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.

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