KAKAPO SYSTEMS

UNITY CONTACT CENTER

Desktop | Advanced omnichannel features in an easy-to-use desktop environment

SUPER CHARGE YOUR PBX ENVIRONMENT

Contact Center for Desktop adds Web Chats, Email, tweets, SMS and Callbacks to Unity's existing UC solution.

Unity allows your users to provide customers with richer inbound experiences on their media of choice while providing end users with call control, Instant Messaging, click-to-dial and unified directories.

> "UNITY'S PORTAL ALLOWS TEAM LEADERS TO DEFINE THEIR WEB CHAT QUEUE AND ROUTING BEHAVIOR THEN PASTE INTO THEIR WEBSITE TO GO LIVE IMMEDIATELY."

WEB CHAT CUSTOMIZATION

Define how the widget appears, what customer fields are required and which avatar and colour scheme to use.

COPY AND PASTE DEPLOYMENT

Unity's portal allows team leaders to define their web chat queue and routing behavior then paste into their website to go live immediately.

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CANNED WEB CHAT RESPONSES

Unity supports concurrent Web Chat sessions, providing Users with quick links to canned responses and links, improving customer response times.

CALL-BACK QUEUES

Unity supports Callback, where the customer's details are queued to a User, who then initiates the Callback.

ADVANCED ROUTING

Sophisticated routing options for all media types helping connect customers to the best equipped Users.

PURE CLOUD SOLUTION

We can scale media streams and Users with no limits or bottlenecks supporting you today and tomorrow.

> **UNITY SUPPORTS CONCURRENT WEB CHAT SESSIONS, PROVIDING USERS WITH QUICK LINKS TO CANNED RESPONSES AND LINKS, IMPROVING CUSTOMER RESPONSE TIMES.**

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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