

The **Conversations** page allows you to track messages you have sent to students and staff via Navigate360. It also allows you to open messages and take action/send replies on certain non-automated messages. To enter My Conversations, click the icon on the left-hand sidebar:

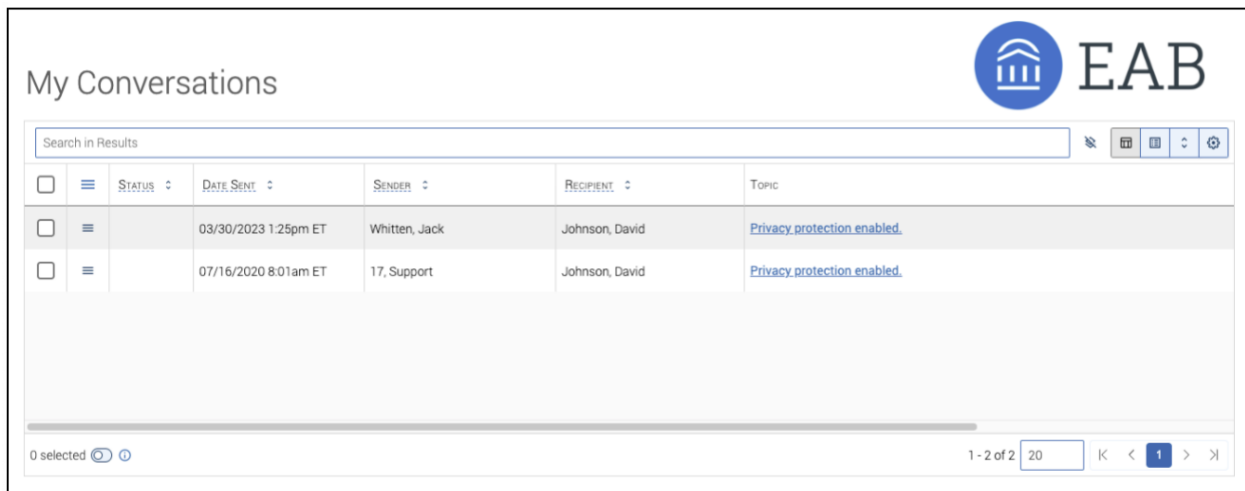


Our email capture functionality records email conversations between students and support staff so that your institution can measure support staff activity and student engagement. This allows the Conversations tab to function optimally.

There are three main parts of the My Conversations page: the **List of Messages**, the **Filter/Search Bar**, and the **Actions Menu**.

List of Messages

The Conversations page is organized similarly to the arrangement of an email inbox, with a **list of messages** arranged in order from most recently sent to least. Within each entry, you are able to view high-level information about the message, including the sender, the topic, and the date sent.



Many of the messages will be appointment reminders and campaign nudges sent automatically by the Navigate360 platform, like the example below. These automated messages are filtered out of the default view of the conversations tab. To see both personal and automated

However, you will also be able to see messages sent from other platform users, such as requests for appointments or other communications.

You also get notifications when you receive new messages via the greyed out envelope icon at the top of the application.