

# UNITY SUPERVISOR

## Optimize Your Call Center With Unity

Unity Supervisor is a powerful reporting and management interface that gives Supervisors and team leaders relevant, real-time, performance information on Agents and queues, presented in a concise and intuitive table format.

The Supervisor can remotely change an Agent's ACD state and force them to join or leave queue's. In this way Unity Supervisor provides real-time visibility of queue conditions and the tools to take appropriate action to ensure the best possible customer service.

The screenshot shows the Unity Supervisor interface with several key components highlighted:

- ACD State:** Located at the top left, it shows the user's name and availability status.
- Call Control Buttons:** A row of icons for managing calls, including Unavailable, Available, Wap-up, Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, Reports, and Settings.
- Company Logo:** A placeholder box for the organization's logo.
- Personal Wallboard:** A table displaying performance statistics for various queues.
- Active Call Window:** A section showing the details of the current active call.
- Busy Lamp Field/Contacts Tab:** A list of agents with their names, phone numbers, ACD states, and current statuses.
- Docked IM Window:** A small chat window showing a message from Steve Wardle.

Name	Total Calls	Web Chats Answered	Answers	Total Missed Calls	Average Talk Time	Missed Calls	Average Wait Time	Longest Wait Time	Average Abandon Time	Abandoned	Web Chats Queued	Web Chats Answered
Kakapo Systems	0	0	0	0	00:00	0	00:00	00:00	00:00	0	0	0
Botts Sales	0	0	0	0	00:00	0	00:00	00:00	00:00	0	0	0
Nuts Sales	0	0	0	0	00:00	0	00:00	00:00	00:00	0	0	0

Name	Phone	ACD State	Status
Abin Joseph	8335	Sign-In	I am out to lunch from 17 September 23:2 until further notice.
Alastair	020828812	Available	Talking to James Turner (Customer Support) - 00:10
Amy Earl	020828812	Sign-Out	
Charlotte Thompson	020828812	Sign-Out	
Chris Tutt	020828812	Sign-Out	
Cindy Brown	020828812	Sign-Out	
Colin Houston	020828812	Sign-Out	
Dave Swiatek	020828812	Unavailable - Paperwork	Do not disturb / In a meeting
David Hig	020828812	Sign-In	
Dean	020828812	Sign-In	
Ed Thruss	020828812	Sign-In	Currently away
Gavin Sherman V	8332	Available	
Iain Sin	020828812	Sign-Out	
Krista Brown	020828812	Available	In a meeting
Lee Houst	020828812	Sign-In	
Lewis Marcan	020828812	Unavailable - Training	
Paul Dewey	020828812	Unavailable - Comfort Break	

Unity Supervisor can be configured for any customer environment by selecting from 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, both on screen and audibly, when their intervention is required. Specific alerts can be set for calls in queue, average wait and missed calls, either for individual queues or across all call centers that the Supervisor is managing.

In Unity Supervisor Enterprise, abandoned calls are displayed in the "Abandoned calls" tab with the Caller's remote number and time and date stamp. These abandoned calls can then be assigned to agents for a call back, providing an optimum experience for all incoming callers.

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## Call Center Management

Visualize and balance your Agent resources against incoming callers to maximise call handling efficiency.

Staffed Ratio	Calls In Queue
5/9	7
2/8	0
4/16	0
6/9	6

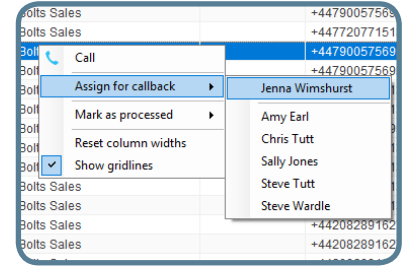
## Thresholds & Alerts

Set custom thresholds so you know immediately when sub optimal conditions occur, and what to do about it.

Overall Queue Statistics			
Missed Calls	Total Calls	Calls In Queue	Staffed
2	7	0	4
0	0	0	2
0	0	0	4
0	6	0	5
2	13	0	15

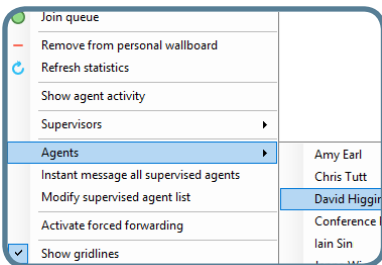
## Abandoned Capture

Unity captures the CallerID of all abandoned calls and allows the Supervisor to assign these to Agents for callback.



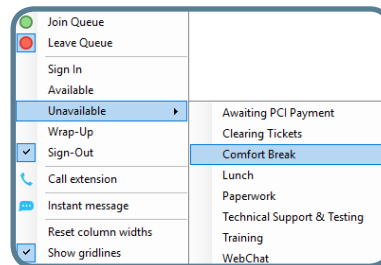
## Personal Wallboard

See at a glance key metrics such as Calls In Queue and Agents available for the queues you manage.



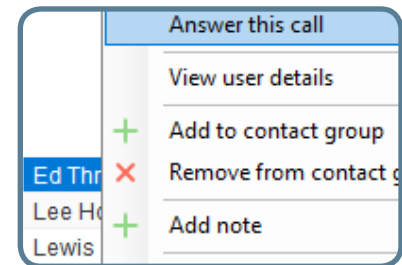
## Agent Management

Immediately change an Agent's ACD state and queue assignment to respond to changing calling patterns.



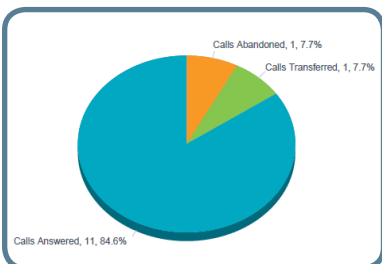
## Escalation & Barge-In

Assist Agents with Escalation and Emergency Escalation, or directly barge into a call if needed.



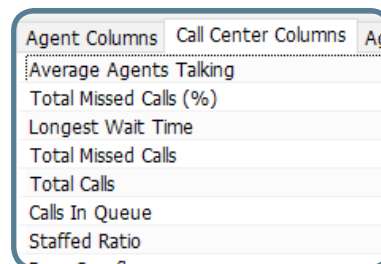
## Reporting & Analytics

Unity provides access to 20 historical reports for deeper analysis.



## Configurable Statistics

Customize the Supervisor main UI by choosing from 40 real-time Agent and Queue statistics.



## Agent Availability

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

