

UNITY RECEPTION

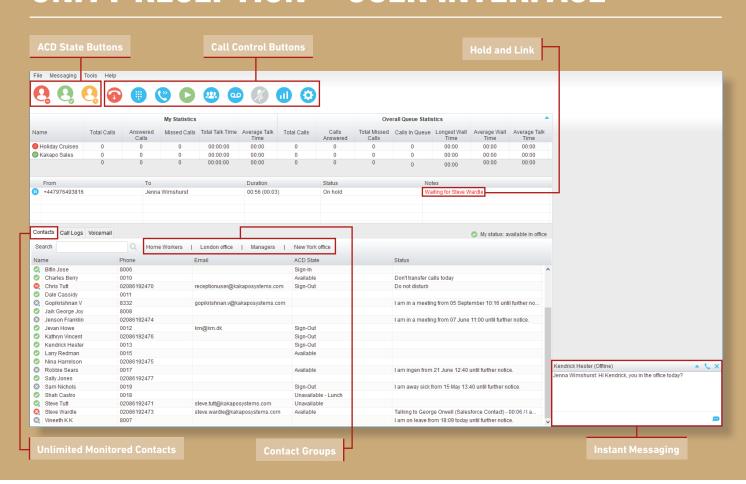
UNITY RECEPTION HAS ADVANCED FUNCTIONALITY TO EFFICIENTLY MANAGE INBOUND CALLERS WITH BOTH ANNOUNCED AND BLIND TRANSFER, THE ABILITY TO ADD CALL NOTES WHICH TRANSFER WITH THE CALL AND PREDEFINED CONTACT GROUPS TO EASILY SEARCH FOR SPECIFIC CONTACTS. 55

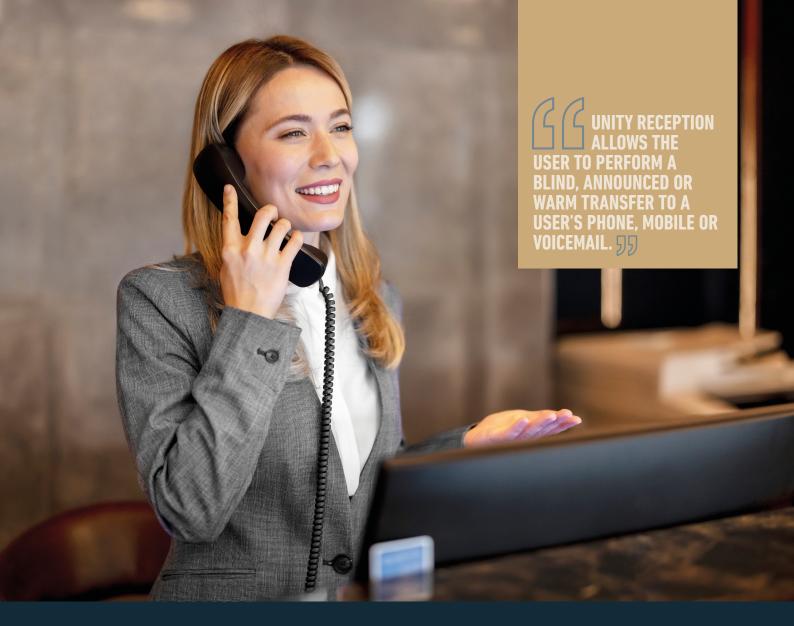
Intelligently manage multiple calls with Unity Reception's advanced call handling features and functionality.

Featuring a dynamic Busy Lamp Field, the ability to tag callers on hold and 'popping' notifications when desired extensions become free, Unity Reception has unique capabilities to efficiently and intelligently manage inbound callers.

Unity Reception is a windows application and is designed to support even the busiest front desk environments. Featuring a modern and user-friendly interface, Unity Reception improves call handling and customer service for customer facing and front desk attendants.

UNITY RECEPTION – USER INTERFACE





CONTACTS (BUSY LAMP FIELD)

Unity will display up to 50 colleagues at a time visually reflect their ringing/engaged/ available/unavailable telephone status.

INSTANT MESSAGING

IM any Unity colleague and drag a live call onto the IM session to transfer the call for truly fluid communication.

HOLD AND LINK

This essential feature allows the Receptionist to hold and link a call to a busy user. Once the user is available Unity will notify or automatically transfer the call.

BLIND, ANNOUNCED AND WARM TRANSFER

Unity Reception allows the user to perform a blind, announced or warm transfer to a user's phone, mobile or voicemail.

ADDING CALL NOTES

Users can add a note to a call and when the call is transferred, either to other users or to call centers, the note is transferred as well.

UNITY
RECEPTION'S
INTUITIVE AND DYNAMIC
USABILITY MEANS THAT
ALL ACTIONS CAN BE
ASSIGNED USER DEFINED
QUICK KEYS FOR FAST,
MOUSE-FREE USE. 55

Unity Reception has advanced functionality to efficiently manage inbound callers with both announced and blind transfer, the ability to add call notes which transfer with the call and pre-defined contact groups to easily search for specific contacts, eg Sales and the Help Desk.

The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration of other users. For example, if an employee is sick, the Receptionist can change their call forwarding to another number or employee.

DRAG AND DROP

Designed for simplicity and ease of use, users can drag and drop calls and contacts to perform call and message management.

CONTACT GROUPS

Pre-defined contact groups of internal and external contacts can be pinned, making it easier to quickly find and load specific contacts.

CALENDAR INTEGRATION

Know when your colleagues are busy by displaying calendar events for today and tomorrow for selected users.

QUICK KEYS

Unity Reception's intuitive and dynamic usability means that all actions can be assigned user defined quick keys for fast, mouse-free use.





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 Reception**:



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