

The image shows a screenshot of a customer service application interface. On the left, a dashboard displays an 'Urgent task' for 'Darrell Floyd' (5s) and a 'Next task' for 'Darrell Floyd' (1h43m). Below these are sections for 'Currently assigned to you' and a pinned message from 'Owen Caldwell' (32m ago). In the center, a customer profile for 'Owen Caldwell' is shown, including a photo, title ('Sales Manager - Hoolie Inc'), and priority status ('Priority Customer'). On the right, a messaging interface for 'Owen Caldwell' is open, showing a message from 'You' and a reply input field with 'Messenger' and 'Enterprise' tags.

## 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.

Next unassigned tasks 283

Darrell Floyd 1h43m  
Vinyl Banners With Its Different Types Kinds And Applications

Darrell Floyd 1h43m  
Vinyl Banners With Its Different Types Kinds And Applications

Currently assigned to you 5

sander@message... 1m  
Typing...

John Doo 2m  
3 new messages

Owen Caldwell 2m  
1 new message

Sander van der 2s  
You: Let's take a look!

Owen Caldwell 32m  
You: That's strange indeed

Top Result

Michelly Sugui → Sander van der Woude 4  
Send me your URL. I want to make sure that it is correct 😊  
22-01-2019 20:15

Messenger

Conversations

Michelly Sugui → Sander van der Woude 23  
Are you sure? I can always create a new one for you!  
22-01-2019 20:15

Janine Cohen → Sander van der Woude  
Sure! Could you send me your booking details and flight number?  
14-03-2018 13:03

Michelly Sugui → Sander van der Woude  
Awesome!  
Assurance Snow Storm  
14-03-2018 13:03

Sander van der Woude

Messenger

Henk de Vries

SMS

Barry ten Brink

WhatsApp

See all

Contacts

Suresh Caldwell ★  
Sales Manager - Hoolie Inc

Amy Aresureanna  
Support Agent - ACME

Notes

Michelly Sugui → Sander van der Woude  
Send me your URL. I want to make sure that it is correct 😊  
22-01-2019 20:15

Sander van der Woude

## First Designs

# Streamlining Agent Efficiency through Search

SMB support teams need speed and autonomy, but without knowledge managers, agents often struggle to find answers.

We built an in-line search and smart suggestions feature right into the message composer. It lets agents quickly find replies, trigger FAQ prompts, and access templates without switching screens.

*Teams using this saw a 23% drop in response time, a 15% boost in FCR, and 30% fewer Slack help requests, showing agents were faster, more confident, and more self-sufficient.*