

The screenshot shows the 'My Contact Center' dashboard under the 'Overview' tab. The top navigation bar includes 'Contact Center', 'Documentation', 'Tutorials', 'Claim free credits', and a user profile for 'Hoolie Marketing'. The left sidebar lists 'My Contact Center' (selected), 'Overview' (highlighted in blue), 'Communication', 'Task Management', 'Queue Management', 'Organization & Team', 'Analytics & Metrics', and 'Settings'. The main content area is titled 'My Contact Center' with the sub-section 'Check in real-time all progress of your metrics and the status of your SLAs.' Below this is a navigation bar with tabs: 'Overview' (selected), 'Email Overview', 'SMS Overview', 'Chat Overview', and 'Voice Overview'. A timestamp 'Last update: 07:23:23' is shown. The dashboard features several data cards: 'Average waiting time' (00:23, up 50%), 'Average handling time' (00:01, down 20%), 'Abandoned' (75), 'Team Overview' (100% capacity reached, 0 of 36 agents available, 4 on call, 10 on email, 12 on chat, 10 offline), 'Solved' (123, down 23%), 'Tickets opens' (9.999, up 50%, 4.444 OP registered yesterday), 'Missed calls' (9.999, 0%, 4.444 MC registered yesterday), and 'Call longest waiting time' (00:12, up 50%). A 'See more data' button is at the bottom.

Final Designs

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.

The screenshot shows the 'Contact Center' dashboard with a sidebar on the left containing icons and labels for 'My Contact Center', 'Getting started', 'Overview' (which is selected), 'Live queues', 'Channels', 'Flows', 'Routing', 'Team', 'Analytics' (which is highlighted with a blue vertical bar), and 'Settings'. The main content area is titled 'My Contact Center' and includes a sub-section 'Check in real-time all progress of your metrics and the status of your SLAs.' Below this are several data cards and a large, prominent datepicker.

Filter by platform: All platforms, Email, SMS, Voice, Whatsapp, Messenger, Telegram, WeChat

Filter by queue: Select (dropdown), 01-03-19 → 06-03-19

Filter by agent: Refresh, Average waiting time (Updated 2 minutes ago), by Agent (50% increase)

Filter by Period: Today, Yesterday, Last 30 days, Time range (selected), March 19 (24, 25, 26, 27, 28, 1, 2), April 19 (3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31), Apply

Metrics:

- 00: 23** (Red text, likely a key metric)
- Today's Tickets Trends** (Updated 2 minutes ago, line chart showing ticket volume over 24 hours)
- Tickets opens** (Updated 2 minutes ago, 50% increase, 9.999 total, 4.444 registered yesterday)
- Missed calls** (Updated 2 minutes ago, 0% increase, 9.999 total, 4.444 registered yesterday)
- Call longest waiting time** (Updated 2 minutes ago, 50% increase, 00: 12, 00:00 LC registered yesterday)
- Tasks** (24h, 12h, now, 123 total)

Final Designs

Admin Overview Filters & Datepicker

Reporting at the center

We redesigned the filter and datepicker to make reporting faster and easier. The old flow was slow and clunky holding back decision-making process.

With the new UI, report generation is 35% faster.

Managers can now filter by platform, queue, agent, or date range in just a few clicks. The new calendar view also makes selecting time ranges quick and intuitive, with instant updates across the dashboard.