

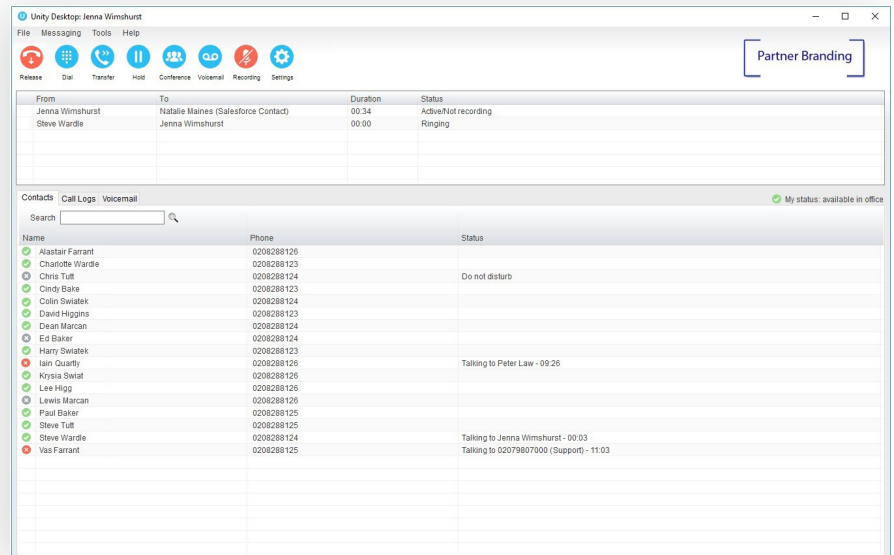
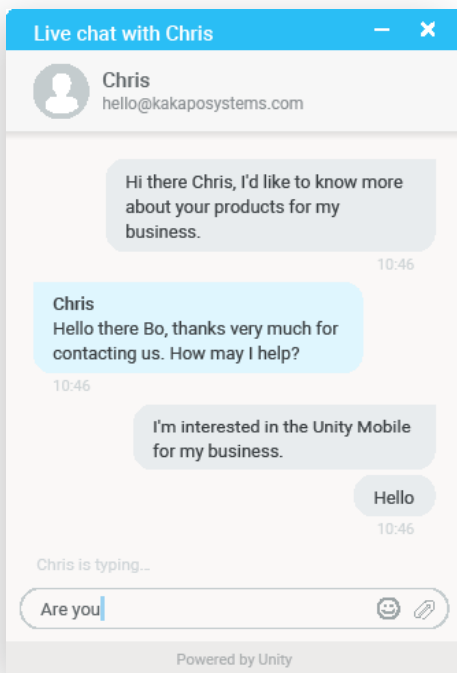
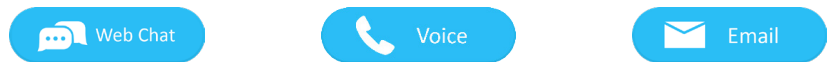


UNITY CONTACT CENTER

How Can We Help?

Unity Contact Center provides your customers richer inbound experiences on their media of choice. Supporting Web Chat, Voice and Email queues, Unity allows your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service and first contact resolution.

Unity Contact Center connects your customer to an Agent quickly by using intelligent and flexible routing parameters. All media streams can be managed uniformly with consistent overflow, escalation and distribution policies.

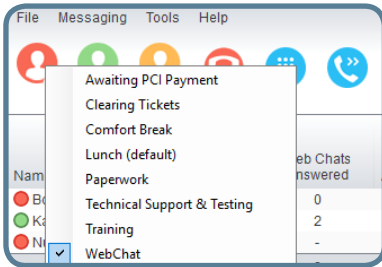


By providing blended experiences for Agents, Unity Contact Center allows customers to scale their customer handling capability and process more transactions without increasing Agent head count. Supervisors can visualize incoming traffic across all media types, allowing them to manage Agent and Queue resources in real-time.



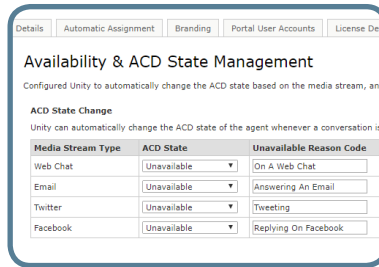
Blended Agent Experience

All media calls are presented within the intuitive Agent interface, simplifying media handling and providing presence and chat with colleagues.



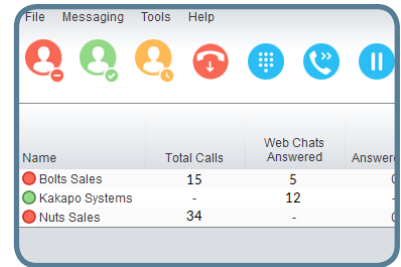
Intelligent Agent ACD

Unity will intelligently manage the Agents availability to queues, for example making them Unavailable to voice queues when they have received web chat or email media.



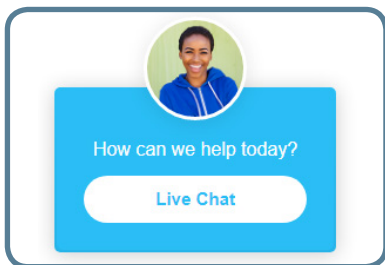
Email Queues

With support for Exchange and Gmail queues, the Unity Contact Center Server logs in as the email client and distributes emails to Agents that are assigned to each email queue.



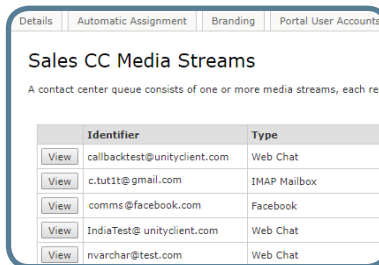
Pure Cloud Solution

As a cloud based platform we can scale media streams and Agents with no limits and no bottlenecks meaning that we can support you today and in the future.



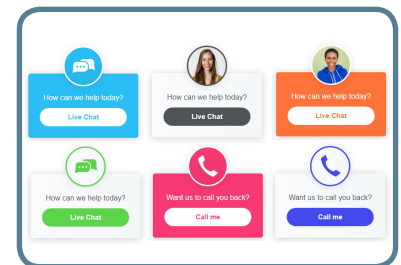
Copy & Paste Deployment

Unity's Contact Center portal allows supervisors to define their web chat queue and routing behaviour then copy and paste the JavaScript into their web page to go live immediately.



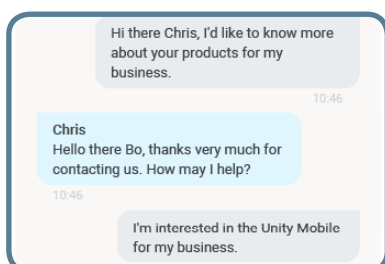
Web Chat Customization

Define how the chat animation will appear, what customer fields are required and which avatar and colour scheme to use to seamlessly embed Chat into your website.



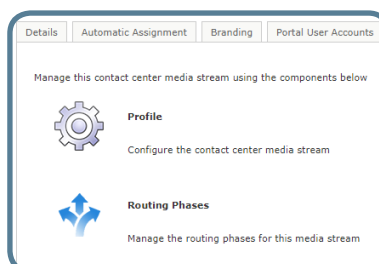
Canned Web Chat Responses

Unity can support multiple concurrent webchat sessions, providing Agents with quick links to canned responses, attachments and links, improving customer response times.



Advanced Routing

Unity features sophisticated routing options for all media types and options for connecting customers to the best equipped Agent and making greatest use of available resource during peak periods.



Call-Back Queues

As an alternative to inbound voice queues Unity supports Call Me Back queues, where the customer's details are queued to an Agent, who then initiates the call-back with a single click.

