

The background of the entire page is a photograph of a woman with long dark hair, wearing a green jacket, looking down at a laptop. In the background, another person is partially visible. A thick red diagonal line runs from the top right corner towards the bottom left, intersecting the woman's image. The Kakapo Systems logo is in the top left corner.

KAKAPO

SYSTEMS

INTRODUCING UNITY CONTACT CENTER

For the small to medium business

INTRODUCING UNITY CONTACT CENTER FOR THE SMB

Unity Contact Center provides small to medium businesses (SMBs) with a unified communications platform, that utilises the emerging technologies of omnichannel. It integrates with some of the world's most popular CRM platforms and is hosted on a 100% cloud-based platform. Built for Cisco BroadSoft, it's tailored for the unique requirements of Agents, Supervisors, and an SMBs entire contact center.

Unity Contact Center supports SMBs around the world with providing exceptional customer experiences. Whilst all Contact Centers aim to provide stellar customer service, they do not all require the same blanket features of a one-size fits all solution, which are often tailored for businesses accommodating hundreds, if not thousands, of Agents. Understanding this, Unity Contact Center has been developed to provide the quality features that an SMB requires, whilst considering the knowledge and financial costs attributed.

Gone are the days of the one-size fits all for CCaaS options.

ENABLING EXCEPTIONAL CUSTOMER SERVICE

When a customer connects to an Agent, there is the expectation for exceptional customer service. Whether conveyed through response times, or the performance of an Agent. Unity Contact Center improves the customer experience by providing an SMB and its Agents with the robust tailored tools to match those of the 'big businesses'.

Unity Contact Center elevates the customer experience, improving response times across all channels and providing quality of life features for an customers. With features such as callbacks and the ability for Agents to monitor previous conversations, for key information, so a customer doesn't have to repeat themselves.

EMPOWERING AND SUPPORTING AGENTS

As an SMB, the pool of available Agents may be smaller than that of its 'big business' competitors. To improve the Agent experience and allow Agents to do considerably more with less, Unity Contact Center is built for ease of use and with intelligent features, designed with the SMB Agent in mind.

With an interface that allows Agents to engage with all voice and omnichannel communications across all contact center queues, and as well as the unique capability for Agents to access previous queries via transcripts and conversation histories.

Unity Contact Center has completely streamlined processes for Agents and enhances their customer facing abilities.



THE POWER OF CLOUD: SCALABILITY FOR GROWTH, FLEXIBILITY FOR HYBRID

As a 100% cloud-based solution, Unity Contact Center provides several benefits. Firstly, developing the architecture in this way enables a contact center to scale the solution to match its own growth, ensuring that as a cost effective CX solution, Unity Contact Center can expand and contract as required. Secondly, being a cloud-based solution enables for Unity Contact Center to function within the hybrid-working environment. This provides a significant benefit for a modern business, who can equip contact center teams with all the necessary software, internal training, and communication tools, without the need for a dedicated office environment.

A ROBUST OMNICHANNEL SOLUTION TO ENHANCE CX

By supporting an omnichannel experience within a single unified platform. Unity Contact Center innovates by providing an easy to navigate interface with a wide range of channel engagements available. This enhances the CX offering, giving them greater scope for communication with their customers, and the ability to engage with these customers easily across all their channels. This allows a contact center to both perfect their CX strategy, able to actively see their highest engagement channels and build around them. As well as ensure they have a robust omnichannel environment that can help capture a growing customer base.



THE UNITY CONTACT CENTER EXPERIENCE

IMPROVE USER EXPERIENCE

Unity Contact Center consolidates all omnichannel engagement and inter-contact center communication tools and features within a single, easy-to-use platform.

IMPROVE TEAM EXPERIENCE

By providing dynamic ACD state management and monitoring for Supervisors, along with a customisable contacts tab, provisioned with a variety of communication functions such as conferencing, direct calls, transfer, quick contact look up and more.



IMPROVE CUSTOMER EXPERIENCE

Customers can connect with Unity Contact Center through both direct voice and a variety of omnichannel sources. Quality of life is also provided to the customer, with the inclusion of Callbacks and previous conversation histories and transcripts that enable Agents to reconnect with previous customers with ease.

IMPROVE BUSINESS EXPERIENCE

Through this one-platform CX solution, the wider business has robust access to key statistics and an enhanced scope to connect with their current/intended customer base. With infinite cloud scalability and low deployment costs in terms of both financial and labour resources, a business can then focus on applying their resources more strategically.



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**:



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