

The screenshot shows the MessageBird platform interface. On the left is a sidebar with icons for Contacts, Numbers, Insights, SMS, Voice, Conversations, Channels, Flow Builder, Contact Center (which is highlighted with a yellow 'New' badge), Integrations, Developers, and Admin. The main content area is titled 'Contact Center' and features a 'Claim free credits' button and a user profile for 'Hoolie Marketing'. A section titled 'We're getting ready for you...' explains the onboarding process: 'Ready to Build a cloud based phone system and call center software all-in-one. We will help you set up everything through those steps.' Below this is a horizontal progress bar with seven steps, each marked with a checkmark: 'Setting up account', 'Configuring agent routing', 'Creating studio flow', 'Creating channel', 'Enabling messaging', 'Configuring reporting', and 'Securing access'. The final step, 'Set up done', is also marked with a checkmark. A large blue box at the bottom contains the 'MessageBird' logo.

Final Designs

Onboarding in 60 seconds

Speeding up the Onboarding

We designed the onboarding flow to be done in under 60 seconds, removing technical setup, just clear, guided steps.

This speed was a key differentiator for SMBs, and during testing, *we saw a 35% boost in activation when users finished onboarding within the first minute*, proving that fast, simple setup drives adoption.

The image displays three screenshots of the Agent View interface, showing a redesigned workspace for agents.

- Tickets:** A sidebar titled "Tickets" shows two items: "URGENT" (Bea Souza, Finance, 00:03) and "ASSIGNED TO YOU" (Alex Summer, Finance, 00:00).
- Call Details:** A main panel for "Darrel Floyd" shows a call in progress with Bea Souza. The call duration is 0:12, and the customer context includes "Payment, Delivery, Opening... + 4 more".
- Customer Profile:** A detailed view for "Darel Floyd" (User profile) shows customer details: +31 6 123 456 78, +31 6 987 654 50, d.floyd@hoolie-marketing.com; available platforms: phone, email, messaging; and other info: Custom 1: VIP customer, Age: 32, Account Manager: Sander van der, Shoe size: 42, Favo: banana, + 31 more.

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.