

KAKAPO

SYSTEMS

BroadSoft Client Applications

# Unity Supervisor

For use on BWKS call centre solution R16+





# Licensing Overview

- Unity Supervisor is a real-time Agent and Queue management interface for Call Centre Supervisors
- Unity Supervisor does not include historical reporting
- Unity Supervisor **does not** also require the BWKS Call Centre Supervisor license assigned
- Unity Supervisor needs the login ID and password for each queue being supervised
- If the Supervisor is not also acting as an Agent, then Unity Supervisor can be used by an Enterprise Standard user in BWKS
- “Calls In Queue” stat is real-time provided Client Call Control assigned to the queue in BWKS



# Unity Supervisor

Unity Supervisor: 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	Staff Ratio	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	0/1	0	0	0	0	00:00	00:00
Qudo-Sales-02	0	0	0	00:00	00:00	2/7	0	0	0	0	00:00	00:00
Vanillaip-Sales-01	0	0	0	00:00	00:00	1/2	1	0	0	0	00:07	00:00
Vanillaip-Support-01	-	-	-	-	-	4/5	5	3	2	0	00:08	01:48
Vanillaip-Sales-02	0	0	0	00:00	00:00	4/6	0	0	0	0	00:00	00:00
Summary	0	0	0	00:00	00:00	11/21	6	3	2	0	00:03	00:21

↑ Queue Statistics

↓ Queue and Agent Management

User Status Directories Call Logs Agent Statistics My Status: Available In Office

Queue: Vanillaip-Support-01  Queues  Agents

Name	ACD State	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time
Bee Kittipat	Available	2	1	1	04:37	04:37
Colin Farrant	Available	1	1	0	00:11	00:11
Dean Thompson	Unavailable	0	0	0	00:00	00:00
Ed Thrussell	Available	1	1	0	00:19	00:19
Harry Dadds	Available	1	0	1	00:00	00:00
Totals		5	3	2	05:07	01:42



# Queue Stats [Personal Supervisor Wallboard]

Name	My Statistics					Staff Ratio	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	0/1	0	0	0	0	00:00	00:00
Qudo-Sales-02	0	0	0	00:00	00:00	2/7	0	0	0	0	00:00	00:00
Vanillaip-Sales-01	0	0	0	00:00	00:00	1/2	1	0	0	0	00:07	00:00
Vanillaip-Support-01	-	-	-	-	-	4/5	5	3	2	0	00:08	01:48
Vanillaip-Sales-02	0	0	0	00:00	00:00	4/6	0	0	0	0	00:00	00:00
Summary	0	0	0	00:00	00:00	11/21	6	3	2	0	00:03	00:21

- Unity Supervisor will automatically populate the queues the Supervisor is assigned to in BWKS [queue passwords required]
- Queues show in grey where the Agent is a Supervisor and not also an Agent
- “Staff Ratio” is the number of Agents that are joined to the queue out of the total number of Agents assigned to the queue in BWKS



# Supervisor Alerts

- Automatically add all agents to my supervised agent list.
- Only include my supervised agents in the staffed ratio

Queue	Calls In Queue	Avg Wait Time	Missed Calls
Qudo-Sales-01	0	0	0
Qudo-Sales-02	0	0	0
Vanillaip-Sales-01	5	0	0
Vanillaip-Support-01	0	0	0

Queue: Vanillaip-Support-01

Calls in queue

Average wait time (sec)

Missed calls



Send email to

Apply to all queues



- Supervisors can assign thresholds to queues. When breached, a dialogue box will pop



1. Click  > Settings > Call Centre > Supervisor
2. Double click the queue
3. Set the threshold
4. Click  to Save



# Managing Queues and Agents

- Supervisors can remotely change Agent ACD state; force Agents to **Join/Leave** queues and change **Available/Unavailable/Wrap-Up** state.
- Right click the queue in the Personal Wallboard or select an Agent or Queue in the “Agent Statistics” tab



# Managing Agents [From Wallboard]

↓ 1. Right Click Queue

Vanillaip-Sales-02 0 0  
Vanillaip-Support-01

- Dial queue
- Refresh statistics
- Show agent statistics
- Agents
  - Colin Farrant
  - Dean Thompson
  - Bee Kittipat
  - Harry Dadds
  - Ed Thrussell
- Supervisors
- Instant message all supervised agents

IM all Agents

2. Select Agent

- Join Queue
- Leave Queue
- Sign In
- Available
- Unavailable
- Wrap-Up
- Sign-Out
- Dial
- Instant message

3. Specify Agent State



# Managing Agents [From Agent Statistics Tab]

↓ 1. Select Queue or Agent and select from the drop list

Name	ACD State	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time
Bee Kittipat	Available	2	2	0	06:14	03:07
Colin Farrant	Available	3	2	1	03:45	01:52
De		0	0	0	00:00	00:00
Ed		2	2	0	09:41	04:50
Ha		0	0	0	00:00	00:00
Totals						

↩ 2. Right click Agent and set state



# Agents Statistics Tab

- The “Agent Statistics” tab provides Supervisors real-time, point and click control over Agents and Queues that they are Supervising

- Force all Agents to Join Queue
- Force all Agents to Leave Queue
- Refresh Stats
- Export Stats as CSV

User Status		Directories		Call Logs		Agent Statistics		
Queue		Vanillaip-Support-01		<input checked="" type="radio"/> Queues		<input type="radio"/> Agents		
Name	ACD State	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time		
Bee Kittipat	Available	2	2	0	06:14	03:07		
Colin Farrant	Available	3	2	1	03:45	01:52		
Dean Thompson	Available	0	0	0	00:00	00:00		
Ed Thrussell	Available	2	2	0	09:41	04:50		
Harry Dadds	Sign-Out	0	0	0	00:00	00:00		