

Next unassigned tasks 283

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

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Conversations 23

**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

**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** → **Henk de Vries**  
Sure! Could you send me your booking details and flight number?  
14-03-2018 13:03

**Michelly Sugui** → **Barry ten Brink**  
Awesome!  
Assurance Snow Storm  
14-03-2018 13:03

See all

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

Contacts 2

**Suresh Caldwell** ★  
Sales Manager - Hoolie Inc

**Amy Aresureanna**  
Support Agent - ACME

Notes 2

**Michelly Sugui** → **Sander van der Woude**  
Send me your URL. I want to make sure that it is correct 😊

## 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.*

