

KAKAPO

SYSTEMS

AGENT AND QUEUE REPORTING

For Unity Contact Center



DRILL INTO FULL TRANSCRIPTS AND GET DEEPER ANALYSIS

Unity Contact Center offers a wide variety of reports and statistics that provide in-depth information to help Supervisors understand the behaviour of the contact center.

Quickly and easily see how Agents are reacting to customer demand and make changes to enhance the performance of the overall contact center.

“**MAP A CUSTOMER JOURNEY AROUND THE CONTACT CENTER, SEE THE CUSTOMER'S DETAILS, WHO THEY WERE TRANSFERRED TO AND THEIR CUSTOMER FEEDBACK.**”

AGENT REPORTING

Report on all Agent metrics by Media Stream and see which Agents perform best on which media.

MEDIA STREAM REPORTING

Headline statistics on how many incoming conversations were received, answered and abandoned.

CONVERSATION TRACKING

Map a customer journey around the contact center, see the customer's details, who they were transferred to and their customer feedback.



UNITY CONTACT CENTER REPORTS – EXAMPLES

RUNNING REPORTS AND PERFORMANCE SUMMARY

Sample Period		Received	Answered	Answered (%)	Missed
Kakapo Live Streams > CallBack					
08/07/2019 00:00 - 20/11/2019 12:00		33	33	100.00	0
Kakapo Live Streams > Kakapo Chat					
08/07/2019 00:00 - 20/11/2019 12:00		94	70	74.47	13
08/07/2019 00:00 - 20/11/2019 12:00		18	34	88.23	0
20/11/2019 12:00		3	23	33.33	0

Statistics by media stream

Easily access Contact Center reports

- CC - Conversation Summary - Media Stream
- CC - Agent Activity - Agent
- CC - Agent Activity - Media Stream
- CC - Agent Activity - Queue
- CC - Conversation Detail - Agent
- CC - Conversation Detail - Media Stream
- CC - Conversation Detail - Queue
- CC - Conversation Summary - Agent
- CC - Conversation Summary - Media Stream
- CC - Conversation Summary - Queue
- CC - Performance - Media Stream
- CC - Performance - Queue

Manage Contact Center resources for optimum customer service

AGENT ACTIVITY – MEDIA STREAM

AGENT ACTIVITY – MEDIA STREAM

Filter date and time

Understand key metrics

Agent Activity - Media Stream

Date Range: 10/10/2019 00:00:00 - 11/15/2019 14:45:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Media Stream(s): CallBack, Kakapo Chat, Kakapo Chat and 4 others

	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
Kakapo Live Streams > CallBack									
Steve Tutt	78	5	3	9	2	00:00:20	00:50:48	00:03:50	
Jenna Wimshurst	119	23	14	21	3	00:00:33	01:43:26	00:07:42	
Kakapo Live Streams > Kakapo Chat									
Steve Tutt	10	3	1	2	2	00:00:27	00:46:27	00:04:39	4.0
Jenna Wimshurst	12	4	0	3	4	00:00:12	02:31:08	00:12:36	5.0
Brandi Carlile	12	2	3	3	2	00:00:30	00:54:07	00:00:00	5.0
Sally Wainwright	17	4	0	7	5	00:00:45	00:20:40	00:23:00	5.0
Derek Lynch	8	1	3	4	1	00:00:17	00:55:04	01:03:00	4.0
Davina De Campo	4	2	2	2	1	00:00:25	00:03:45	00:13:45	4.0
Kakapo Live Streams > Kakapo Gmail Account									
Steve Wardle	10	2	0	0	0	00:00:00	00:00:00	00:00:00	
Steve Tutt	4	5	0	0	0	00:09:56	00:00:32	00:00:08	

Group by Agent or Media Stream

View ratings

UNITY CONTACT CENTER REPORTS – EXAMPLES

CONVERSATION SUMMARY

Conversation Detail - Agent

Date Range: 10/14/2019 00:00:00 - 11/15/2019 15:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Chris, Jenna Wimshurst, Steve Tutt and one other

Received	Description	Duration
Kakapo Live Streams		
10/15/2019 10:20:23	Kakapo Gmail Account (IMAP): Steve Tutt steve.tutt@kakaposystems.com	00:00:41
10/15/2019 10:20:37	Conversation reserved by Steve Tutt	
10/16/2019 11:57:36	Kakapo Gmail Account (IMAP): Return Policy customer@customeremail.com	01:27:32
10/16/2019 11:57:37	Conversation rejected by Jenna Wimshurst	
10/17/2019 10:25:12	Kakapo Chat (WebChat): James Goldstein 01202853067 support@steininsurance.com	00:21:32
10/17/2019 10:25:24	Conversation reserved by Jenna Wimshurst	
10/17/2019 10:46:44	Conversation closed by Jenna Wimshurst	
10/18/2019 09:13:01	Kakapo Chat (WebChat): Dave 0785141636 davecustomer@gmail.com	00:26:44
10/18/2019 09:13:24	Conversation reserved by Jenna Wimshurst	

Drill into conversations

Agent	Remote Party	Received	Wait Time	Duration	Rating
Kakapo Chat					
Jenna Wimshurst	Jenna Wimshurst 07976493816 jennawimshurst@gmail.com	09/05/2019 09:03:18	00:00:00	00:00:00	
Steve Tutt	Steve Tutt 07956344419 steve.tutt@kakaposystems.com	09/10/2019 09:51:25	00:01:18	00:02:40	4/5
Steve Tutt	Steve Tutt 07956344419 steve.tutt@kakaposystems.com	09/10/2019 10:15:18	00:00:40	00:02:58	4/5
Steve Tutt	Dion Pillay 08325973 dion.pill@abb.com	09/11/2019 12:35:20	00:02:01	00:00:00	4/5
Jenna Wimshurst	Ryan Cota 20799299 ryan.co@otel.com	09/11/2019 14:07:00	00:00:13	00:07:46	
Jenna Wimshurst	Frank +31884260 frank@cloud.nl	09/17/2019 10:29:51	00:00:16	00:02:00	5/5
Steve Tutt	Steve 07956344419 steve.tutt@kakaposystems.com	09/20/2019 15:44:21	00:00:20	00:00:06	
Jenna Wimshurst	Jenna 07976493816 jennawimshurst@gmail.com	09/23/2019 08:28:11	00:00:12	00:00:19	5/5
Steve Tutt	Steve 07956344419 steve.tutt@kakaposystems.com	09/23/2019 14:54:56	00:00:10	00:04:13	
Steve Tutt	Steve Tutt 07956344419 steve.tutt@kakapopsystems.com	09/23/2019 16:33:36	00:01:29	00:00:01	5/5
Steve Tutt	Steven Tutt 07956344419 steve.tutt@kakaposystems.com	09/23/2019 17:06:45	00:01:12	00:02:28	4/5

Map entire conversation flow

CONVERSATION DETAILS AND TRANSCRIPT

Conversation

Conversation Details

Received Date	21/10/2019 14:47:32
Browser	Google Chrome (Windows 10)
Public IP Address	209.93
Url	https://www.kakaposystems.com/unity-mobile/
Queue	Kakapo Live Streams
Media Stream	Kakapo Chat
Conversation Type	WebChat
Status	Closed

Performance Metrics

First Assigned Time	21/10/2019 14:47:35
First Reply Time	21/10/2019 13:47:50
Closed Time	21/10/2019 14:48:19
Rating	★★★★★

View all conversation transcripts and open all attachments

Full data capture

Reserved by Jenna Wimshurst 14:08	
Jenna Wimshurst Hi Natalie, how can I help? 14:08	
Jenna Wimshurst Sure, no problem! 14:09	
Jenna Wimshurst Unity Dashboard - Data Sheet.pdf 14:10	
Jenna Wimshurst Here's a data sheet and we can arrange a demo for you as well if you would like? 14:12	



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 Contact Center**:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

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T +44 (0)207 084 6845

E tellmemore@kakaposystems.com

W www.kakaposystems.com

International House | 36-38 Cornhill | London | EC3V 3NG

FIND US ON  