

The background of the entire slide is a photograph of two people in an office setting. On the left, a woman with curly hair is seen from the back, wearing a light blue shirt and large gold hoop earrings. On the right, an older man with a grey beard and hair, wearing a brown sweater over a blue collared shirt, is smiling and looking towards the woman. They appear to be in a collaborative work environment. A large, bold red diagonal line runs from the top right corner towards the bottom left, intersecting the scene. In the top left corner, there is a red rectangular box containing the word 'KAKAPO' in white, uppercase letters. Below this box, the word 'SYSTEMS' is written in smaller, grey, uppercase letters.

KAKAPO

SYSTEMS

UNITY SUPERVISOR WEB

**A powerful management workspace
to supercharge Agent productivity
and customer experience**

OPTIMIZE YOUR CALL CENTER WITH UNITY

Unity Supervisor is a powerful reporting interface that gives Supervisors and team leaders relevant, real-time, performance information on Agents and queues, presented in one intuitive and concise workspace.

The Supervisor can remotely change an Agent's ACD state and force them to join or leave queues. In this way Unity Supervisor provides real-time visibility of queue conditions and the tools to take appropriate action to ensure the best possible customer service.

CALL CENTER MANAGEMENT

Visualize and balance your Agent resources against incoming callers to maximise call handling efficiency.

THRESHOLDS AND ALERTS

Set custom statistic thresholds so you know immediately when sub-optimal conditions occur, and what to do about it.

GROUP CHAT

Send a group message to all Agents of a particular queue to let them know what's happening.

PERSONAL WALLBOARD

See at-a-glance key metrics such as Calls In Queue and Agents available for the queues you manage.

AGENT MANAGEMENT

Immediately change an Agent's ACD state and queue assignment to respond to changing calling patterns.

Unity Supervisor can be configured for any customer environment by selecting from over 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, when their intervention is required.

With Unity Supervisor, team leaders and line managers get 360-degree visibility of incoming customer contact with the ability to re-task Agent resources to meet burst demand. The Call Activity List will list all queued calls allowing the Supervisor to prioritise key customers to the top or route them to a specific team or Agent.

ESCALATION AND BARGE-IN

Assist Agents with both Escalation and Emergency Escalation, or directly barge into a call if needed.

REORDER AND PROMOTE LIVE CALLS

Promote individual queued calls, such as those flagged as having previously abandoned, to the top of the queue.

CONFIGURABLE STATISTICS

Customize the Supervisor main UI by choosing from 40 real-time Agent and Queue statistics.

AGENT AVAILABILITY

See Agents ACD state and hook status with color-coded icons.

UNITY SUPERVISOR – USER INTERFACE

The screenshot displays the Unity Supervisor User Interface with several key sections highlighted by red callout boxes:

- ACD State Buttons:** Located at the top left, it includes icons for Agent, Supervised, and Offline states.
- Call Control Buttons:** Located at the top center, it includes icons for Answer, Hold, Transfer, and other call management functions.
- Agent Statistics:** Located at the top right, it displays a table of agent performance metrics.
- Overall Queue Statistics:** Located at the top right, it displays a table of queue performance metrics.
- Contacts and Call Logs:** Located at the bottom left, it displays a table of agent activity and call logs.

The interface also includes a top menu bar with File, Messaging, Tools, and Help. The main content area is divided into several sections:

- My Statistics:** A table showing agent performance metrics.
- Overall Queue Statistics:** A table showing queue performance metrics.
- Call Log:** A table showing call details.
- Agent Activity:** A table showing agent status and activity.

The interface is designed to be intuitive and easy to use, with clear labels and a consistent layout.

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 Supervisor Web**:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

FIND US ON





KAKAPO

SYSTEMS

© 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

FIND US ON

