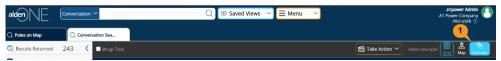
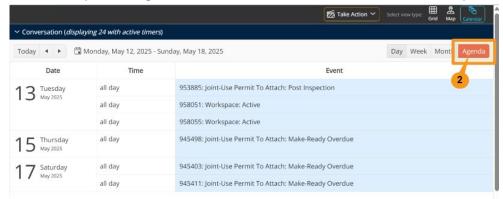


Calendar View: How Tos

1. From the **Conversation Search View**, you also have a **Calendar View**. Click the **Calendar View**.



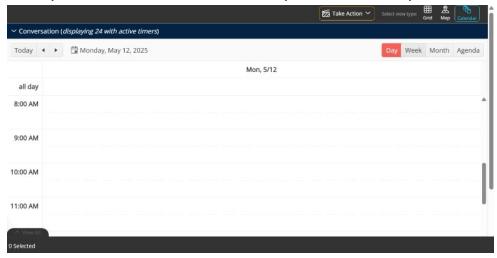
2. The **Agenda** is the default, **Calendar View**. Here, you can see the various upcoming **Dates** and **Events** that are about to expire.



3. If you want to just see what's on your docket for today, click the **Day** option.



• The **Day** view just shows events on your calendar, today. In this example, there are no events on my calendar today.

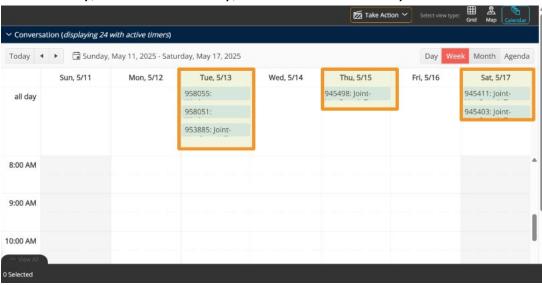




4. To see the week view, click Week.



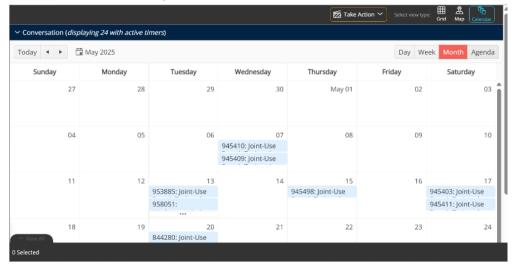
• The **Week** view shows all events on your calendar, for your week. Here, I see that I have 3 events or Conversation statuses expiring on Tuesday, one on Thursday, and two on Saturday.



5. Like **Day** and **Week**, you can also click **Month** to see all your events for the month.



• From Month view, you can see the entries for the entire month.

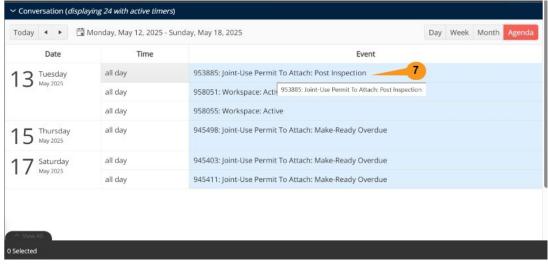




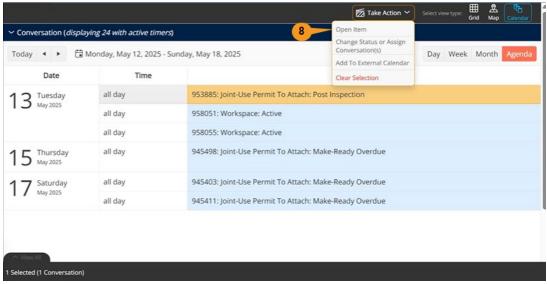
6. To get back to the default, Agenda view, click Agenda.



7. Within any of these **Calendar** views (**Day**, **Week**, **Month**, or **Agenda**), click on one of the events.



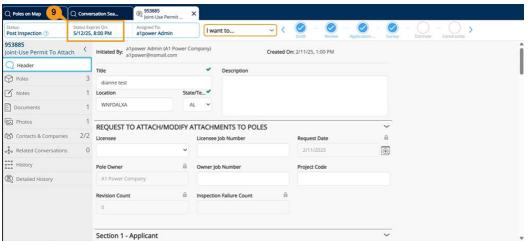
8. From the **Take Action** menu that opens, click **Open Item** to open the Conversation.



NOTE: From the Take Action menu, you can also Add To External Calendar. This is helpful if you wish to track your expiring Conversations in Outlook or another calendar.



9. When the Conversation opens, you'll see that the event is on your calendar because the item is set to expire the day before this event.



• From here and before the status expires, you can work the Conversation, and advance the status of the Conversation like normal.