



KAKAPO

SYSTEMS

SMS QUEUES

Unity Contact Center | Route and respond to incoming SMS messages allowing your customers to use text as a front-line customer support channel

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

Add Attachments and store them in the cache

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

Reopen SMS conversations

Continue the conversation, even if the customer doesn't reply within 24 hours


CRM integration

Automatically pop and log the conversation against the contact or lead in the CRM platform

Conversation history

View all previous Web Chats, SMS, Tweets, Callbacks and Emails allowing for Agents to pick up where the customer left off

The screenshot displays the Unity Contact Center Agent Interface. At the top, a header bar shows the conversation title: "Conversation: Ross and Zara Fashion > Online Sales SMS - 01:55". Below this, a row of icons includes "Transfer", "Close", "View in CRM", "Add CRM log entry", and "Add attachment". The "Add attachment" icon is highlighted with a red box. Below the header, the contact information for "Natalie Maines (Salesforce Lead)" is shown, including the phone number "07976493816". The main area is divided into two sections: "History" on the left and "Conversation" on the right. The "History" section lists several closed conversations, including SMS, WebChat, and Callbacks, with their respective dates and times. The "Conversation" section shows the current conversation with the customer, displaying messages and attachments. A red box highlights the "Add attachment" icon in the top bar, and another red box highlights the "Reopen SMS conversations" section in the top right corner.



“THROUGH SMS, COMMUNICATIONS CAN TAKE PLACE DYNAMICALLY AND CUSTOMERS ARE GIVEN THE COMFORT OF CONNECTING FROM ANY SETTING.”

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**:



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