

# 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

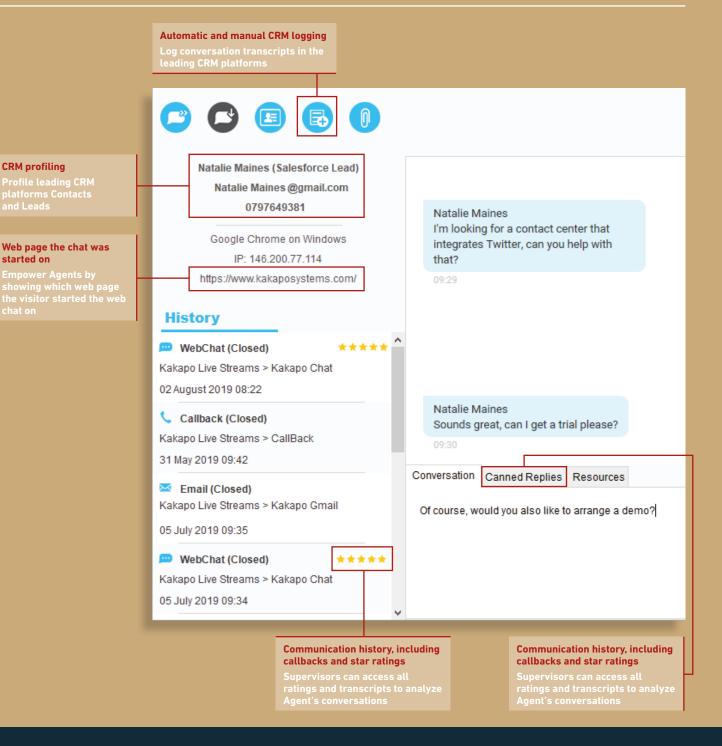
**S** NEED TO VERIFY CARD DETAILS? OR PROVIDE MORE INFORMATION? QUICKLY ESCALATE WEB CHATS TO VOICE CALLS AND EMAILS WITH JUST ONE CLICK. 55 Unity Contact Center provides your customers with a rich web chat experience, that can be set up in minutes.

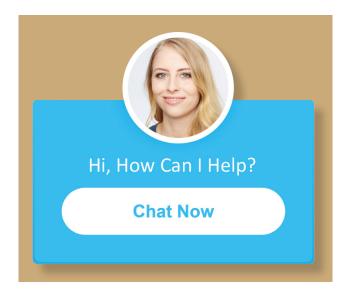
Easily customize the widget, configure the departments, add canned responses and set up Agents in the routing phases, before copy and pasting the Java Script to seamlessly embed web chat into your website.

# **UNITY WEB CHAT – VISITOR INTERFACE**

Welcome	Live chat – ×	Chat Closed - X
Kakapo Systems Web Chat	Kakapo Systems Web Chat Chatting with Jenna	Kakapo Systems Web Chat
Your name: * Natalie Maines	Absolutely! We have Unity Reception that is designed to intelligently manage multiple calls 11.59.26	How would you rate your chat?
Email: * Natalie.Maines@gmail.com	Sounds good, do you have any more info? 11.59.39	Very helpful Really helpful, thank you!
Phone number: * 02082881257	Jenna You can get more information here: http://www.kakaposystems.com/un ity-reception/ plus I can email you a free trial if you like?	
Chat Now	120021       Write your message	Submit or Cancel
	2	3
Force the website visitor to enter their name, email and phone number by making them mandatory fields in the web chat configuration.	Canned responses allows Agents to take multiple chats at one time and can turn conversations into calls with just one click.	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**





#### **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. 55



# **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 Chat Queues:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com





#### © 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

