BroadSoft Call Center Agent *vs* Unity Agent

Unity is unique in giving Agents real-time information on both the overall queue conditions and their own performance for the call and contact centres. With the ability to alert Supervisors and perform abandoned call backs, Unity Agent's advanced features make it an essential tool in maximizing customer service.

Call Centre Agent Feature	BroadSoft Call Center Agent	Unity Agent
Join/Leave Queue	✓	✓
Change ACD State	✓	✓
Select Unavailable Code	✓	✓
Inbound Queue Name Presentation	✓	✓
Inbound DNIS Name Presentation	✓	✓
Outbound DNIS Calling	✓	✓
List calls in queue	✓	✓
Agent Reports – *Agent can run their own reports*	✓	✓
Instant Message Supervisors	✓	✓
Escalate to Supervisor	✓	✓
Call Recording Integration – *Pause, Resume, Start, Stop recording*	✓	✓
Browse to URL - *Append incoming call info to pre-set URL*	✓	✓
Assign Disposition Code	✓	✓
Force Disposition Code		✓
Monitor Other Agent ACD State		✓
Abandoned Caller Capture & Call Back		✓
Templates for Auto Configuration		✓
Personal Wallboard - *Configurable Agent and Queue Statistics*		✓
Send Call to Post Call Survey		✓
Show Number of Calls in Queue and Longest Wait		✓
Contact Center – *Add Email, Web Chat, Call Back queues*		*Add On*
CRM Integration - *Screen pop and call logging into CRM*		*Add On*