

The background of the entire page is a photograph of a woman with short, light blue hair, wearing a bright orange ribbed sweater and a black headset with a microphone. She is smiling and looking down at a laptop. In the background, another person is visible but out of focus. A thick red diagonal line runs from the top right corner towards the bottom right, partially obscuring the background image.

KAKAPO

SYSTEMS

UNITY SUPERVISOR

Windows Application | A powerful reporting and management console that gives supervisors relevant, real-time performance information

OPTIMIZE YOUR CALL CENTER WITH UNITY

“THE SUPERVISOR CAN REMOTELY CHANGE AN AGENT'S ACD STATE AND FORCE THEM TO JOIN OR LEAVE QUEUES. 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.”

Built for Cisco® BroadSoft® Unity Supervisor is a powerful, concise, and intuitive interface. It gives Call Center Supervisors relevant, real-time performance information on Agents and queues.

The Supervisor can remotely change an Agent's ACD state and force them to join or leave queues. 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.

UNITY SUPERVISOR – USER INTERFACE

The screenshot displays the Unity Supervisor user interface with several callout boxes highlighting key features:

- ACD State Buttons:** Located at the top left, containing icons for agent status management.
- Call Control Buttons:** Located at the top center, containing icons for call actions like transfer, hold, and end call.
- Agent and Call Center Statistics:** Located at the top right, containing two tables: "My Statistics" and "Overall Queue Statistics".
- Queue and Agent Management:** Located on the right side, containing a list of agents and a context menu for actions like "Call extension", "Transfer call to extension", and "Instant message".
- Agent Activity Tab:** Located at the bottom left, containing a list of agents and their current status.
- Instant Messaging:** Located at the bottom right, containing a chat window for instant messaging.

My Statistics Table:

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered
Holiday Cruises	0	0	0	00:00:00	00:00	0	0
Kakapo Sales	0	0	0	00:00:00	00:00	1	0
Kakapo Support	-	-	-	-	-	0	0
	0	0	0	00:00:00	00:00	1	0

Overall Queue Statistics Table:

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

Agent Activity Table:

Name	Phone	ACD State	Status
Abin Joseph	8335		
Arjun Harikumar	8004		
Athul PS	8005		
Benedict Hutton	0008	Available	
Bifin Jose	8006	Sign-In	
Chris Tutt	02086192470	Sign-Out	
Gopikrishnan V	8332		
Jenson Franklin	02086192474		I am in a meeting from 07 June 11:00 until further notice.
Jevan Howe	0012	Sign-Out	
Kathryn Vincent	02086192476	Sign-Out	
Kendrick Hester	0013	Sign-Out	
Robbie Sears	0017	Available	
Sally Jones	02086192477		I am ingen from 21 June 12:40 until further notice.
Sam Nichols	0019	Sign-Out	
Shah Castro	0018	Unavailable - Lunch	I am away sick from 15 May 13:40 until further notice.
Steve Tutt	02086192471	Sign-In	
Steve Wardle	02086192473	Available	I am in a meeting from 12:01 today until further notice.



“ SET CUSTOM
STATISTIC
THRESHOLDS SO YOU
KNOW IMMEDIATELY WHEN
SUBOPTIMAL CONDITIONS
OCCUR, AND WHAT TO DO
ABOUT IT. ”

CALL CENTER MANAGEMENT

Supervisors can visualize and balance all available Agent resources against incoming callers to maximise call handling efficiency.

THRESHOLDS AND ALERTS

Configurable custom statistic thresholds provide key information immediately when sub optimal conditions occur, enabling impactful reactions.

ABANDONED CAPTURE

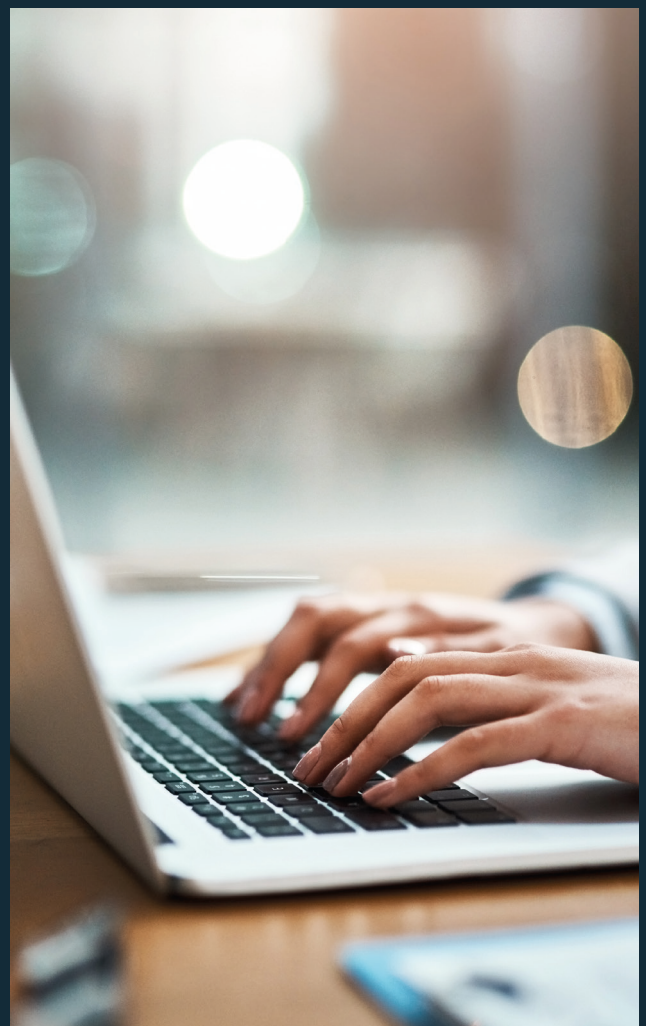
Unity Supervisor captures the CallerID of all abandoned calls and allows Supervisor's to assign these to Agents for a callback.

PERSONAL WALLBOARD

Users can see at a glance key metrics such as Calls In Queue and Agents available for the queues they manage.

AGENT MANAGEMENT

Supervisors can immediately change an Agent's ACD state and queue assignment, allowing a direct response to changing calling patterns.



Unity Supervisor can be configured for any customer environment by selecting from over 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, both on screen and audibly, when their intervention is required.

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.

ESCALATION AND BARGE-IN

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

REPORTING AND ANALYTICS

Unity Supervisor provides access to over 20 historical reports for deeper analysis of Agents and Queues.

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.

“THE ABILITY TO SET CUSTOMIZABLE ALERTS AND THRESHOLDS NOTIFIES THE SUPERVISOR, BOTH ON SCREEN AND AUDIBLY, WHEN THEIR INTERVENTION IS REQUIRED.”





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 Supervisor**:



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