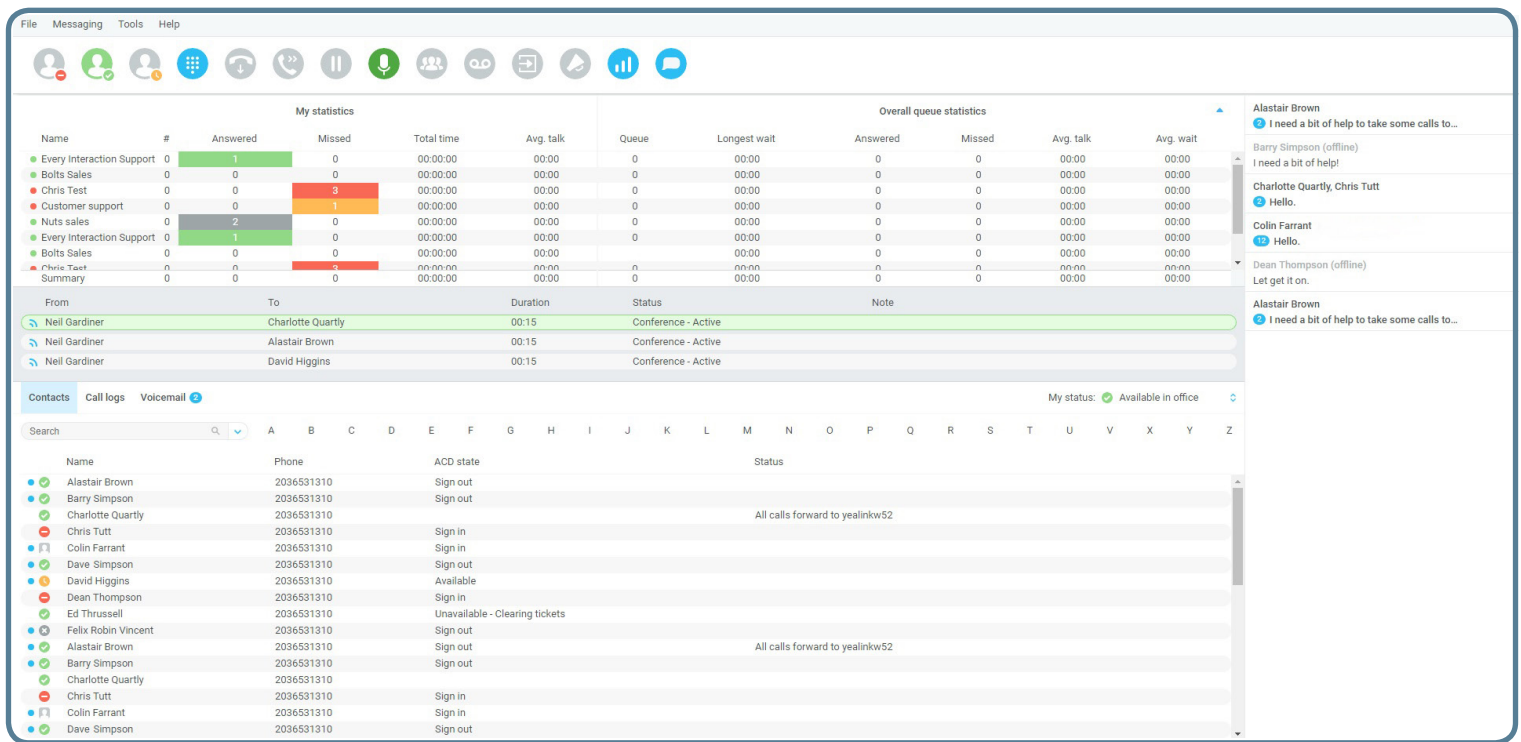


UNITY AGENT WEB

Maximize the User Experience with Unity
 Unity Agent Web empowers users by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status all from within the familiar internet browsers.

This web based application is an essential tool in empowering Agents toward optimum call handling efficiency on Google Chrome, Mozilla Firefox, Safari and Microsoft Edge.



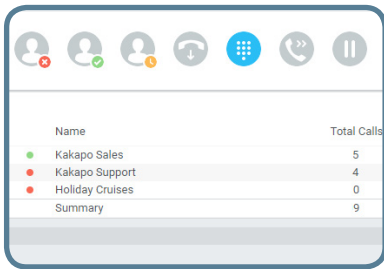
Unity Agent Web is an enhanced communications application that features a Personal Wallboard displaying the overall Call Center conditions, including calls in queue and longest wait time, as well as the Agent’s own statistic.

The sophisticated 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.

UNITY AGENT WEB

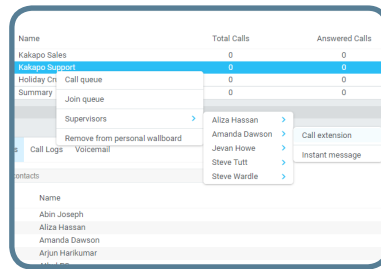
Agent Productivity

Encourage productivity and gamification by giving Agents business performance indicators.



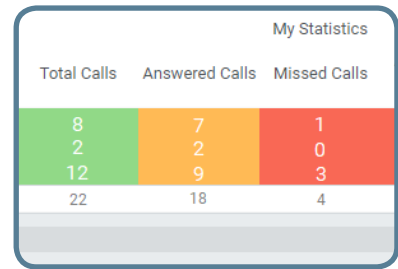
Supervisor Escalation

The Agent can immediately alert a Supervisor for assistance should the need arise mid call.



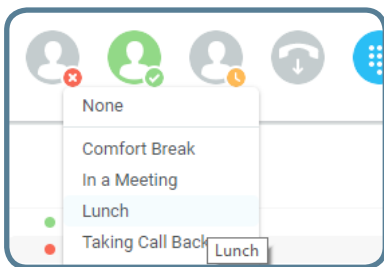
Personal Wallboard

See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue.



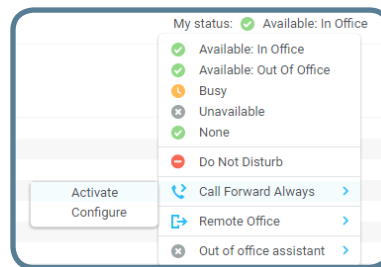
ACD Control

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



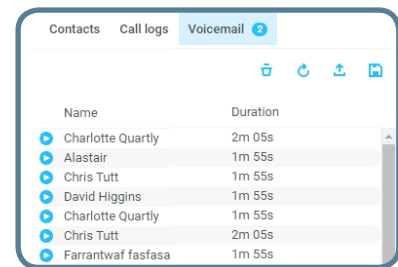
Presence

Set your presence to alert colleagues to your current availability. Predefine routing, such as diverting calls to your mobile if you are out of the office.



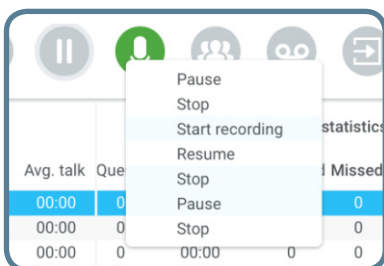
Visual VoiceMail

See your current voice messages in the order they were received and get alerted for new messages. Click to playback, call back or to save locally.



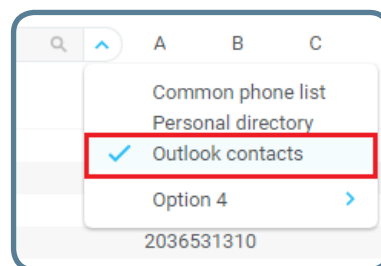
Call Recording Control

Configure how your call recording behaves with options to Pause and Resume recordings to avoid capturing credit card details.



Outlook Integration

Unity brings all your contacts together, including Personal and Group Outlook Contacts. Dial from Outlook without even opening it.



Service Configuration

Unlock the full capability of the telephone system with point and click access to all services and settings.

