

KAKAPO

SYSTEMS

EMAIL QUEUES

Full management and control of incoming email traffic, saving time and improving productivity

STREAMLINE HOW YOUR COMPANY HANDLES EMAIL

“UNITY CONTACT CENTER LETS AGENTS MANAGE AND CONTROL EMAIL TRAFFIC IN THE SAME INTUITIVE INTERFACE THAT THEY USE TO DEAL WITH WEB CHAT, CALLBACKS, BROADSOFT VOICE CALLS AND TWEETS.”

STREAMLINE HOW YOUR COMPANY HANDLES EMAIL

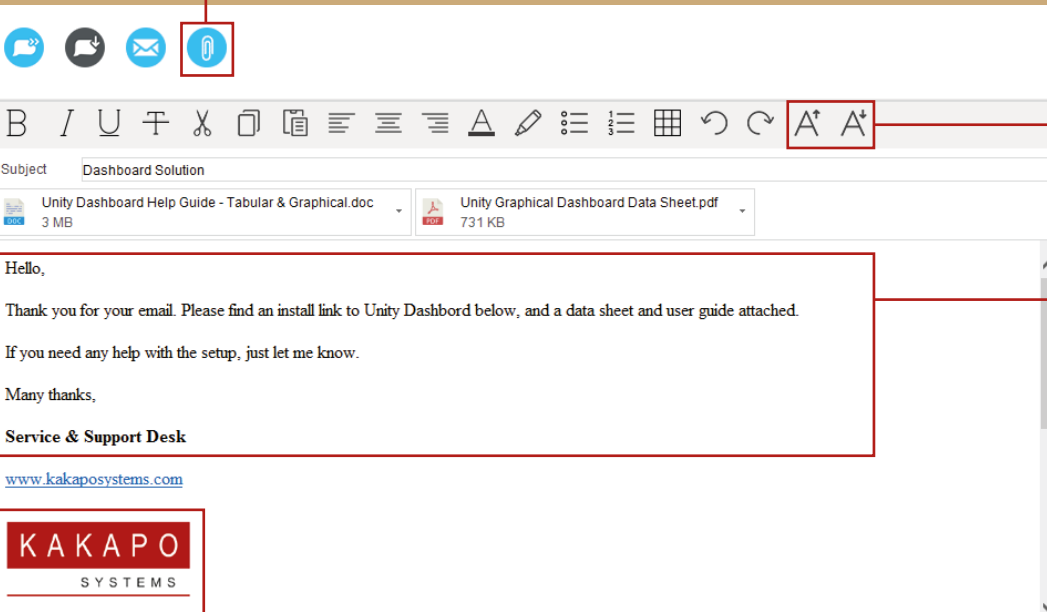
Email communication is still the preferred option for many customers. But if Agents are having to use multiple apps to handle multiple conversations, then that's going to affect productivity and the level of customer service.

Unity Contact Center lets Agents manage and control email traffic in the same intuitive interface that they use to deal with web chat, callbacks, Broadsoft voice calls and tweets.

AGENT INTERFACE

Store and add attachments

Add and view links and attachments or select from the last 20 sent attachments with one click



Format characters

Easily format the colour, size and style of the characters and paragraphs

Reopen email conversations

View all previous replies and continue the conversation, even if the customer doesn't respond for four days

Customize email signature

Use your company's branded signature which will automatically be added to the bottom of every outgoing email



AGENTS INSIGHTS

Drill-in to transcripts of all historical conversations for Agents to gather a deeper understanding of the customer.

CUSTOMIZE EMAIL SIGNATURES

Present your customers with a strong company brand by adding your company's signature to the bottom of every email.

REDUCE RESPONSE TIMES

Ensure emails and requests are ending up in the right hands with speed and accuracy with advanced routing.

MULTI-TASK ALL INCOMING MEDIA

Emails demand a slower response time than web chat, but that doesn't mean that Agents can't manage multiple conversations at once.

PRIORITIZE CONTACTS AND LEADS

See when a CRM contact or lead has emailed into the company, allowing you to prioritize and view previous conversations.

TIME OF DAY REPLIES

Customise and send automatic responses and out of hours replies to set and meet customer expectations.

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 **Email Queues**:



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