

The background of the entire page is a photograph of a man and a woman in business attire. The man, on the left, has a beard and is looking down at a laptop. The woman, on the right, is looking at the same laptop and pointing at the screen. A thick red diagonal line runs from the top right towards the bottom left, crossing the image. In the top left corner, there is a red rectangular box containing the word 'KAKAPO' in white, and below it, a white rectangular box containing the word 'SYSTEMS' in red.

KAKAPO

SYSTEMS

CONTACT CENTER DASHBOARD

**For Unity Contact Center | View current and historical
behavior and compare data for more in-depth analysis**

“COMPARE THE NUMBER OF CONVERSATIONS QUEUING WITH THE NUMBER OF AGENTS JOINED AND UNJOINED TO HELP REDUCE WAITING TIMES.”

ESTABLISH WHAT'S HAPPENING RIGHT NOW

Unity's Contact Center Dashboard for Unity Contact Center equips managers and team leaders with the tools to monitor performance, help reduce handling time and increase customer satisfaction.

By comparing how many web chats, twitter, email and callback conversations the contact center receives by the hour, day and month, teams can easily understand and intelligently manage peak times.

AGENT INTERFACE

VIP Platform > kakaposystems > Contact Center

Queues

Agents

Staff Groups

ACD State Management

Reply Repository

Resource Repository

In-Office Profiles

Holidays

kakaposystems Contact Center

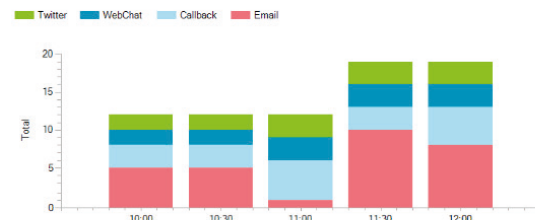
Today Week Month

Media Streams	Average Answer	Answered	Missed
Web Chat	00:32	12	8
Email	15:29	4	2
Twitter	02:11	33	22
Callback	09:46	15	6

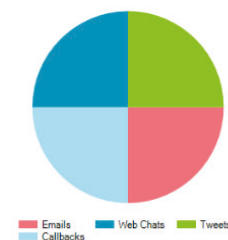
Top Performing Media Streams

Media Streams	Answered	Missed	Agents joined
Bird Food Sales	125	115	0
Bird Food Returns	95	69	0
Insurance Claims	83	73	0
Holiday Extra Sales	72	62	0
Holiday Extra Complaints	71	62	0
Dixie Ticket Line	62	54	0

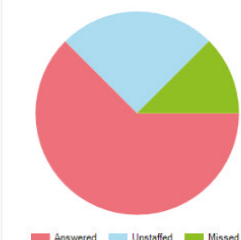
Total Conversations



Live Now



Conversation Outcome





LIVE NOW

Compare the number of conversations queuing with the number of Agents joined and unjoined to help reduce waiting times.

COMPARE BY HOUR, DAY AND MONTH

If Friday is the busiest day for web chats but the quietest for tweets, users can distribute their Agents accordingly.

DEEPER INSIGHT

Delve deeper into each queue and media stream to ascertain their performance and find any isolated issues.

AGENT DISTRIBUTION

Determine where more Agents are needed and assign them accordingly to improve overall customer service.

AGENT GAMIFICATION

View the top performing Agents and Media Streams to help promote healthy competition and increase productivity.

CONVERSATION OUTCOME

Identify what's happening to conversations that aren't being answered, are they being missed or unstaffed?

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 **Contact Center Dashboard**:



Visit www.kakaposystems.com



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