

KAKAPO

SYSTEMS

# WEB CHAT QUEUES

**Unity Contact Center | Integrate  
Web Chat within your overall voice  
solution. Quickly escalate chat to  
voice calls with just one click**



# INTEGRATE WEB CHAT WITH YOUR OVERALL VOICE SOLUTION

“NEED TO VERIFY CARD DETAILS? OR PROVIDE MORE INFORMATION? QUICKLY ESCALATE WEB CHATS TO VOICE CALLS AND EMAILS WITH JUST ONE CLICK.”

Unity Contact Center provides your customers with a rich web chat experience, that can be set up in minutes.

Easily customize the widget, configure the departments, add canned responses and set up Agents in the routing phases, before copy and pasting the Java Script to seamlessly embed web chat into your website.

## UNITY WEB CHAT – VISITOR INTERFACE

The image displays three sequential screenshots of the Kakapo Systems Web Chat interface. The first screenshot, titled 'Welcome', shows a form with fields for 'Your name: \*' (filled with 'Natalie Maines'), 'Email: \*' (filled with 'Natalie.Maines@gmail.com'), and 'Phone number: \*' (filled with '02082881257'), followed by a 'Chat Now' button. The second screenshot, titled 'Live chat', shows a conversation with an agent named Jenna. It includes a canned response about Unity Reception, a user reply asking for more info, and a response from Jenna providing a URL and offering a free trial. The third screenshot, titled 'Chat Closed', shows a feedback form asking 'How would you rate your chat?' with five stars selected, a 'Very helpful' comment, and a 'Submit' button.

1

Force the website visitor to enter their name, email and phone number by making them mandatory fields in the web chat configuration.

2

Canned responses allows Agents to take multiple chats at one time and can turn conversations into calls with just one click.

3

Encourage visitors to rate their chat with stars, which are then saved with the chat history allowing Supervisors to analyze conversations.



# UNITY WEB CHAT – AGENT INTERFACE

**Automatic and manual CRM logging**  
Log conversation transcripts in the leading CRM platforms

**CRM profiling**  
Profile leading CRM platforms Contacts and Leads

**Web page the chat was started on**  
Empower Agents by showing which web page the visitor started the web chat on

**Communication history, including callbacks and star ratings**  
Supervisors can access all ratings and transcripts to analyze Agent's conversations

**Communication history, including callbacks and star ratings**  
Supervisors can access all ratings and transcripts to analyze Agent's conversations

The interface displays a contact profile for Natalie Maines (Salesforce Lead) with contact information and a list of communication history. The chat window shows a conversation transcript with a response button labeled "Canned Replies".

**Contact Profile:**

- Natalie Maines (Salesforce Lead)
- Natalie Maines @gmail.com
- 0797649381
- Google Chrome on Windows
- IP: 146.200.77.114
- <https://www.kakaposystems.com/>

**History:**

- WebChat (Closed)** ★★★★★  
Kakapo Live Streams > Kakapo Chat  
02 August 2019 08:22
- Callback (Closed)**  
Kakapo Live Streams > CallBack  
31 May 2019 09:42
- Email (Closed)**  
Kakapo Live Streams > Kakapo Gmail  
05 July 2019 09:35
- WebChat (Closed)** ★★★★★  
Kakapo Live Streams > Kakapo Chat  
05 July 2019 09:34

**Chat Transcript:**

Natalie Maines  
I'm looking for a contact center that integrates Twitter, can you help with that?  
09:29

Natalie Maines  
Sounds great, can I get a trial please?  
09:30

Conversation **Canned Replies** Resources

Of course, would you also like to arrange a demo?



Hi, How Can I Help?

**Chat Now**

### ADVANCED ROUTING

Unity Contact Center features sophisticated routing options to connect customers to the best equipped Agents.

### WEB CHAT CUSTOMISATION

Define how the chat animation will appear, what customer fields are required, which avatar and colour scheme to use.

### ESCALATE CHAT TO VOICE CALLS

Need to verify card details? Or provide more information? Quickly escalate web chats to voice calls and emails with just one click.

“UNITY CONTACT CENTER PROVIDES YOUR CUSTOMERS WITH A RICH WEB CHAT EXPERIENCE, THAT CAN BE SET UP IN MINUTES.”







## ABOUT KAKAPO SYSTEMS

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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

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To request a free trial or demo of **Web Chat Queues**:



**Visit** [www.kakaposystems.com](http://www.kakaposystems.com)



**Contact** [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

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