

The screenshot shows the 'Contact Center' overview dashboard. On the left sidebar, there are icons for My Contact Center, Getting started, Overview (selected), Live queues, Channels, Flows, Routing, Team, Analytics (selected), and Settings. The main area is titled 'My Contact Center' and displays real-time progress and SLA status. A large red box highlights the 'Filter by Period:' section, which has been redesigned. It now features a calendar view from March 19 to April 19, allowing users to click on specific dates to set a time range. Below the calendar is a note: 'You can only view intervals of 30 days at a time'. Other sections include 'Average waiting time' (00:23m), 'Today's Tickets Trends' (line chart), 'Tickets opens' (9.999), 'Missed calls' (9.999), and 'Call longest waiting time' (00:12m). The top navigation bar includes links for Documentation, Tutorials, a 'Claim free credits' button, and a user profile for 'Hoolie Marketing'.

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.

The screenshot shows the 'Live queues' section of the Contact Center interface. At the top, there are filters for 'Queue' (Default), 'Languages' (02 languages), 'Skills' (04 skills), 'Platforms' (01 platform), 'Offer timeout' (30 seconds), 'Wrapup time' (30 seconds), 'Priority Level' (High), and an 'Edit' button. A dropdown menu is open over the 'Skills' filter, showing options: Payment, Credit card, Delivery, and Invoice. Below the filters, there are three performance metrics: 'Average waiting time' (00:23, up 50%), 'Average handling time' (00:01, down 20%), and 'Solved' (123, down 23%). A 'Collapse' button is located above these metrics. The main area displays a table of agents with their status, availability, and task duration.

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.