KAKAPO

SYSTEMS

WEB CALLBACK QUEUES

Unity Contact Center | A dynamic, customizable, 'Call Me Back' website widget for CX Optimization

WEB CALLBACK QUEUES

Give customers the option to request a callback – Happy customers are those that don't queue.

Keep inbound callers off hold and reduce call peaks and troughs for agents by enabling customers to request a call back when they're online.

Unity Callback queues for BroadSoft are web-based widgets that let the customer enter their details on the company's website and wait for a call. The request is then queued into the required Agents who can initiate the outbound call on their BroadSoft extension with one click.

STIMULATE CUSTOMER ENGAGEMENT

Scalable for any use case, from general customer contact or front ending entire sales campaigns on thousands of pages.

REPORTING AND INSIGHTS

Understand customer contact patterns and measure success from advertising initiatives.

CRM PROFILING

Unity will profile the CRM lead or contact allowing Agents to prioritise call-backs to sales opportunities.

SCHEDULE CALLBACKS

Agents can schedule callbacks for a time favourable to the customer, catering to their needs and improving overall service.

ADD NOTES AND STAY INFORMED

Add notes and updates to the callback in order to inform the next Agent about the nature of the call and any attempts made.

VIEW HISTORICAL CONVERSATIONS

Agents can see previous conversations from the customer, allowing them to pick up from where they left off.

> **UNITY CALLBACK QUEUES FOR BROADSOFT ARE WEB-BASED WIDGETS THAT LET THE CUSTOMER ENTER THEIR DETAILS ON THE COMPANY'S WEBSITE AND WAIT FOR A CALL.**

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 **Web Callback Queues**:

Visit www.kakaposystems.com

Contact tellmemore@kakaposystems.com

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