

Tickets

- URGENT** ticket for Bea Souza (Finance) - 00:03
- ASSIGNED TO YOU** ticket for Alex Summer (Finance) - 00:00

Darrel Floyd

Payment, Delivery, Opening... + 4 more | Voice call | 23/09/2019 | 0:12 | 18 min • Inbound call

Notes
Write notes which will be saved to the thread once the call ends

Darrell Floyd
+31 123456789 | 00:02
Inbound Call
+31612345678
+31698765450
d.floyd@hoolie-marketing.com
Custom 1: VIP customer | Age: 32
Account Manager: Sander van der + 33 more
Your number: +31 6 123 456 78
mute record keypad pause end call

SMS
from: UK customers channel to: +31 6 123 456 78
Write a message to Alex
+ Add note | Reply via SMS

Final Designs

Agent View Redesigned

Unifying context

We redesigned the agent workspace to bring everything into one place, making voice support faster and more efficient.

Urgent calls are clearly flagged, and real-time controls are built in, so agents can act without switching screens.

Notes

Live notes auto-save during the call, and full customer context is always visible for quicker, more personal support.

This led to 18% faster call resolution, 40% more complete notes, and higher agent satisfaction compared to previous tools.

The screenshot shows the 'My Contact Center' dashboard under the 'Overview' tab. The top navigation bar includes links for 'Documentation', 'Tutorials', 'Claim free credits', and a user profile for 'Hoolie Marketing'. The left sidebar lists various management modules: My Contact Center, Overview (selected), Communication, Task Management, Queue Management, Organization & Team, Analytics & Metrics, and Settings.

The main content area is titled 'My Contact Center' and describes it as a place to check real-time progress of metrics and SLAs. It features a 'Live info of the past 24h' section with a timestamp of 'Last update: 07:23:23'. Below this are six primary performance metrics displayed as cards:

- Average waiting time**: 00:23 (by Agent, up 50%)
- Average handling time**: 00:01 (by Agent, down 20%)
- Abandoned**: 75
- Team Overview**: 100% of capacity reached. Shows 0 of 36 agents available, with 4 on call, 10 on email, 12 on chat, and 10 offline. Includes a button to '+Add new agent'.
- Solved**: 123 (Tasks, down 23%)
- Tickets opens**: 9.999 (Waiting in queue, up 50%)

At the bottom, there's a summary for 'Missed calls' (0%, last 24hs) and 'Call longest waiting time' (00:12 by Agent, up 50%). A 'See more data' button is located at the bottom center.

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.