

Unity Supervisor

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.

Unity Supervisor can be configured for any customer environment by selecting from 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, both on screen and audibly, when their intervention is required. Specific alerts can be set for calls in queue, average wait and missed calls, either for individual queues or across all call centers that the Supervisor is managing.

In Unity Supervisor Enterprise, abandoned calls are displayed in the "Abandoned calls" tab with the Caller's remote number and time and date stamp. These abandoned calls can then be assigned to agents for a call back, providing an optimum experience for all incoming callers.

Optimize Your Call Center with Unity
 The Unity Supervisor is a powerful reporting and management interface that gives Supervisors and team leaders relevant, real-time, performance information on Agents and queues, presented in a concise and intuitive table format.

ACD State

Call Control Buttons

Company Logo

Personal Wallboard

Name	Total Calls	Web Chats Answered	Answers	Total Missed Calls	Average Talk Time	Emails Answered	Web Chats Received	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	Calls Abandoned	Web Chats Queued	Web Chats Answered	
Kakapo Systems	0	0	0	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0	1
Bolta Sales	0	0	0	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0	0
Nuta Sales	0	0	0	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0	1

Active Call Window

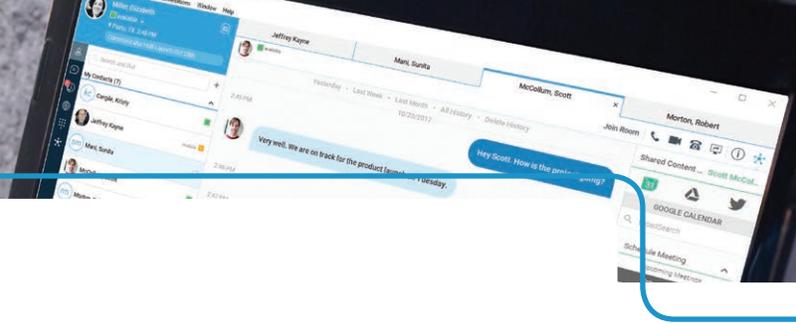
Activity	From	To	Duration	Status
Current				
Call	Natalie Maines (Salesforce Contact)	Jenna Wimshurst	00:14	Active/Not recording

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	020628812	Available	Talking to James Turner (Customer Support) - 00:10
Amy Earle	020628812	Sign-Out	
Charlotte Thompson	020628812	Sign-Out	
Chris Tutt	020628812	Sign-Out	
Cindy Brown	020628812		
Collin Houston	020628812	Sign-Out	
Dave Swatek	020628812	Unavailable - Paperwork	Do not disturb / In a meeting
David Hig	020628812	Sign-In	
Dean	020628812	Sign-In	
Ed Thuss	020628812	Sign-In	Currently away
Gopitrishnan V	8332	Available	
Iain Sin	020628812	Sign-Out	In a meeting
Kryslia Brown	020628812	Available	
Lee Houst	020628812	Sign-In	
Lewis Mancan	020628812	Unavailable - Training	

Docked IM Window

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



Unity Supervisor

Call Center Management

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

Staffed Ratio	Calls In Queue
5/9	7
2/8	0
4/16	0
6/9	6

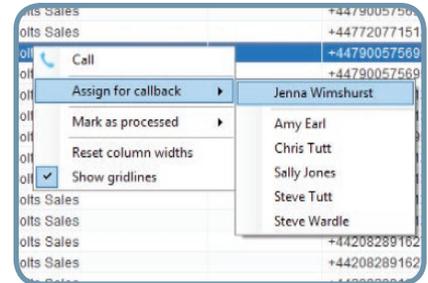
Thresholds & Alerts

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

Overall Queue Statistics			
Missed Calls	Total Calls	Calls In Queue	Staffed
2	7	0	4
0	0	0	2
0	0	0	4
0	6	0	5
2	13	0	15

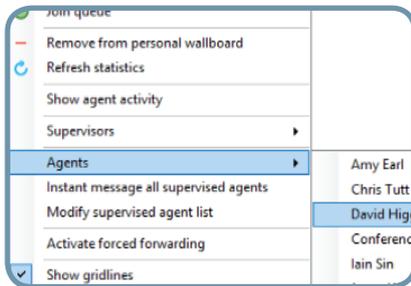
Abandoned Capture

Unity captures the Caller ID of all abandoned calls and allows the Supervisor to assign these to Agents for call-back.



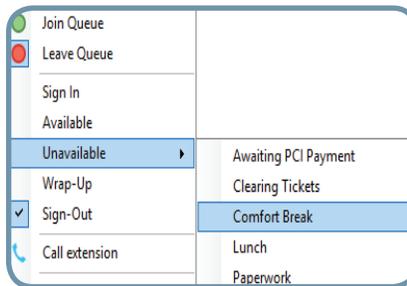
Personal Wallboard

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



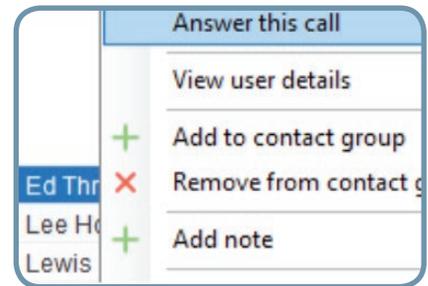
Agent Management

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



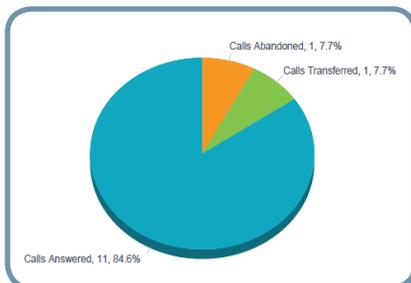
Escalation & Barge-In

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



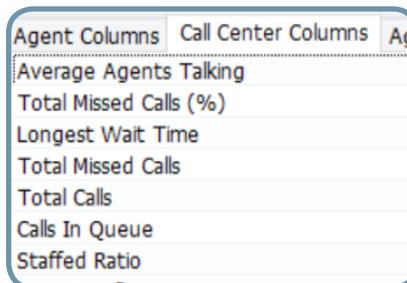
Reporting & Analytics

Unity provides access to 20 historical reports for deeper analysis.



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.

