



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.*



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Cancel

Save

1. Setting up my Workflow

Workflow properties

Workflow name

Task Reservation timeout (in seconds)

e.g.: Support Team

e.g.: 100 seconds

2. Creating Filters

New filter 1

Create matching task

Syntax (Go to docs)

Attributes

Condition

Label

Language

HAS

English

and

Attributes

Condition

Label

e.g.: Language, Skill, Department

Select or type a condition

e.g.: English, Payment, Sales

and

+Add new task expression

Create routing steps

Matching Agents

Queue

Agent expression

Priority & Timeout

Priority

Timeout (in seconds)

Select

e.g.: Language HAS English-EN

e.g.: 10

e.g.: 100 seconds

+Add a routing step

# Smart Workflow Routing Made Simple

Routing setup is usually complex, especially for lean teams. The new Workflow Builder makes it simple, letting users define filters, conditions, and steps in one place, no tech help needed.

*In testing, setup was 30% faster than competitors, and 87% of users completed it without support*, citing clarity and ease as key benefits.