

Contact Center

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My Contact Center

Getting started

Overview

Live queues

Payment Credit card Delivery Invoice

Queue Default Languages 02 languages Skills 04 skills Platforms 01 platform Offer timeout 30 seconds Wrapup time 30 seconds Priority Level High Edit

Average waiting time Updated 2 minutes ago ↑ 50% by Agent 24h 12h now 00:23m

Average handling time Updated 2 minutes ago ↓ 20% by Agent 24h 12h now 00:01m

Solved Updated 2 minutes ago ↓ 23% Tickets 24h 12h now 123

Agent Availability Agent Status Platform Ticket Task Duration

Sebastian Wergren	Busy	on chat	Whatsapp	#123456	00:23 min
Shirai Subaru	Busy	on chat	Messenger	#123456	00:12 min
Ivan Morais	Available	no action	N/A	N/A	N/A
Joslin Rodgers	Busy	in a call	Voice	#123456	00:09 min
Dina Glenn	Busy	on chat	Chat	#123456	00:08 min
Gopichand Sana	Offline	no action	N/A	N/A	N/A
Dina Glenn	Away	no action	N/A	N/A	N/A
Amelia Edwards	Busy	in a call	Voice	#123456	00:07 min
Dina Glenn	Busy	on chat	Chat	#123456	00:07 min
Joslin Rodgers	Busy	in a call	Voice	#123456	00:06 min
Dina Glenn	Busy	on chat	Chat	#123456	00:06 min
Joslin Rodgers	Busy	emailing	Email	#123456	00:06 min

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.

The screenshot shows the 'Queue Management' section of the Contact Center interface. On the left sidebar, under 'Queue Management', the 'Overview' tab is selected. The main area displays 'Queues overview' with a sub-section titled 'All queues'. It includes filters for 'Filter by period: Today' and 'Select queues: Select' (with a search bar for 'Social' and checkboxes for 'Social Media English-en' and 'Social Media Dutch'). A 'Create new queue' button is also present. Below these are three queue sections: 'Social Media queue', 'Delivery queue', and 'Payment queue', each showing current longest waiting time, average handling time, and average wait time, along with percentage changes and last update times.

Queue	Current longest waiting time	Average handling time	Average wait time
Social Media queue	00:12 M	00:02 M	00:37 M
Delivery queue	00:15 M	00:02 M	00:35 M
Payment queue			

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.