

UNITY CONTACT CENTER

How Can We Help?

Unity Contact Center provides your customers richer inbound experiences on their media of choice. Supporting Web Chat, Voice and Email queues, Unity allows your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service and first contact resolution.

Unity Contact Center connects your customer to an Agent quickly by using intelligent and flexible routing parameters. All media streams can be managed uniformly with consistent overflow, escalation and distribution policies.



Live chat with Chris

Chris
hello@kakaposystems.com

Hi there Chris, I'd like to know more about your products for my business. 10:46

Chris
Hello there Bo, thanks very much for contacting us. How may I help? 10:46

I'm interested in the Unity Mobile for my business. Hello 10:46

Chris is typing...

Are you

Powered by Unity

Unity Agent: Chris Tutt - Available (duration: 01:25)

File Messaging Tools Help

My Statistics						Overall Queue Statistics						
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Engineering	0	0	0	00:00:00	00:00	3	0	0	0	00:25	00:00	00:00
Sales Line	0	0	0	00:00:00	00:00	9	9	0	0	00:00	00:14	04:22
	0	0	0	00:00:00	00:00	12	9	3	1	00:25	00:07	02:11

From: Barry Simpson To: Engineering Duration: 00:00 Status: Ringing

Contacts | Call Logs (1 Missed) | Abandoned Calls

Name	Phone	Department	ACD State	Status
Abin Jose	8311			I am in a meeting from 18 November 14:09 until further notice.
Abin Joseph	8335		Sign-Out	I am out to lunch from 20 May 12:25 until further notice.
Alastair Brown	02082881268	Helpdesk	Sign-Out	
Alistair Todd	01173700075		Unavailable - Clearing Tickets	
Andrew Smith	0002		Available	Do not disturb
Andrew Todd	01444220203	Helpdesk	Sign-Out	
Barry Simpson	02035518327		Available	Talking to Bolts Sales - 00:26
Charlotte Quarterly	02082881233	Sales Team	Sign-Out	
Chris Milford	02082881264			
Chris O'Neill	3833			
Cindy Baker	02082881239			
Colin Farrant	02082881246	Helpdesk	Sign-In	
Dave Dadds	02082881231		Sign-In	
Dave Upjohn	01444220202			
David Higgins	02082881237	Helpdesk	Sign-Out	
Dean Thompson	02082881240	Technical	Sign-Out	

My status: available in office

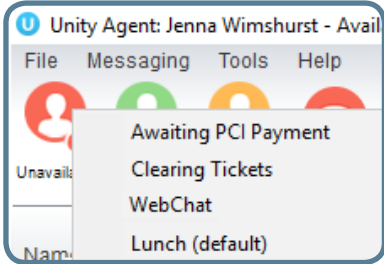
By providing blended experiences for Agents, Unity Contact Center allows customers to scale their customer handling capability and process more transactions without increasing Agent head count. Supervisors can visualize incoming traffic across all media types, allowing them to manage Agent and Queue resources in real-time.



UNITY CONTACT CENTER

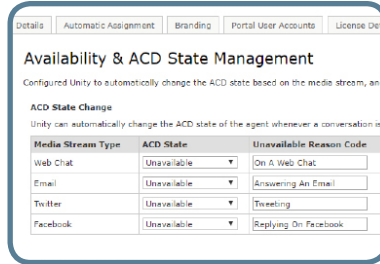
Blended Agent Experience

All media calls are presented within the intuitive Agent interface, simplifying media handling and providing presence and chat with colleagues.



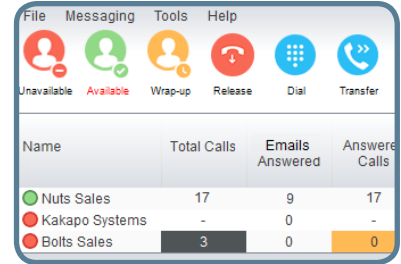
Intelligent Agent ACD

Unity will intelligently manage the Agents availability to queues, for example making them Unavailable to voice queues when they have received web chat or email media.



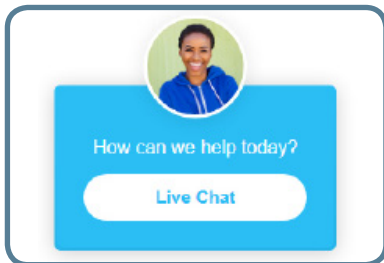
Email Queues

With support for Exchange and Gmail queues, the Unity Contact Center Server logs in as the email client and distributes emails to Agents that are assigned to each email queue.



Pure Cloud Solution

As a cloud based platform we can scale media streams and Agents with no limits and no bottlenecks meaning that we can support you today and in the future.



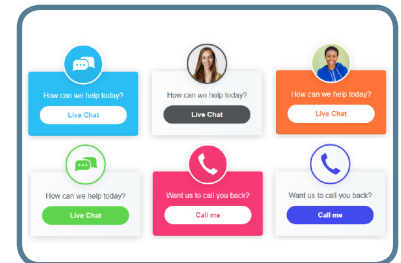
Copy & Paste Deployment

Unity's Contact Center portal allows supervisors to define their web chat queue and routing behaviour then copy and paste the JavaScript into their web page to go live immediately.



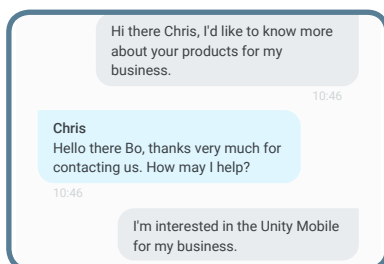
Web Chat Customization

Define how the chat animation will appear, what customer fields are required and which avatar and colour scheme to use to seamlessly embed Chat into your website.



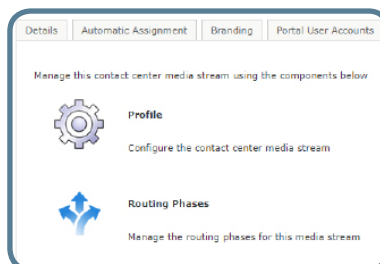
Canned Web Chat Responses

Unity can support multiple concurrent webchat sessions, providing Agents with quick links to canned responses, attachments and links, improving customer response times.



Advanced Routing

Unity features sophisticated routing options for all media types and options for connecting customers to the best equipped Agent and making greatest use of available resource during peak periods.



Call-Back Queues

As an alternative to inbound voice queues Unity supports Call Me Back queues, where the customer's details are queued to an Agent, who then initiates the call-back with a single click.

