

KAKAPO

SYSTEMS

BroadSoft Client Applications

# Unity Agent

For use on BWKS call centre solution R14.9+





# Licensing Overview

- Unity Agent **does not** also require the BWKS Call Centre Client license assigned
- Queue login/out supported on BWKS R14.9 and above
- Agent Stats window only displayed on BWKS R16 and above
- To see stats, Unity Agent needs the login ID and password for each queue the Agent is a member of



# Unity Agent

**Unity Agent: Steve Tutt (Sign-In)**

File Messaging Tools Help

Unavailable Available Wrap Up Release Dial Transfer Hold Conference Voicemail Settings

Your Logo Here

Name	My Statistics					Overall Queue Statistics					
	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Calls	Missed Calls	Calls In Queue	Average Wait Time	Average Talk Time
Qudo-Sales-01	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
Qudo-Sales-02	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
Vanillaip-Sales-02	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
Vanillaip-Sales-01	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
Summary	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00

From	To	Duration	Status
Steve Tutt	VanillaIP Sup01	00:02	Active

User Status Directories Call Logs My Status: Available In Office

Bee Kittipat Board Room Chris Tutt Cindy Baker Colin Farrant Dave Dadds.. Dean Thompson Ed Thrussell Grant Mitchell Haris Qureshi Harry Dadds Mohan Alaga Thomas Varghese Thomas Varghese



# Agent Stats [Personal Agent Wallboard]

Name	My Statistics					Overall Queue Statistics <span style="float: right; color: red;">■</span>					
	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Calls	Missed Calls	Calls In Queue	Average Wait Time	Average Talk Time
<span style="color: green;">●</span> Qudo-Sales-01	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
<span style="color: green;">●</span> Qudo-Sales-02	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
<span style="color: green;">●</span> Vanillaip-Sales-02	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
<span style="color: green;">●</span> Vanillaip-Sales-01	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00
Summary	0	0	0	00:00	00:00	0	0	0	0	00:00	00:00

- Unity Agent will automatically populate the queues the Agent is assigned to in BWKS
- Agents own and overall stats displayed for each queue
- “Calls In Queue” is a real-time stat provided Client Call Control is assigned to the queue in BWKS



# Call Control and ACD

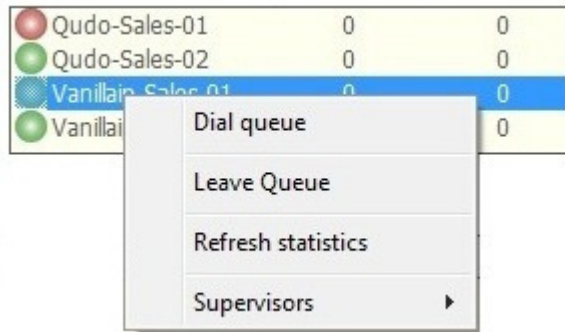


⇐ Call Control

⇐ Agent ACD State

↓ Active Call Window – Inbound CLI and queue dialled

From	To	Duration	Status
Steve Tutt	VanillaIP Sup01	00:02	Active



Right click to Join/Leave Queues  
[provided this is activated in BWKS]



# Supervisor Escalation

Name	My Statistics				
	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time
Qudo-Sales-01	0	0	0	00:00	00:00
Qudo-Sales-02	0	0	0	00:00	00:00
Vanillain-Sales-01	0	0	0	00:00	00:00
Supervisor		0	0	00:00	00:00

		To
Dial queue		
Leave Queue		
Refresh statistics		
Supervisors	Chris Tutt	Call
	Dave Dadds..	Instant message
	Bee Kittipat	
	Ed Thrussell	

- Right click queues to alert Supervisors that are assigned to the queue in BWKS
- Alert Supervisor by call or IM