



KAKAPO

SYSTEMS

UNITY FOR TEAMS

Deep Integration for use with
Direct Routing

CONSOLIDATED WORKSPACES WITH UNITY

Unity for Teams enables users to access Unity applications from within Microsoft Teams. This significantly enhances the overall solution for organizations with a dependency on BroadWorks and Microsoft Teams, by pairing them into a single intuitive and clear platform.

Unity for Teams makes the Teams app work as a BroadSoft device, where all call control such as hold, transfer and conference can be performed within Unity. What's more, advanced overlay services, such as BroadSoft Call Center queue are now available from within Teams.



“**UNITY FOR TEAMS MAKES THE TEAMS APP WORK AS A BROADSOFT DEVICE, WHERE ALL CALL CONTROL SUCH AS HOLD, TRANSFER AND CONFERENCE CAN BE PERFORMED WITHIN UNITY.**”

STREAMLINED NAVIGATION

Unity for Teams reduces process hopping and navigation time for users by overlaying Unity into the Microsoft Teams interface, ensuring both applications features are the click of a button away at all times.

MULTIPLE SOLUTIONS

Unity application options include Desktop, for UC users, as well as Agent and Supervisor to embed the BroadSoft ACD functionality within Microsoft Teams.

ADVANCED CALL CONTROL

Once a call is answered in the Unity for Teams application, recording start/pause, barge-in, escalation and more advanced call control features are available to users.

IMPROVED PRESENCE MONITORING

Precisely monitor agent availability, with access to ACD state monitoring within Unity and presence monitoring within Microsoft Teams.

Unity for Teams is a multi-faceted solution, offering users a modular, more granular, choice over which Unity application they may wish to deploy. This allows users to tailor their Unity for Teams environment to serve their exact requirements.

Variants include the superior call control and handling of Unity Agent. The real-time support and management console of Unity Supervisor, and for UC users, Unity Desktop, which simplifies the making and handling of calls whilst providing easy access to advanced functions.



PERSONAL WALLBOARD

Each Unity for Teams application is an enhanced communication solution that features a Personal Wallboard, displaying the overall Call Center conditions, including customizable statistics and queue visibility.

CALL RECORDING CONTROL

Users can configure how a call recording behaves with options to Pause and Resume for example, to avoid capturing credit card details.

SIMPLE DEPLOYMENT

Unity for Teams applications have been designed for swift and simple deployment, utilizing the Microsoft Teams 'apps' page to enable Unity for Teams to be uploaded seamlessly for an entire organization.

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 for Teams**:



Visit www.kakaposystems.com



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