

The screenshot shows the 'Queue Management' section of the Contact Center interface. The left sidebar has a 'Queue Management' category with 'Overview' selected. The main area is titled 'Queues overview' and 'All queues'. It features a search bar for 'Select queues' with a dropdown showing 'Social' and checkboxes for 'Social Media English-en' and 'Social Media Dutch'. A 'Create new queue' button is also present. Below this, there are three sections: 'Social Media queue', 'Delivery queue', and 'Payment queue', each displaying 'Current longest waiting time', 'Average handling time', and 'Average wait time' with agent-level details and percentage changes.

Queue	Current longest waiting time	Average handling time	Average wait time
Social Media queue	00:12 M	00:02 M	00:25 M
Social Media queue	00:12 M	00:02 M	00:37 M
Delivery queue	00:15 M	00:02 M	00:21 M
Delivery queue	00:15 M	00:02 M	00:35 M
Payment queue	00:00 M	00:00 M	00:00 M

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.

The screenshot shows the 'Contact Center' Workflow Builder interface. The left sidebar includes 'My Contact Center', 'Communication', 'Task Management', 'My Workflows' (selected), 'Queue Management', 'Organization & Team', 'Analytics & Metrics', and 'Settings'. The main area has two sections: '1. Setting up my Workflow' (Workflow properties: Workflow name 'Support Team', Task Reservation timeout '100 seconds') and '2. Creating Filters' (New filter 1: Create matching task, Condition 'HAS', Label 'English'). Below this is 'Create routing steps' with two entries: 'Matching Agents' (Queue 'Select', Priority '10', Agent expression 'Language HAS English-EN', Timeout '100 seconds') and another identical entry. A '+Add a routing step' button is at the bottom.

Final Designs

Smart Workflow Routing Made Simple

Streamlining the Routing process

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.

With a clear UI and drag-and-drop logic, it's fast and flexible. *In testing, setup was 30% faster than competitors, and 87% of users completed it without support*, citing clarity and ease as key benefits.