

# UNITY AGENT

## Maximize Agent Productivity with Unity

Unity Agent empowers Agents by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status.

Unity Agent is an essential tool in empowering Agents toward optimum call handling efficiency. All information relevant to the incoming caller, the status of fellow Agents and Supervisors, and the overall Call Center situation is presented within a refined business interface.

The screenshot shows the Unity Agent interface with several key components highlighted by red boxes and labels:

- ACD State:** Points to the top status bar showing 'Unity Agent: Jenna Wilmshurst - Available (duration: 39:48)'.
- Call Control Buttons:** Points to the toolbar containing icons for Unavailable, Available, Wrap-up, Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, Reports, and Settings.
- Company Logo:** Points to the 'Company Logo' text in the top right corner of the window.
- Personal Wallboard:** Points to the 'My Statistics' and 'Overall Queue Statistics' tables. The 'My Statistics' table includes columns for Name, Total Calls, Web Chats, Answered Calls, Missed Calls, Average Talk Time, Emails Answered, Web Chats Received, Total Calls, Calls Answered, Total Missed Calls, Calls In Queue, Longest Wait Time, Average Wait Time, Average Talk Time, Calls Abandoned, Web Chats Queued, and Web Chats Answered. The 'Overall Queue Statistics' table includes columns for Name, Total Calls, Total Missed Calls, Calls In Queue, Longest Wait Time, Average Wait Time, Average Talk Time, Calls Abandoned, Web Chats Queued, and Web Chats Answered.
- Active Call Window:** Points to the 'Activity' section showing a current call with details like 'From: Natalie Maines (Salesforce Contact)', 'To: Jenna Wilmshurst', 'Duration: 00:14', and 'Status: Active/Not recording'.
- Busy Lamp Field/Contacts Tab:** Points to the 'Contacts' section, which is a table listing agents with columns for Name, Phone, ACD State, and Status. The table includes agents like Abin Joseph, Alastair, Amy Earl, Charlotte Thompson, Chris Tutt, Cindy Brown, Colin Houston, Dave Swiatek, David Hig, David, Ed Thuss, Gopikrishnan V, Iain Sin, Krysta Brown, Lee Houst, Lewis Marcan, and Paul Dewey.
- Docked IM Window:** Points to a chat window at the bottom right showing a conversation between Steve Wardle and Jenna Wilmshurst.

Unity Agent features a Personal Wallboard displaying the overall Call Center conditions, including calls in queue and longest wait time, as well as the Agent’s own statistic. This introduces gamification and competition amongst customer facing teams and encourages Agents to take an active role in self-managing their adherence to their performance indicators.

The sophisticated Unity interface allows the agent to maximise time and call handling whether they are office or home based. Advanced call centre features, such as disposition codes, unavailable codes, configurable wrap-up, auto answer, standard and emergency escalation are all available at the click of the mouse. In addition, the ability to see the availability of fellow Agents provides a level of business intelligence typically only available to Supervisors on competitive systems.

### Personal Wallboard

See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue the Agent is assigned to.

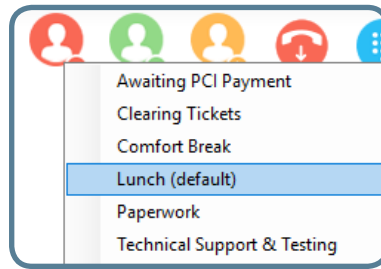
My Statistics				
Answers	Missed Calls	Total Talk Time	Average Wait Time	
0	0	00:00:00	00:00	
0	0	00:00:00	00:00	

Overall Queue Statistics			
Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time
0	0	00:00	00:00
0	0	00:00	00:00
0	0	00:00	00:00

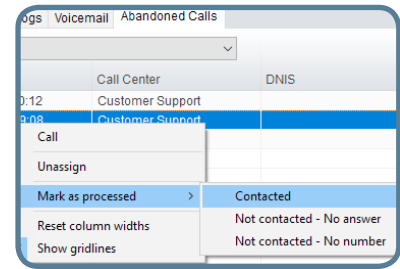
### ACD Control

ACD state governs the availability to take calls. Agents can change their state and assign Unavailable Codes as necessary.



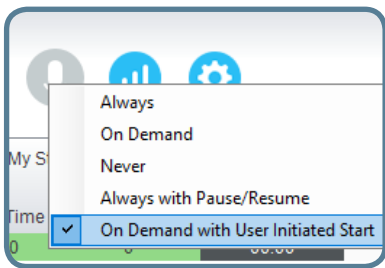
### Abandoned Capture

When a Supervisor assigns previously abandoned calls, the Agent simply double clicks to call back.



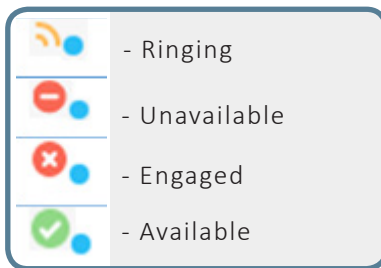
### Call Recording Control

Pause and Resume call recording to control capture of sensitive information, such as caller card details.



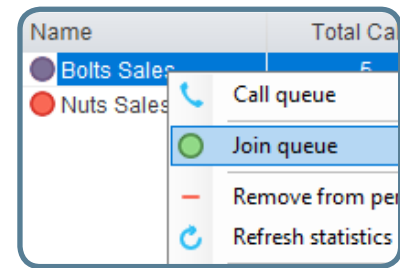
### User Status

See Agents and Supervisors hook status and ACD state with colour coded icons.



### Join/Leave Queues

Agents can optionally Join or Leave any Call Center, for example to Join a queue that is experiencing a peak in calls.



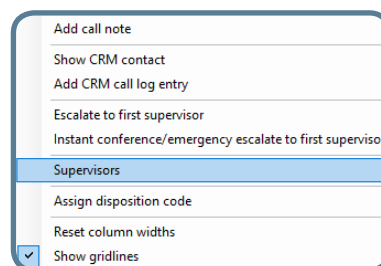
### Agent Productivity

Encourage productivity and gamification by giving Agents the tools and business performance indicators to maximize output.

Name	Total Calls	Web Ch Answered
● Bolts Sales	0	0
● Kakapo Systems	-	2
● Nuts Sales	0	-
	0	2

### Supervisor Escalation

The Agent can immediately alert a Supervisor for assistance should the need arise mid call.



### Templates

Unity Agent is highly configurable. To simplify rollout, a user template can be saved in the cloud and automatically assigned to other Agents.

