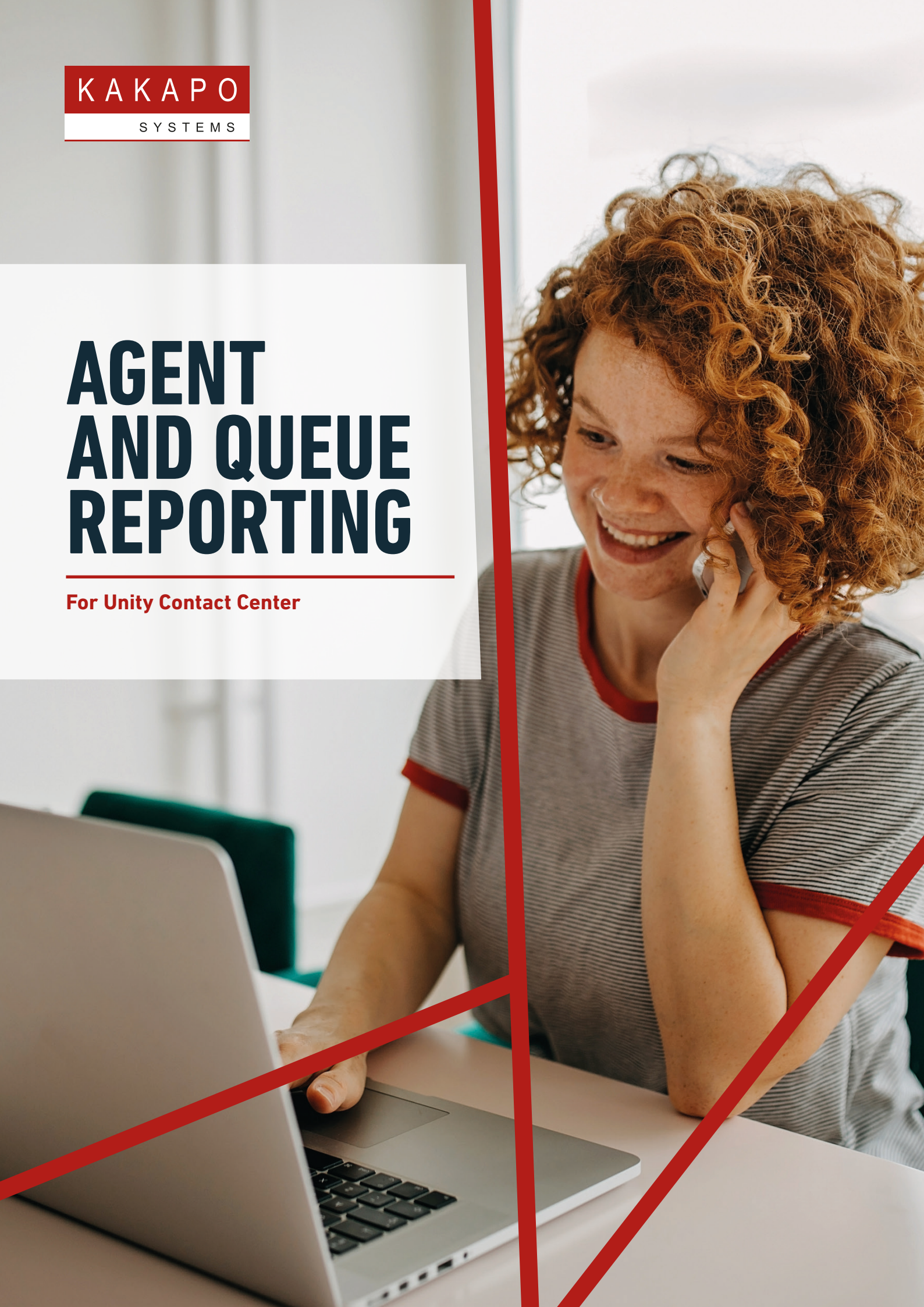# KAKAPO
SYSTEMS

AGENT AND QUEUE REPORTING

For Unity Contact Center

DRILL INTO FULL TRANSCRIPTS AND GET DEEPER ANALYSIS

Unity Contact Center offers a wide variety of reports and statistics that provide in-depth information to help Supervisors understand the behaviour of the contact center.

Quickly and easily see how Agents are reacting to customer demand and make changes to enhance the performance of the overall contact center.

> " MAP A CUSTOMER JOURNEY AROUND THE CONTACT CENTER, SEE THE CUSTOMER'S DETAILS, WHO THEY WERE TRANSFERRED TO AND THEIR CUSTOMER FEEDBACK. "

AGENT REPORTING

Report on all Agent metrics by Media Stream and see which Agents perform best on which media.

MEDIA STREAM REPORTING

Headline statistics on how many incoming conversations were received, answered and abandoned.

CONVERSATION TRACKING

Map a customer journey around the contact center, see the customer's details, who they were transferred to and their customer feedback.

UNITY CONTACT CENTER REPORTS – EXAMPLES

RUNNING REPORTS AND PERFORMANCE SUMMARY

Statistics by media stream

Easily access Contact Center reports

Sample Period	Received	Answered	Answered (%)	Missed
Kakapo Live Streams > CallBack				
08/07/2019 00:00 - 20/11/2019 12:00	33	33	100.00	0
Kakapo Live Streams > Kakapo Chat				
08/07/2019 00:00 - 20/11/2019 12:00	94	70	74.47	13
08/07/2019 00:00 - 20/11/2019 12:00	18	34	88.23	0
20/11/2019 12:00	3	23	33.33	0

CC - Conversation Summary - Media Stream
CC - Agent Activity - Agent
CC - Agent Activity - Media Stream
CC - Agent Activity - Queue
CC - Conversation Detail - Agent
CC - Conversation Detail - Media Stream
CC - Conversation Detail - Queue
CC - Conversation Summary - Agent
CC - Conversation Summary - Media Stream
CC - Conversation Summary - Queue
CC - Performance - Media Stream
CC - Performance - Queue

Manage Contact Center resources for optimum customer service

AGENT ACTIVITY – MEDIA STREAM

Filter date and time

Understand key metrics

Agent Activity - Media Stream
Date Range: 10/10/2019 00:00:00 - 11/15/2019 14:45:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Media Stream(s): CallBack, Kakapo Chat, Kakapo Chat and 4 others

	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
Kakapo Live Streams > CallBack									
Steve Tutt	78	5	3	9	2	00:00:20	00:50:48	00:03:50	
Jenna Wimshurst	119	23	14	21	3	00:00:33	01:43:26	00:07:42	
Kakapo Live Streams > Kakapo Chat									
Steve Tutt	10	3	1	2	2	00:00:27	00:46:27	00:04:39	4.0
Jenna Wimshurst	12	4	0	3	4	00:00:12	02:31:08	00:12:36	5.0
Brandi Carlile	12	2	3	3	2	00:00:30	00:54:07	00:00:00	5.0
Sally Wainwright	17	4	0	7	5	00:00:45	00:20:40	00:23:00	5.0
Derek Lynch	8	1	3	4	1	00:00:17	00:55:04	01:03:00	4.0
Davina De Campo	4	2	2	2	1	00:00:25	00:03:45	00:13:45	4.0
Kakapo Live Streams > Kakapo Gmail Account									
Steve Wardle	10	2	0	0	0	00:00:00	00:00:00	00:00:00	
Steve Tutt	4	5	0	0	0	00:09:56	00:00:32	00:00:08	

Group by Agent or Media Stream

View ratings

UNITY CONTACT CENTER REPORTS – EXAMPLES

CONVERSATION SUMMARY

Conversation Detail - Agent

Date Range: 10/14/2019 00:00:00 - 11/15/2019 15:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Chris, Jenna Wimshurst, Steve Tutt and one other

Received	Description	Duration
Kakapo Live Streams		
10/15/2019 10:20:23	**Kakapo Gmail Account (IMAP):** Steve Tutt	steve.tutt@kakaposystems.com	00:00:41
10/15/2019 10:20:37	Conversation reserved by Steve Tutt	
10/16/2019 11:57:36	**Kakapo Gmail Account (IMAP):** Return Policy	customer@customeremail.com	01:27:32
10/16/2019 11:57:37	Conversation rejected by Jenna Wimshurst	
10/17/2019 10:25:12	**Kakapo Chat (WebChat):** James Goldtstein	01202853067	support@steininsurance.com	00:21:32
10/17/2019 10:25:24	Conversation reserved by Jenna Wimshurst	
10/17/2019 10:46:44	Conversation closed by Jenna Wimshurst	
10/18/2019 09:13:01	**Kakapo Chat (WebChat):** Dave	0785141636	davecustomer@gmail.com	00:26:44
10/18/2019 09:13:24	Conversation reserved by Jenna Wimshurst	
10/21/2019 09:53:41		
10/21/2019 09:53:44		
10/21/2019 10:09:12		
10/21/2019 10:09:47		

Map entire conversation flow

Drill into conversations

Agent	Remote Party	Received	Wait Time	Duration	Rating
Kakapo Chat					
Jenna Wimshurst	Jenna Wimshurst	07976493816	jennawimshurst@gmail.com	09/05/2019 09:03:18	00:00:00	00:00:00	
Steve Tutt	Steve Tutt	07956344419	steve.tutt@kakaposystems.com	09/10/2019 09:51:25	00:01:18	00:02:40	4/5
Steve Tutt	Steve Tutt	07956344419	steve.tutt@kakaposystems.com	09/10/2019 10:15:18	00:00:40	00:02:58	4/5
Steve Tutt	Dion Pillay	08325973	dion.pill@abb.com	09/11/2019 12:35:20	00:02:01	00:00:00	4/5
Jenna Wimshurst	Ryan Cota	20799299	ryan.co@otel.com	09/11/2019 14:07:00	00:00:13	00:07:46	
Jenna Wimshurst	Frank	+31884260	frank@cloud.nl	09/17/2019 10:29:51	00:00:16	00:02:00	5/5
Steve Tutt	Steve	07956344419	steve.tutt@kakaposystems.com	09/20/2019 15:44:21	00:00:20	00:00:06	
Jenna Wimshurst	Jenna	07976493816	jennawimshurst@gmail.com	09/23/2019 08:26:11	00:00:12	00:00:19	5/5
Steve Tutt	Steve	07956344419	steve.tutt@kakaposystems.com	09/23/2019 14:54:56	00:00:10	00:04:13	
Steve Tutt	Steve Tutt	07956344419	steve.tutt@kakaopsystems.com	09/23/2019 16:33:36	00:01:29	00:00:01	5/5
Steve Tutt	Steven Tutt	07956344419	steve.tutt@kakaposystems.com	09/23/2019 17:06:45	00:01:12	00:02:28	4/5

CONVERSATION DETAILS AND TRANSCRIPT

Conversation

Conversation Details	
Received Date	21/10/2019 14:47:32
Browser	Google Chrome (Windows 10)
Public IP Address	209.93
Url	https://www.kakaposystems.com/unity-mobile/
Queue	Kakapo Live Streams
Media Stream	Kakapo Chat
Conversation Type	WebChat
Status	Closed
Performance Metrics	
First Assigned Time	21/10/2019 14:47:35
First Reply Time	21/10/2019 13:47:50
Closed Time	21/10/2019 14:48:19
Rating	⭐⭐⭐⭐⭐

Full data capture

View all conversation transcripts and open all attachments

Reserved by Jenna Wimshurst
14:08

Jenna Wimshurst
Hi Natalie, how can I help?
14:08

Jenna Wimshurst
I'm looking for some information on Unity Dashboard
14:08

Jenna Wimshurst
Sure, no problem!
14:09

Jenna Wimshurst
Unity Dashboard - Data Sheet.pdf
14:10

Jenna Wimshurst
Here's a data sheet and we can arrange a demo for you as well if you would like?
14:12

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 Contact Center**:

Visit www.kakaposystems.com

Contact tellmemore@kakaposystems.com

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