



**REYNOLDS & REYNOLDS INTEGRATION**

Branding Guidelines & Chat UI (User Interface)




# Previews





**SMS timeline activities**



- **Contact-Email**  
October 20, 2023. 8:30AM PST  
The salesperson has responded to the prospect via e-mail.
- **Contacted-Phone** ▼  
October 20, 2023. 8:30AM PST  
Salesperson responded to the prospect via phone.  
Phone activity completed with a result type of success or neutral.
- **Appointment Made**  
October 20, 2023. 8:30AM PST  
An appointment was made with the prospect.

< **Timeline**
John Doe
↻ ↓

Nov 2, 2023

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Representative name

This is the colour for a bot message. Chat bubbles have a maximum width to prevent fatigue from reading long lines of text.

Icons in the top right are notifications & download conversation. There is no set function for notifications yet. Ask Reynolds/management what they think should appear in the notification drawer.

Short messages hug text


This is the colour for a message sent by a real person. Manual-input messages will be darker to bring more focus to what the representative has said. This colour combination passes WCAG contrast guidelines with an AA grade.

4:02 pm

Client name

This is the colour of a message sent by the recipient.

The entire chat container will take up 10 columns, where both the recipient and the sender will take up to 6 columns each.

← ReyRey username




< Timeline John Doe [refresh] [download]

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Reynolds&Reynolds.

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Chat by default should be showing the most recent messages. Scroll up for history.

4:02 pm

ReyRey username Reynolds&Reynolds.

