

## 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.



## Unity Agent Windows Application

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

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

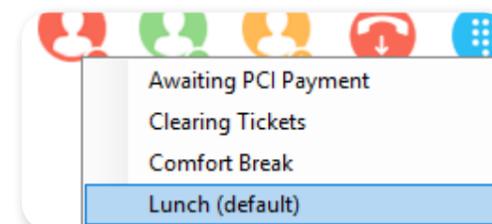
  

Overall Queue Statistics				
Calls In Queue	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time
0	0	0	00:00	00:00
0	0	0	00:00	00:00



### 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.

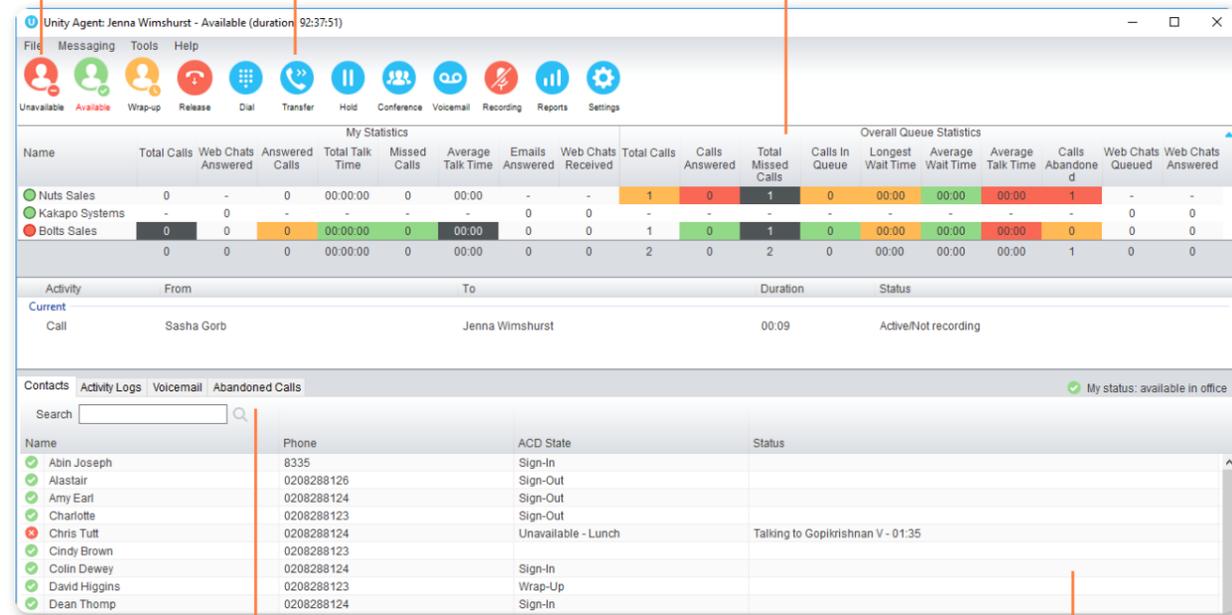


### Abandoned Capture

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

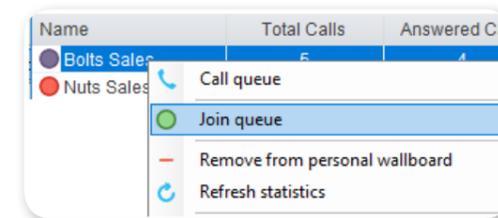


Abandoned Calls

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.



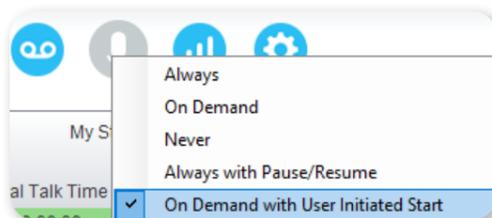
## Join/Leave Queues

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 performance indicators to maximize output.



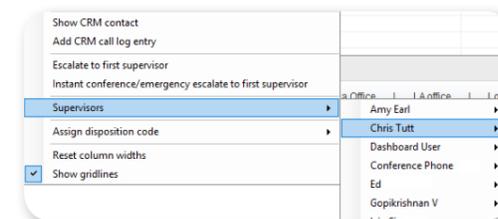
## Call Recording Control

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



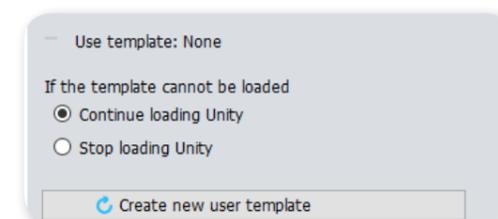
## User Status

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



## Templates

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