

Final Designs

# Admin Overview Filters & Datepicker

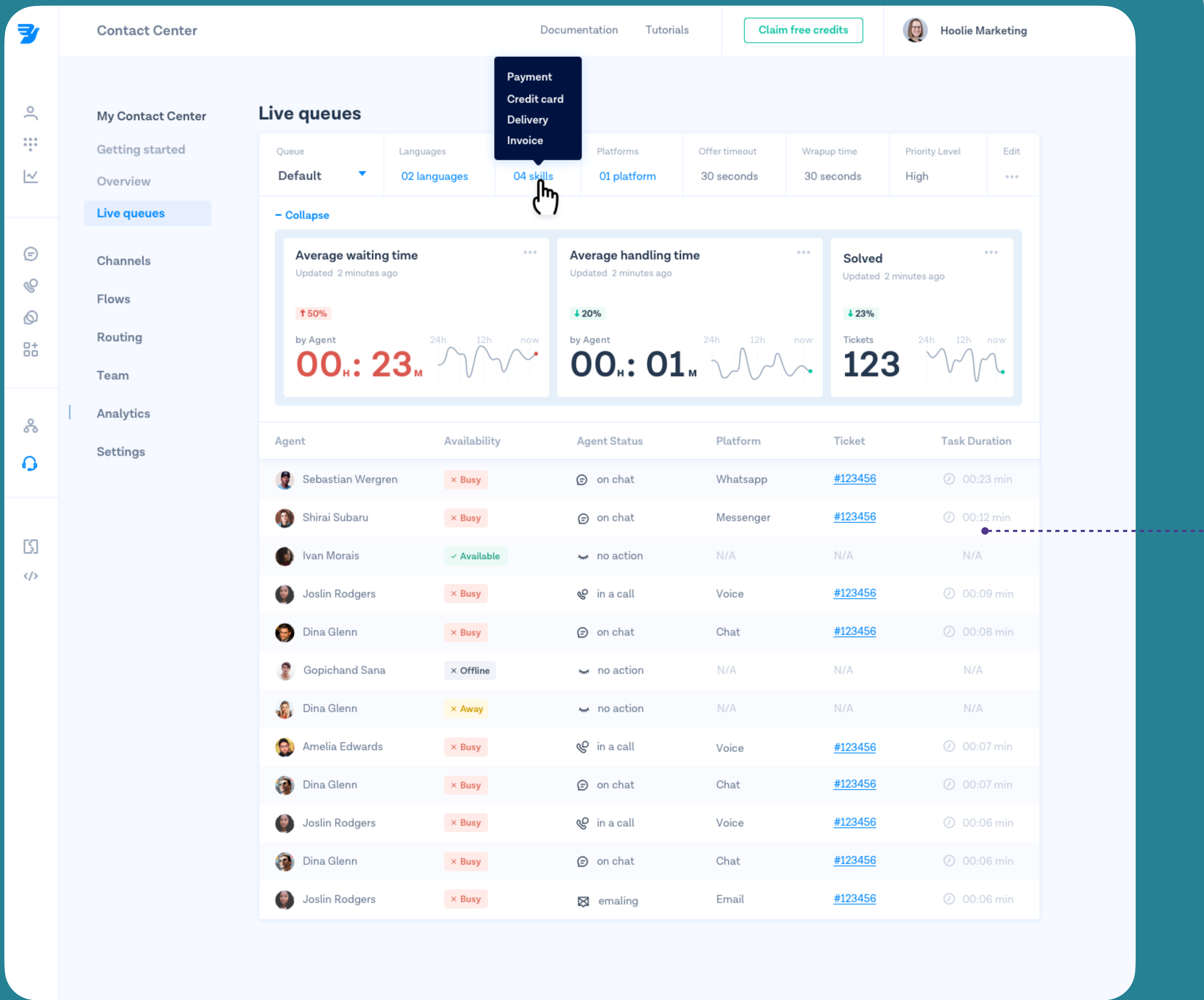
## Reporting at the center

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.





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# 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.*