

Call Center Overview

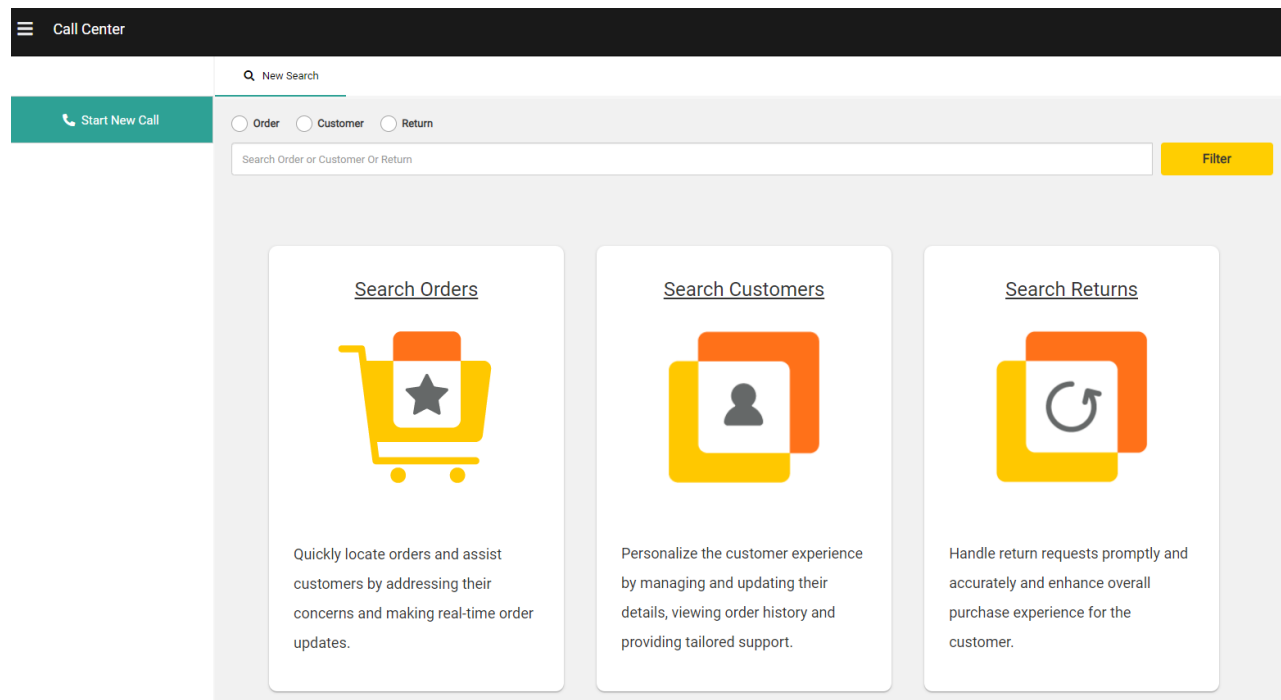
Customer service representatives (CSRs) can use the Call Center UI to access customer accounts, orders, and returns on a single page to streamline the resolution process and optimize customer interactions. related tasks can also be grouped under customer sessions to improve their workflow.

These comprehensive tools allow CSRs to handle requests more quickly and improve their service quality.

Access the Call Center

Submit a request to [Kibo Support](#) if you want to use this feature, as it must be enabled in your tenant settings.

Once enabled, the user interface will be available at **Main > Call Center** for users with [appropriate permissions](#) (such as the Order Manager role) to view the Catalog and access customers, orders, and returns. The link will not be displayed for users without these permissions.



Refer to the other guides in this category for more details about how to search within the Call Center and manage customer sessions.