

Profiles

- Agent
- Supervisor

Agent

User responsible for managing customer conversations and service requests across multiple communication channels.

Key Features

- Real-time conversation management.
- Management of assigned conversations and chats.
- Access to conversation history.
- Conversation routing and transfer between agents and departments.
- Use of predefined quick replies and message templates.
- Creation and management of internal notes.
- Access to customer information and conversation context.
- Monitoring and follow-up of open cases.

Key Benefits

- Centralized customer service operations.
- Faster response and resolution times.
- Improved visibility and tracking of customer requests.
- Increased operational efficiency and agent productivity.

Supervisor

User responsible for monitoring operations, managing resources, and ensuring service quality.

Key Features

- Active conversation monitoring.
- Agent performance monitoring.
- Chat assignment and redistribution.
- Operational reporting and analytics.
- Team and permission management.
- Access to performance metrics and key indicators.
- Service Level Agreement (SLA) monitoring.
- Conversation auditing.

Key Benefits

- Full operational visibility and control.
- Optimized resource allocation.
- Continuous service improvement.
- Enhanced visibility into performance indicators.