

## 5.2 How to Send a New Outbound Email

### Bright Pattern Documentation

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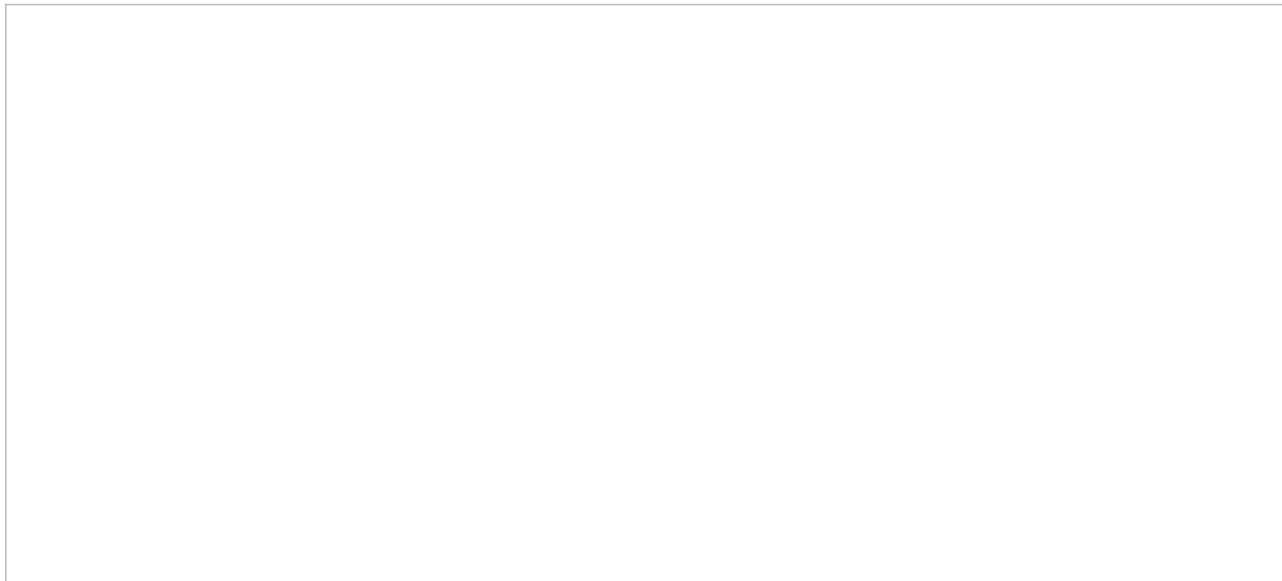
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# Overview of the Email Working Area

When you have an active email interaction selected for processing in the *Active Communications List*, the entire *Context Information Area* of your Agent Desktop application will be dedicated to processing of that email. Your email working area is divided into three main parts: *Reading Pane*, *Reply Editor*, and *Notes Editor*.

- The *Reading Pane* displays the content of the current email that you need to process. The number of the case that this email is part of is displayed above. The *Reading Pane* can also show you the history of all previous communications related to this case.
- The *Reply Editor* is used to compose a reply to the message displayed in the *Reading Pane*. This area is also used to look for an article in the [Knowledge Base](#) that can be used as a template for your email, and to view the notes related to the current email thread.
- The *Notes Editor* is used to enter some internal comments regarding the email interaction you are working on that may be of help to other agents who may be working on this case in the future. When you use the *Reply Editor* to look for a Knowledge Article, the *Notes Editor* will display the content of the articles that you select for preview.



The email working area

**Note:** When you look for cases, the *Context Information Area* will look different. For more information, see section [How to Send a Follow-up Email](#).