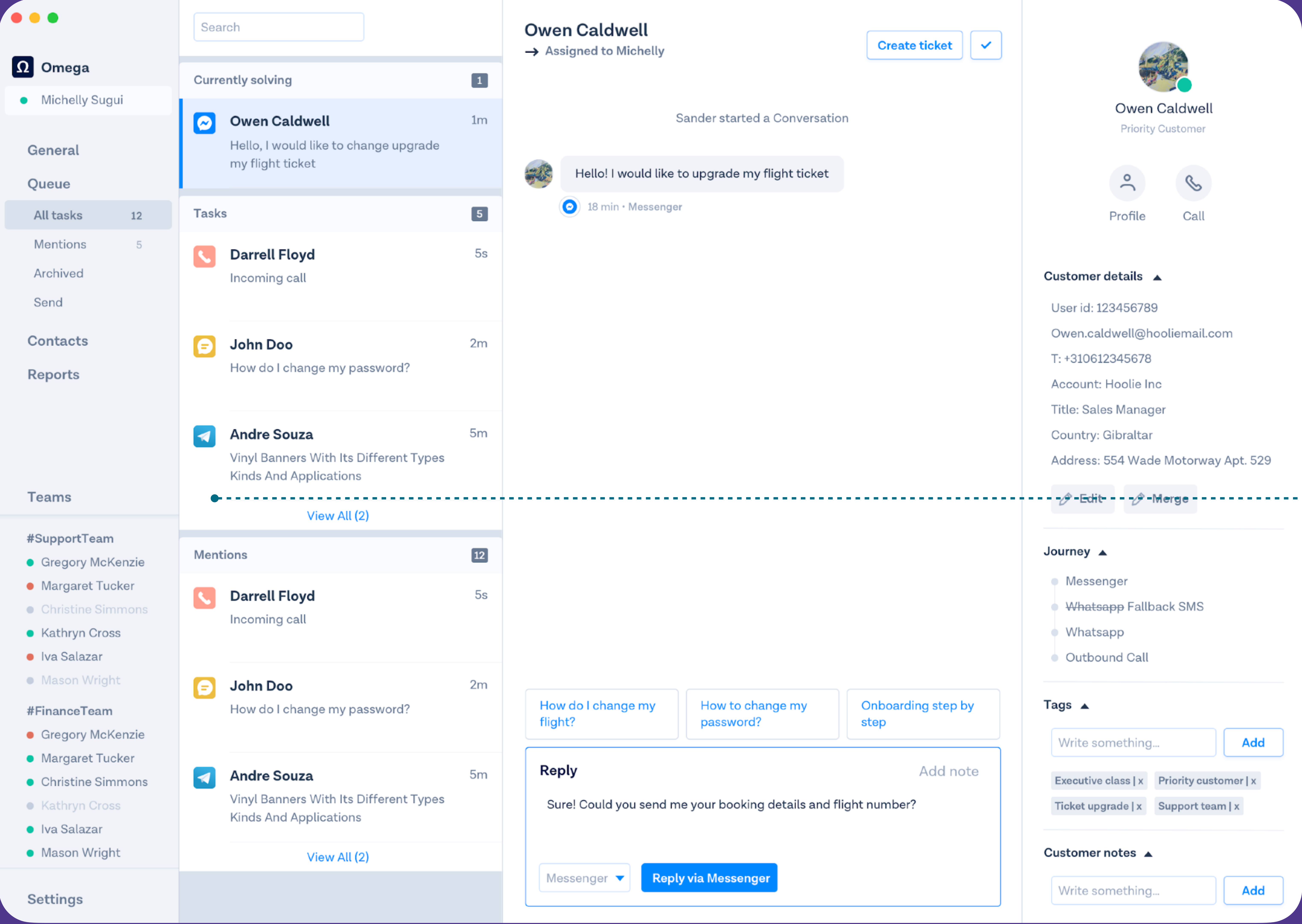


First Designs

Dashboard Placement

We placed the Contact Center module in a key spot on the dashboard, *where 83% of users discover new products—spending just 4.8 seconds on their first visit.* By using that short window wisely, we increased visibility, improved discovery, and boosted adoption potential.



First Designs

Multichannel Design

Over 78% of our customers use multiple channels like *WhatsApp, SMS, and Voice for support*. So, we designed the queue UI to handle that reality, showing real-time tasks across channels in one view.

This multichannel setup helps agents respond faster (*cutting FRT by 10% improves resolution odds*), boosts First Contact Resolution, and reduces cognitive load by making it easier to triage at a glance.