

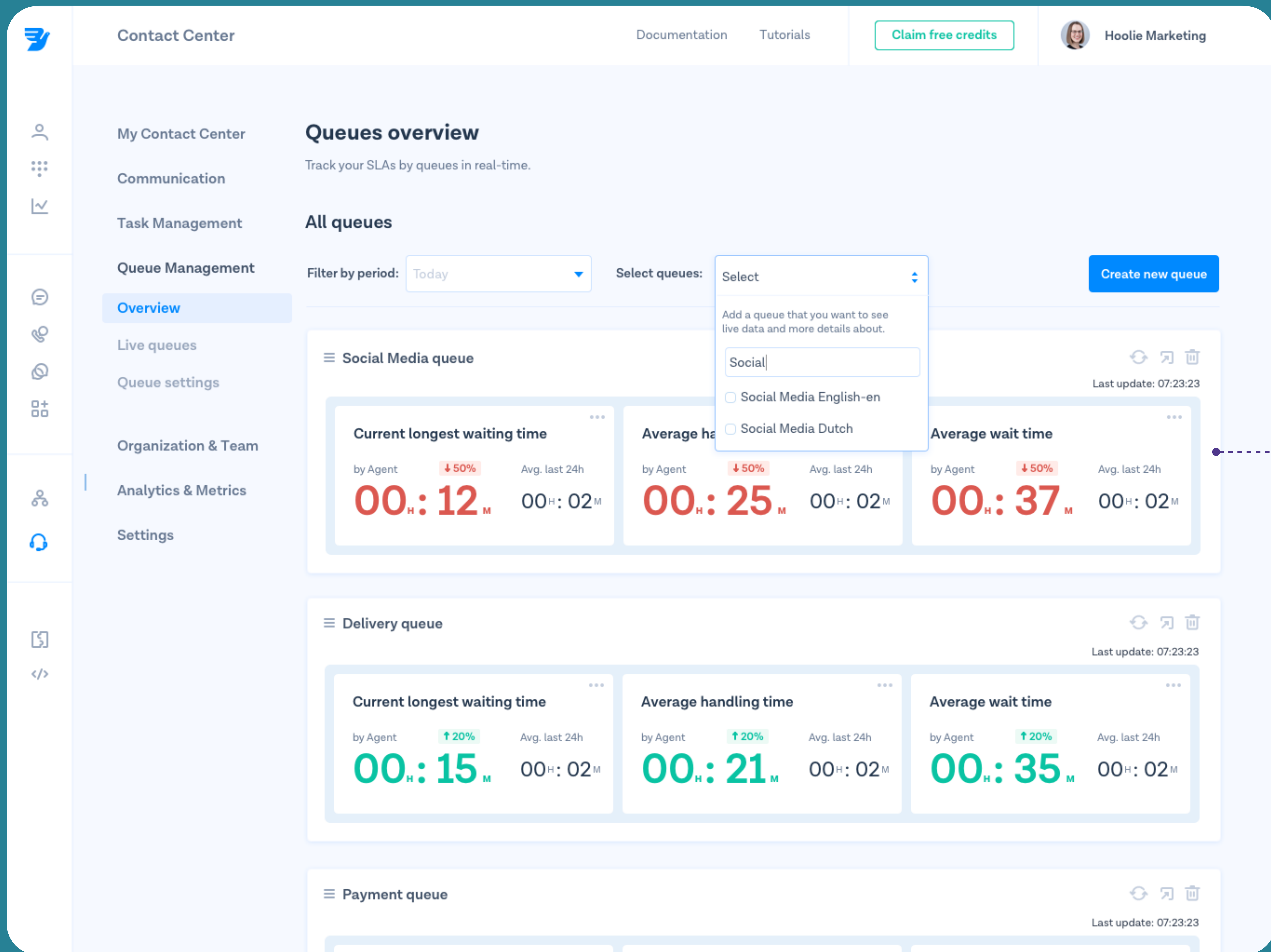
Final Designs

Admin Overview Live Queue

Enabling Maintenance at scale

The Live Queue view gives managers a real-time snapshot of agent activity, platform usage, and queue performance all in one place. It answers key questions like “Who’s available?” and “Where are the delays?” instantly, without switching tools.

With dynamic filters by use case or region, it helps teams scale support globally while maintaining quality. Key KPIs like wait time and resolution rates *are always visible and updated live, so managers can act fast and prevent SLA breaches before they happen.*



Final Designs

Admin Overview Queue Level View

Designing for Queue Management

The new Queue Overview gives managers real-time visibility by queue, topic, or channel, so they can organize support around themes like social, delivery, or payments.

This granularity speeds up decisions, highlights issues early (like uncovered queues), and helps teams act fast —boosting SLA, FCR, and NPS by making support more responsive and efficient.