

Unity Agent

Unity Agent is an essential tool in empowering Agents toward optimum call handling efficiency. All information relevant to the incoming caller, the status of fellow Agents and Supervisors, and the overall Call Center situation is presented within a refined business interface.

Unity Agent features a Personal Wallboard displaying the overall Call Center conditions, including calls in queue and longest wait time, as well as the Agent's own statistic. This introduces gamification and competition amongst customer facing teams and encourages Agents to take an active role in self-managing their adherence to their performance indicators.

The sophisticated Unity interface allows the agent to maximise time and call handling whether they are office or home based. Advanced call centre features, such as disposition codes, unavailable codes, configurable wrap-up, auto answer, plus standard and emergency escalation are all available at the click of the mouse. In addition, the ability to see the availability of fellow Agents provides a level of business intelligence typically only available to Supervisors on competitive systems.

Maximize Agent Productivity with Unity
 The Unity Agent empowers Agents by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status.

ACD State

Call Control Buttons

Company Logo

Personal Wallboard

Name	Total Calls	Web Chats Answered	Answers	Total Missed Calls	Average Talk Time	Emails	Web Chats Received	Total Calls	Answers	Total Missed Calls	Longest Wait Time	Average Talk Time	Average Abandon Time	Web Chats Queued	Web Chats Answered
Kakapo Systems	0	0	0	0	00:00	0	0	0	0	0	00:00	00:00	00:00	0	0
Bolta Sales	0	0	0	0	00:00	0	0	0	0	0	00:00	00:00	00:00	0	0
Nuta Sales	0	0	0	0	00:00	0	0	0	0	0	00:00	00:00	00:00	0	0

Active Call Window

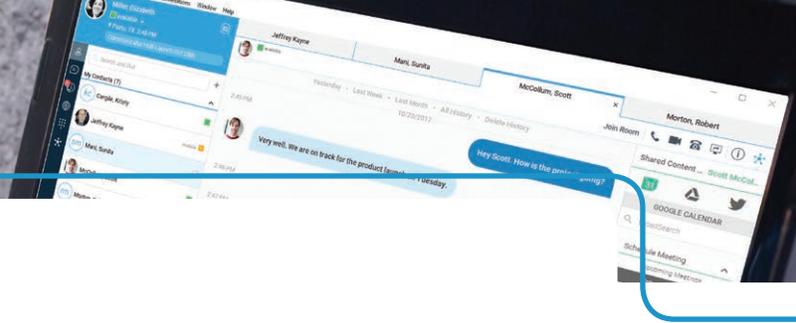
Activity	From	To	Duration	Status
Current				
Call	Natalie Maines (Salesforce Contact)	Jenna Wimshurst	00:14	Active/Not recording

Busy Lamp Field/Contacts Tab

Name	Phone	ACD State	Status
Abin Joseph	8335	Sign-In	I am out to lunch from 17 September 23:2 until further notice.
Alastair	020828812	Available	Talking to James Turner (Customer Support) - 00:10
Amy Earle	020828812	Sign-Out	
Charlotte Thompson	020828812	Sign-Out	
Chris Tutt	020828812	Sign-Out	
Cindy Brown	020828812		
Collin Houston	020828812	Sign-Out	
Dave Swatek	020828812	Unavailable - Paperwork	Do not disturb / in a meeting
David Hlg	020828812	Sign-In	
Dean	020828812	Sign-In	
Ed Thuss	020828812	Sign-In	Currently away
Gopitrishnan V	8332	Available	
Iain Sin	020828812	Sign-Out	In a meeting
Kryslia Brown	020828812	Available	
Lee Houst	020828812	Sign-In	
Lewis Mancan	020828812	Unavailable - Training	

Docked IM Window

Steve Wardle
 Jenna Wimshurst: Hey can I transfer this sales call to you please?
 Steve Wardle: sure



Unity Agent

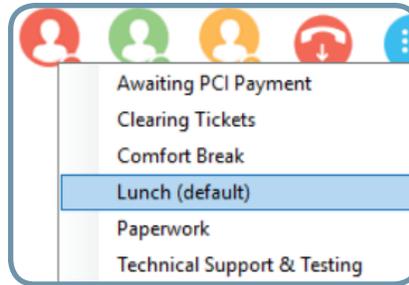
Personal Wallboard

See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue the Agent is assigned to.

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

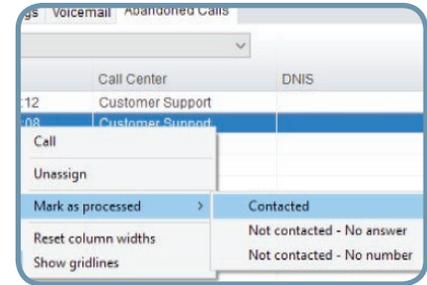
ACD Control

ACD state governs the availability to take calls. Agents can change their state and assign Unavailable Codes as necessary.



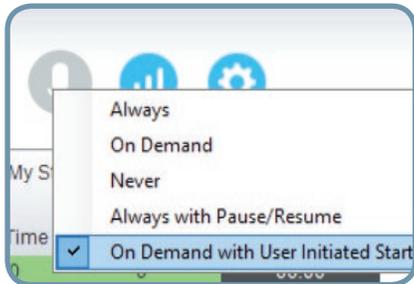
Abandoned Capture

When a Supervisor assigns previously abandoned calls, the Agent simply double clicks to call back.



Call Recording Control

Pause and Resume call recording to control capture of sensitive information, such as caller card details.



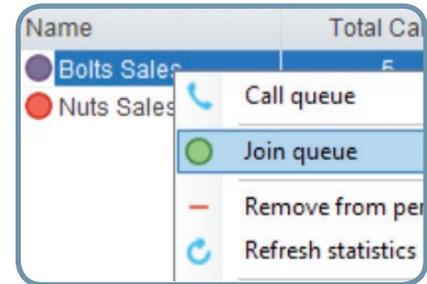
User Status

See Agents and Supervisors hook status and ACD state with colour coded icons.



Join/Leave Queues

Agents can optionally Join or Leave any Call Center, for example to Join a queue that is experiencing a peak in calls.



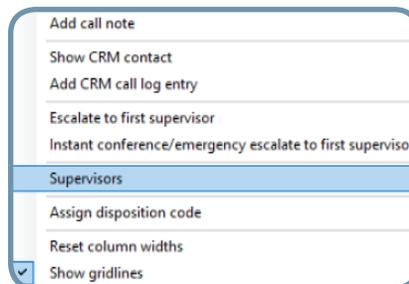
Agent Productivity

Encourage productivity and gamification by giving Agents the tools and business performance indicators to maximize output.

Name	Total Calls	Web C Answ
● Bolts Sales	0	0
● Kakapo Systems	-	2
● Nuts Sales	0	-
	0	2

Supervisor Escalation

The Agent can immediately alert a Supervisor for assistance should the need arise mid call.



Templates

Unity Agent is highly configurable. To simplify rollout, a user template can be saved in the cloud and automatically assigned to other Agents.

