KAKAPO
SYSTEMS

UNITY
AGENT WEB

HTML5 Web Apps | Providing critical call handling and queue visibility information on Chrome, Safari, Microsoft Edge and Firefox

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.

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.
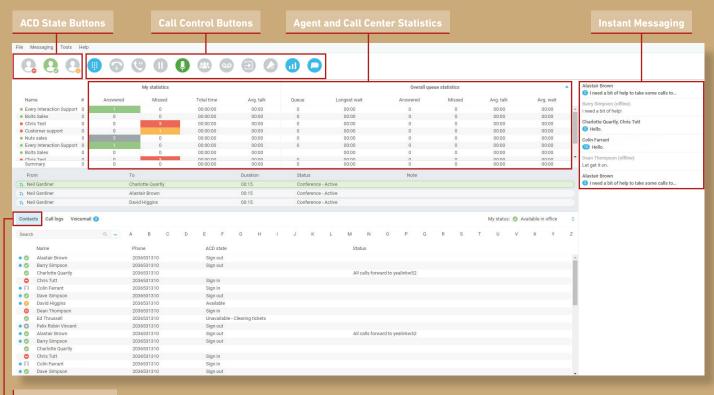
ACD CONTROL

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

PRESENCE

Agents can set their presence to alert colleagues to their current availability. Predefine routing, for example Agents can divert calls to their mobile when they are out of the office.

> **UNITY AGENT WEB IS AN ENHANCED COMMUNICATIONS APPLICATION THAT FEATURES A PERSONAL WALLBOARD DISPLAYING THE OVERALL CALL CENTER CONDITIONS...**

UNITY AGENT WEB – AGENT INTERFACE

ACD State Buttons

Call Control Buttons

Agent and Call Center Statistics

Instant Messaging

BLF (Contacts Tab)

> **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 statistics.

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.

VISUAL VOICEMAIL

An Agent can see their current voice messages in the order they were received and get alerted for new messages. Click to playback, call back or to save locally.
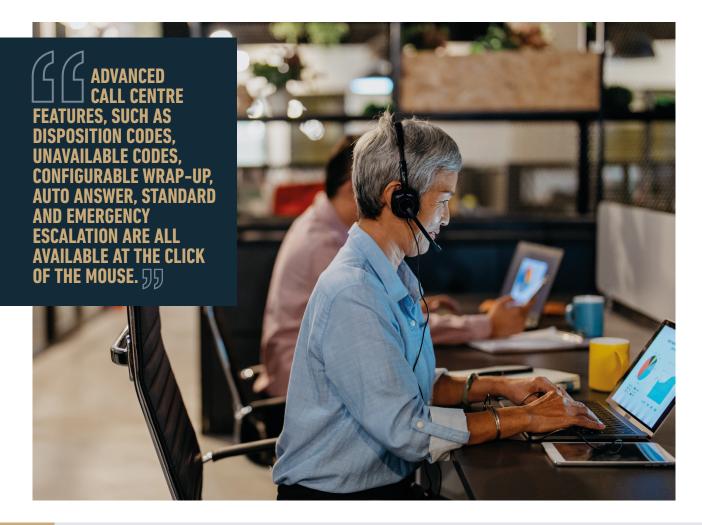
SERVICE CONFIGURATION

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

OUTLOOK INTEGRATION

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

CALL RECORDING CONTROL

Agents can configure how a call recording behaves with options to Pause and Resume for example, to avoid capturing credit card details.

> " 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. "

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 Web**:

Visit www.kakaposystems.com   **Contact** tellmemore@kakaposystems.com

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