



KAKAPO

SYSTEMS

UNITY MOBILE

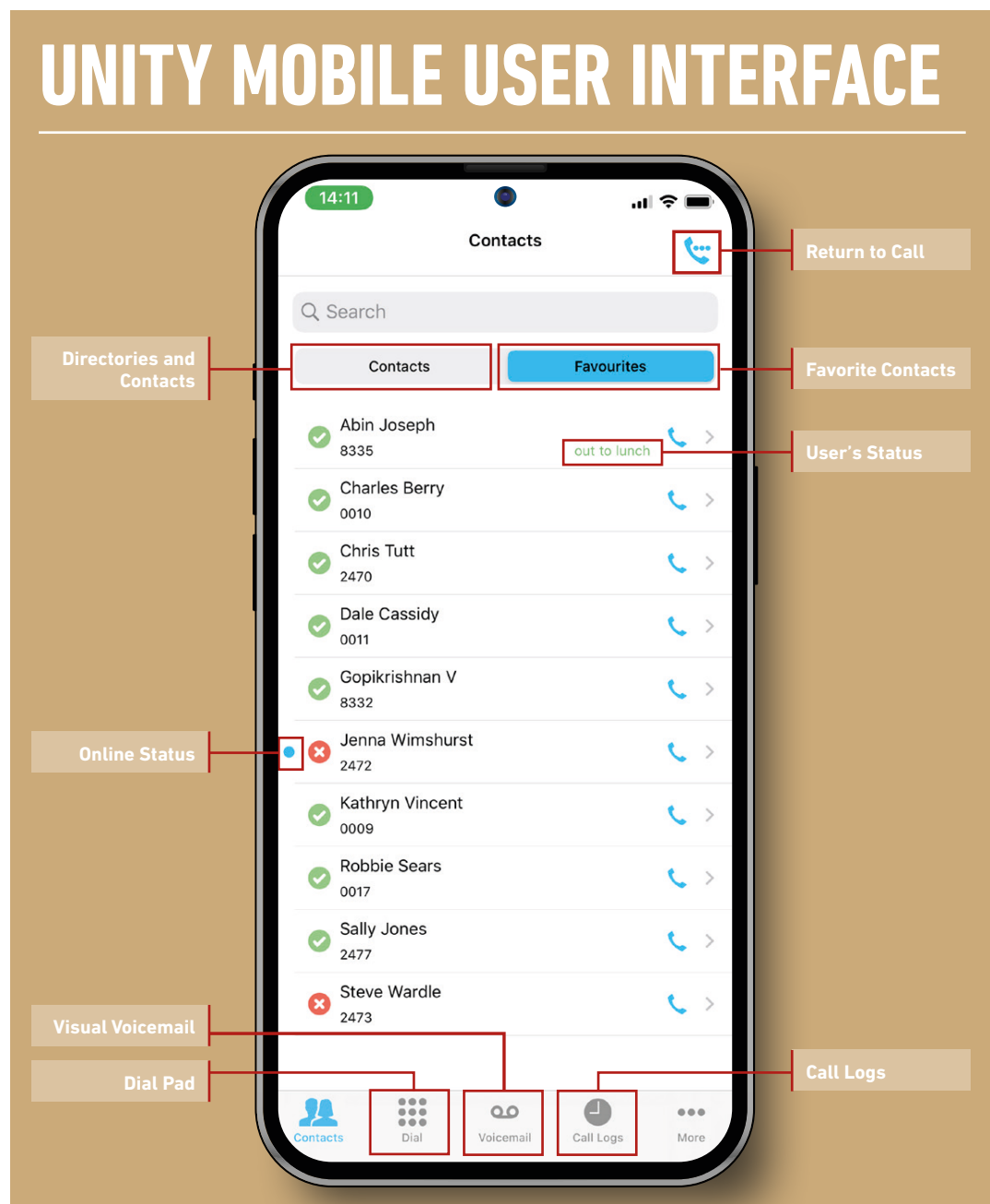
**iOS and Android Application | Extending the
BroadSoft call control, service configuration and
messaging capabilities of Unity onto the mobile**

SOPHISTICATED CALL HANDLING ON THE GO

Unity Mobile puts advanced office phone features onto your mobile. Featuring hold, transfer, conferencing, instant messaging, call recording control and Salesforce CRM integration, Unity Mobile provides advanced business communication features to knowledge workers on the move.

By layering smart call control options on top, and displaying the status of colleagues, Unity Mobile enhances communications and connectedness for mobile employees.

UNITY MOBILE USER INTERFACE



CALL CONTROL

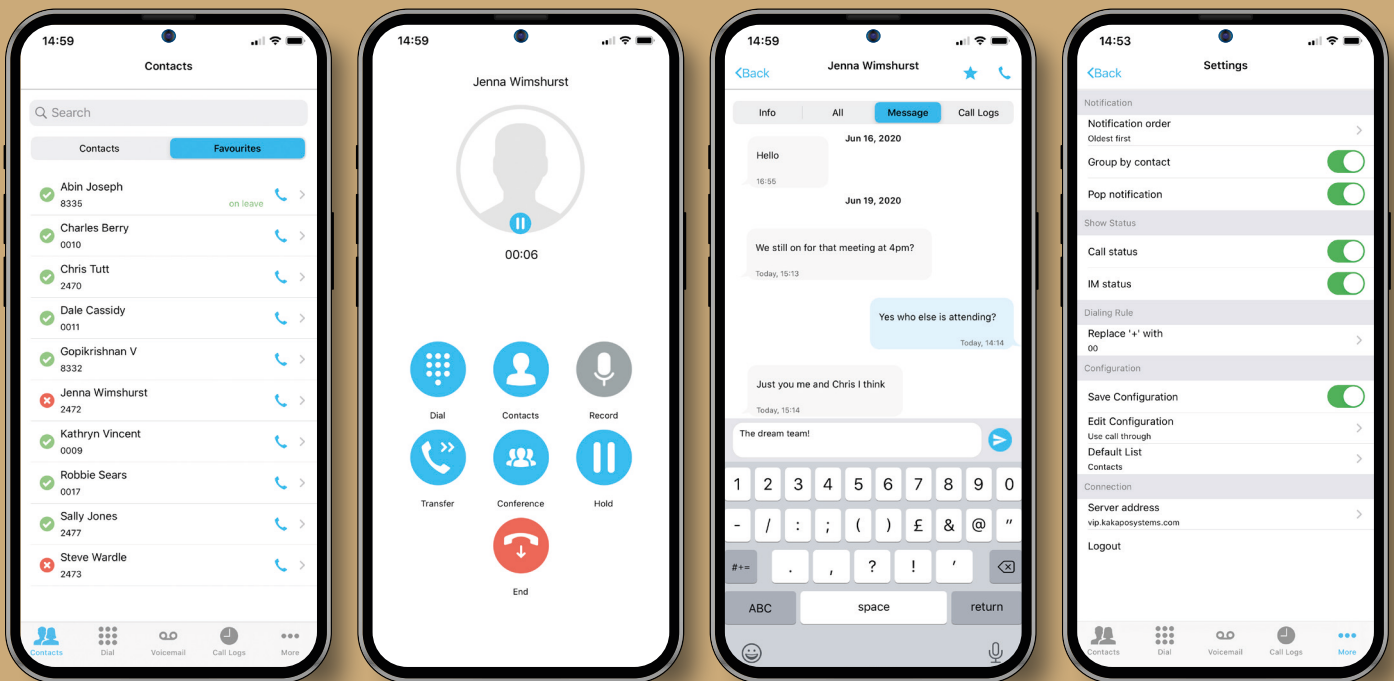
Call control buttons allow the user to easily perform Hold/Retrieve, Transfer and Conference from the dial pad.

CONTACTS (BUSY LAMP FIELD)

When in a WiFi zone, Unity Mobile will graphically display the available/engaged status of your colleagues.

INSTANT MESSAGING

IM any other Unity (Desktop, Agent, Reception, Supervisor and Mobile) user in the Group or Enterprise.



Visual indication of your colleagues' status

Buttons to simply conference and transfer

Instant message co-workers anywhere

Configure preferences to suit your working model

“CALL CONTROL BUTTONS ALLOW THE USER TO EASILY PERFORM HOLD/RETRIEVE, TRANSFER AND CONFERENCE FROM THE DIAL PAD.”

By extending service out from the office phone system, Unity Mobile lets users project their business persona out to the mobile device. Any outbound calls will present the users' desk extension providing a total 'one number' solution for mobile workers.


All calls made and received through Unity Mobile will use the underlying mobile cellular dialler, greatly simplifying setup and usability.

SALESFORCE EDITION

Integrate your Salesforce CRM platform to perform Contact lookup, add call log entries and use the device's native apps to send SMS and emails to CRM contacts.

ACD CONTROL

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



“ INTEGRATE YOUR SALESFORCE CRM PLATFORM TO PERFORM CONTACT LOOKUP, ADD CALL LOG ENTRIES AND USE THE DEVICE'S NATIVE APPS TO SEND SMS AND EMAILS TO CRM CONTACTS. ”

CALL THROUGH AND CALL BACK

Utilize the Anywhere service to make outbound mobile calls using your office number presentation. Or avoid high mobile charges by using Call Back.

CALL RECORDING CONTROL

Configure how your call recording behaves with options to Pause and Resume to avoid capturing credit card details.



ABOUT KAKAPO SYSTEMS

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

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



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

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T +44 (0)207 084 6845

E tellmemore@kakaposystems.com

W www.kakaposystems.com

International House | 36-38 Cornhill | London | EC3V 3NG

FIND US ON

