



KAKAPO

SYSTEMS

Unity Supervisor HTML5

A powerful reporting and management console that gives supervisors relevant, real-time performance information.

UNITY SUPERVISOR

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 a concise and intuitive table format.

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.



Overall Queue Statistics		
Missed Calls	Calls In Queue	Staffed Ratio
3	7	10/17
7	10	3/40
4	1	1/1



Call Center Management

Visualize and balance your Agent resources against incoming callers to maximise call handling efficiency.

Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time
0	0	0	00:00:00	00:00
0	0	0	00:00:00	00:00

Overall Queue Statistics				
Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time
0	0	0	00:00	00:00
0	0	0	00:00	00:00



Thresholds & Alerts

Set custom statistic thresholds so you know immediately when sub optimal conditions occur, and what to do about it.

Chris Tutt, Alina Buzdygan and 7 more

You guys are doing great, keep it up!

Alina Buzdygan
Thank you!



Group Chat

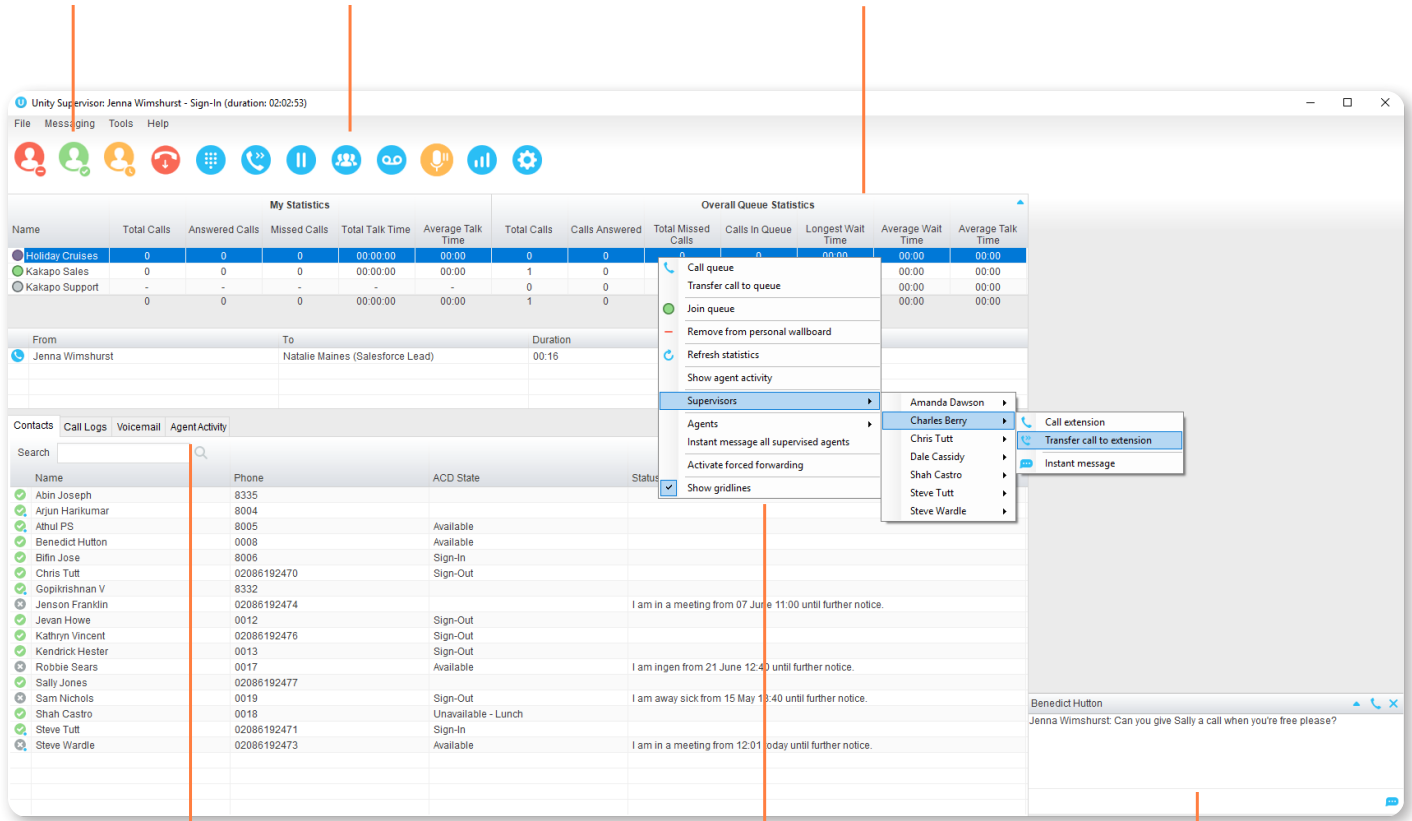
Send a group message to all Agents of a particular queue to let them know whats happening

UNITY SUPERVISOR - USER INTERFACE

ACD State

Call Control Buttons

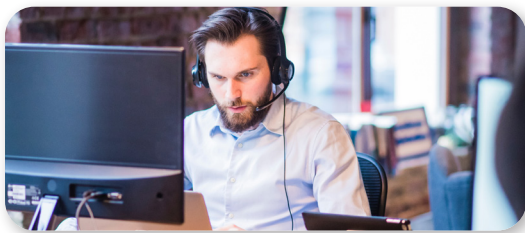
Agent & Call Center Statistics



Agent Activity Tab

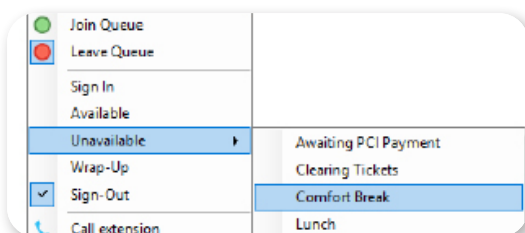
Queue & Agent Management

Instant Messaging



Personal Wallboard

See at a glance key metrics such as Calls In Queue and Agents available for the queues you manage.

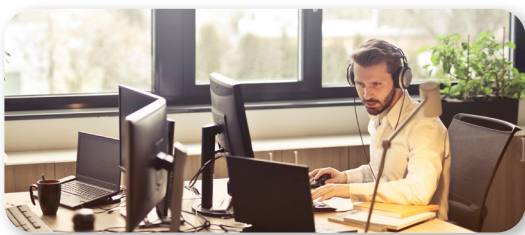


Agent Management

Immediately change an Agent's ACD state and queue assignment to respond to changing calling patterns.

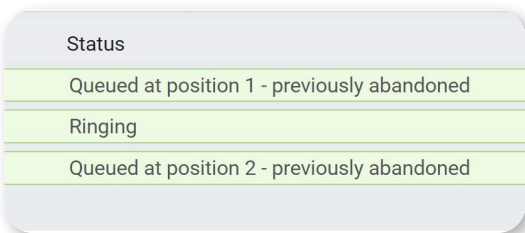
Unity Supervisor can be configured for any customer environment by selecting from over 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, when their intervention is required.

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.



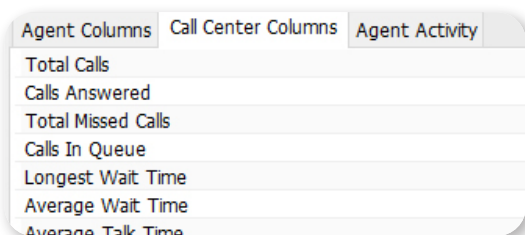
Escalation & Barge-In

Assist Agents with both Escalation and Emergency Escalation, or directly barge into a call if needed.



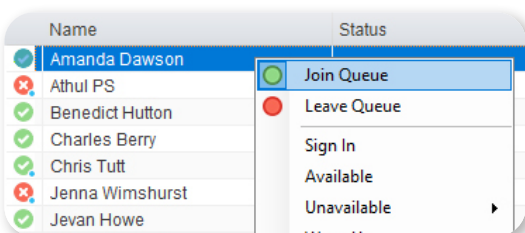
Reorder and Promote Live Calls

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 colour coded icons.