

## Call and Contact Center Solutions

Featuring an intuitive and natural user interface Unity enhances productivity, providing simplified user access to complex telephony solutions. Featuring presence and chat, Unity optimizes the inbound and in-team call handling experience.



### Desktop

Unity Desktop provides real-time visibility of colleagues, improves work group collaboration and simplifies communication.



### Agent

Featuring the Personal Wallboard, IM&P and Abandoned Call Back, Unity Agent's powerful features enhance any call center offering.



### Supervisor

This powerful management engine gives supervisors relevant, real time performance information on agents and queues.

### Reception

Designed to support even the busiest of front desks, Unity Reception has unique capabilities to efficiently and intelligently manage all calls.

Functionality	Unity Desktop			Unity Agent		Unity Supervisor		Unity Reception	
	Lite	Pro	Enterprise	Standard	Enterprise	Standard	Enterprise	Standard	Enterprise
Call Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CRM Integration	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on
Visual Voicemail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XMPP Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Drag & Drop	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Broadworks Service Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outlook Contacts Integration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Busy Lamp Field - Monitored Users	8	30	30	30	30	30	30	50	Unlimited
Browser Click- to-Dial	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Instant Messaging	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SQL/LDAP Directory Integration	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dynamic Call Center Functionality	-	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Unity Connect API	-	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Centre Threshold Alerts	-	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Outlook Calendar Lookup	-	-	-	-	-	-	-	Yes	Yes
Abandoned Calls Functionality	-	-	-	-	Yes	-	Yes	-	-
Remote Service Configuration	-	-	-	-	-	-	-	-	Yes



### Contact Center

Add email, web chat and callback queues to your existing call center allowing your team to multi-task on all incoming contact.



### Dashboard

An essential tool with over 80 live statistics Unity Dashboard provides real-time visibility of queue conditions across the Call Center.



### CRM Connector

See opportunities and leads in queue and automatically pop the CRM contact page for Salesforce, MS Dynamics and many more.



### Mobile

Unity Mobile extends the call control, service configuration and IM capabilities of Desktop straight onto your iPhone or Android device.



### Web Apps

You can now use Unity's advanced features and intuitive interface on any device, all you need is a connection. Available on Chrome, Edge, Safari and Firefox.

The image displays three screenshots of the Unity interface. The first shows a group chat window with a list of participants including Alastair Brown, Barry Simpson, Charlotte Quartly, Chris Tutt, Colin Farrant, and Dave Dadds. The second shows a live chat window with a user named Chris, discussing business inquiries. The third shows a mobile interface with a 'Live Chat' button and a 'Send' button, along with a 'YOUR LOGO HERE' placeholder.