Conversation Types in the Conversations View

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Starting with V10.0, Cora SeQuence has been renamed to Cora Orchestration.

V9.7 and later

The below table lists all the supported conversation types in the Conversations View, and their possible states and displayed actions.

Conversation type	Possible state	When	Displayed actions
Email	Draft	Saved while editing the email composer	• Edit • Delete
	In Queue	Sending the email through composer	None
	Sending...	Email sender job collecting the email	None
	Sent	Email sender job succeeded in sending the email	Forward
	Undelivered	Email sender job failed in sending the email	• Edit • Delete
	Incoming	Updated incoming email through built-in command	• Forward • Reply • Reply All
Comment	None	Saving or editing a comment	None
Task	Draft	Saving while editing the task composer	• Edit • Delete
	Sent	Task row added to the Conversations View list	None
	Incoming	Updated incoming task through built-in command	None
	Unsent	Task-based trigger failed to start a process	• Edit • Delete
Internal message	Draft	Saving while editing the message composer	• Edit • Delete

Conversation type	Possible state	When	Displayed actions
	Sent	Message row added to the Conversations View list	None
	Incoming	Updated incoming message through built-in command	None
	Unsent	Message-based trigger failed to start a process	• Edit • Delete
Lite message	Sent	Message row added to the Conversations View list	None
	Incoming	Updated incoming message through built-in command	None
	Unsent	Message-based trigger failed to start a process	None