

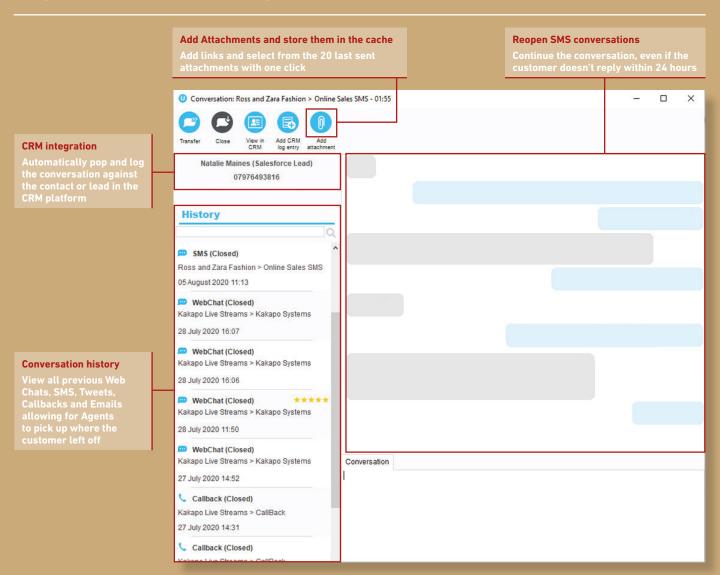
ADD SMS TO UNITY'S EXISTING CONTACT CENTER SOLUTION

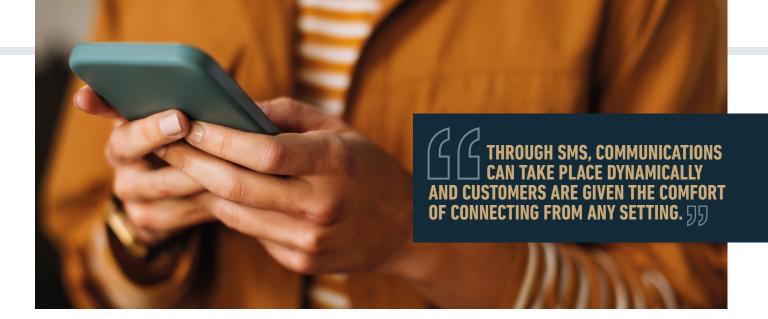
Two-way SMS conversations allow customers to directly contact businesses no matter where they are for an 'always on' customer service.

Through SMS, communications can take place dynamically and customers are given the comfort of connecting from any setting.

Unity Contact Center's SMS Media Streams create a true omnichannel solution allowing Agents to efficiently manage web chats, tweets, emails, VoIP calls and SMS messages in one intuitive interface.

AGENT INTERFACE





INTELLIGENTLY ROUTE SMS CONVERSATIONS

Route incoming SMS messages to the required Agent teams with overflows and Supervisor management.

MULTI-MEDIA SMS

Non-text media can be sent to customers as links, meaning that you can send images and PDFs within your text-only bundle.

INTEGRATE WITH YOUR CRM

Send and receive SMS messages to and from CRM contacts and leads without having to leave the Unity interface.

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 SMS Queues:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

FIND US ON (in







© 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



