

## UNITY CONTACT CENTER

### How Can We Help?

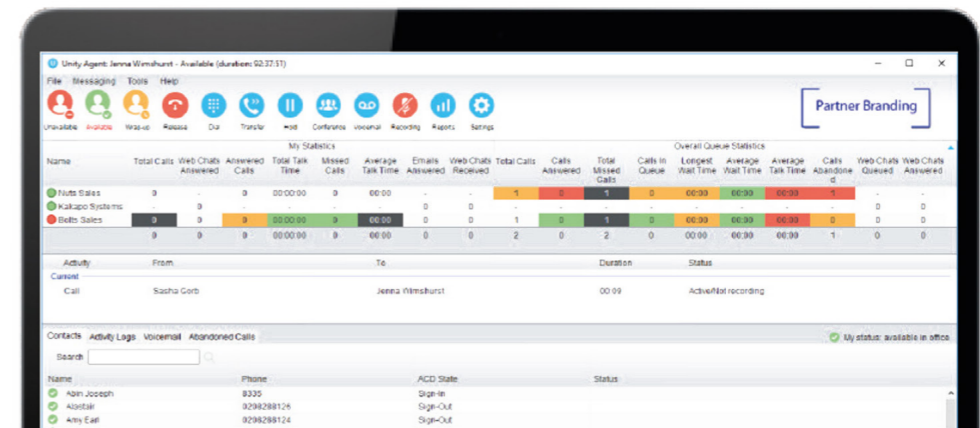
Unity Contact Center provides your customers richer inbound experiences on their media of choice.

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.



Hi, How Can I Help?

[Chat Now](#)



## Unity Contact Center Application Suite

Allow your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service.

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.

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.



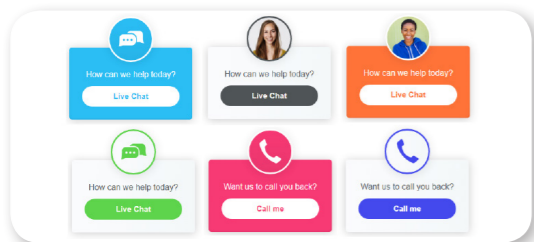
### Blended Agent Experience

All media calls are presented within the intuitive Agent interface, simplifying media handling.



### Canned Web Chat Responses

Unity supports concurrent webchat sessions, providing Agents with quick links to canned responses and links, improving customer response times.



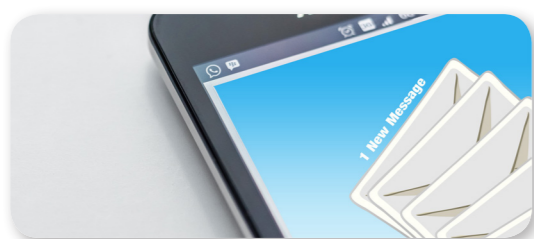
### Intelligent Agent ACD

Unity will intelligently manage the Agents availability, making them Unavailable when on a web chat.



### Advanced Routing

Sophisticated routing options for all media types and options connect customers to the best equipped Agent.



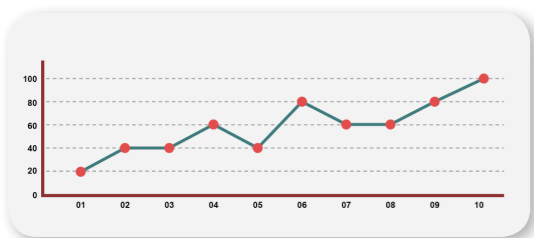
### Email Queues

With support for Exchange and Gmail, the Unity Contact Center Server logs in as the email client and distributes emails to Agents.



### Call-Back Queues

As an alternative to inbound voice queues Unity supports Callback, where the customer's details are queued to an Agent, who then initiates the Callback.



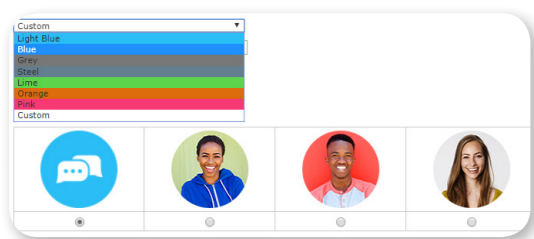
### Pure Cloud Solution

We can scale media streams and Agents with no limits or bottlenecks supporting you today and tomorrow.



### Copy & Paste Deployment

Unity's portal allows supervisors to define their web chat queue and routing behaviour then paste into their website to go live immediately.



### Web Chat Customization

Define how the widget appears, what customer fields are required and which avatar and colour scheme to use.



For more information visit [www.kakaposystems.com](http://www.kakaposystems.com)