

KAKAPO

SYSTEMS

# UNITY DASHBOARD

**Windows Application | Unity Dashboard**  
is an essential tool for providing real-time  
visibility of queue conditions across the  
Call Center



# REAL-TIME CALL CENTER VISUALIZATION

Suitable for Call Centers of any size, Unity Dashboard provides the flexibility to display your key call handling metrics. Statistics are available for Queues and Agents in both Tabular and Graphical visual layouts.

“CONFIGURABLE PARAMETERS, WITH A CLEAN AND ELEGANT INTERFACE, ALLOWS USERS TO QUICKLY UNDERSTAND THE CONDITION OF THE CALL CENTERS QUICKLY SO THAT THEY CAN ACT ACCORDINGLY.”

Unity Dashboard provides all users with a clear, concise understanding of current queue conditions and imparting real-time business intelligence for a wide range of customer handling environments.



# UNITY DASHBOARD – USER INTERFACE



## AGENT GAMIFICATION

Encourage self-management and healthy competition among Agents with Dashboard as the leader board.

## INBOUND AND OUTBOUND

Combine ACD and outbound stats for customers that utilize a blended Agent workload.

## THRESHOLDS AND ALERTS

All statistics can be configured with colour based alerts, graphically highlighting problems for immediate attention.

## CONFIGURABLE STATISTICS

Dashboard can be configured from over 80 statistics to highlight metrics that are important to you.

## GRAPHICAL COMPONENTS

Configure and customize all graphical elements, including bar charts, pie charts, full and half gauges and many more.

## KEY ACD STATS

See essential stats such as Calls in Queue, Longest Wait Time, Overflowed and Abandoned Calls.

**DASHBOARD CAN  
BE CONFIGURED  
FROM OVER 80 STATISTICS  
TO HIGHLIGHT METRICS  
THAT ARE IMPORTANT  
TO YOU.**

As a completely configurable application, Unity Dashboard can display any number of queues and statistics giving you total control. Configurable parameters, with a clean and elegant interface, allows users to quickly understand the condition of the Call Centers quickly so that they can act accordingly.

Available in Tabular and Graphical options, Unity Dashboard includes the following statistics: Calls In Queue, Longest Wait Time, Average Wait Time, Missed Calls, Received Calls and Answered Calls. All statistics can be applied to all Call Centers and Agents with the ability to set thresholds against them.

## AGENT AND QUEUE STATISTICS

Configure over 80 essential and desirable statistics to highlight metrics across the call center that are important to you.

Some of these statistics include:

Queue Statistics	Agent Statistics
Inbound Calls	Inbound Calls
Answered Calls	Answered Calls
Calls in Queue	Bounced Calls
Longest Wait Time	ACD State
Average Wait Time	ACD State Start Time
Abandoned Calls	ACD State Duration
Average Abandoned Time	Total Call Duration
Missed Calls	Average Call Duration
Bounced Calls	Outbound Total Calls
Escaped Calls	Outbound Internal Calls
Transferred Calls	Outbound External Calls
Overflowed Calls – Wait Time	Outbound Call Duration
Overflowed Calls – Queue Size	Outbound Average Call Duration
Staffed Ratio	Inbound and Outbound Total Calls
Total Call Duration	Inbound and Outbound Total Call Duration
Average Call Duration	Inbound and Outbound Average Call Duration
Service Level	Transferred Calls
Agents Available	Idle Time





## ABOUT KAKAPO SYSTEMS

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At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco® BroadSoft® platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature-rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

## NEXT STEPS

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To request a free trial or demo of **Unity Dashboard**:



**Visit** [www.kakaposystems.com](http://www.kakaposystems.com)



**Contact** [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

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