

The background of the entire slide is a photograph of two people in an office setting. On the left, a woman with curly hair and large hoop earrings is seen from the side, looking towards the right. 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 down at a desk. The desk has a laptop and some papers. The office has large windows in the background, letting in bright light. A thick red diagonal line runs from the top right towards the bottom left, crossing the entire image.

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

ACD State Buttons

Call Control Buttons

Agent Statistics

Overall Queue Statistics

File Messaging Tools Help

Name

Total Calls

Answered Call...

Missed Calls ...

Average Talk Time

Total Talk Tim...

Car Shop Sales

3

0

3

00:00:00

00:00:00

Car Shop Support

2

0

2

00:00:00

00:00:00

Summary

5

0

5

00:00:00

00:00:00

Overall Queue Statistics

Total Calls

Calls Answered...

Total Missed Calls

Calls in Queue...

Longest Wait Time

Average Wait Time

Average Talk Time

Staff Ratio

3

0

2

1

00:00:08

00:00:00

00:00:00

5/9

9

0

8

1

00:00:09

00:00:00

00:00:00

4/7

12

0

10

2

00:00:09

00:00:00

00:00:00

9/16

From

To

Duration

Status

Lucy Dickens (0039)

Car Shop Support

00:09

Queued at position 1 - Low Priority

+447542901160

Car Shop Sales

00:08

Queued at position 1

Contacts

Call Logs

Agent Activity

My status: Available: In Office

Car Shop Sales

Queues

Agents

Name

Status

ACD State

ACD Duration

Total Calls

Missed Calls

Total Talk Time

Total Staffed Time

Amanda Anja Dawson

Sign-Out

503:10:18

0

0

00:00:00

00:00:00

Charles Berry

Unavailable - Comfort Break

330:56:36

0

0

00:00:00

11:10:32

Chris Tutt

Sign-Out

92:39:33

0

0

00:00:00

00:00:00

Jenson Franklin

Sign-Out

7149:29:04

0

0

00:00:00

00:00:00

Larry Redman

Do not disturb activated

Available

5329:59:27

0

0

00:00:00

11:10:27

Lee Fallon

Available In Office profile activ...

Unavailable - In a Meeting

00:00:05

3

3

00:00:00

03:43:05

Lucy Dickens

Talking to Kakapo Support (24...

Unavailable - Lunch

21:33:56

0

0

00:00:00

11:10:29

Steve Tutt

Sign-Out

475:47:11

0

0

00:00:00

00:00:00

Steve Wardle

Unavailable - Comfort Break

02:06:07

0

0

00:00:00

02:05:31

Summary

3

3

00:00:00

39:20:05

Contacts and Call Logs

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



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KAKAPO

SYSTEMS

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