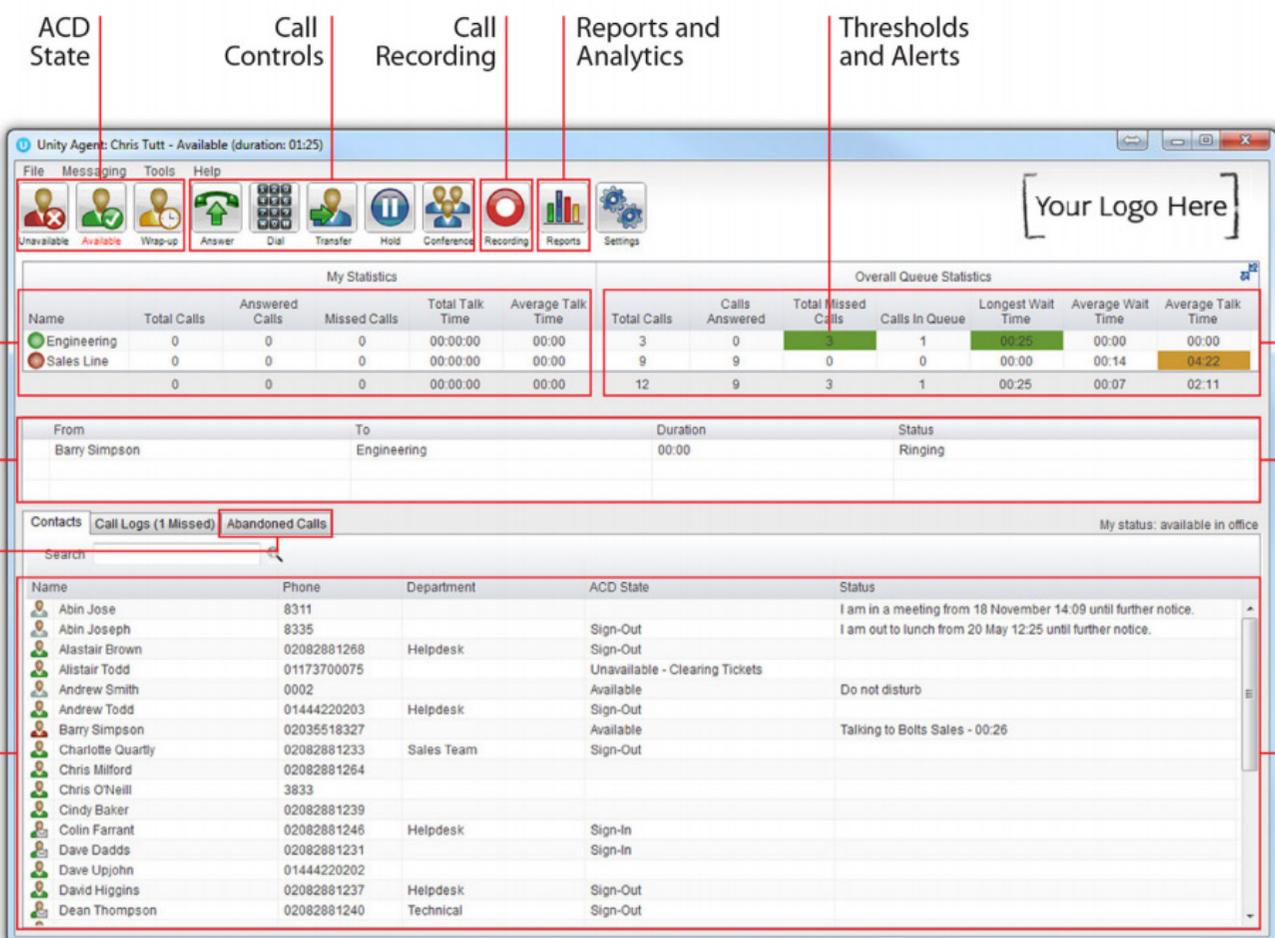


Unity Agent

MAXIMIZE AGENT PRODUCTIVITY WITH UNITY

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 empowers Agents by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status.



The screenshot shows the Unity Agent interface with several key components labeled:

- ACD State**: Located at the top left, showing agent status icons (Unavailable, Available, Wrap-up).
- Call Controls**: A row of icons for Answer, Dial, Transfer, Hold, Conference, Recording, and Reports.
- Call Recording**: A specific icon for recording calls.
- Reports and Analytics**: A bar chart icon for viewing performance data.
- Thresholds and Alerts**: A gear icon for configuring system settings.
- Agent Statistics**: A table showing performance metrics for different departments.
- Incoming ACD Calls**: A table showing details of the current incoming call.
- Abandoned Calls List**: A section for reviewing missed or abandoned calls.
- Agent and Supervisor Status**: A large table listing all agents and supervisors with their contact info and current status.
- Queue Statistics**: A table showing overall queue performance metrics.
- Active Call Window**: A section for managing the current active call.
- Busy Lamp Field**: A visual indicator for agent availability.

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time
Engineering	0	0	0	00:00:00	00:00
Sales Line	0	0	0	00:00:00	00:00
Total	0	0	0	00:00:00	00:00

Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
3	0	3	1	00:25	00:00	00:00
9	9	0	0	00:00	00:14	04:22
12	9	3	1	00:25	00:07	02:11

From	To	Duration	Status
Barry Simpson	Engineering	00:00	Ringing

Name	Phone	Department	ACD State	Status
Abin Jose	8311			
Abin Joseph	8335		Sign-Out	I am in a meeting from 18 November 14:09 until further notice.
Alastair Brown	02082881268	Helpdesk	Sign-Out	I am out to lunch from 20 May 12:25 until further notice.
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 Quartly	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	

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, standard and emergency escalation are all available at the click of the mouse. In addition, the ability to see the availability of fellow Agents

Personal Wallboard

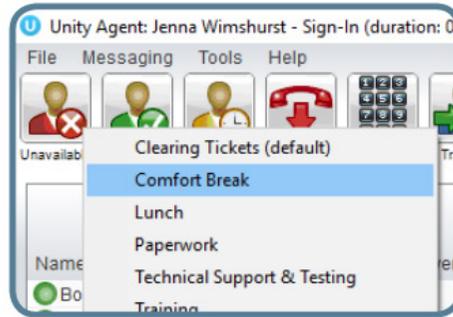
See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue the Agent is assigned to.

Overall Queue Statistics				
Calls Answered	Total Missed Calls	Queued Calls	Longest Wait Time	Average Wait Time
2	1	0	00:00	00:02
0	0	0	00:00	00:00
2	1	0	00:00	00:01

My Statistics			
Missed Calls	Answered Calls	Missed Calls	Total Talk Time
2	1	2	00:00:06
2	2	0	00:00:12
3	3	2	00:00:18

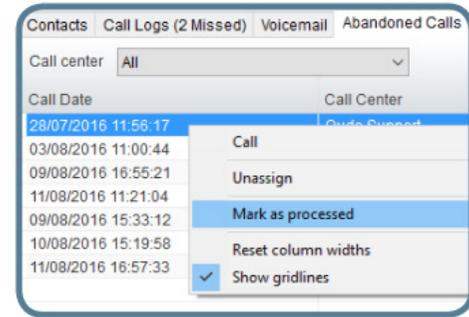
ACD Control

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



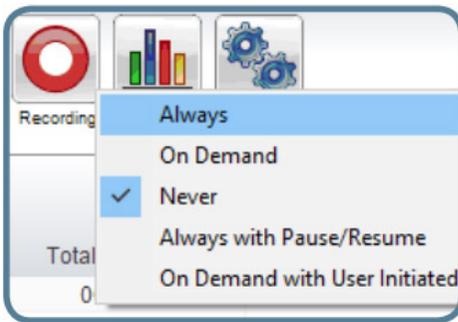
Abandoned Capture

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.



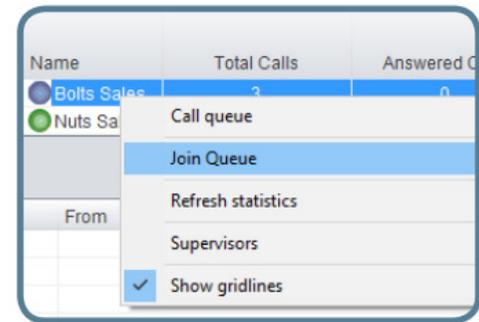
User Status

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

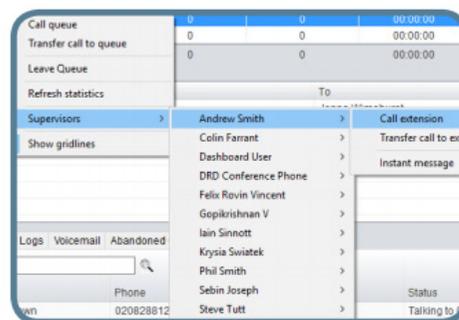
Encourage productivity and gamification by giving Agents the tools and business performance indicators to maximize output.

My Statistics						
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls Answered
Boles Sales	3	0	3	00:00:00	00:00	3
Nuts Sales	0	0	0	00:00:00	00:00	1
	3	0	3	00:00:00	00:00	4

From	To	Duration
Steve Tutt	Jenna Wimhurst	00:19

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

