

Final Designs

Agent View Redesigned

Unifying context

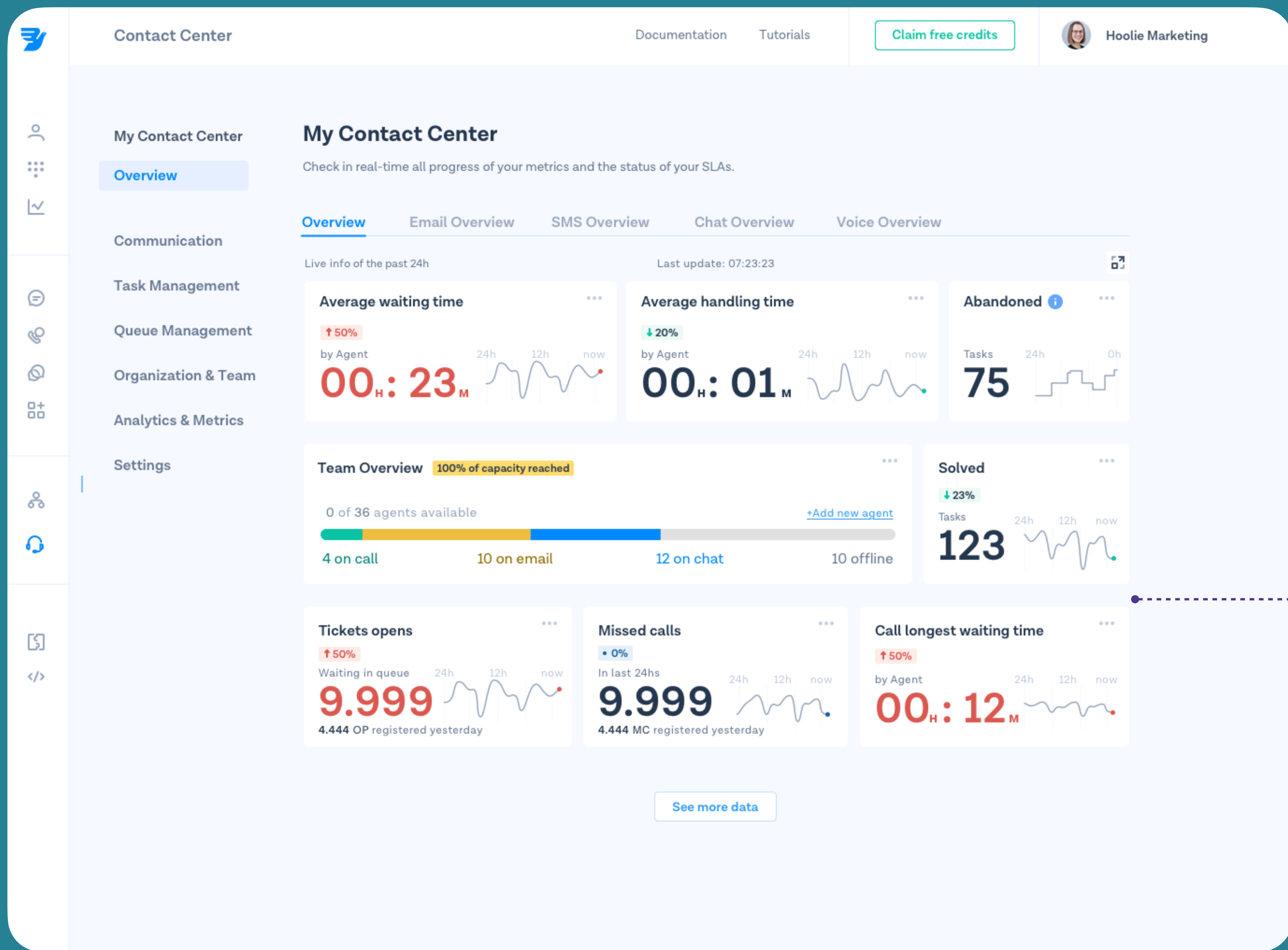
We redesigned the agent workspace to bring everything into one place, making voice support faster and more efficient.

Urgent calls are clearly flagged, and real-time controls are built in, so agents can act without switching screens.

Notes

Live notes auto-save during the call, and full customer context is always visible for quicker, more personal support.

This led to 18% faster call resolution, 40% more complete notes, and higher agent satisfaction compared to previous tools.



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Admin Dashboard

SLA Management

We integrated SLA management into the main dashboard to give managers real-time visibility into team load, agent status, and channel metrics, all in one place.

The goal was to enable faster decisions without external tools. *After launch, manager engagement rose by 28%, and SLA perception improved by 40%.* It also solved key pain points like fragmented data, lack of real-time insights, and unclear agent availability.