

Final Designs

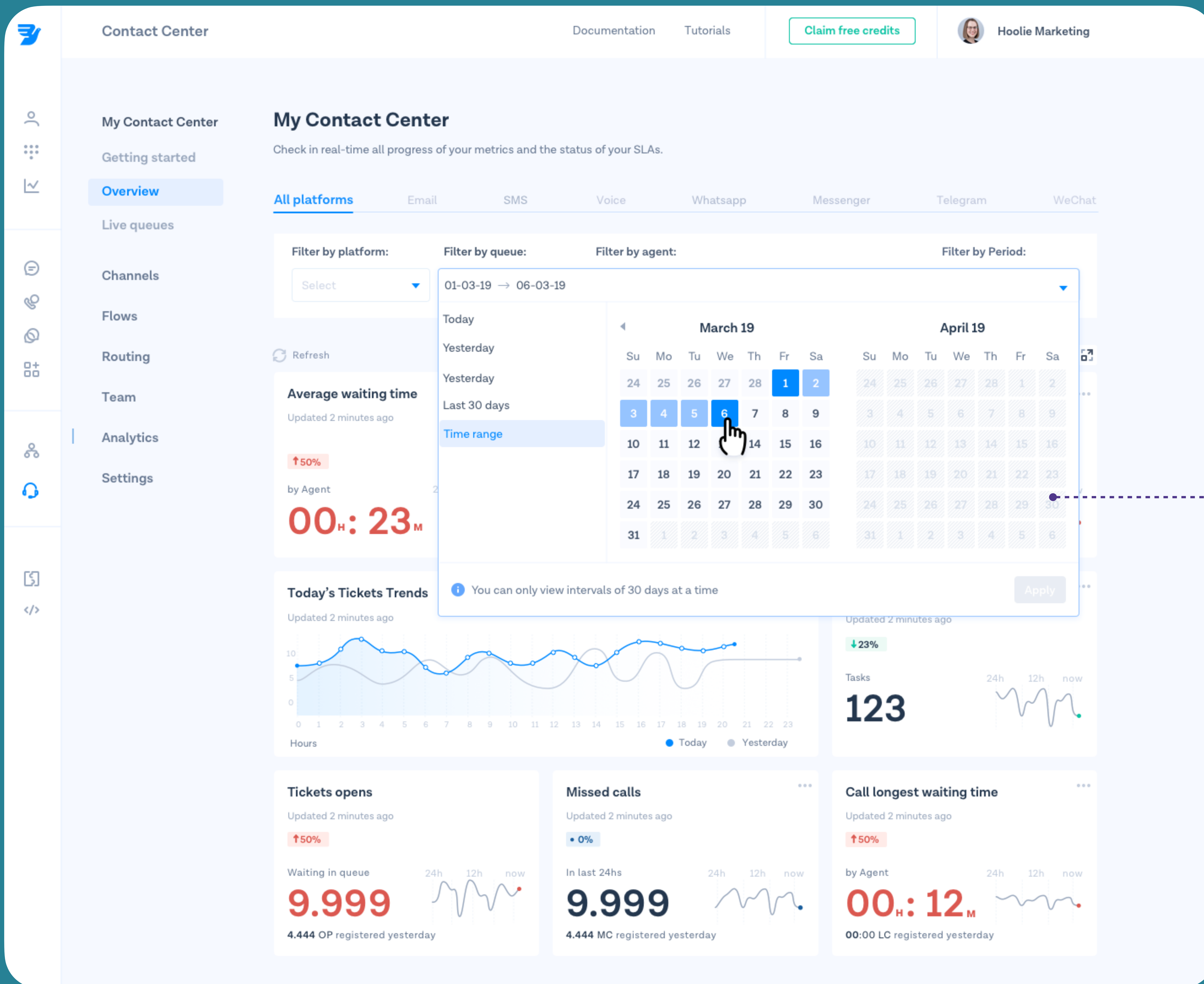
# Admin Dashboard

## 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.





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# 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.