

KAKAPO

SYSTEMS

# UNITY RECEPTION

Optimize front desk call handling  
and management





# UNITY RECEPTION

“UNITY RECEPTION HAS ADVANCED FUNCTIONALITY TO EFFICIENTLY MANAGE INBOUND CALLERS WITH BOTH ANNOUNCED AND BLIND TRANSFER, THE ABILITY TO ADD CALL NOTES WHICH TRANSFER WITH THE CALL AND PRE-DEFINED CONTACT GROUPS TO EASILY SEARCH FOR SPECIFIC CONTACTS.”

Intelligently manage multiple calls with Unity Reception's advanced call handling features and functionality.

Featuring a dynamic Busy Lamp Field, the ability to tag callers on hold and 'popping' notifications when desired extensions become free, Unity Reception has unique capabilities to efficiently and intelligently manage inbound callers.

Unity Reception is a windows application and is designed to support even the busiest front desk environments. Featuring a modern and user-friendly interface, Unity Reception improves call handling and customer service for customer facing and front desk attendants.

## UNITY RECEPTION – USER INTERFACE

The screenshot displays the Unity Reception software interface. At the top, there are three main sections: **ACD State Buttons**, **Call Control Buttons**, and **Hold and Link**. Below these is a menu bar with **File**, **Messaging**, **Tools**, and **Help**. The main area is divided into several sections:

- My Statistics**: A table showing call statistics for different departments.
- Overall Queue Statistics**: A table showing queue statistics for different departments.
- Call Log**: A table showing call details for a specific call.
- Contacts**: A list of contacts with columns for Name, Phone, Email, ACD State, and Status.
- Call Groups**: A list of call groups with columns for Name, Phone, Email, ACD State, and Status.
- Instant Messaging**: A chat window showing messages from other users.

Labels with red boxes point to specific features: **ACD State Buttons**, **Call Control Buttons**, **Hold and Link**, **My Statistics**, **Overall Queue Statistics**, **Call Log**, **Contacts**, **Call Groups**, **Instant Messaging**, and **Unlimited Monitored Contacts**.

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time
Holiday Cruises	0	0	0	00:00:00	00:00
Kakapo Sales	0	0	0	00:00:00	00:00
	0	0	0	00:00:00	00:00

Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
0	0	0	0	00:00	00:00	00:00
0	0	0	0	00:00	00:00	00:00
0	0	0	0	00:00	00:00	00:00

From	To	Duration	Status	Notes
+447976493816	Jenna Wimshurst	00:56 (00:03)	On hold	Waiting for Steve Wardle

Name	Phone	Email	ACD State	Status
Bilin Jose	8006		Sign-In	
Charles Berry	0010		Available	Don't transfer calls today
Chris Tutt	02086192470	receptionuser@kakaposystems.com	Sign-Out	Do not disturb
Dale Cassidy	0011			
Gopikrishnan V	8332	gopikrishnan.v@kakaposystems.com		I am in a meeting from 05 September 10:16 until further no...
Jaik George Joy	8008			
Jenson Franklin	02086192474			I am in a meeting from 07 June 11:00 until further notice.
Jevan Howe	0012	krm@krm.dk	Sign-Out	
Kathryn Vincent	02086192476		Sign-Out	
Kendrick Hester	0013		Sign-Out	
Larry Redman	0015		Available	
Nina Harrelson	02086192475			
Robbie Sears	0017		Available	I am ingen from 21 June 12:40 until further notice.
Sally Jones	02086192477			
Sam Nichols	0019		Sign-Out	I am away sick from 15 May 13:40 until further notice.
Shah Castro	0018		Unavailable - Lunch	
Steve Tutt	02086192471	steve.tutt@kakaposystems.com	Unavailable	
Steve Wardle	02086192473	steve.wardle@kakaposystems.com	Available	Talking to George Orwell (Salesforce Contact) - 00:06 / I a...
Vineeth K K	8007			I am on leave from 18:09 today until further notice.

Name	Phone	Email	ACD State	Status
Bilin Jose	8006		Sign-In	
Charles Berry	0010		Available	Don't transfer calls today
Chris Tutt	02086192470	receptionuser@kakaposystems.com	Sign-Out	Do not disturb
Dale Cassidy	0011			
Gopikrishnan V	8332	gopikrishnan.v@kakaposystems.com		I am in a meeting from 05 September 10:16 until further no...
Jaik George Joy	8008			
Jenson Franklin	02086192474			I am in a meeting from 07 June 11:00 until further notice.
Jevan Howe	0012	krm@krm.dk	Sign-Out	
Kathryn Vincent	02086192476		Sign-Out	
Kendrick Hester	0013		Sign-Out	
Larry Redman	0015		Available	
Nina Harrelson	02086192475			
Robbie Sears	0017		Available	I am ingen from 21 June 12:40 until further notice.
Sally Jones	02086192477			
Sam Nichols	0019		Sign-Out	I am away sick from 15 May 13:40 until further notice.
Shah Castro	0018		Unavailable - Lunch	
Steve Tutt	02086192471	steve.tutt@kakaposystems.com	Unavailable	
Steve Wardle	02086192473	steve.wardle@kakaposystems.com	Available	Talking to George Orwell (Salesforce Contact) - 00:06 / I a...
Vineeth K K	8007			I am on leave from 18:09 today until further notice.

Instant Messaging: Kendrick Hester (Offline) Jenna Wimshurst: Hi Kendrick, you in the office today?



“UNITY RECEPTION  
ALLOWS THE  
USER TO PERFORM A  
BLIND, ANNOUNCED OR  
WARM TRANSFER TO A  
USER'S PHONE, MOBILE OR  
VOICEMAIL.”

### **CONTACTS (BUSY LAMP FIELD)**

Unity will display up to 50 colleagues at a time visually reflect their ringing/engaged/ available/unavailable telephone status.

### **INSTANT MESSAGING**

IM any Unity colleague and drag a live call onto the IM session to transfer the call for truly fluid communication.

### **HOLD AND LINK**

This essential feature allows the Receptionist to hold and link a call to a busy user. Once the user is available Unity will notify or automatically transfer the call.

### **BLIND, ANNOUNCED AND WARM TRANSFER**

Unity Reception allows the user to perform a blind, announced or warm transfer to a user's phone, mobile or voicemail.

### **ADDING CALL NOTES**

Users can add a note to a call and when the call is transferred, either to other users or to call centers, the note is transferred as well.



“UNITY RECEPTION'S INTUITIVE AND DYNAMIC USABILITY MEANS THAT ALL ACTIONS CAN BE ASSIGNED USER DEFINED QUICK KEYS FOR FAST, MOUSE-FREE USE.”

Unity Reception has advanced functionality to efficiently manage inbound callers with both announced and blind transfer, the ability to add call notes which transfer with the call and pre-defined contact groups to easily search for specific contacts, eg Sales and the Help Desk.

The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration of other users. For example, if an employee is sick, the Receptionist can change their call forwarding to another number or employee.

### DRAG AND DROP

Designed for simplicity and ease of use, users can drag and drop calls and contacts to perform call and message management.

### CONTACT GROUPS

Pre-defined contact groups of internal and external contacts can be pinned, making it easier to quickly find and load specific contacts.

### CALENDAR INTEGRATION

Know when your colleagues are busy by displaying calendar events for today and tomorrow for selected users.

### QUICK KEYS

Unity Reception's intuitive and dynamic usability means that all actions can be assigned user defined quick keys for fast, mouse-free use.





## 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 Reception**:



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



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

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KAKAPO

SYSTEMS

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