

The background of the entire page is a photograph of a man and a woman in an office environment. The man, on the left, has a beard and is looking towards the woman. The woman, on the right, has long dark hair and is pointing her finger towards a computer screen (not fully visible). A thick red diagonal line runs from the top right corner towards the bottom right, intersecting the woman's arm. In the top left corner, there is a logo for 'KAKAPO SYSTEMS'. The word 'KAKAPO' is in white capital letters on a red rectangular background. Below it, the word 'SYSTEMS' is in black capital letters on a white rectangular background.

KAKAPO

SYSTEMS

UNITY CONTACT CENTER

**Unity Supervisor | Total omnichannel
management built for Cisco BroadSoft**

OPTIMIZE YOUR CONTACT CENTER WORKFORCE

Unity Contact Center Supervisor equips team leaders with the tools they need to monitor, manage and enhance the efficiency of the Contact Center.

Ensure Agents deliver the best customer service on all conversation types including web chats, tweets, SMS, emails, callbacks as well as inbound and outbound voice calls.

“**UNITY CONTACT CENTER SUPERVISOR EQUIPS TEAM LEADERS WITH THE TOOLS THEY NEED TO MONITOR, MANAGE AND ENHANCE THE EFFICIENCY OF THE CONTACT CENTER.**”



WHAT'S HAPPENING RIGHT NOW?

View all queued and unreserved conversations to intelligently manage and reroute incoming media.

MONITOR CONVERSATIONS

Silently monitor conversations to help observe and train team members for optimum performance.

SLICK AGENT MANAGEMENT

Easily change the ACD Status and Join/Leave Queue status of Agents for an all-round management application.

REPORTING AND ANALYTICS

Analyse how the Contact Center is behaving by accessing historical reports for Agents, Media Streams and Queues.

“ ENSURE AGENTS
DELIVER THE BEST
CUSTOMER SERVICE ON
ALL CONVERSATION TYPES
INCLUDING WEB CHATS, TWEETS,
SMS, EMAILS, CALL BACKS
AS WELL AS INBOUND AND
OUTBOUND VOICE CALLS. ”

MANAGE ALL CONVERSATIONS

Supervisors can transfer conversations from one Agent to another. For example, if an Agent is sick and has an email reserved, another Agent can deal with it.

TOTAL CONVERSATIONS QUEUED

Choose to display key statistics to view how many conversations are queued, how long they've been queued for and the overall average answer time.

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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