



Demo conversation editor and blueprints

Purpose

See how your workspace conversation is assembled from a skill set, inspect and edit a skill in the Playbook, try the draft in a safe preview, and understand how publishing works.

Prerequisites

- A demo workspace with a business sector set. The first time you open Blueprints, the workspace conversation is created automatically from the sector template. You may briefly see Initializing while that happens.
- Opening and previewing are safe. Editing changes the workspace draft after a short autosave delay. Nothing becomes the published version until you confirm Publish.

Steps

1 Step 1

The screenshot displays the Ringle workspace sidebar on the left with options: Dashboard, Chat, Voice, Blueprints (selected), Experiments, Helpdesk, Analytics, Settings, and Sharing. The main area is titled 'Blueprints' and features a button for 'Experiments'. The selected blueprint is 'Ecommerce Support', marked as 'inbound' and 'Draft'. It includes a 'Publish' button and an 'Edit Scaffold' link. The blueprint structure shows a 'Global Entry' flow with steps: greeting → main-menu → sms-error → name-retry. Below this is a 'Capabilities' list with the following items:

Capability	Version	Status	Nodes	Scope	Action
Wismo	v3	On	7 nodes	all	Edit
Cancellation	v2	On	6 nodes	all	Edit
Return	v2	On	3 nodes	all	Edit
Exchange	v2	On	3 nodes	all	Edit
Subscription	v2	On	13 nodes	all	Edit
Helpdesk	v2	On	12 nodes	all	Edit
Transfer	v2	On	1 nodes	all	Edit
Voice Callback	v1	On		Voice	Edit

At the bottom, the 'Global Exit' flow is shown with the step: goodbye, accompanied by an 'Edit Exit' link.

Action: Open Blueprints from the workspace sidebar.

✓ **What you should see:** The Blueprints page shows one card per skill set. This ecommerce workspace has one named Ecommerce Support, with an inbound direction chip and a status chip. The card includes Publish and an expand arrow. Global Entry previews the shared starting steps, Capabilities lists each enabled skill with an Edit flow button, and Global Exit previews the shared ending steps. An Experiments button appears above the cards.

2 Step 2

The screenshot shows the Ringle interface with a sidebar on the left containing navigation links: Dashboard, Chat, Voice, Blueprints (selected), Experiments, Helpdesk, Analytics, Settings, and Sharing. The main content area is titled 'Blueprints' and shows a card for 'Ecommerce Support' with 'inbound' and 'Draft' tags. The card is expanded, revealing a flow diagram with nodes: greeting, main-menu, sms-error, and name-retry. Below the flow, a table lists capabilities with their versions, status, node counts, and scope. At the bottom, the 'Enabled Channels' section shows checkboxes for Voice, Chat, SMS, Email, Instagram, Twitter, and LinkedIn, with Voice, Chat, and SMS checked. A 'Log Out' button is visible in the bottom left of the sidebar.

Capability	Version	Status	Nodes	Scope
Wismo	v3	On	7 nodes	all
Cancellation	v2	On	6 nodes	all
Return	v2	On	3 nodes	all
Exchange	v2	On	3 nodes	all
Subscription	v2	On	13 nodes	all
Helpdesk	v2	On	12 nodes	all
Transfer	v2	On	1 nodes	all
Voice Callback	v1	On		Voice

Enabled Channels: ☒ Voice ☒ Chat ☒ SMS ☒ Email ☐ Instagram ☐ Twitter ☐ LinkedIn

Action: Click the expand arrow at the right of the skill-set card header.

What you should see: The card expands to show Enabled Channels with a read-only checkbox for Voice, Chat, SMS, Email, Instagram, Twitter, and LinkedIn. Checked boxes identify the channels this conversation serves.

3 Step 3

Screenshot not available (the Playbook surface has not reached the production portal used for guide captures)

⚡ **Action:** Click Edit flow on a capability such as Wismo.

✓ **What you should see:** The full-width conversation editor opens in Playbook. The toolbar includes Back, Save, Publish, and the Playbook or Expert Map selector. A context bar identifies the skill and provides Channel, Language, Skills, and Preview controls. Numbered, expandable cards show the conversation from top to bottom. On wide screens the other enabled skills appear in a left rail; on narrower screens they move into the Skills drawer.

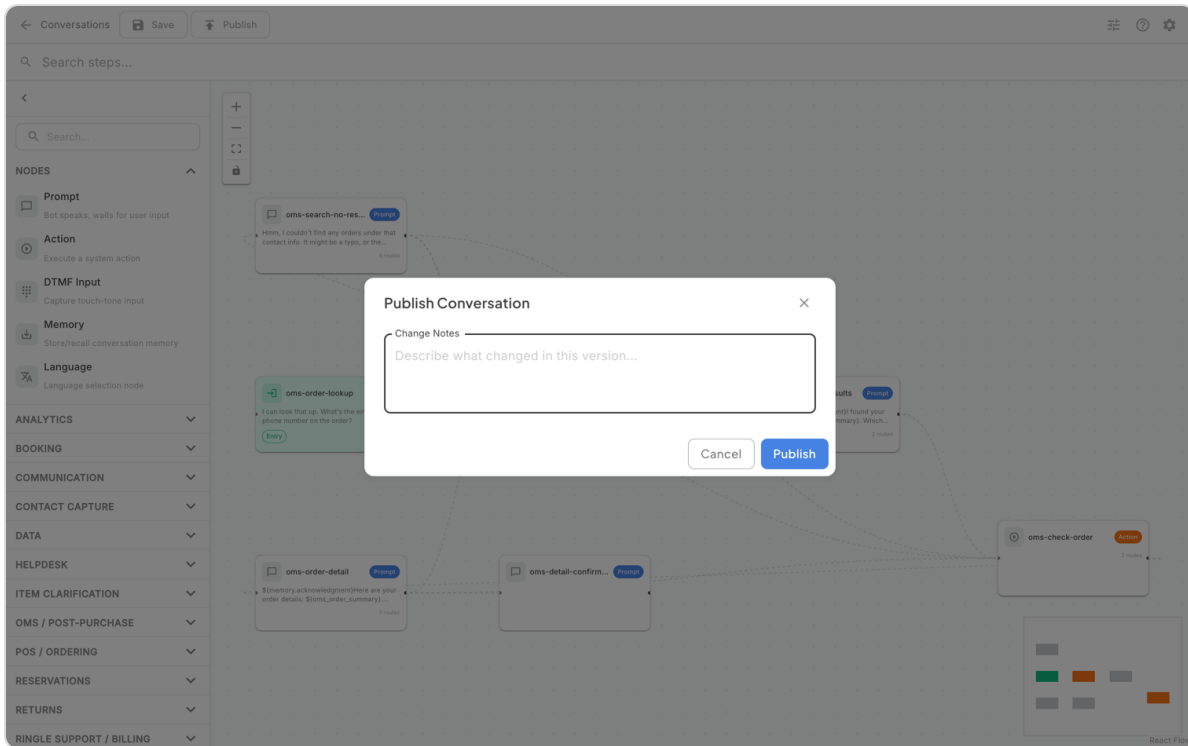
4 Step 4

Screenshot not available (the Playbook preview has not reached the production portal used for guide captures)

⚡ **Action:** Open a step to inspect its message and outcomes. Then click Preview and start a sandbox conversation. Reply as the customer and close the preview when finished.

✓ **What you should see:** The step opens in place with its name, purpose, customer-facing message, outcome routing, and collapsed advanced settings. Preview runs the current draft and opens from the right without permanently shrinking the playbook. External actions use sample responses, so no message is sent and no order, booking, or outside record is changed. A voice preview is transcript-only.

5 Step 5



⚡ Action: Click Publish in the editor toolbar. Review the dialog, then click Cancel unless you intend to create a published version.

✓ What you should see: The Publish Conversation dialog opens with an optional Change Notes field and Cancel and Publish buttons. Confirming saves the current draft first and then publishes the skill. Cancelling leaves the current publish state unchanged. Publishing from the skill-set card publishes and recomposes the complete workspace conversation.

Troubleshooting

- Blueprints shows Initializing with Setting up your conversation blueprints: wait a few seconds for the workspace skill set to be created from its sector template.
- The playbook appears to stop early: scroll inside the playbook and look for More steps below. End of playbook marks the actual bottom.

- A card appears under Unconnected steps: connect it from an outcome or switch to Expert Map to repair the route.
- Skills does not appear as a left rail: click the Skills button. The navigation moves into a drawer on narrower screens.
- Preview will not start: return to Blueprints and open the skill from its Edit flow button so the skill-set context is included.
- Publishing reports a composition or smoke-test failure: customers remain on the previous version. Correct the reported problem and publish again.
- A save warns that some prompt translations could not be generated: the save succeeded. Fill the missing language text manually.

Notes

- Routes: `/demos/:demoWorkspaceId/blueprints` and the preferred `/demos/:demoWorkspaceId/conversation-editor/:blueprintSlug/:slug`. The one-slug editor route remains as a compatibility fallback.
- Draft changes autosave after a short pause. Save updates the draft only; Publish saves first and then creates the next published version.
- Playbook and Expert Map edit the same data. Expert Map keeps the node palette, connected graph, search, zoom, and detailed side panel for spatial editing. Advanced Mode exposes JSON and other technical controls.
- The status message distinguishes the edited draft from the version currently serving customers.
- Source components: `pages/demo-workspace/DemoWorkspaceBlueprintPage.jsx`, `pages/demo-workspace/DemoConversationEditorPage.jsx`, `features/flow-editor/components/ConversationEditorShell.jsx`, and `components/conversation-versioning/PublishDialog.jsx` in the portal app.