

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. **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.

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.

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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 Stati	stics				
Is	Answered Calls	Missed Calls		Total Talk Time		Average Tim	
	0	0		00:00:0	0	00:0	
	0	0		00:00:0	0	00:0	
		Overall Qu	ieue S	tatistics			
Tot	tal Missed Calls	Calls In Queue		gest Wait Time	Ave	erage Wa Time	
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Call Recording Control

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

	Always
10000	On Demand
S	Never
	Always with Pause/Resume
ne 🗸	On Demand with User Initiated Star
-	0.00

Agent Productivity

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

666	. 🕤	
Name	Total Calls	Web C Answ
Bolts Sales	0	0
Kakapo Systems		2
Nuts Sales	0	
	0	2

ACD Control

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

88.
Awaiting PCI Payment
Clearing Tickets
Comfort Break
Lunch (default)
Paperwork
Technical Support & Testing

User Status

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



Supervisor Escalation

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

Add call note
Show CRM contact
Add CRM call log entry
Escalate to first supervisor
Instant conference/emergency escalate to first supervisor
Supervisors
Assign disposition code
Reset column widths
Show gridlines

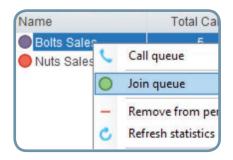
Abandoned Capture

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

		~		
	Call Center		DNIS	
12 Customer Support				
08	Customer Sunnort			
Call				
Unassi	ign			
Mark a	as processed >	Contacted		
Reset column widths Show gridlines		Not contacted - No answer Not contacted - No number		

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.



Templates

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

User Templates

Use template: None If the template cannot be loaded Continue loading Unity Stop loading Unity Create new user template

