

Old Title	Description	New Title
Manage (only inbox)	inbound and outbound, internal chat	Inbox
New +	outbound conversations	Compose
Manage (users)	The settings of users, teams, profiles, and agent's statuses	Organization
Manage (Inbox features)	KB, tags	Agent productivity
Automation	Including studio, intent, rules (as well as auto-assignment)	Automation
Module +Type	WhatsApp, Instagram, Messenger, Email, Reviews, YouTube, Voice, Facebook, SMS, Theme, Telegram, Google my business, Tweeter	Type + Channel (Ex: WhatsApp Channel)
Settings channel	Business hours, Themes	Settings
Modules	Group of channels	Channels
Features	Customer satisfaction, Forms	Tools
Settings	Client-side customization, Maintenance, Privacy and security, 2FA, Customer verification	Advanced settings
User	A non-admin user	Agent
Child	Message in conversation	Message
Object/ticket	Conversation	Conversation
Internal chat	Closed chat for all the users inside the platform	Team chat
Rules	Custom workflows	Inbox rules
Scripts	Automation scripts of bots	Automation Flow
Profile	Set of premade permissions	Permission profile
Commbox	Our Platform	Platform
Conversations	Selection of status and assignee filters applying to the conversation list	Inbox Filters
Channels (filter)	Selection of channels filters applying to the conversation list	Source
Tags (filter)	Selection of tags filters applying to the conversation list	Tags Filters
SLA exception	Agent's response time was higher than the service-level agreement	SLA Breach