

The background of the image shows a call center environment. In the foreground, a man with a beard and a headset is looking to the left, smiling slightly. He is wearing a dark red shirt with a small white dot pattern. In the background, a woman is also wearing a headset and looking in the same direction. A large, bold red 'V' shape is superimposed over the right side of the image. The logo 'KAKAPO' is in a red box at the top left, and 'SYSTEMS' is in a white box below it.

KAKAPO

SYSTEMS

# UNITY CALL CENTER

Facilitate exceptional customer service  
with a bespoke call center experience





# CONTENTS

---

|   |   |
|---|---|
| 2 | INTRODUCTION                                |
| 3 | COVER ALL YOUR BASES                        |
| 4 | UNITY THROUGH A SINGLE WORKSPACE            |
| 5 | FULL DASHBOARD OVERSIGHT                    |
| 6 | WHAT UNITY CALL CENTER CAN DO FOR YOU       |
| 7 | UNITY CALL CENTER KEY FEATURES              |
| 8 | BUILDING A CALL CENTER TO YOUR UNIQUE NEEDS |
| 9 | ABOUT KAKAPO SYSTEMS                        |
| 9 | NEXT STEPS                                  |



# INTRODUCTION

---

The relationship between a business and its new and existing customers is as important today as it has ever been.

With the number of customers engaging with call centers growing exponentially, so does the need for an ACD based call center solution, that can deliver an exceptional customer experience and grow with your business.

To expedite growth and maintain the delivery of high-quality customer service, a call center solution must be versatile, easy to navigate and rich with features designed to align customer experience with employee experience.

Getting the best out of your call center team empowers them to give the best service to your customers. So, provide your call center team with the best solution.





## COVER ALL YOUR BASES

Whether you're looking for a complete call center solution, or an agent specific solution to drive growth. Meeting the exact requirements of call center needs can lead to increased revenue and reduced costs.

Unity Call Center applications cover the width of your / a business's call center needs.

The foundations of Unity Call Center consist of a series of robust software applications. These can work both independently, whilst also collectively co-existing to create a complete, unified call center platform.

### The Unity Call Center Application Range

|                         |  |
|-------------------------|--|
| <b>Unity Agent</b>      | Supports all an agents call handling needs, with statistics, disposition codes and ACD control for agents.   |
| <b>Unity Supervisor</b> | Enables a call center to be managed with ease. Supervisors have access to live queue and agent management along with BroadSoft reports.                        |
| <b>Unity Reception</b>  | Designed to support even the busiest front desk environments. Unity Reception has unique capabilities to manage inbound callers efficiently and intelligently. |
| <b>Unity Dashboard</b>  | Visualise your Call Center with a wall mount display with tabular and graphical views.   |

**Designed to work with BroadSoft Standard and premium call center services, Unity supports all available features including inbound and outbound DNIS, ACD and Disposition codes.**

# UNITY THROUGH A SINGLE WORKSPACE

Empower your call centre capabilities across a unified easy-to-use interface:

The screenshot displays the Unity call center interface with several callouts highlighting key features:

- Call Control Buttons:** A toolbar at the top containing icons for Unavailable, Available, Wrap-up, Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, Reports, and Settings.
- ACD State Buttons:** A set of buttons (Unavailable, Available, Wrap-up, Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, Reports, Settings) used to dynamically set agent availability.
- Active Call Window:** A section showing a list of active calls with columns for Activity, From, To, Duration, and Status.
- Activity Logs Abandoned Calls:** A section showing a list of abandoned calls with columns for Name, Status, ACD State, ACD Duration, Total Calls, Missed Calls, Total Talk Time, Total Staffed Time, and ACD Start.
- Contacts [Busy Lamp Field]:** A panel displaying a list of monitored users with their status (Available, Sign-Out, Unavailable - Comfort Break, Unavailable - Lunch, Not in Use, Sign-Out, Available) and ACD State.

## INTERFACE FEATURES

**ACD State Buttons** – ACD state buttons allow agents to dynamically set their availability to the call center. On selecting 'unavailable', users are presented with a list of unavailable codes as configured in BroadSoft.

**Call Control Buttons** – A toolbar dedicated to providing quick access to common telephone handling commands.

**Active Call Window** – Displaying a list of all current calls and their states provides a moment-by-moment view of the call center. Ringing, Active, or On Hold calls will intuitively be presented within this window for quick reference.

**Contacts [Busy Lamp Field]** – A panel displaying up to 30 monitored users. The contacts panel will display **Do Not Disturb [grey]**, **Available [green]**, **Engaged [red]** or **Ringing [orange]** states as icons.

**Activity Logs** – Toggling the bottom Contacts panel to Call Activity Logs will display Missed Calls, Received Calls and Dialed Calls.

**Abandoned Calls** – Assigned by a supervisor, abandoned calls listed in this tab can be set to an agent for a call-back. If the agent is a member of BroadSoft premium call center using DNIS, then Unity will automatically change the outbound CLI to be that of the DNIS queue. Right click the call to mark as processed and remove from the agent list.

**Voicemail** – Clicking into the Voicemail tab will display a list of voice messages with the most recent at the top.

# FULL DASHBOARD OVERSIGHT

**Configurable Statistics** – Dashboard can be configured from over 80 statistics to highlight metrics that are considered most important.

**Key ACD Stats** – See essential ACD statistics to understand quickly how the agents and call centers are behaving.

**Agent Gamification** – The dashboard can be used as a leaderboard to encourage self-management and competition to inspire and bring out the best in Agents.

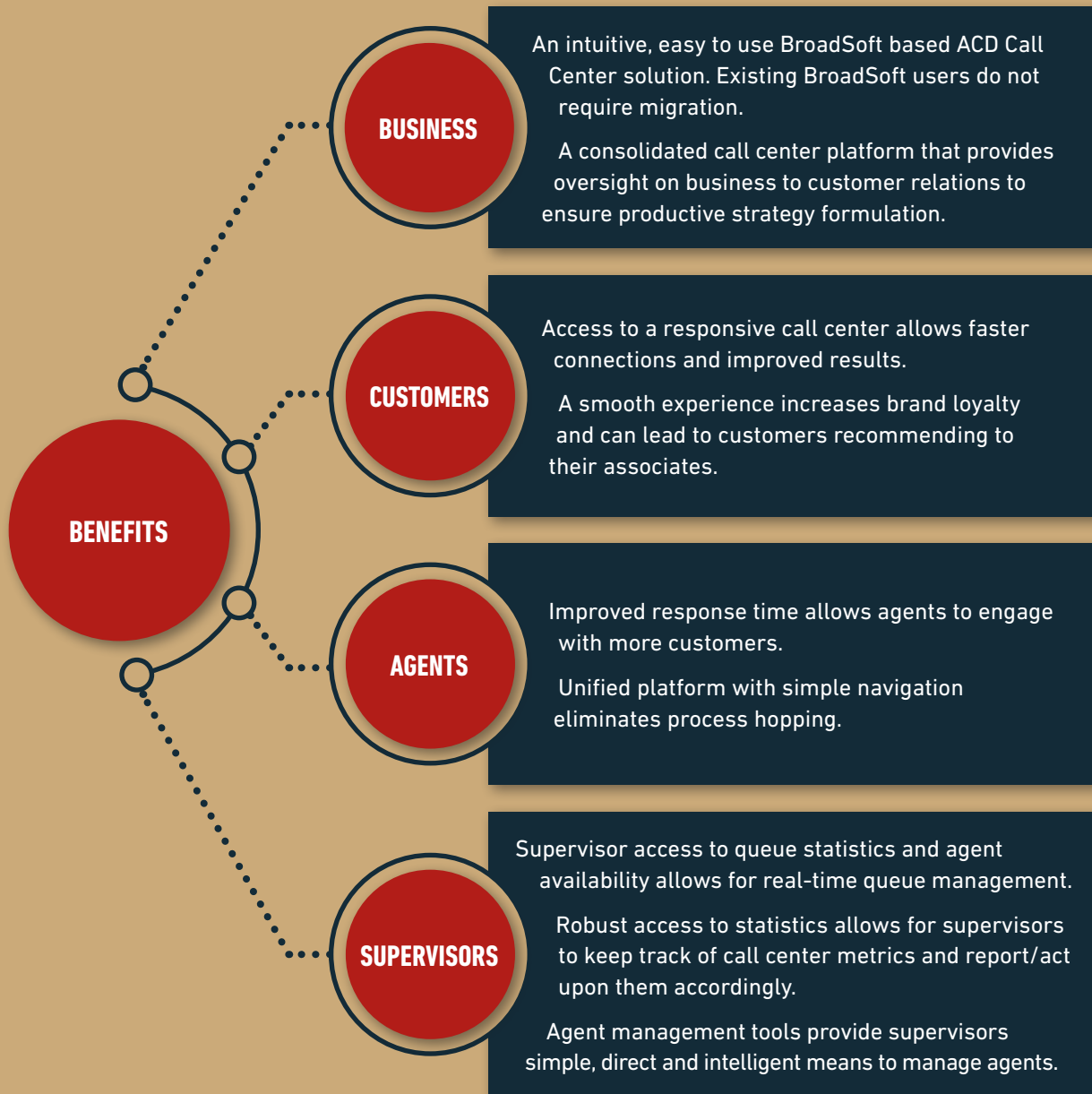
**Thresholds and Alerts** – All statistics can be configured with color-based alerts, graphically highlighting problems for immediate attention.

Graphical elements include Badges and Tiles, Graphs and Charts and Full and Half Gauges.

Available in Tabular and Graphical options, Unity Dashboard allows configuration of over 80 essential and desirable statistics to highlight metrics across the contact center that are considered most important. Some of these statistics include:

| Queue Statistics              | Agent Statistics                           |
|-------------------------------|--|
| Inbound Calls                 | Inbound Calls                              |
| Answered Calls                | Answered Calls                             |
| Calls in Queue                | Bounced Calls                              |
| Longest Wait Time             | ACD State                                  |
| Average Wait Time             | ACD State Start Time                       |
| Abandoned Calls               | ACD State Duration                         |
| Average Abandoned Time        | Total Call Duration                        |
| Missed Calls                  | Average Call Duration                      |
| Bounced Calls                 | Outbound Total Calls                       |
| Escaped Calls                 | Outbound Internal Calls                    |
| Transferred Calls             | Outbound External Calls                    |
| Overflowed Calls – Wait Time  | Outbound Call Duration                     |
| Overflowed Calls – Queue Size | Outbound Average Call Duration             |
| Staffed Ratio                 | Inbound and Outbound Total Calls           |
| Total Call Duration           | Inbound and Outbound Total Call Duration   |
| Average Call Duration         | Inbound and Outbound Average Call Duration |
| Service Level                 | Transferred Calls                          |
| Agents Available              | Idle Time                                  |

# WHAT UNITY CALL CENTER CAN DO FOR YOU







“ WITH THE MODULAR APPROACH TAKEN BY UNITY PRODUCTS, A BUSINESS CAN CHOOSE OPTIONS TAILORED TO THEIR EXACT REQUIREMENTS. ”

# UNITY CALL CENTER KEY FEATURES

---

**Personal Wallboard** – Displays Agents own metrics, such as calls answered, as well as overall queue statistics such as Calls In Queue and Longest Wait.

**Deep CRM Profiling** – All incoming calls will be profiled against the CRM. This allows Supervisors to make informed decisions about call prioritisation.

**Team ACD State** – Supervisors and Agents can see the ACD State and availability of up to 30 of their colleagues.

**Force Disposition Code** – Agents are forced to assign a Disposition Code to the previous call when they select 'Available' ACD state.

**Template Automation** – Settings for Agents in the Group can be saved in the Unity Cloud as a template and pushed for automatic configuration.

**Threshold** – Provides a visual indication of the call center performance. Stats can have thresholds set that change colour as they trigger pre-set levels.



# BUILDING A CALL CENTER TO YOUR UNIQUE NEEDS

---

## MODULAR OPTIONS FOR TARGETED SOLUTIONS

Is there a gap in your current call center solution?

Do you require enhanced management tools, or a unified interface for your agents?

Or even a complete call center package, designed to cover all inbound ACD call handling needs?

With the modular approach taken by Unity products, a business can choose options tailored to their exact requirements. Whether that involves one product or the full range for a complete call center experience.





## 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 Call Center**:



**Visit** [www.kakaposystems.com](http://www.kakaposystems.com)



**Contact** [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

---

FIND US ON







KAKAPO

SYSTEMS

© Kakapo Systems 2023

T +44 (0)207 084 6845

E [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

W [www.kakaposystems.com](http://www.kakaposystems.com)

International House | 24 Holborn Viaduct | London EC1A 2BN

FIND US ON

