KAKAPO
SYSTEMS

UNITY AGENT

Windows Application | With the ability to alert Supervisors and chat with colleagues, Unity Agent is an essential tool in maximizing customer service

MAXIMIZE THE USER EXPERIENCE WITH UNITY

Unity Agent empowers Agents by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status.

This essential tool provides optimum call handling efficiency. All information relevant to the incoming caller, the status of fellow Agents and Supervisors, and the overall Call Center situation is presented within a refined business interface.
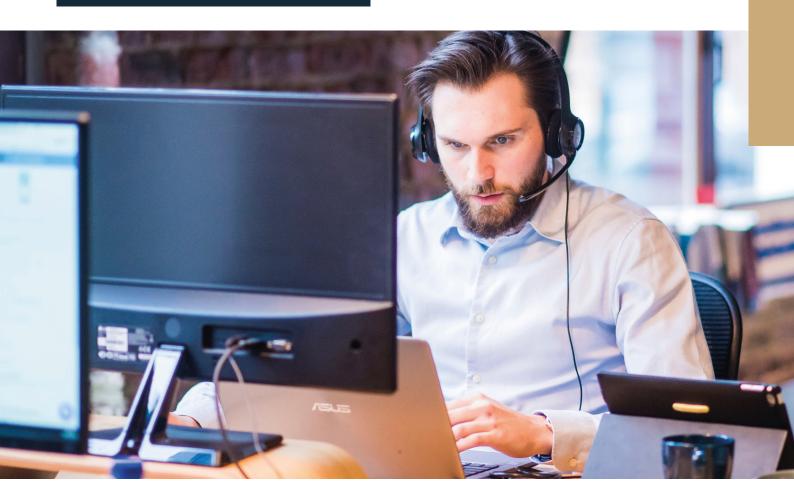
> **THIS ESSENTIAL TOOL PROVIDES OPTIMUM CALL HANDLING EFFICIENCY. ALLINFORMATION RELEVANT TO THE INCOMING CALLER, THE STATUS OF FELLOW AGENTS AND SUPERVISORS, AND THE OVERALL CALL CENTER SITUATION IS PRESENTED WITHIN A REFINED BUSINESS INTERFACE.**
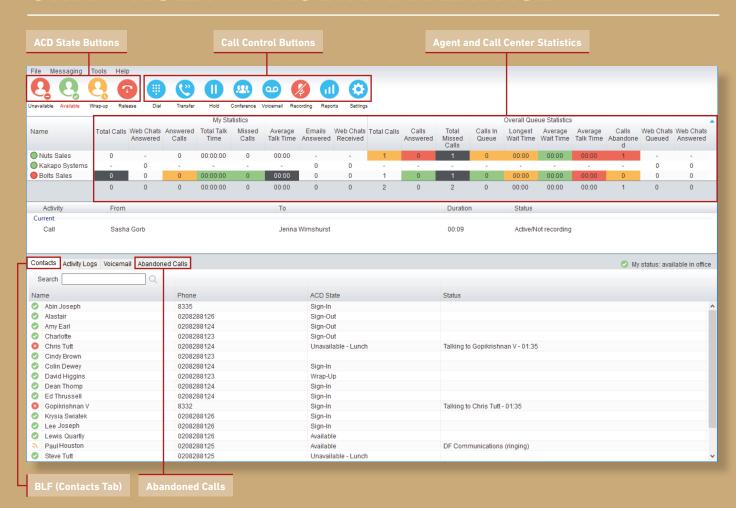
PERSONAL WALLBOARD

See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue the Agent is assigned to.

ACD CONTROL

ACD state governs the availability to take calls. Agents can change their state and assign Unavailable Codes as necessary.

UNITY AGENT – AGENT INTERFACE

ACD State Buttons

Call Control Buttons

Agent and Call Center Statistics

File   Messaging   Tools   Help

Unavailable   Available   Wrap-up   Release   Dial   Transfer   Hold   Conference   Voicemail   Recording   Reports   Settings

Name	My Statistics								Overall Queue Statistics									
	Total Calls	Web Chats Answered	Answered Calls	Total Talk Time	Missed Calls	Average Talk Time	Emails Answered	Web Chats Received	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	Calls Abandoned	Web Chats Queued	Web Chats Answered
🟢 Nuts Sales	0	-	0	00:00:00	0	00:00	-	-	1	0	1	0	00:00	00:00	00:00	1	-	-
🟢 Kakapo Systems	-	0	-	-	-	-	0	0	-	-	-	-	-	-	-	-	0	0
🔴 Bolts Sales	0	0	0	00:00:00	0	00:00	0	0	1	0	1	0	00:00	00:00	00:00	0	0	0
	0	0	0	00:00:00	0	00:00	0	0	2	0	2	0	00:00	00:00	00:00	1	0	0

Activity	From	To	Duration	Status
Current				
Call	Sasha Gorb	Jenna Wimshurst	00:09	Active/Not recording

Contacts   Activity Logs   Voicemail   **Abandoned Calls**   ✅ My status: available in office

Search [   ] 🔍

Name	Phone	ACD State	Status
✅ Abin Joseph	8335	Sign-In	
✅ Alastair	0208288126	Sign-Out	
✅ Amy Earl	0208288124	Sign-Out	
✅ Charlotte	0208288123	Sign-Out	
❌ Chris Tutt	0208288124	Unavailable - Lunch	Talking to Gopikrishnan V - 01:35
✅ Cindy Brown	0208288123		
✅ Colin Dewey	0208288124	Sign-In	
✅ David Higgins	0208288123	Wrap-Up	
✅ Dean Thomp	0208288124	Sign-In	
✅ Ed Thrussell	0208288124	Sign-In	
❌ Gopikrishnan V	8332	Sign-In	Talking to Chris Tutt - 01:35
✅ Krysia Swiatek	0208288126	Sign-In	
✅ Lee Joseph	0208288126	Sign-In	
✅ Lewis Quartly	0208288126	Available	
🔊 Paul Houston	0208288125	Available	DF Communications (ringing)
✅ Steve Tutt	0208288125	Unavailable - Lunch	

BLF (Contacts Tab)

Abandoned Calls

ABANDONED CAPTURE

When a Supervisor assigns previously abandoned calls, the Agent simply double clicks to call back.

CALL RECORDING CONTROL

Pause and Resume call recording to control capture of sensitive information, such as caller card details.

USER STATUS

See Agents and Supervisors hook status and ACD state with colour coded icons to easily understand who is available and who is busy.

Unity Agent features a Personal Wallboard displaying the overall Call Center conditions, including calls in queue and longest wait time, as well as the Agent's own statistic.

The sophisticated Unity interface allows the agent to maximise time and call handling whether they are office or home based. Advanced call centre features, such as disposition codes, unavailable codes, configurable wrap-up, auto answer, standard and emergency escalation are all available at the click of the mouse.

JOIN/LEAVE QUEUES

Agents can optionally Join or Leave any Call Center, for example to Join a queue that is experiencing a peak in calls.

AGENT PRODUCTIVITY

Encourage productivity and gamification by giving Agents the tools and performance indicators to maximize output.

SUPERVISOR ESCALATION

Agents can immediately alert a Supervisor for assistance should the need arise during a call.

TEMPLATES

Unity Agent is highly configurable. To simplify rollout, a user template can be saved in the cloud and automatically assigned to other Agents.

> **UNITY AGENT IS HIGHLY CONFIGURABLE. TO SIMPLIFY ROLLOUT, A USER TEMPLATE CAN BE SAVED IN THE CLOUD AND AUTOMATICALLY ASSIGNED TO OTHER AGENTS.**

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 **Unity Agent**:

Visit www.kakaposystems.com

Contact tellmemore@kakaposystems.com

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