

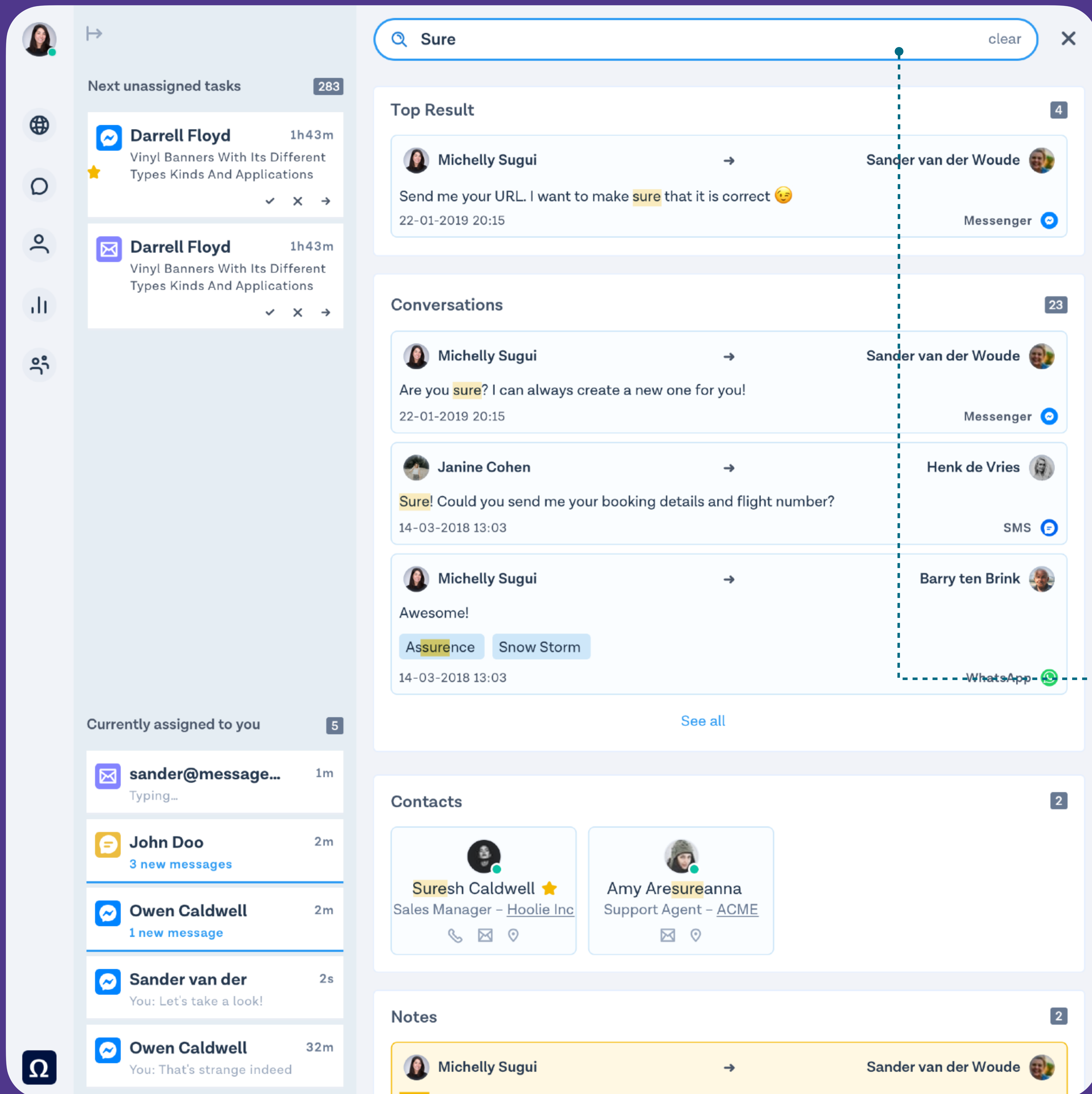
First Designs

Urgency Driven UI Queue & Calls

We added a dedicated “Urgent Task” section to highlight incoming voice calls, since *they’re 3x more likely to be abandoned if not answered within 20 seconds.*

Delayed calls can drop NPS by up to 25%, and customers waiting over a minute are 40% more likely to leave poor CSAT scores. To avoid that, we pinned voice tasks to the top of the queue with red alerts, timers, and quick actions, helping agents act fast without losing focus.

Early usage showed agents responded to calls 17% faster than before in comparison with their baseline tools.



First Designs

Streamlining Agent Efficiency through Search

SMB support teams need speed and autonomy, but without knowledge managers, agents often struggle to find answers.

We built an in-line search and smart suggestions feature right into the message composer. It lets agents quickly find replies, trigger FAQ prompts, and access templates without switching screens.

Teams using this saw a 23% drop in response time, a 15% boost in FCR, and 30% fewer Slack help requests, showing agents were faster, more confident, and more self-sufficient.