



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

**Add attachments and store them in the cache**

Transfer Close Add attachment

**Reopen Tweet conversations**

**Natalie Maines**  
@MainesNatalie

@ContactUnity Hello!

11:40 - 19 March 2019

**Natalie Maines**  
@MainesNatalie

@ContactUnity I need help please!

11:49 - 19 March 2019

**Canned responses**

Conversation Resources

Hello, thanks for contacting us. How can we help?

**Characters remaining**

231 characters remaining

Send

### 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

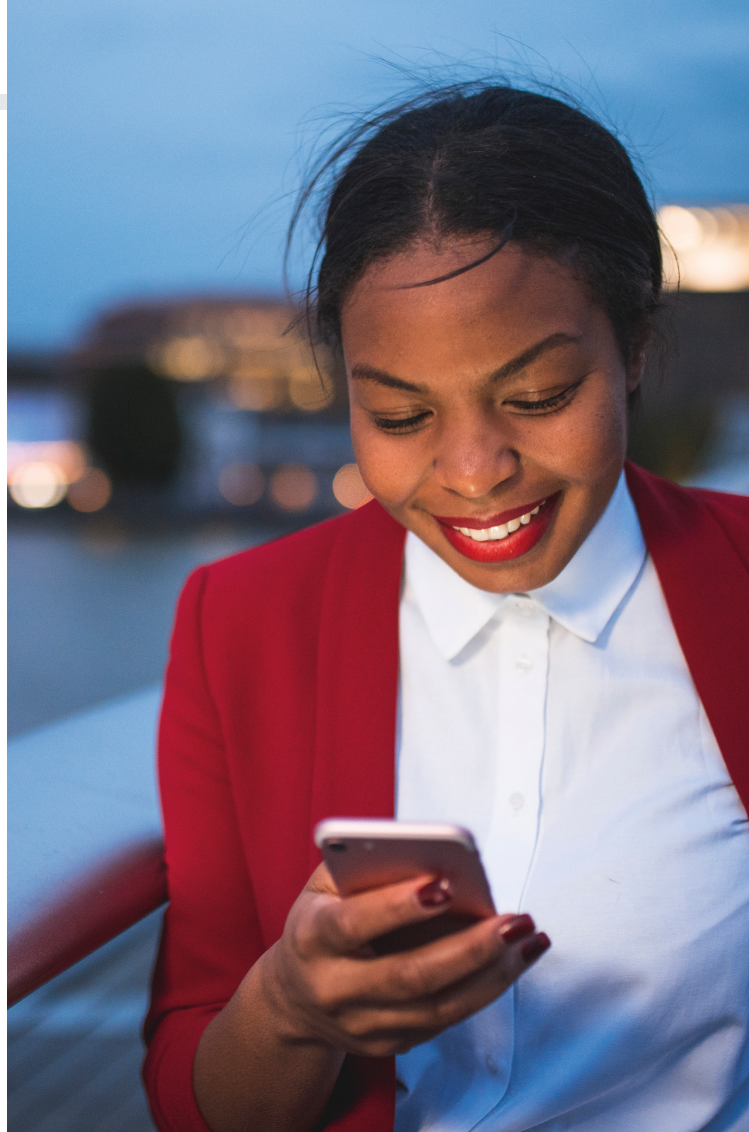
Pre-loaded replies and resources allow Agents to manage concurrent chats.

### 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**:



**Visit** [www.kakaposystems.com](http://www.kakaposystems.com)



**Contact** [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

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