



KAKAPO

SYSTEMS

TWITTER QUEUES

**Unity Contact Center | Route and report
on incoming tweets allowing your
customers to use Twitter as a front-line
customer support channel**

“ ENGAGE ON YOUR CUSTOMER'S TERMS BY PROVIDING GREAT CUSTOMER SERVICE NO MATTER WHERE THEY ARE. ”

DELIVER GREAT CUSTOMER SERVICE ON SOCIAL MEDIA

Engage on your customer's terms by providing great customer service no matter where they are.

Adding Twitter to your customer service offering allows Agents to respond to Tweets, express praise and rants of frustration quickly and easily, all from within Unity Contact Center.

INTERFACE

The screenshot displays the Unity Contact Center interface for Twitter. At the top, there are three icons: 'Transfer', 'Close', and 'Add attachment'. Below these is a conversation window showing two tweets from Natalie Maines (@MainesNatalie). The first tweet says '@ContactUnity Hello!' and the second says '@ContactUnity I need help please!'. Below the tweets is a response template: 'Hello, thanks for contacting us. How can we help?'. At the bottom, there is a character count '231 characters remaining' and a row of emojis. A 'Send' button is also visible.

Add attachments and store them in the cache

Reopen Tweet conversations

Canned responses

Characters remaining

TWEET LIKE YOU'RE ON TWITTER

Respond to all incoming tweets, view and add attachments and images all within the one Contact Center interface.

CONVERSATION HISTORY

Drill-in to transcripts of all historical Twitter conversations with anonymity options for GDPR compliance. Reopen Tweet conversations and continue the conversation, even if the customer doesn't reply for 24 hours.

CANNED RESPONSES

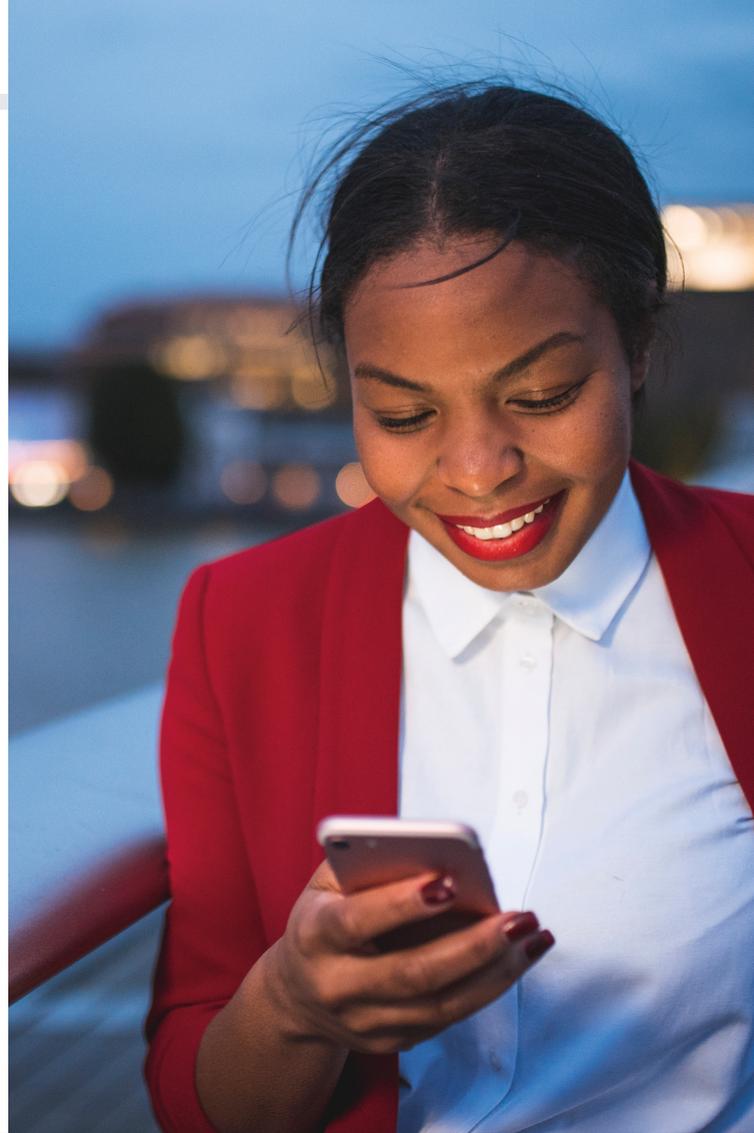
Pre-loaded replies and resources allow Agents to manage concurrent chats.

CHARACTERS REMAINING

Provide excellent customer service with your replies while keeping within Twitter's character limits.

ADD ATTACHMENTS AND STORE THEM IN THE CACHE

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



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 **Twitter Queues**:



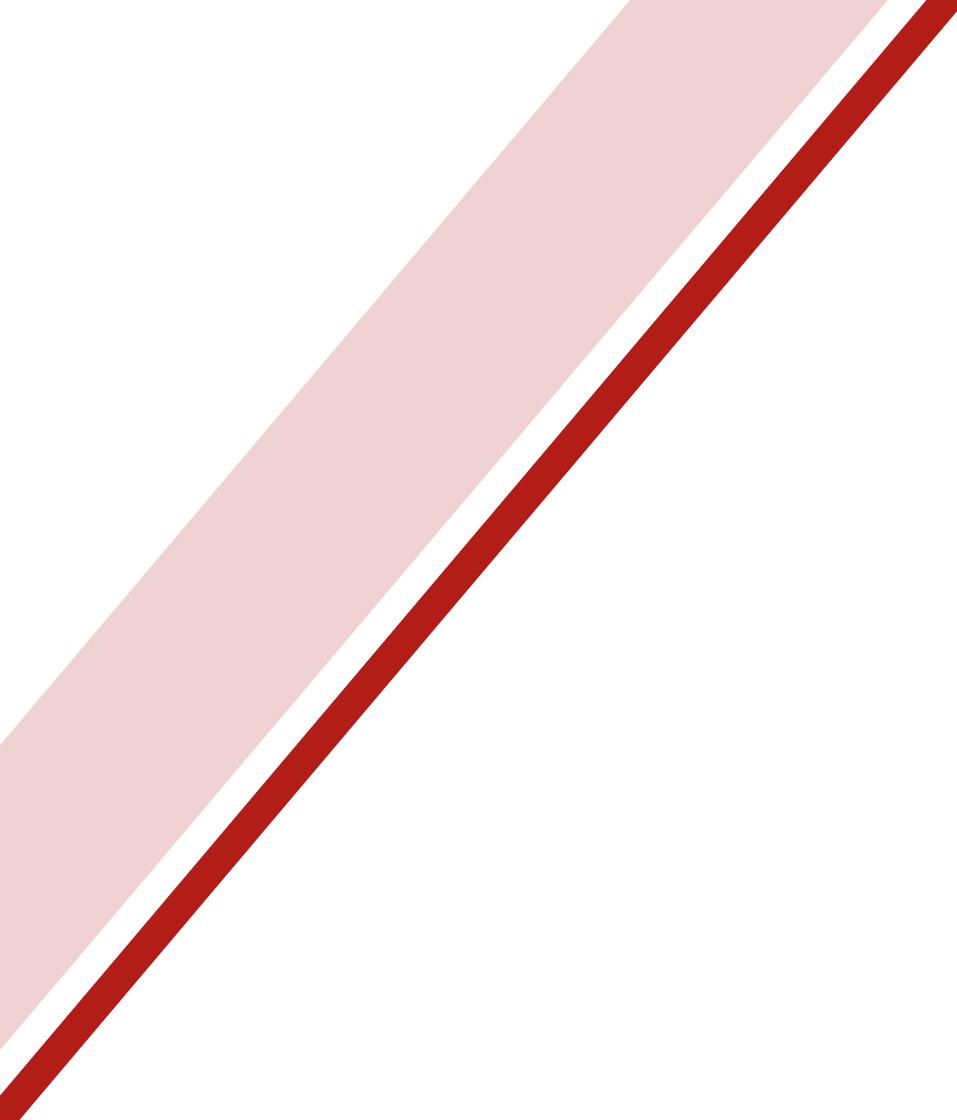
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