


















Text Handling Platform Icons Summary

Confused about the icons in the Text Handling Platform? Keep this document handy to refer to whenever you need it!

What's more, hover your mouse pointer over any icon in the Text Handling Platform and an explanation of its function will appear.

	Send answer charged
	Send answer no charge.
	Raise incident: – for Operative use only.
	Request telephone call – for Operative use only.
	Request Help from an Operative.
	Return question to queue.
	Dismiss a customer's message.
	Attach current previous message positively.
	Attach previous message neutrally.
	Attach previous message negatively.
	Do not attach previous message.
	Question received from VIP customer. Check your answer with Operative in Work Stuff chat before sending.
	Question received from VVIP customer. Check your answer with Operative in Work Stuff chat before sending.
	Marks a question in the Text Queue that will help boost your Leveller Score.
	Marks an unpopular question in the Text Queue.
	Pantsify an incorrect or poorly written answer in the Database.
	Recycle an answer in the database and use it to respond to your current message.