



Unity Agent Windows Application

With the ability to alert Supervisors and chat with colleagues, Unity Agent is an essential tool in maximizing customer service

UNITY AGENT

Maximize the User Experience 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.

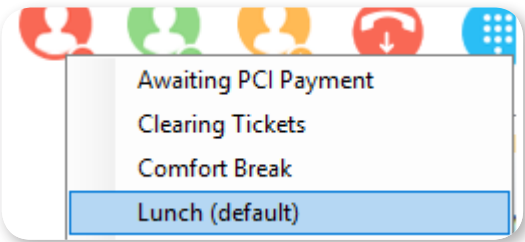
This essential tool provides optimum call handling efficiency. All information relevant to the incoming caller, the status of fellow Agents and Supervisors, and the overall Call Center situation is presented within a refined business interface.




Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time
0	0	0	00:00:00	00:00
0	0	0	00:00:00	00:00


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

 **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.



 **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.

UNITY AGENT - AGENT INTERFACE

ACD State

Call Control Buttons

Agent & Call Center Statistics

Unity Agent: Jenna Wimshurst - Available (duration 92:37:51)

File

Messaging

Tools

Help

Unavailable

Available

Wrap-up

Release

Dial

Transfer

Hold

Conference

Voicemail

Recording

Reports

Settings

My Statistics

Overall Queue Statistics

Name	Total Calls	Web Chats Answered	Answered Calls	Total Talk Time	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	Web Chats Answered
Nuts Sales	0	-	0	00:00:00	0	00:00	-	-	1	0	1	0	00:00	00:00	00:00	1	-	-
Kakapo Systems	0	0	-	-	-	-	0	0	-	-	-	-	-	-	-	-	0	0
Bolts Sales	0	0	0	00:00:00	0	00:00	0	0	1	0	1	0	00:00	00:00	00:00	0	0	0
	0	0	0	00:00:00	0	00:00	0	0	2	0	2	0	00:00	00:00	00:00	1	0	0

Activity

From

To

Duration

Status

Current

Call

Sasha Gorb

Jenna Wimshurst

00:09

Active/Not recording

Contacts

Activity Logs

Voicemail

Abandoned Calls

Search

Name	Phone	ACD State	Status
Abin Joseph	8335	Sign-In	
Alastair	0208288126	Sign-Out	
Amy Earl	0208288124	Sign-Out	
Charlotte	0208288123	Sign-Out	
Chris Tutt	0208288124	Unavailable - Lunch	Talking to Gopikrishnan V - 01:35
Cindy Brown	0208288123		
Colin Dewey	0208288124	Sign-In	
David Higgins	0208288123	Wrap-Up	
Dean Thomp	0208288124	Sign-In	

Abandoned Calls

BLF (Contacts Tab)

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.

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.

Name

Total Calls

Answered Cal

Bolts Sales

6

4

Nuts Sales

5

4

Call queue

Join queue

Remove from personal wallboard

Refresh statistics

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.

Clipboard

Agent Productivity

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

Call Recording Control

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

Always

On Demand

Never

Always with Pause/Resume

On Demand with User Initiated Start

User Status

See Agents and Supervisors hook status and ACD state with colour coded icons to easily understand who is available and who is busy.

Supervisor Escalation

Agents can immediately alert a Supervisor for assistance should the need arise during a call.

Show CRM contact

Add CRM call log entry

Escalate to first supervisor

Instant conference/emergency escalate to first supervisor

Supervisors

Assign disposition code

Reset column widths

Show gridlines

Amy Earl

Chris Tutt

Dashboard User

Conference Phone

Ed

Gopikrishnan V

Templates

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

Use template: None

If the template cannot be loaded

Continue loading Unity

Stop loading Unity

Create new user template

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