

KAKAPO

SYSTEMS

UNITY BRANDING OVERVIEW

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Unity can be easily branded allowing you to use your own logo, icon and replace the word Unity all together. Below is a screenshot of Unity that has been completely branded for JW Communications.

The screenshot displays the JW Communications Client Supervisor interface. At the top, the title bar reads "JW Communications Client Supervisor - Jenna Wimbhurst - Available (duration 49:35)". The interface includes a menu bar (File, Messaging, Tools, Help) and a toolbar with various icons. A logo for "JW Communications VOICE | WEBCHAT | EMAIL" is visible in the top right corner. Below the toolbar, there are two main sections: "My Statistics" and "Overall Queue Statistics".

Name	Total Calls	Answered Calls	Missed Calls	Average Talk Time	Total Talk Time	Total Staffed Time	Average Agents Talking	Total Missed Calls (%)	Longest Wait Time	Total Missed Calls	Total Calls	Staffed Ratio	Average Wait Time
Bolts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	66.67	00:00	2	3	0/6	00:01
Nuts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	0.00	00:00	0	0	2/11	00:00
Customer Support	-	-	-	-	-	-	0.00	4.55	00:00	1	22	5/9	00:01
Partner Support	-	-	-	-	-	-	0.00	5.88	00:00	1	17	4/10	00:25
	0	0	0	00:00	00:00:00	00:00:00	0.00	19.27	00:00	4	42	11/36	00:06

Below the statistics, there is a table for call logs with columns: From, To, Duration, and Status. The bottom section shows a list of agents with their status (available or unavailable) and a search bar. A taskbar at the bottom shows various application icons, including a yellow speech bubble icon.

The screenshot shows the "Branding" configuration window. It includes fields for "Logo Path", "Logo Url", and "Icon Path", each with a "Choose file" button. There are also checkboxes for "Use Icon In Shortcuts" and "Replacement Broadworks Phrase". The "Replacement Client Name" field is also present. The window shows the current branding for "JW Communications" with a logo and icon.

All branding is set in the Brandings tab in the portal and will cascade to down all resellers, groups and users within the enterprise.

The logo (200px x 70px PNG) is displayed at the top right of the Unity interface and the icon (ICO file) is located on the top left and in the taskbar.

Replacement BroadWorks Phrase will replace all mentions of the word BroadWorks with the word that is entered in the box. Similarly, whatever is entered into the Replacement Client Name will replace the word Unity.

Unity's colour scheme can also be changed by choosing from the preset skins in Settings [button] > Settings [tab] > Appearance > Skin.



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