

KAKAPO

SYSTEMS

# UNITY DESKTOP

**Windows Application | Combining presence, chat, call control and directories, Unity Desktop simplifies the making and receiving of calls**



# 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.



“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.”

## 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.”

# UNITY DESKTOP – USER INTERFACE

The screenshot displays the Unity Desktop user interface with several key components highlighted by red boxes and labels:

- Call Control Buttons:** A toolbar at the top left containing icons for Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, and Settings.
- Active Call Window:** A window displaying a table of active calls.
- Company Logo:** A placeholder box in the top right corner.
- Contacts Tab:** A tab labeled "Contacts" with a search bar and a list of contacts.
- Instant Messaging:** A chat window on the right side showing messages from Steve Tutt, Chris Tutt (Offline), and Charlotte Quartly.
- BLF (Contacts Tab):** A label pointing to the "Contacts" tab.

**Active Call Window Table:**

From	To	Duration	Status
Jenna Wimshurst	Natalie Maines (Salesforce C...	03:14	Active/Not recording

**Contacts Tab Table:**

Name	Phone	Status
Alastair Farrant	0208288126	
Charlotte Wardle	0208288123	
Chris Tutt	0208288124	Do not disturb
Cindy Bake	0208288123	
Colin Swiatek	0208288124	
David Higgins	0208288123	
Dean Marcan	0208288124	
Ed Baker	0208288124	
Harry Swiatek	0208288123	
Iain Quartly	0208288126	Talking to Peter Law - 09:26
Krysia Swiat	0208288126	
Lee Higg	0208288126	
Lewis Marcan	0208288126	
Paul Baker	0208288125	
Steve Tutt	0208288125	Talking to Jenna Wimshurst - 00:03
Steve Wardle	0208288124	Talking to 02079807000 (Support) - 11:03
Vas Farrant	0208288125	

**Instant Messaging Chat Log:**

- Steve Tutt:** Jenna Wimshurst: Hey can you take this sales call please? Steve Tutt: yes no problem
- Chris Tutt (Offline):** Jenna Wimshurst: Hey when you're back Sally wants to speak to you!
- Charlotte Quartly, Amy Earl:** Jenna Wimshurst: Hey! Just doing a live demo Charlotte Quartly: Hey Amy Earl: Hey there!

**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 productive.**

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.

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## ABOUT KAKAPO SYSTEMS

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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

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To request a free trial or demo of **Unity Desktop**:



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



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

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