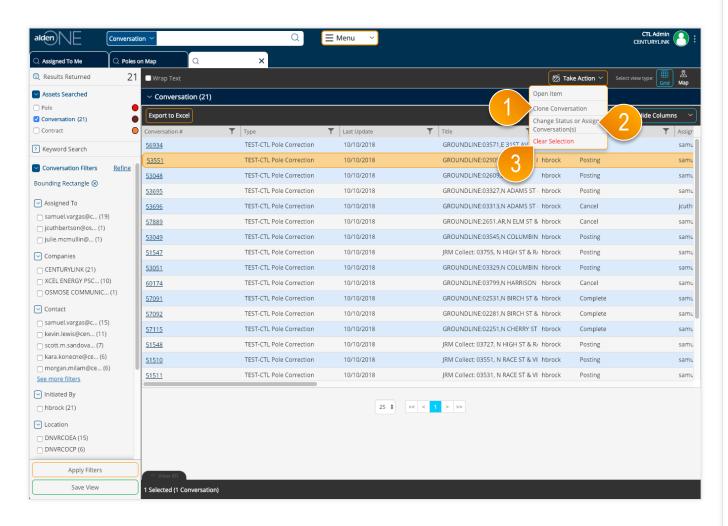# Conversation Search Results – Take Action

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.