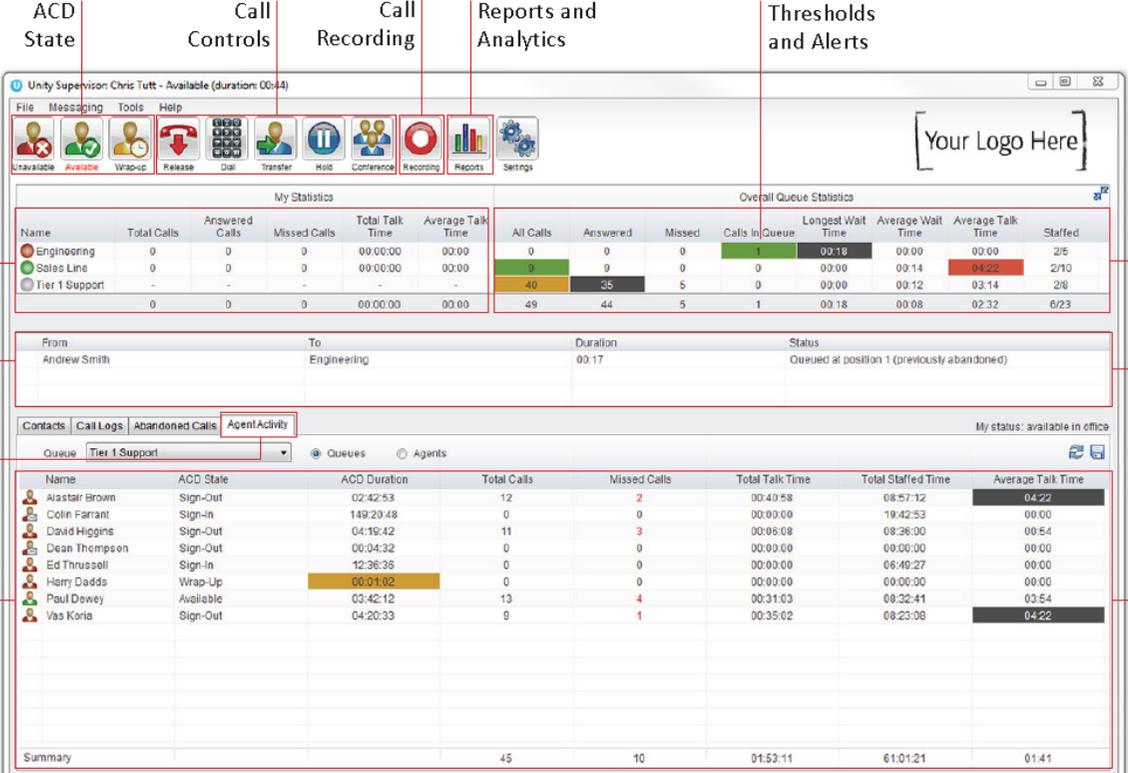# Unity Supervisor

OPTIMIZE YOUR CALL CENTER WITH UNITY

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.

The Supervisor can remotely change an Agent's ACD state and force them to join or leave queue's. 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.

Call Center Management

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

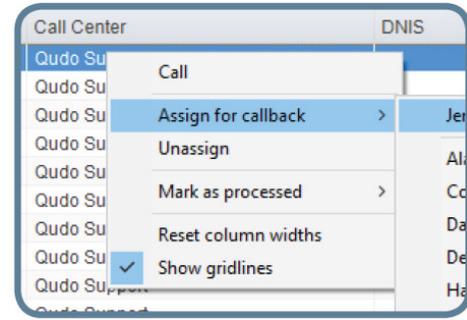| Average Talk Time	Staffed Ratio
00:00	2/9
00:00	4/6
07:13	2/8
01:45	2/8
02:14	10/31

Threshold & Alerts

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

Calls Answered	Total Missed Calls
0	0
0	0
20	3
2	1
22	4

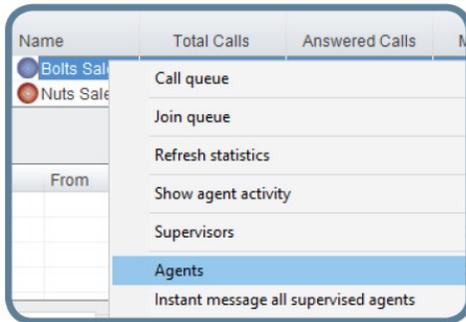## Click-to-Dial

Unity captures the CallerID of all abandoned calls and allows the Supervisor to assign these to Agents for callback.

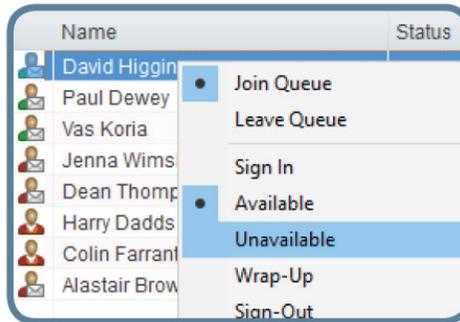| Call Center	DNIS
Qudo Su	

Call
Assign for callback   >   Jer
Unassign   Ala
Mark as processed   >   Co
Reset column widths   Da
✓ Show gridlines   De
                                  Ha

Personal Wallboard

See at a glance key metrics such as Calls In Queue and Agents available for the queues you manage.
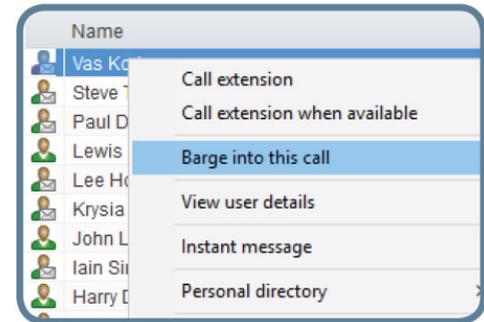
Name   Total Calls   Answered Calls
Bolts Sal   Call queue
Nuts Sale   Join queue
              Refresh statistics
From   Show agent activity
              Supervisors
              Agents
              Instant message all supervised agents

Agent Management

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

Name   Status
David Higgin
Paul Dewey   • Join Queue
Vas Koria   Leave Queue
Jenna Wims
Dean Thomp   Sign In
Harry Dadds   • Available
Colin Farrant   Unavailable
Alastair Brow   Wrap-Up
                      Sign-Out

Escalation & Barge-In

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

Name
Vas Ko
Steve   Call extension
Paul D   Call extension when available
Lewis   Barge into this call
Lee Hc
Krysia   View user details
John L
Iain Si   Instant message
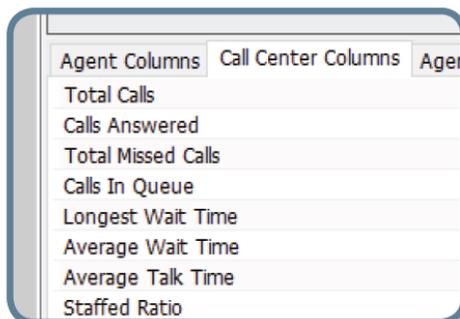Harry D   Personal directory

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.even opening it.

Agent Columns	Call Center Columns	Ager
Total Calls		
Calls Answered		
Total Missed Calls		
Calls In Queue		
Longest Wait Time		
Average Wait Time		
Average Talk Time		
Staffed Ratio		

Agent Availability

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

- Available
- Ringing
- Engaged
- Unavailable