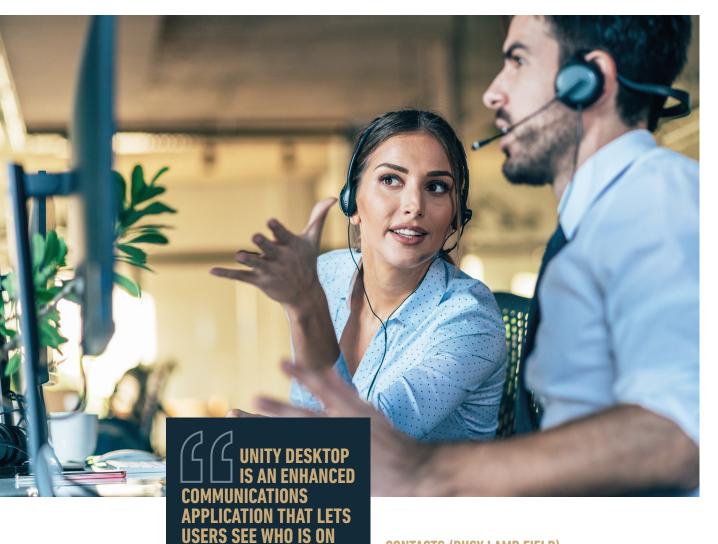


# MAXIMIZE THE USER EXPERIENCE WITH UNITY

Featuring an intuitive icon-based interface, Unity provides point and click call control within the familiar desktop environment. Unity improves work group collaboration by bringing users closer to each other and simplifying internal and external communication.

Unity Desktop is a UC application that enhances the BroadSoft user experience by making all features and services available in an intuitive and elegant interface.



THE PHONE. SHARE

**CALLS AND MAKE** 

DECISIONS. 55

**NOTES ABOUT CURRENT** 

**BETTER CALL HANDLING** 

#### **CONTACTS (BUSY LAMP FIELD)**

Unity will display up to 30 colleagues, visually displaying their telephone status.

#### **INSTANT MESSAGING**

IM any Unity colleague on their PC, Web App or mobile. Drag a call into an IM session to call the party.

#### **CLICK-TO-DIAL**

Clicking and dragging a contact into the call window opens a new call. Click-to-dial intuitively reduces processes and makes performing essential call handling processes, such as conferencing, a seamless experience for users.

#### **DRAG AND DROP**

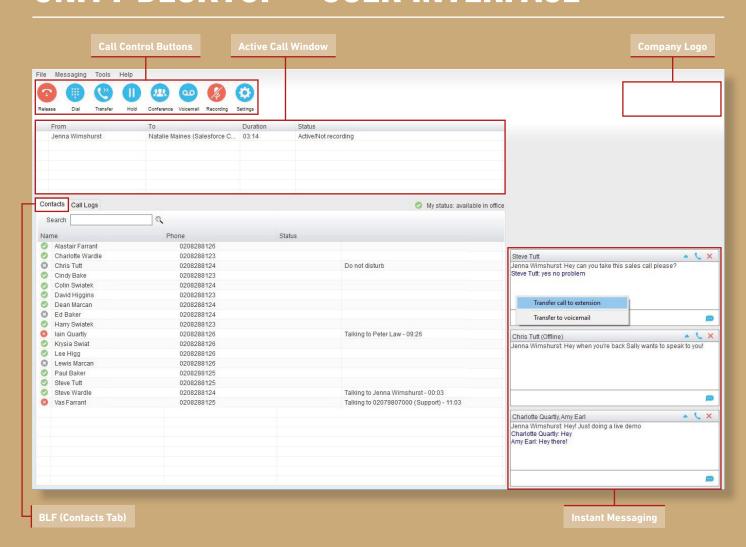
Drag and drop live calls, contacts and monitored users to perform all call management within Unity.

#### **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
DESKTOP IS
A UC APPLICATION
THAT ENHANCES THE
BROADSOFT USER
EXPERIENCE BY MAKING
ALL FEATURES AND
SERVICES AVAILABLE
IN AN INTUITIVE AND
ELEGANT INTERFACE. 55

### **UNITY DESKTOP – USER INTERFACE**



Unity Desktop is an enhanced communications application that lets users see who is on the phone, share notes about current calls and make better call handling decisions. With clean lines and an elegant interface, Unity centralises communication services into one place, making employees more prodtive.

The ability to do more with less is becoming critical in maintaining competitive advantage. Unity Desktop has the business logic to streamline call handling for the intelligent working of the modern workplace.

#### **VISUAL VOICEMAIL**

See current voice messages in the order they were received and get alerted for new messages. Click to playback, call back or to save locally.

#### **CALL RECORDING CONTROL**

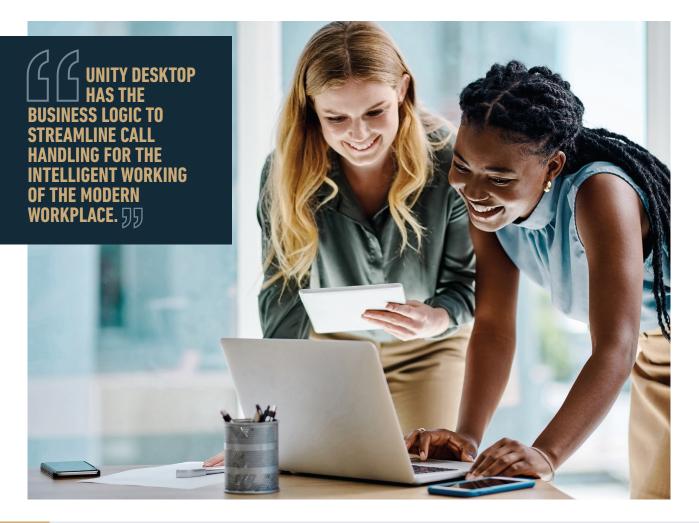
Configure call recording behaves with options to Pause and Resume to avoid capturing credit card details.

#### **OUTLOOK INTEGRATION**

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

#### **SERVICE CONFIGURATION**

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





## **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 Desktop**:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

FIND US ON (in)







© Kakapo Systems 2023 **T** +44 (0)207 084 6845 E tellmemore@kakaposystems.com **W** www.kakaposystems.com International House | 36-38 Cornhill | London | EC3V 3NG



