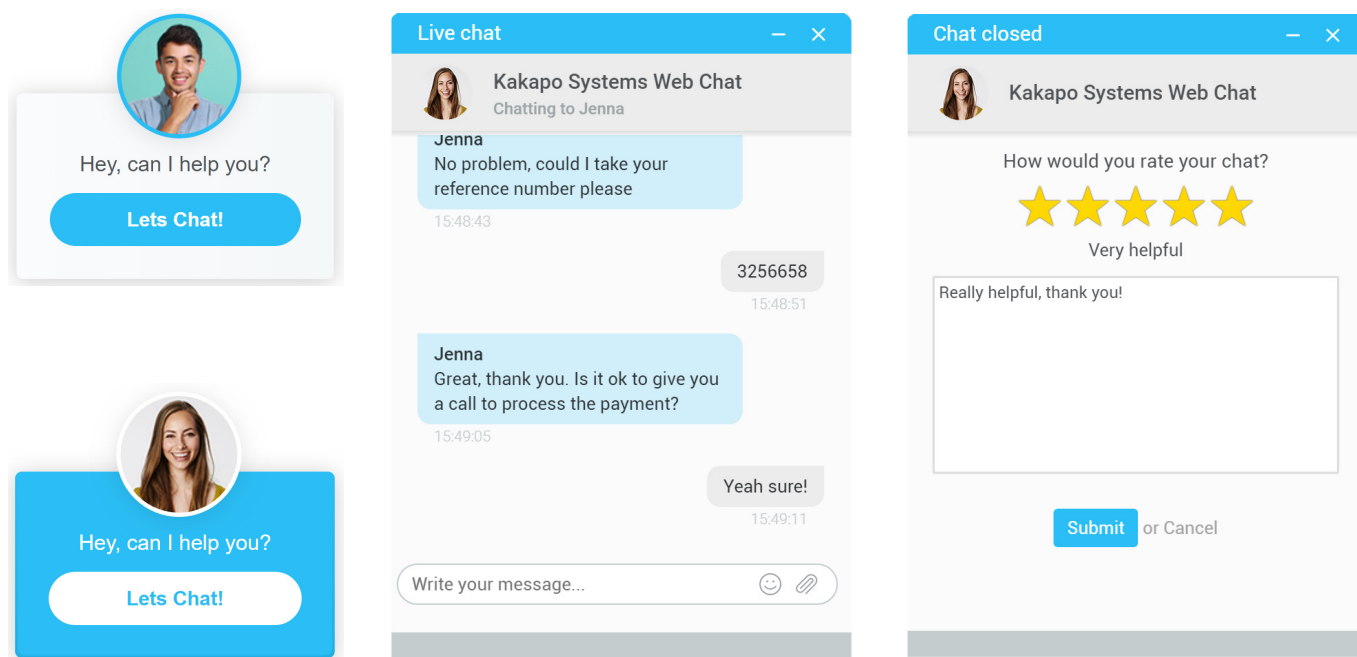# Kakapo Systems to Launch Unity Contact Center at BroadSoft Connections

LONDON, Oct. 18, 2017 /PRNewswire/ -- Kakapo Systems, a developer of applications for the BroadSoft BroadWorks platform, today announced that they will be showcasing the Unity Contact Center solution on booth 24 at BroadSoft Connections.

Unity Contact Center is an extension to the existing Unity Agent and Supervisor apps for BroadWorks that now allows webchat, email and call back queues to be layered over the top of the customers' existing BroadSoft-based voice queues.

Supporting Web Chat, Voice, Call Back and Email Queues, Unity allows your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service and first contact resolution.

For contact center agents, all media types can be handled within the single Unity Agent interface providing a seamless contact handling experience. For BroadSoft-based Service Providers this increases functionality for existing call center customers already on the BroadWorks platform. The ability for Unity to blend any type of incoming call, call back request, webchat or email to an available Agent is crucial in presenting the contact center as a unified solution.

Steve Tutt, Marketing Director at Kakapo Systems explains, "The BroadWorks platform is incredibly powerful and we work with Service Providers to optimize the call center feature-set with an enhanced user interface. We all know that customers are moving away from voice only based inbound contact. This new capability allows Service Providers to meet transitioning customer demand and deliver multi-media contact center, utilizing their existing BroadWorks platform."

As a SaaS model, BroadSoft providers leveraging Unity Contact Center will not need to deploy any servers or databases in their network. Unity is a purely hosted solution that will run over the top of their existing platform deployment.

Tutt concludes, "We are delighted to be exhibiting at BroadSoft Connections, the premier event on the UCaaS calendar. This will be our 8th year as a Solutions Showcase sponsor and we are looking forward to connecting with partners and colleagues in the BroadSoft community."