

EMAIL QUEUES

Streamline How Your Company Handles Email

Email communication is still the preferred option for many customers. But if users are having to use multiple apps to handle multiple conversations, then that's going to affect productivity and the level of customer service.



Unity Contact Center lets Agents manage and control email traffic in the same intuitive interface that they use to deal with Web Chat, Callbacks, BroadSoft Voice Calls and Tweets.

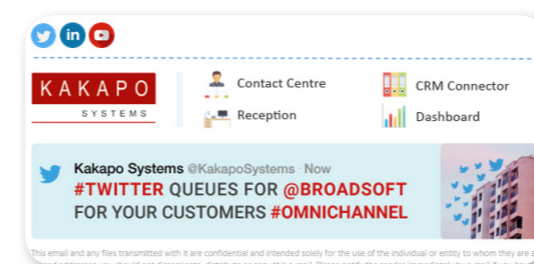
Email Queues Unity Contact Center

Full management and control of incoming email traffic, saving time and improving productivity.



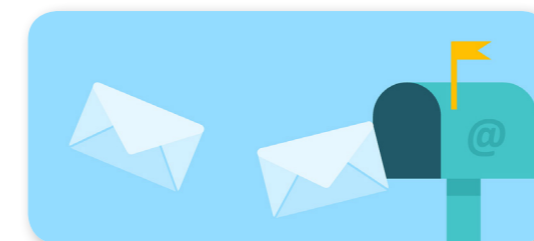
Agents Insights

Drill-in to transcripts of all historical conversations for Agents to gather a deeper understanding of the customer.



Customize Email Signatures

Present your customers with a strong company brand by adding your company's signature to the bottom of every email.



Reduce Response Times

Ensure emails and requests are ending up in the right hands with speed and accuracy with advanced routing.

Activity	From
WebChat	Natalie Maines (Salesforce)
Email	Jenna Wimshurst
Tweet	John Daniels (Salesforce)
Callback	Megan Rapinoe
Call	Benedict Hutton

Multi-task All Incoming Media
 Emails demand a slower response time than Web Chat, but that doesn't mean that Agents can't manage multiple conversations at once.

From
 Steve Wardle
 Jenna Wimshurst (Salesforce Contact)

Reserve conversation
 Reject conversation

Prioritize Contacts and Leads
 See when a CRM contact or lead has emailed into the company, allowing you to prioritize and view previous conversations.

LONDON NEW YORK TOKYO MOSCOW

Time Of Day Replies
 Customise and send automatic responses and out of hours replies to set and meet customer expectations.

Unavailable Available Wrap-up Release Dial Transfer Hold Conference Voicemail Recording Reports Settings

My Statistics

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Emails Received	Average Talk Time	Callbacks Answered	Web Chats Received
	3	0	3	00:00:00	0	00:00	0	0

Activity
 Email From: Jenna Wimshurst (Salesforce Contact) To: Kakapo Live Streams

Reserve conversation
 Reject conversation
 Show CRM contact

Contacts Activity Logs Voicemail

Search

Name Phone ACD State

AGENT INTERFACE

Conversation: Kakapo Live Streams - 13:24

Subject: Dashboard Solution

Unity Dashboard Help Guide - Tabular & Graphical.doc (3 MB)
 Unity Graphical Dashboard Data Sheet.pdf (731 KB)

Hello,
 Thank you for your email. Please find an install link to Unity Dashbord below, and a data sheet and user guide attached.
 If you need any help with the setup, just let me know.
 Many thanks,
 Service & Support Desk
www.kakaposystems.com

KAKAPO SYSTEMS

Agent Dashboard Mobile Supervisor Reception Desktop UC

Store and Add Attachments
 Add and view links and attachments or select from the last 20 sent attachments with one click

Customize Email Signature
 Use your company's branded signature which will automatically be added to the bottom of every outgoing email

Reopen Email Conversations
 View all previous replies and continue the conversation, even if the customer doesn't respond for 4 days

Formatting Characters
 Easily format the colour, size and style of the characters and paragraphs within the email



For more information visit www.kakaposystems.com