

The background of the entire page is a photograph of three people in an office setting. A woman with dark curly hair is on the left, smiling. A man with dark curly hair is in the center, looking at a laptop screen and smiling. A woman with short grey hair is on the right, also smiling. The office background is blurred. A thick red diagonal line runs from the top right corner towards the bottom right, passing behind the people.

KAKAPO

SYSTEMS

UNITY DESKTOP WEB

HTML5 Web Apps | Simplifies the making and receiving of inbound and outbound calls on Chrome, Safari, Microsoft Edge and Firefox

MAXIMIZE THE USER EXPERIENCE WITH UNITY

Featuring an intuitive icon based interface, Unity provides point and click call control within the familiar internet browsers such as Google Chrome, FireFox, Microsoft Edge and Safari for Mac.

Unity Desktop Web is a web based application that combines call control, Instant Messaging, telephony service configuration, click-to-dial and unified directories to enhance the user experience and improve workgroup collaboration.

“UNITY DESKTOP WEB IS A WEB BASED APPLICATION THAT COMBINES CALL CONTROL, INSTANT MESSAGING, TELEPHONY SERVICE CONFIGURATION, CLICK-TO-DIAL AND UNIFIED DIRECTORIES TO ENHANCE THE USER EXPERIENCE AND IMPROVE WORKGROUP COLLABORATION.”

CONTACTS (BUSY LAMP FIELD)

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

INSTANT MESSAGING

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

CLICK-TO-DIAL

Click a contact or drag their icon into the Call window to open up a new call. Need to conference? Drag in your colleagues and click Conference.



UNITY DESKTOP WEB – USER INTERFACE

The screenshot displays the Unity Desktop Web user interface. At the top, there is a navigation bar with 'File', 'Messaging', 'Tools', and 'Help'. Below this is a 'Call Control Buttons' bar containing icons for dialing, answering, ending, holding, transferring, and other call functions. The 'Active Call Window' shows a list of active calls, including one from Chris Tutt to Barry Simpson at 07:09, which is currently active. Below the call window is the 'Contacts' tab, which displays a list of contacts with their names, phone numbers, departments, and status. The 'Instant Messaging' window on the right shows a conversation with Jon Darke, where he has asked for help with calls and the user has responded that they are busy.

Call Control Buttons

Active Call Window

Contacts | Call logs | Voicemail ²

Available in office

Name	Phone	Department	Status
Alastair Brown	020 3653 1310	Helpdesk	
Barry Simpson	020 3653 1310		Currently unavailable
Charlotte Quartly	020 3653 1310	Sales team	
Chris Tutt	020 3653 1310		
Colin Farrant	020 3653 1310	Helpdesk	
Dave Simpson	020 3653 1310		
David Higgins	020 3653 1310	Helpdesk	All calls forward to Customer support / Currently away
Dean Thompson	020 3653 1310	Sales team	
Ed Thrussell	020 3653 1310	Technical	Do not disturb
Felix Robin Vincent	020 3653 1310	Sales team	
Iain Brown	020 3653 1310	Sales team	Talking to BT number porting - 03:16

Instant Messaging

Jon Darke
I need a bit of help to take some calls today...

TODAY

Hello Jon

Jon Darke
Hey what's up Chris, all good?

Yeah, I'm good thanks.
The weather is glorious!

So what's on for today?

Jon Darke
I need a bit of help to take some calls today, I have a stack load of paperwork to do.

Jon is typing...

Sure that's no problem

Send



DRAG AND DROP

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

PRESENCE

Set your presence to alert colleagues to your current availability. Predefine routing, such as diverting calls to your mobile if you are out of the office.

“UNITY WILL DISPLAY UP TO 30 COLLEAGUES, VISUALLY DISPLAYING THEIR TELEPHONE STATUS WITH COLOURFUL ICONS.”

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 centralizes 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 VOICE MAIL

See your 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 how your call recording behaves with options to Pause and Resume to avoid capturing credit card details.

OUTLOOK INTEGRATION

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

SERVICE CONFIGURATION

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

“**WITH CLEAN LINES AND AN ELEGANT INTERFACE, UNITY CENTRALISES COMMUNICATION SERVICES INTO ONE PLACE, MAKING EMPLOYEES MORE PRODUCTIVE.**”





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 Web**:



Visit www.kakaposystems.com



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FIND US ON





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