



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.

