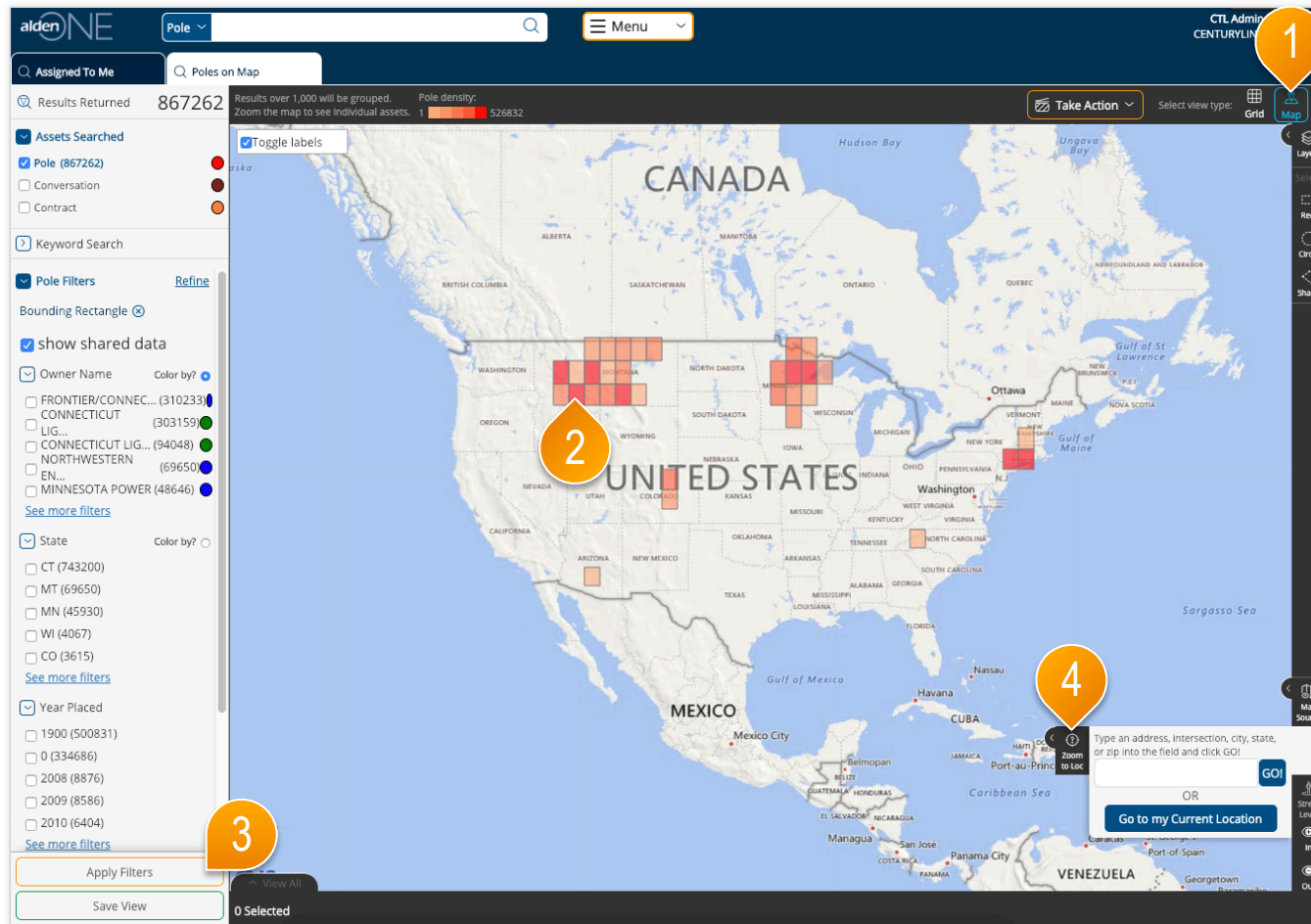
aldenONE Pole Search Results – Grid View

The screenshot displays the aldenONE Pole Search Results Grid View. The interface includes a top navigation bar with the aldenONE logo, a search bar, and a menu icon. On the left, there are filters for 'Assigned To Me', 'Results Returned', 'Assets Searched', and 'Pole Filters'. The main area shows a table of search results with columns: Pole Id, Pole Tag, Telco Number, Power Number, Owner Name, and Height. A red box highlights the column headers. A purple box highlights the pagination controls at the bottom. Numbered callouts (1-8) point to specific features: 1. Top right navigation icons; 2. 'Take Action' dropdown; 3. 'Show/Hide Columns' button; 4. Pagination controls; 5. A row in the table; 6. A row in the table; 7. 'Export to Excel' button; 8. 'Show/Hide Columns' button.

Pole Id	Pole Tag	Telco Number	Power Number	Owner Name	Height
80021571	NONE	016-375	NONE	CENTURYLINK	30
80021570	NONE	016-375	NONE	CENTURYLINK	30
79864294	NONE	00735	NONE	CENTURYLINK	40
79540391	NONE	NONE	1167-10-250	INTERMOUNTAIN RURAL ELECTRIC	35
79540380	NONE	NONE	1167-08-271	INTERMOUNTAIN RURAL ELECTRIC	30
79540378	NONE	NONE	1167-08-266	INTERMOUNTAIN RURAL ELECTRIC	30
79540377	NONE	NONE	1167-08-233	INTERMOUNTAIN RURAL ELECTRIC	35
79540376	NONE	NONE	1167-08-230	INTERMOUNTAIN RURAL ELECTRIC	35
79540359	NONE	NONE	1167-08-264	INTERMOUNTAIN RURAL ELECTRIC	40
79538800	NONE	NONE	1167-10-295	INTERMOUNTAIN RURAL ELECTRIC	35
79536648	NONE	NONE	1167-05-497	INTERMOUNTAIN RURAL ELECTRIC	30
79536647	NONE	NONE	1167-08-276	INTERMOUNTAIN RURAL ELECTRIC	30
79536646	NONE	NONE	1167-08-273	INTERMOUNTAIN RURAL ELECTRIC	30
79536644	NONE	NONE	1167-08-229	INTERMOUNTAIN RURAL ELECTRIC	35
79536236	NONE	NONE	1167-08-277	INTERMOUNTAIN RURAL ELECTRIC	30
79536235	NONE	NONE	1167-08-280	INTERMOUNTAIN RURAL ELECTRIC	30

page walkthrough

- 1 Select Grid View to see the search results in a table with a brief amount of information for each pole.
- 2 Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.
- 3 Click a filter icon in a column to add a filter for that column.
- 4 Page through your results and set your number of results per page in the **purple area**.
- 5 Open a pole by clicking the link in the first column.
- 6 Select a pole or poles by clicking on them anywhere in the row (except for in the link under the Pole ID).
- 7 Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.
- 8 Show or hide columns by selecting them from the menu here.



page walkthrough

- ① Select Map View to see the search results displayed on a map.
- ② If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.
- ③ To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click "Apply Filters." Refer to the help topic Pole Search Results – Applying Filters for more information.
- ④ You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.



page walkthrough

- Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- To select an asset, click it on the screen. Selected assets are colored yellow.
- You can also draw a shape to select multiple assets at once, using the shape tools.
- Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- To view more information about your selected assets, expand this tray here by clicking "View All."
- Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.
- Click on the "Color by?" radio button to color the dots by that filter type.



Pole Search Results – Filters

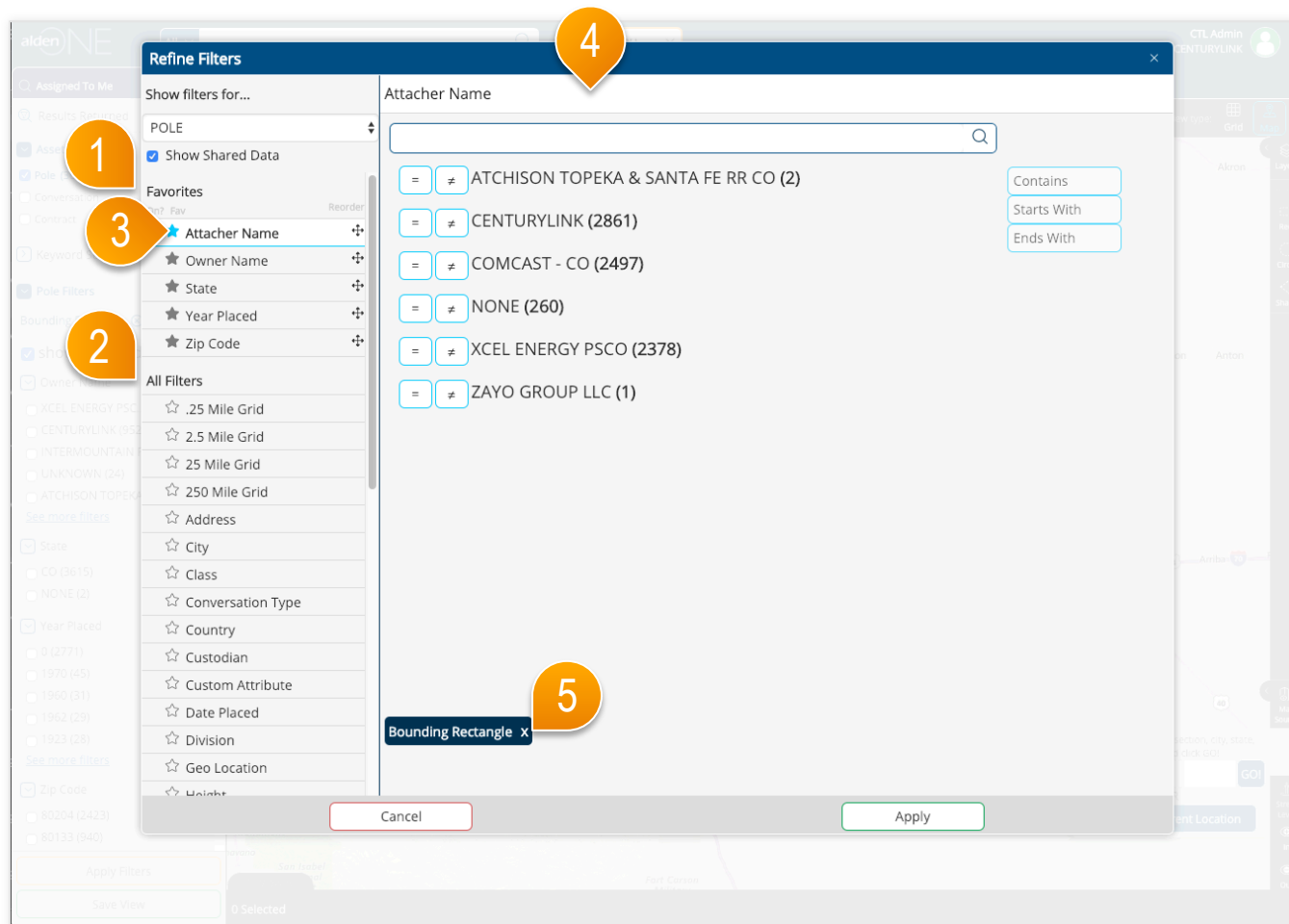
The screenshot shows the aldenONE Pole Search Results interface. The left sidebar contains a search bar, a map view toggle, and a list of filters. The main map area displays a map of Colorado with poles marked as red dots. The right sidebar shows a list of filter categories and their values. The interface is annotated with four numbered callouts:

- 1: Points to the "Owner Name" filter category in the left sidebar.
- 2: Points to the "Apply Filters" button at the bottom of the left sidebar.
- 3: Points to the "Refine" link in the left sidebar.
- 4: Points to the "Toggle labels" checkbox in the left sidebar.

page walkthrough

- ① The filter options listed in the **red area** are limited to a set of categories that are favored by you (more information available in "Refine All Filters"). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click "See More Filters" to get the next 5 results.
- ② Click "Apply Filters" to update the search results based on the selected filter values.
- ③ To work with a list of all filter categories for the search results, click the "Refine" link.
- ④ When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the "X" next to the label for the applied filter.

Pole Search Results – Refine All Filters



page walkthrough

- ① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.
- ② To add a favorite filter, find one in the All Filters area and click the unfilled star.
- ③ To remove a favorited filter, click the filled star of a favorited filter.
- ④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.
- ⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.
- ⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.



Pole Search Results – Take Actions

The screenshot shows the aldenONE Pole Search Results interface. The left sidebar contains filters for Assets Searched (Pole (3617)), Pole Filters (Bounding Rectangle, show shared data, Owner Name, State, Year Placed, Zip Code), and a table of results. The main table has columns: Pole Id, Pole Tag, Telco Number, Power Number, and Height. Two rows are highlighted in orange: 80021571 and 80021570. A 'Take Action' dropdown menu is open over the first highlighted row, showing options: Open Item, Create Conversation With Selected Assets, and Clear Selection. Annotations 1, 2, and 3 point to the 'Take Action' button, the 'Open Item' option, and the 'Clear Selection' option respectively.

Pole Id	Pole Tag	Telco Number	Power Number	Height
80021571	NONE	016-375	NONE	30
80021570	NONE	016-375	NONE	30
79864294	NONE	00735	NONE	40
79540391	NONE	NONE	1167-10-250	35
79540380	NONE	NONE	1167-08-271	30
79540378	NONE	NONE	1167-08-266	30
79540377	NONE	NONE	1167-08-233	35
79540376	NONE	NONE	1167-08-230	35
79540359	NONE	NONE	1167-08-264	40
79538800	NONE	NONE	1167-10-295	35
79536648	NONE	NONE	1167-05-497	30
79536647	NONE	NONE	1167-08-276	30
79536646	NONE	NONE	1167-08-273	30
79536644	NONE	NONE	1167-08-229	35
79536236	NONE	NONE	1167-08-277	30
79536235	NONE	NONE	1167-08-280	30

page walkthrough

- ① Select only one Pole and then choose Open Item to see the full details about the pole.
- ② Select one or more poles to create a conversation with the selected poles.
- ③ In the case that the selections are not the desired poles, use the Clear Selection option to remove all conversations from the selection set of conversations.



Conversation Search Results

The screenshot displays the aldenONE web application interface for searching conversations. The interface includes a top navigation bar with the aldenONE logo, a search bar, and a menu icon. Below the navigation bar, there are tabs for 'Assigned To Me' and 'Poles on Map'. The main content area shows a list of search results for 'Conversations' (19323 results). The results are displayed in a table with columns: Conversation #, Type, Last Update, Title, Initiated By, Status, and Assign To. The table lists various test results and field inspections. On the left side, there is a 'Conversation Filters' panel with sections for 'Assigned To', 'Companies', and 'Contact'. The panel includes checkboxes for filtering by specific users, companies, and contacts. At the bottom of the filters panel, there are buttons for 'Apply Filters' and 'Save View'. On the right side of the results table, there are buttons for 'Take Action', 'Select view type: Grid Map', and 'Show/Hide Columns'. The interface also includes a 'Results Returned' count of 19323 and a 'Wrap Text' option.

1. Search context dropdown menu

2. Search icon

3. Search results count (19323)

4. Conversation Filters panel

5. Select view type: Grid Map button

page walkthrough

- 1 Use the search context to change your search to "Conversations."
- 2 Click the search icon, or type in a keyword.
- 3 Each new search opens a search results tab and displays the count of the results in the top left of the filters pane.
- 4 Use the conversation filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.
- 5 View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.



Conversation Search Results – Views

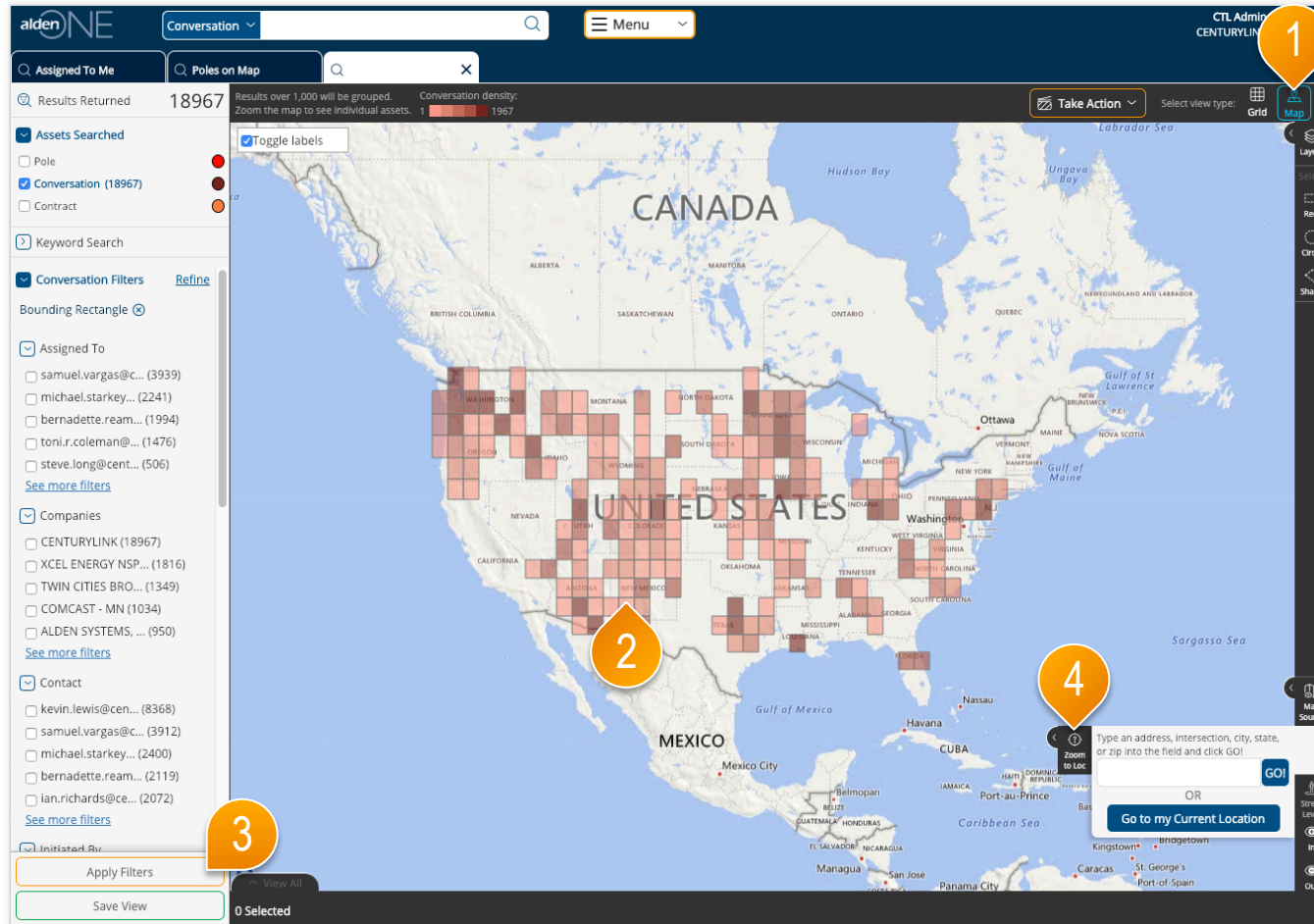
The screenshot displays the aldenONE Conversation Search Results in Grid View. The interface includes a top navigation bar with a search bar and menu, a left sidebar with filters, and a main grid of results. Numbered callouts 1 through 8 highlight specific features:

- 1. Grid View toggle
- 2. Column headers
- 3. Filter icon
- 4. Pagination controls
- 5. Conversation ID link
- 6. Conversation details
- 7. Export to Excel button
- 8. Show/Hide Columns button

Conversation #	Type	Last Update	Title	Initiated By	Status	Assigned To
746071	TEST-Permit to Attach	2/12/2019	Test Permit to Attach for Documen	ctladmin@ce	Created	ctladi
746034	TEST-Emergency Pole Replacemen	2/11/2019	EJR testing create from map assets	eleshia.robir	Escalated	jbust
746041	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746040	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746030	TEST-Pole Sale	2/4/2019	test	ctladmin@ce	Awaiting Buyer Signature	elesh
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@ce	Initial	ctladi
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Review Overdue	ctladi
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Initial	ctladi
746010	TEST-Permit to Attach	1/29/2019	test	jacquelyn.da	Created	jacqu
579926	TEST-CTL Field Inspection	1/29/2019	PPL NESC 430789844	oregon.nesc	Fielding Complete	mark
746028	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Initial	ctladi
746027	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@ce	Initial	ctladi
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@ce	Overdue	ctladi
280450	TEST-SCL Routine Pole Correction	1/24/2019	CenturyLink to Install New Anchor	scl_jointuse@	Sent	seajt
51936	TEST-CTL Pole Correction	1/17/2019	JRM Collect: 03121, N CHASE ST & I	hbrock	Transfer Overdue	pat_c
541524	TEST-Miscellaneous Joint Use Reql	1/16/2019	Customer Complaint - Lori Atkin	tami.katzma	Working	troy.l

page walkthrough

- 1 Select Grid View to see the search results in a table with a brief amount of information for each conversation.
- 2 Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.
- 3 Click a filter icon in a column to add a filter for that column.
- 4 Page through your results and set your number of results per page in the **purple area**.
- 5 Open a conversation by clicking the link in the first column.
- 6 Select a conversation or conversations by clicking on them anywhere in the row (except for in the link under the Conversation ID).
- 7 Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.
- 8 Show or hide columns by selecting them from the menu here.



page walkthrough

- 1 Select Map View to see the search results displayed on a map.
- 2 If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.
- 3 To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click "Apply Filters." Refer to the help topic Pole Search Results – Applying Filters for more information.
- 4 You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.

The screenshot displays the aldenONE web application interface. On the left, a sidebar contains filters for 'Assigned To Me', 'Assets Searched', 'Conversation Filters', and 'Contact'. The main area is a map showing various assets as colored dots. A blue dashed rectangle highlights a group of assets. A 'Take Action' menu is visible over the map. At the bottom, a tray shows details for four selected conversations, including their type, title, status, and assigned user.

1 Results Returned: 21

2 Asset selection: Click on the asset dot.

3 Shape tool: Draw a shape to select multiple assets.

4 Take Action menu: Change Status or Assign Conversation(s), Clear Selection.

5 View All: Click to view more information about selected assets.

6 Filter menu: Click on the colored dot in the filter menu to change the color of the dots for conversations.

Conversations	Type	Title	Status	Assigned To	Action
53048	TEST-CTL Pole Correc...	GROUNDLINE:02609...	Posting	samuel.vargas@cent...	open conversation
53049	TEST-CTL Pole Correc...	GROUNDLINE:03545...	Posting	samuel.vargas@cent...	open conversation
53051	TEST-CTL Pole Correc...	GROUNDLINE:03329...	Posting	samuel.vargas@cent...	open conversation
53046	TEST-CTL Pole Correc...	GROUNDLINE:02825...	Posting	samuel.vargas@cent...	open conversation

page walkthrough

- Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- To select an asset, click it on the screen. Selected assets are colored yellow.
- You can also draw a shape to select multiple assets at once, using the shape tools.
- Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- To view more information about your selected assets, expand this tray here by clicking "View All."
- Click on the colored dot in the filter menu to change the color of the dots for conversations.

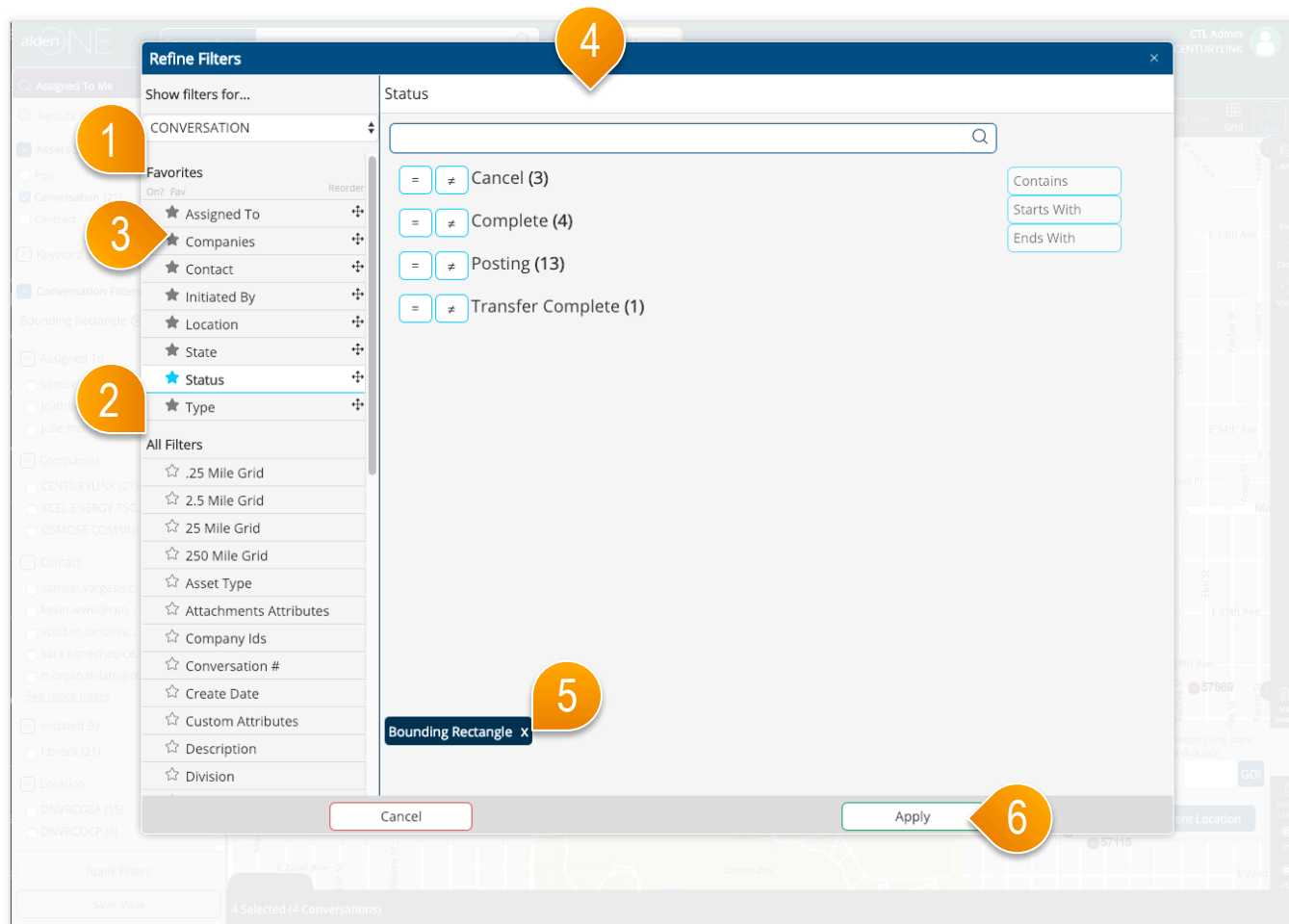


Conversation Search Results – Filters

page walkthrough

The screenshot shows the aldenONE web application interface for Conversation Search Results. The main map displays the United States and Canada with red heatmap overlays indicating conversation density. The left sidebar contains filter categories: Assets Searched, Conversation Filters, and Contact. The 'Conversation Filters' section is highlighted with a green box (callout 4) and contains a 'Bounding Rectangle' filter. The 'Assigned To' filter is highlighted with a red box (callout 1) and lists several email addresses. The 'Apply Filters' button is highlighted with a green box (callout 2). The 'Refine' link is highlighted with a red box (callout 3). The top right shows the user's name 'CTL Admin CENTURYLINK' and a 'Menu' button.

- ① The filter options listed in the **red area** are limited to a set of categories that are favored by you (more information available in “Refine All Filters”). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click “See More Filters” to get the next 5 results.
- ② Click “Apply Filters” to update the search results based on the selected filter values.
- ③ To work with a list of all filter categories for the search results, click the “Refine” link.
- ④ When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the “X” next to the label for the applied filter.



page walkthrough

- ① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.
- ② To add a favorite filter, find one in the All Filters area and click the unfilled star.
- ③ To remove a favorited filter, click the filled star of a favorited filter.
- ④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.
- ⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.
- ⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.



Conversation Search Results – Take Actions

page walkthrough

The screenshot shows the aldenONE web application interface for viewing conversation search results. The left sidebar contains filters for 'Assigned To Me', 'Assets Searched', 'Keyword Search', and 'Conversation Filters'. The main area displays a table of 21 conversations. A 'Take Action' dropdown menu is open over the table, with three numbered annotations: 1 points to the 'Clone Conversation' option, 2 points to the 'Change Status or Assign Conversation(s)' option, and 3 points to the 'Clear Selection' option. The table columns include Conversation #, Type, Last Update, Title, and Assign. The bottom status bar indicates '1 Selected (1 Conversation)'.

Conversation #	Type	Last Update	Title	Assign
56934	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03571,E 31ST AV	samu
53551	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:0290	samu
53048	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02609	samu
53695	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03327,N ADAMS ST	samu
53696	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03313,N ADAMS ST	jcuth
57889	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:2651,AR,N ELM ST &	samu
53049	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03545,N COLUMBIN	samu
51547	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03755, N HIGH ST & R	samu
53051	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03329,N COLUMBIN	samu
60174	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03799,N HARRISON	samu
57091	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02531,N BIRCH ST &	samu
57092	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02281,N BIRCH ST &	samu
57115	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02251,N CHERRY ST	samu
51548	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03727, N HIGH ST & R	samu
51510	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03551, N RACE ST & VI	samu
51511	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03531, N RACE ST & VI	samu

① Select only one conversation and then choose Clone Conversation to make a copy of the existing conversation. The new conversation will be opened in a new tab.

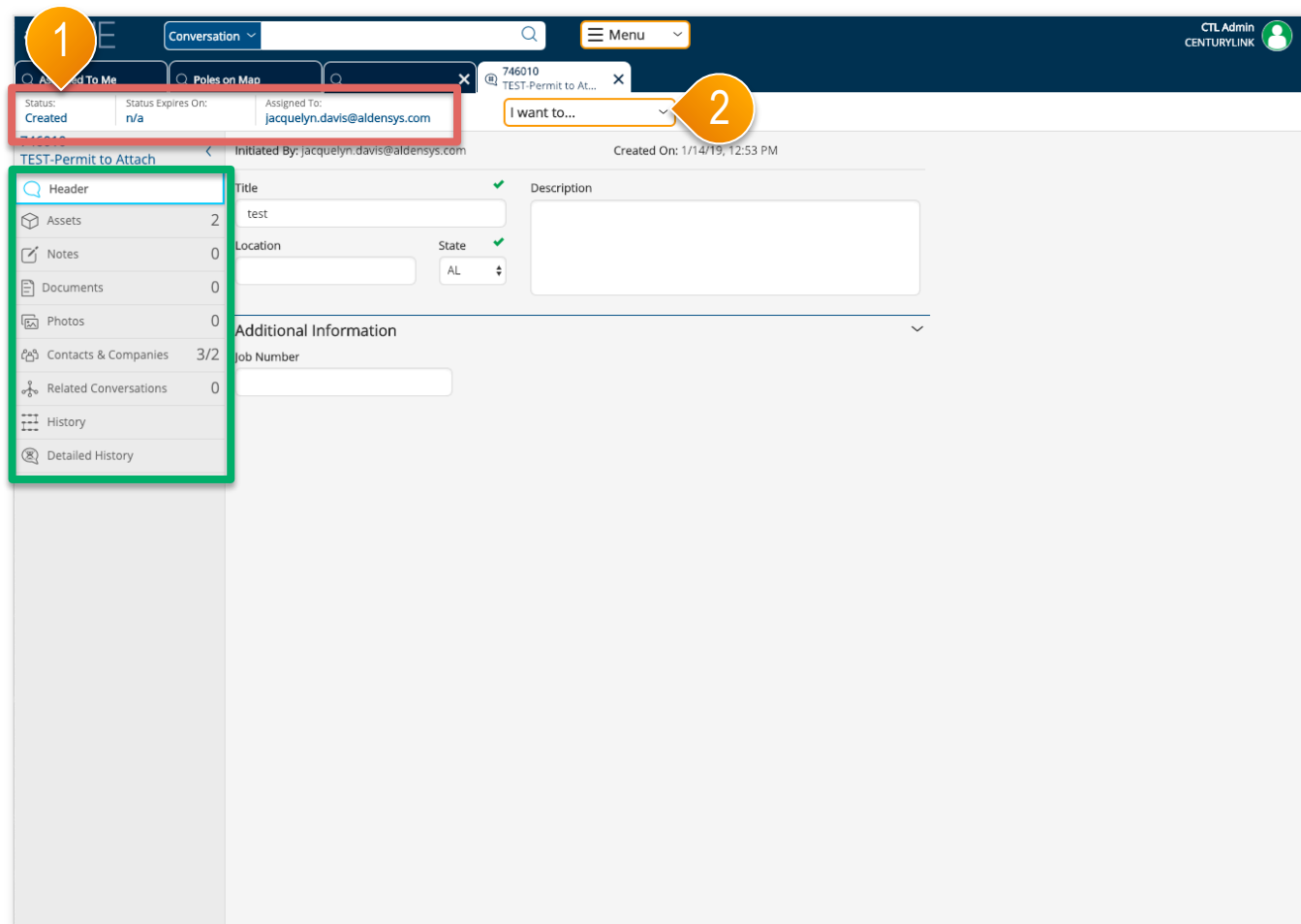
② Select one or more conversations to take an action or change the assignment on conversations. Click the Status/Assign option to access the available workflow actions and assignment dialog. **NOTE:** You will only be able to change the status of conversations that are the same type and that are currently in the same status.

③ In the case that the selections are not the desired conversations, use the Clear Selection option to remove all conversations from the selection set of conversations.



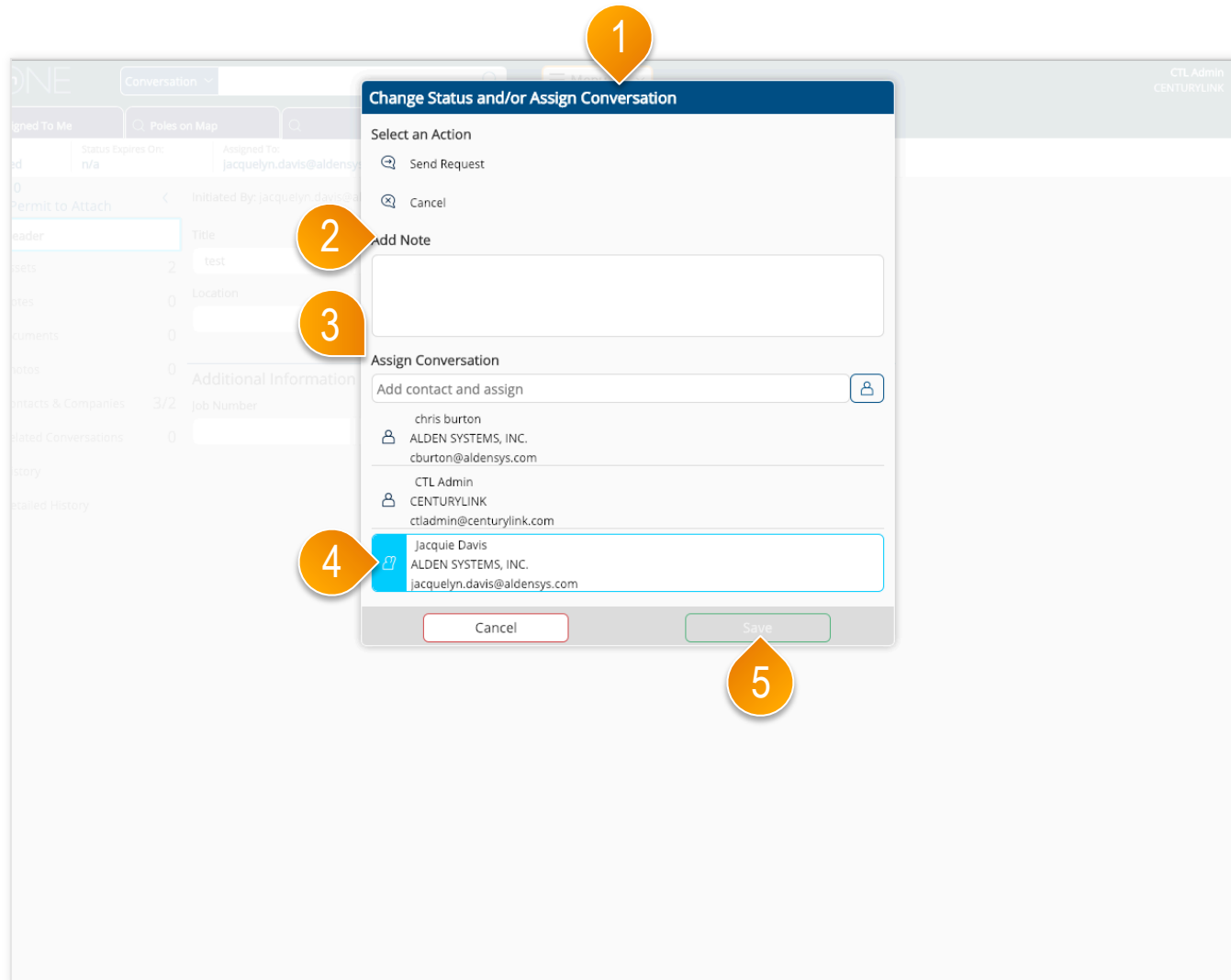
Conversations

aldenONE Conversation Overview



page walkthrough

- ① After opening a conversation in a new tab, the current status and current assignee are shown in the **red area**. Click anywhere in this area to take an action to change the status or to change the assignee. Refer to the help topic Conversation – Change Status and Assignee for more information about these options.
- ② The “I want to...” menu has the actions for this conversation. From here, you can perform actions on the conversation (such as cloning the conversation, changing the status or assignment, etc.) or utility functions (like printing the conversation, sending an email reminder, etc.).
- ③ A conversation is divided into sections that can be quickly be accessed by clicking on the tabs at the left of the conversation in the **green area**. The count of items in each section is shown in each tab.



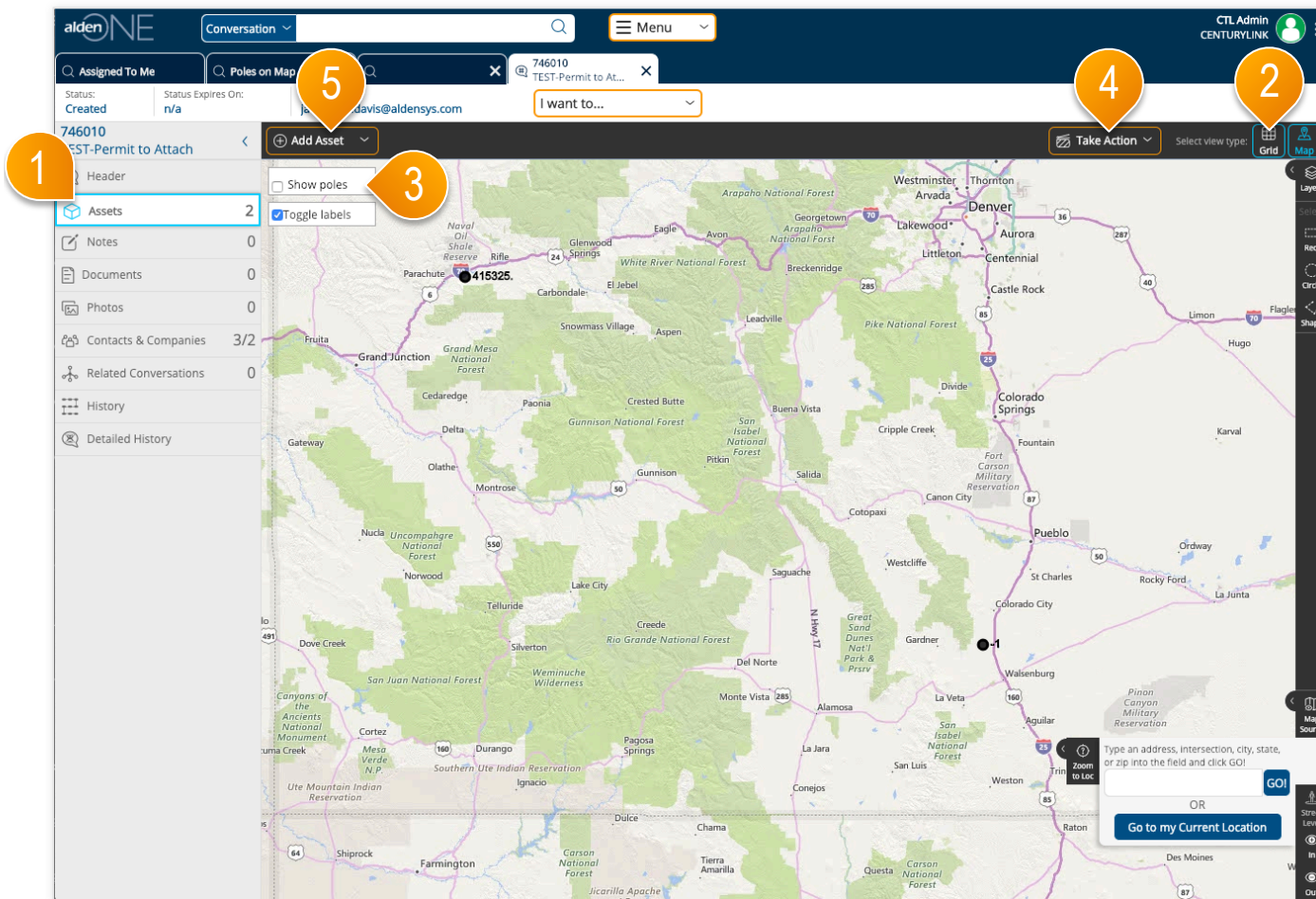
page walkthrough

- ① After clicking the Change button at the top of a conversation, the Status/Assign dialog is displayed. Select from the available workflow actions to change the status of the workflow. The selected action to be applied has a light blue icon to the right of the action name. The available actions are dependent upon the current status of the conversation.
- ② In some cases, a note is required when performing an action on a conversation. A note can be added even when it is not required.
- ③ The list of contacts from the conversation are listed. Add a new contact by typing a user's name or email address.
- ④ Set the new assignee by clicking the desired contact. The selected user to be assigned has a light blue icon to the right of the user's name.
- ⑤ Click "Save" to save your changes.

The screenshot displays the 'aldenONE' interface for a 'Conversation' header section. The top navigation bar includes the 'aldenONE' logo, a search bar, a 'Menu' button, and a user profile for '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 '46010 EST-Permit to Attach' initiated by 'jacquelyn.davis@aldensys.com' on 1/14/19 at 12:53 PM. The left sidebar lists various sections: Header, Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations, History, and Detailed History. The main form area contains fields for 'Title' (marked with a red asterisk), 'Description', 'Location', 'State' (with a green checkmark), and 'Additional Information' (with a dropdown arrow). A 'Save Changes' button is located at the bottom right. Numbered callouts are placed over the interface: 1 points to the 'Header' tab, 2 points to the 'Title' field, 3 points to the 'Description' field, 4 points to the 'State' dropdown, and 5 points to the 'Save Changes' button.

page walkthrough

- ① The conversation will start on the header tab. If you are in another section, click Header to move back to the first section of the conversation. You can add or update the general information for the conversation by entering values into the fields located in this section.
- ② Some fields cannot be edited. These are designated with a lock icon.
- ③ Some fields are required. If required, the field will be outlined in red with an asterisk.
- ④ Enter a value in the required fields, then they will be marked with a green checkmark to indicate the requirement has been met.
- ⑤ You must enter a value into required fields marked with a red asterisk before you are allowed to save the conversation.



page walkthrough

- 1 Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.
- 2 To switch to a grid view of the assets, click Grid.
- 3 To look for assets in the same area, click "Show Poles."
- 4 Find the poles you wish to add to this conversation, select them, then from the Action Menu, add them to this conversation.
- 5 If you do not see your asset on the map, you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is, fill in the information you have about the pole, click "Save," and it will be added to the conversation.

The screenshot shows the aldenONE interface for the 'Conversation' section. The left sidebar contains navigation links: Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations, History, and Detailed History. The main area displays a grid of assets. Callout 1 points to the 'Assets' link in the sidebar. Callout 2 points to the 'Grid' view toggle. Callout 3 points to the 'Select Items' button. Callout 4 points to the 'Take Action' menu. Callout 5 points to the plus icon to expand a row. Callout 6 points to the 'Hide Poles' button. The grid shows two rows of assets, each with a 'Proposed Attachment (1)' section below it. The first row is for 'ADOLPH COORS BREWERY OF COLO' and the second for 'CENTURYLINK'. The 'Take Action' menu is open, showing options like 'Line edit asset(s)', 'Form edit asset(s)', 'Remove asset(s)', 'Add Proposed Attachment to asset(s)', 'Show Poles In Jrm', 'Show Poles In Jrm', 'Create a child conversation', and 'Clear selection'.

page walkthrough

- ① Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.
- ② To switch to a grid view of the assets, click Grid.
- ③ Select an asset or assets by clicking the checkbox at the start of the row.
- ④ Once at least one asset is selected, the Take Action menu will become available. Perform an action on the selected assets by picking the action from the menu.
- ⑤ Expand your assets to view the sub-assets/ attachments/proposed attachments by clicking the plus icon next to the row.
- ⑥ To view only the attachments on the conversation, click "Hide Poles,"

The screenshot displays the aldenONE web application interface. The top navigation bar includes the aldenONE logo, a 'Conversation' dropdown, a search bar, a 'Menu' button, and a user profile for '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 map of Colorado with various locations marked. A sidebar on the left contains a list of assets and other information. An 'Add Asset' modal is open in the foreground, showing a form to add a new pole to the conversation. The modal includes fields for Owner Name, Custodian, Pole Tag, Telco No, Power No, Class, Usage, State, Longitude, Height, Date Placed, City, Latitude, and Zip Code. The 'Add Asset' button is highlighted in green.

1 Go to the map view.

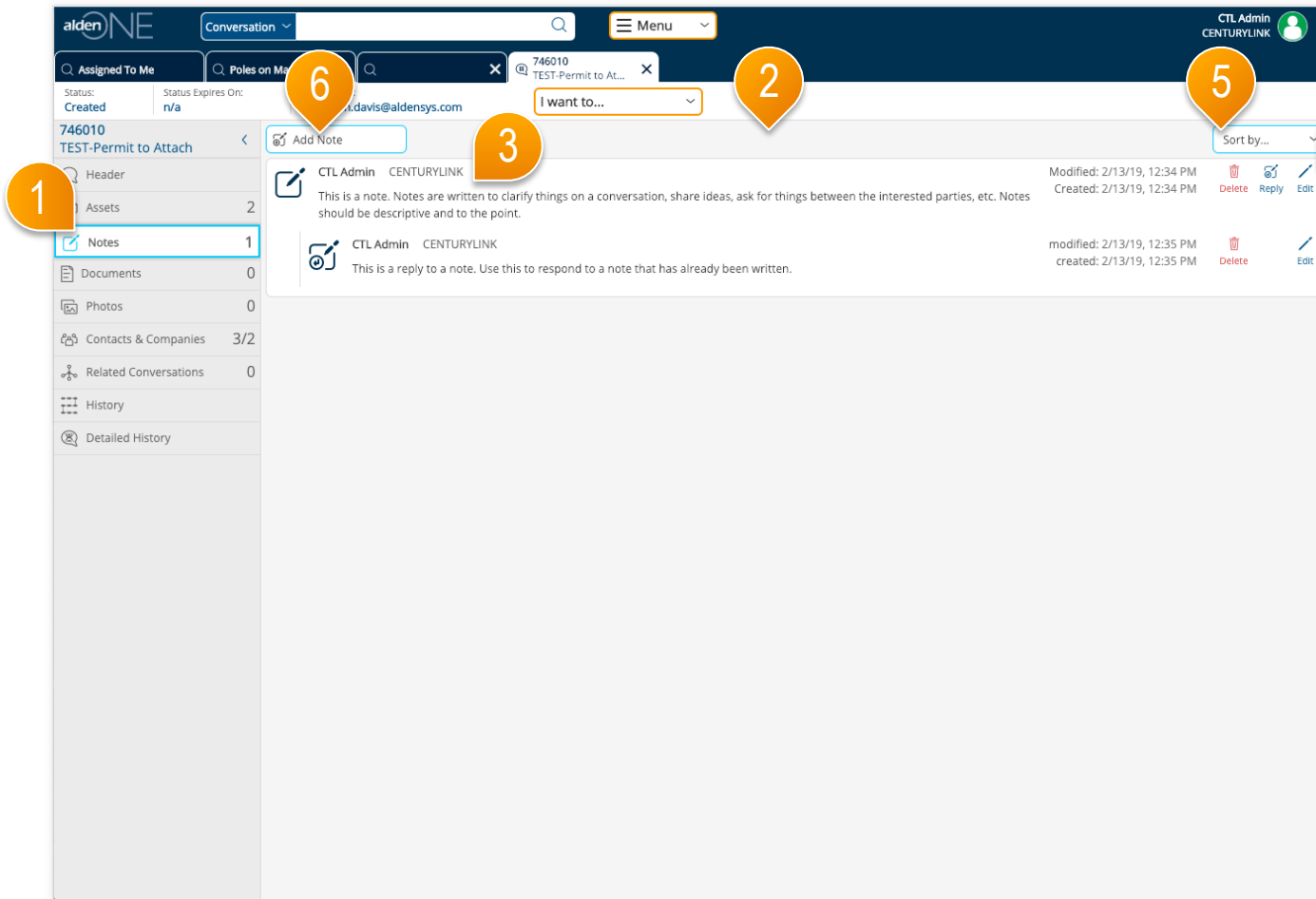
2 To look for assets in the same area, click "Show Poles."

3 If you do not see your asset on the map after clicking "Show Poles." you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is.

4 Fill in the information you have about the pole, click "Save," and it will be added to the conversation.

page walkthrough

- 1 Go to the map view.
- 2 To look for assets in the same area, click "Show Poles."
- 3 If you do not see your asset on the map after clicking "Show Poles." you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is.
- 4 Fill in the information you have about the pole, click "Save," and it will be added to the conversation.



page walkthrough

- ① Click the Notes tab to quickly move to the conversation notes section. The count of notes is shown in the tab.
- ② You can view all notes and replies on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Notes that you have marked private are indicated with a lock icon on the left of the note.
- ③ Each note indicates the user that wrote the note and their company, the date the note was created, and the date the note was last modified.
- ④ You can delete or edit only notes and replies that you created. Anyone with access to the notes can reply one or more times per note.
- ⑤ Use the "Sort by" option to change the sort order of the notes. Replies will always be listed along with the note it is associated with.
- ⑥ Click Add Note to create a new note. Refer to the help topic Conversation – Add, Edit, & Share Notes for more information.

Respond to Note

This is how you write a note. The text goes in here, then you specify who can read the note.

1

2

☐ Public - Only people/companies on this conversation can view.

☒ Private - Select people/companies who can view.

Who can see this?

4

3

5

Contacts

Add Contact

chris burton
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com

Jacquie Davis
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com

Companies

Add Company

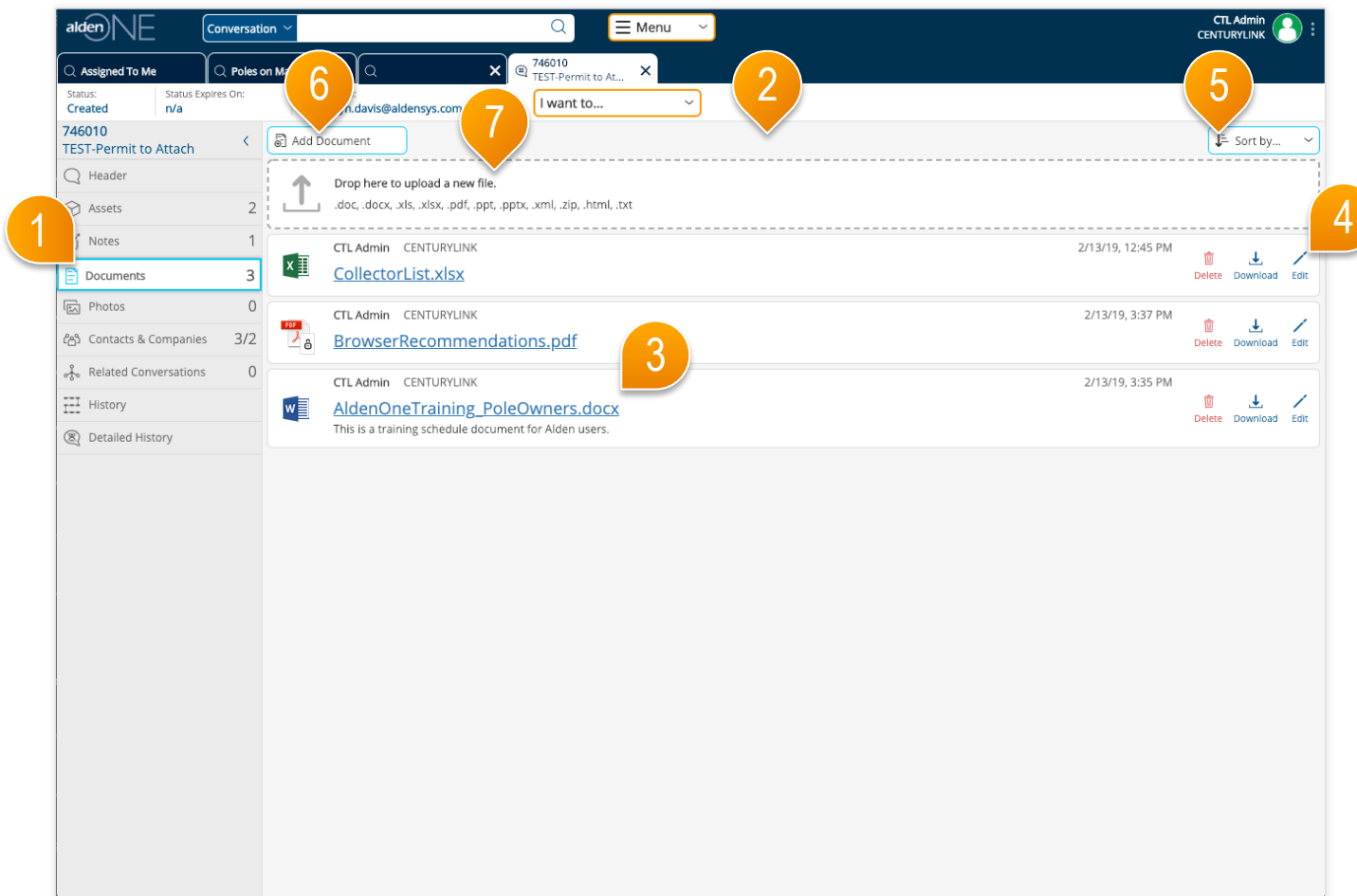
ALDEN SYSTEMS, INC.
Company Contact Name: Notify Support
Company Contact Email: notifysupport@aldensys.com

CENTURYLINK
Company Contact Name: Marcy Aguon
Company Contact Email: Marcy.Aguon@centurylink.com

Cancel Save

page walkthrough

- ① Enter your note text, or modify existing note text if editing a note.
- ② Click either Public or Private to set the security on this note. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- ③ The existing contacts and companies are listed. You can share a note with one or more contacts or companies. By default, a private note is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this note. Select the Private option beside each user you do NOT want to be able to view this note. The selected option for each user has a light blue icon.
- ④ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- ⑤ Click "Save" to save your changes and add the note.



page walkthrough

- ① Click the Documents tab to move to the conversation documents section. The count of documents is shown in the tab.
- ② You can view all documents on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Documents that you have marked private are indicated with a lock icon on the right of the document.
- ③ Each document indicates the filename and extension of the document, the user that added the document and their company, and the date the document was last modified. If a description was entered, it appears below the document filename.
- ④ You can delete or edit document information only for documents that you added. You can also save a document to your desktop. To edit a document's content, save the document to your desktop, make changes, then upload it to Alden One again.
- ⑤ Use the Filter option to change the sort order of the documents.
- ⑥ Click Add Document to upload a new document. Refer to the help topic Conversation – Add, Edit, & Share Documents for more information.
- ⑦ You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Documents

Edit Document

1

2 **Add Description (optional)**
This is our document with browser recommendations. Please follow the guidelines in this document.

☒ **Public** - Only people/companies on this conversation can view.
☐ **Private** - Select people/companies who can view.

Who can see this?

3 **Contacts**

chris burton
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com
☒ Shared ☐ Private

4 **Jacquie Davis**
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com
☒ Shared ☐ Private

Companies

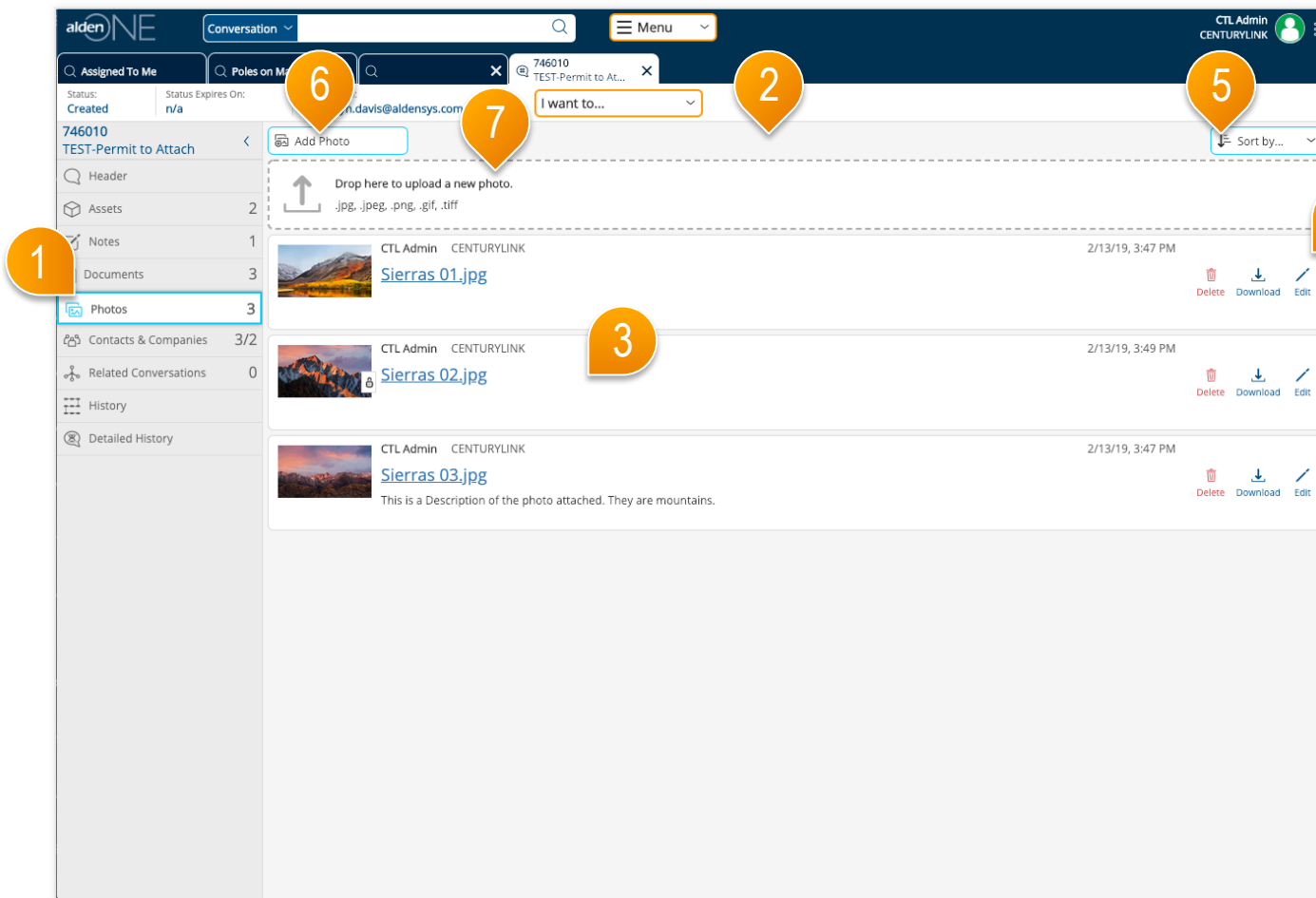
ALDEN SYSTEMS, INC.
Company Contact Name: Notify Support
Company Contact Email: notifysupport@aldensys.com
☒ Shared ☐ Private

CENTURYLINK
Company Contact Name: Marcy Aguon
Company Contact Email: Marcy.Aguon@centurylink.com
☒ Shared ☐ Private

5

page walkthrough

- 1 Enter a document description if desired, or modify existing description text if editing a document.
- 2 Click either Is Public or Is Private to set the security on this document. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- 3 Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- 4 The existing contacts and companies are listed. You can share a document with one or more contacts or companies. By default, a private document is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this document. Select the Shared option for any contact you would like to share this document with.
- 5 Click "Save" to save your changes.



page walkthrough

- ① Click the Photos tab to move to the conversation photos section. The count of documents is shown in the tab.
- ② You can view all photos on the conversation except those that someone has marked private that are not intentionally shared with you or your company. photos that you have marked private are indicated with a lock icon on the right of the photo.
- ③ Each photo indicates the filename and extension of the photo, the user that added the photo and their company, and the date the photo was last modified. If a description was entered, it appears below the photo filename.
- ④ You can delete or edit photo information only for photos that you added. You can also save a photo to your desktop. To edit a photo's content, save the photo to your desktop, make changes, then upload it to Alden One again.
- ⑤ Use the Filter option to change the sort order of the photos.
- ⑥ Click Add photo to upload a new photo. Refer to the help topic Conversation – Add, Edit, & Share photos for more information.
- ⑦ You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Photos

Edit Photo



1 .jpg

Add Description (Optional)

2 ☒ **Public** - Only people/companies on this conversation can view.

☐ **Private** - Select people/companies who can view.

Who can see this?

Contacts

3 

4 **chris burton**
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com

☐ Shared ☒ Private

Jacquie Davis
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com

☐ Shared ☒ Private

Companies



5

page walkthrough

- ① Enter a photo description if desired, or modify existing description text if editing a photo.
- ② Click either Is Public or Is Private to set the security on this photo. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- ③ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- ④ The existing contacts and companies are listed. You can share a photo with one or more contacts or companies. By default, a private photo is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this photo. Select the Shared option for any contact you would like to share this photo with.
- ⑤ Click "Save" to save your changes.

page walkthrough

The screenshot shows the 'aldenONE' interface for a conversation. The top navigation bar includes a search bar, a 'Menu' button, and a user profile for '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 is divided into two sections: 'Contacts' and 'Companies'. The 'Contacts' section lists three contacts: 'chris burton' (ALDEN SYSTEMS, INC.), 'CTL Admin' (CENTURYLINK), and 'Jacquie Davis' (ALDEN SYSTEMS, INC.). The 'Companies' section lists two companies: 'ALDEN SYSTEMS, INC.' and 'CENTURYLINK'. Each contact and company entry includes a 'Read Only?' checkbox, an 'Assign' button, and a 'Remove' button. The 'Assigned' button is highlighted for 'Jacquie Davis'. The 'Contacts' section also includes an 'Add Contact' button and a search bar. The 'Companies' section includes an 'Add Company' button and a search bar. The left sidebar shows a list of conversation items, including '746010 TEST-Permit to Attach', 'Assets', 'Notes', 'Documents', 'Photos', 'Contacts & Companies', 'Related Conversations', 'History', and 'Detailed History'. The 'Contacts & Companies' item is highlighted, indicating the current view.

1. Click the Contacts & Companies tab to quickly move to the conversation contacts & companies section. The count of contacts and companies is shown in the tab. The first number indicates the number of contacts and the second number, after the slash, indicates the number of companies. Users listed as a contact have access to this conversation. All users belonging to the companies listed have access to this conversation.

2. To add a new contact, type a user's name or email address in the Add Contact field, then click the button to the right of the field to add that user as a contact. Similarly, to add a new company, type the company name, then click the button to the right of the field to add that company.

3. Each contact shows the user's name, email address, and company name.

4. Each company shows the company name along with the main person to contact for that company and their email address.

5. The contact to whom the conversation is assigned is indicated by the user icon with the raised hand and the outline of blue. You can remove some users from the list of contacts, but you cannot remove the user who created the conversation, nor the user to whom the conversation is currently assigned. Click the assign button beside a user to assign the conversation to that user.

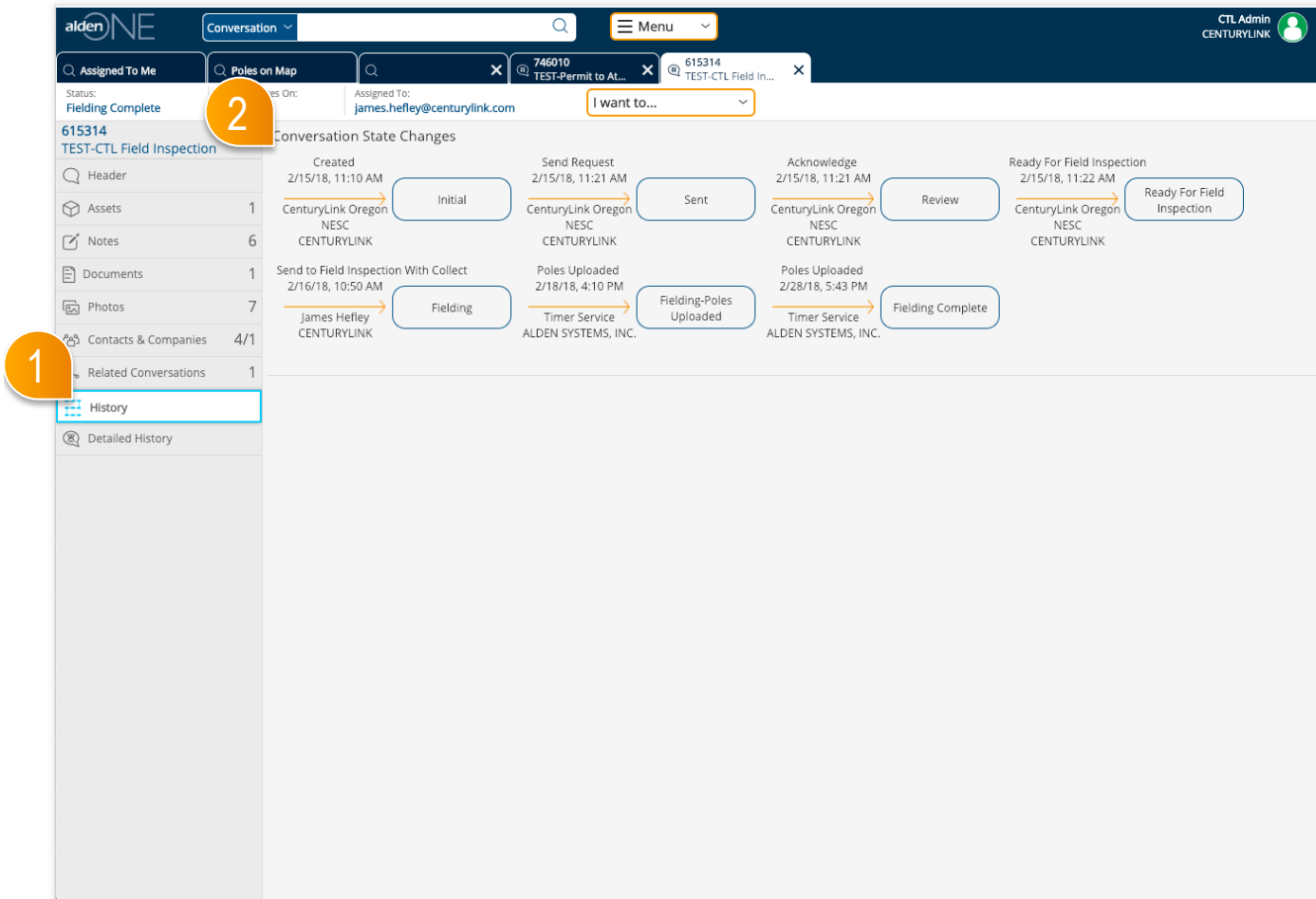
6. To grant read-only access to a user or company, click "Read-only" next to the user or company. That user or company will still be able to add notes, documents, and photos, view all information on the conversation, but will not be able to edit any header information, change the status of the conversation, or reassign it.

The screenshot displays the aldenONE web application interface. The top navigation bar includes the aldenONE logo, a search bar, a menu button, and user information (CTL Admin, CENTURYLINK). The sidebar on the left contains navigation options: Assigned To Me, Poles on Map, Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations (highlighted with callout 1), History, and Detailed History. The main content area shows the 'Related Conversations' section for a specific conversation (615314 TEST-CTL Field Inspection). It includes a 'Parent' section stating 'There is no parent conversation for this conversation.' and a 'Children' section with a table of related conversations. The table has columns: Conversation Number, Is Closed, Conversation Type, State, Assigned To, and Conversation. A single row is visible with the number 619768, type TEST-CTL Construction, state Pending, and assigned to oregon.nesc@centurylink.com. Callout 2 points to the 'Conversation Number' header, callout 3 points to the 'Is Closed' header, and callout 4 points to the table rows. A 'Take Action' button is located at the top right of the table.

Conversation Number	Is Closed	Conversation Type	State	Assigned To	Conversation
619768		TEST-CTL Construction	Pending	oregon.nesc@centurylink.com	Corr...

page walkthrough

- ① Click the Related Conversations tab to quickly move to the related conversations section. The count of related conversations is shown in the tab.
- ② You can view parent conversations and child conversations. Click the link in the first column to open a related conversation in a separate tab.
- ③ If the related conversation is in a final status, a check appears in the Is Closed column; otherwise nothing appears in this column.
- ④ Scroll left and right in these tables to see other information about each related conversation.



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 shows the 'aldenONE' interface. On the left, a sidebar contains a 'History' section with a 'Detailed History' link highlighted by a blue box and a yellow callout '1'. The main area displays a list of conversation history items, each with a speech bubble icon, a title, a 'From:' field, a 'To:' field, and a timestamp. A yellow callout '2' points to the first item. A yellow callout '3' points to a 'Sort by...' dropdown menu in the top right corner of the list.

Item	From	To	Timestamp
CenturyLink Oregon NESC / CENTURYLINK Note Added			6/4/18, 12:36 PM
CenturyLink Oregon NESC / CENTURYLINK Assigned to james.hefley@centurylink.com	From: Phillip.Hefley@centurylink.com	To: james.hefley@centurylink.com	6/2/18, 8:06 PM
Grace Paulson / CENTURYLINK Title	From: PPL 3206076 NESC	To: PPL PT 3206076 NESC VIOLATION	4/13/18, 12:10 PM
CenturyLink Oregon NESC / CENTURYLINK Assigned to Phillip.Hefley@centurylink.com	From: james.hefley@centurylink.com	To: Phillip.Hefley@centurylink.com	3/26/18, 3:04 PM
CenturyLink Oregon NESC / CENTURYLINK Note Added			3/26/18, 12:26 PM
Timer Service / ALDEN SYSTEMS, INC. Poles Uploaded	From: Fielding-Poles Uploaded	To: Fielding Complete	2/28/18, 5:43 PM
James Hefley / CENTURYLINK Note Added			2/19/18, 11:14 AM
Timer Service / ALDEN SYSTEMS, INC. Poles Uploaded	From: Fielding	To: Fielding-Poles Uploaded	2/18/18, 4:10 PM
James Hefley / CENTURYLINK Send to Field Inspection With Collect	From: Ready For Field Inspection	To: Fielding	2/16/18, 10:50 AM
CenturyLink Oregon NESC / CENTURYLINK Assigned to james.hefley@centurylink.com			2/15/18, 11:23 AM

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.