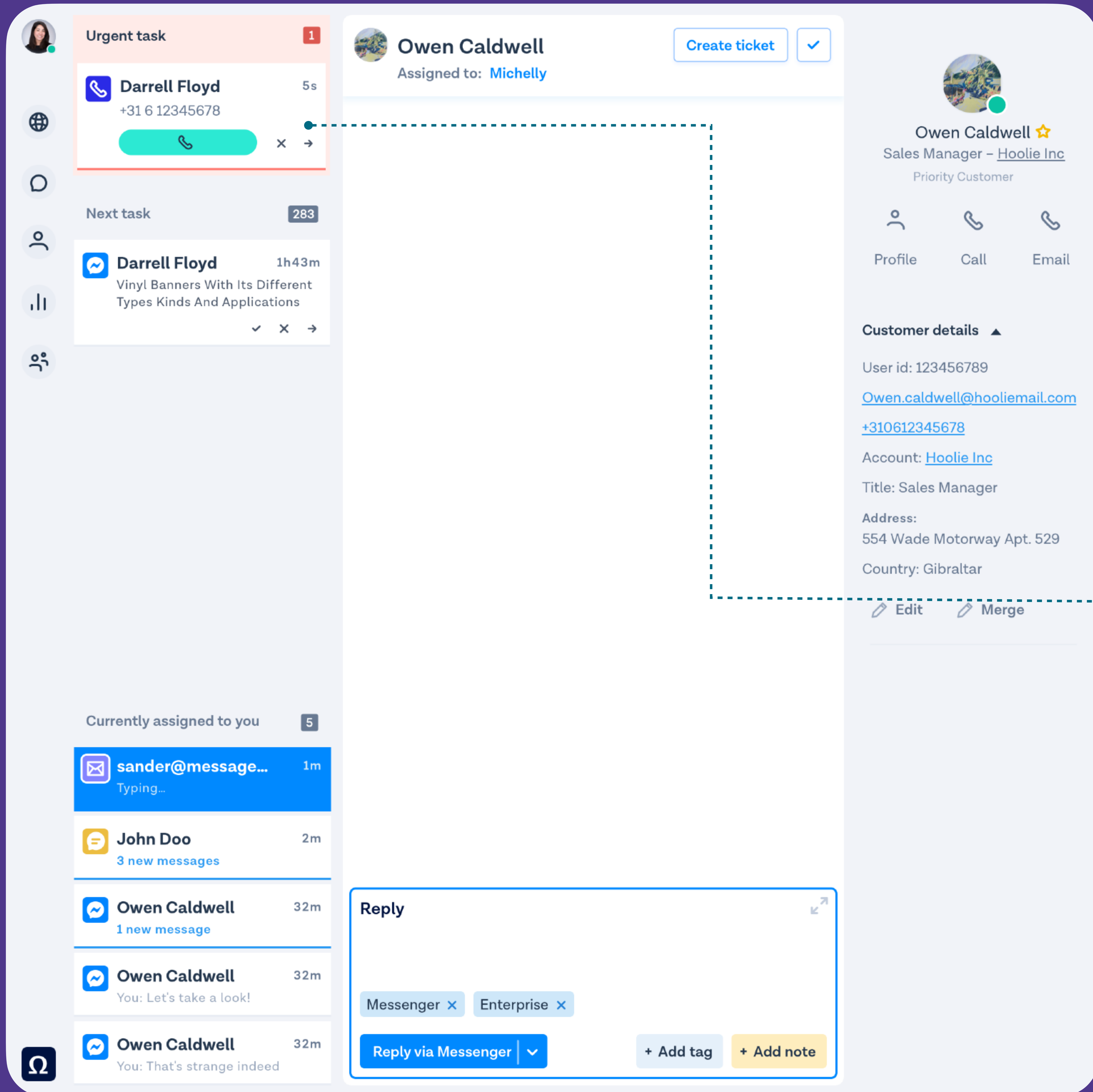


First Designs

Multichannel Design

Over 78% of our customers use multiple channels like WhatsApp, SMS, and Voice for support. So, we designed the queue UI to handle that reality, showing real-time tasks across channels in one view.

This multichannel setup helps agents respond faster (cutting FRT by 10% improves resolution odds), boosts First Contact Resolution, and reduces cognitive load by making it easier to triage at a glance.



First Designs

Urgency Driven UI Queue & Calls

We added a dedicated “Urgent Task” section to highlight incoming voice calls, since *they’re 3x more likely to be abandoned if not answered within 20 seconds.*

Delayed calls can drop NPS by up to 25%, and customers waiting over a minute are 40% more likely to leave poor CSAT scores. To avoid that, we pinned voice tasks to the top of the queue with red alerts, timers, and quick actions, helping agents act fast without losing focus.

Early usage showed agents responded to calls 17% faster than before in comparison with their baseline tools.