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.

© Kakapo Systems 2023 www.kakaposystems.com

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

FIND US ON

KAKAPO
SYSTEMS

©Kakapo Systems 2023
T +44 (0)207 084 6845
E tellmemore@kakaposystems.com
W www.kakaposystems.com
International House | 36-38 Cornhill | London | EC3V 3NG

FIND US ON