

The screenshot displays the aldenONE interface for viewing conversation search results. The main area shows a table of 21 conversations. The selected row (53551) is highlighted in orange. A 'Take Action' dropdown menu is open, showing options: 'Open Item', 'Clone Conversation', 'Change Status or Assign Conversation(s)', and 'Clear Selection'. Three numbered callouts are present: 1 points to 'Clone Conversation', 2 points to 'Change Status or Assign Conversation(s)', and 3 points to 'Clear Selection'. The left sidebar contains filters for Assigned To, Companies, and Contact. The bottom status bar shows '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:02907,N BIRCH ST & hbrock	Posting samu
53048	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02609,N BIRCH ST & hbrock	Posting samu
53695	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03327,N ADAMS ST	Posting samu
53696	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03313,N ADAMS ST	Cancel jcuth
57889	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:2651,AR,N ELM ST &	Cancel samu
53049	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03545,N COLUMBIN	Posting samu
51547	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03755, N HIGH ST & Rv	Posting samu
53051	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03329,N COLUMBIN	Posting samu
60174	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03799,N HARRISON	Cancel samu
57091	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02531,N BIRCH ST &	Complete samu
57092	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02281,N BIRCH ST &	Complete samu
57115	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02251,N CHERRY ST	Complete samu
51548	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03727, N HIGH ST & Rv	Posting samu
51510	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03551, N RACE ST & VI	Posting samu
51511	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03531, N RACE ST & VI	Posting samu

page walkthrough

- 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.