KAKAPO
SYSTEMS

SMS Queues
Unity Contact Center

Route and respond to incoming SMS messages allowing your customers to use text as a front-line customer support channel.

SMS QUEUES

Add SMS to Unity's existing Contact Center solution

Two-way SMS conversations allow customers to directly contact businesses no matter where they are for an "always on" customer service.

Unity Contact Center's SMS Media Streams create a true omnichannel solution allowing Agents to efficiently manage Web Chats, Tweets, Emails, VoIP Calls and SMS messages in one intuitive interface.
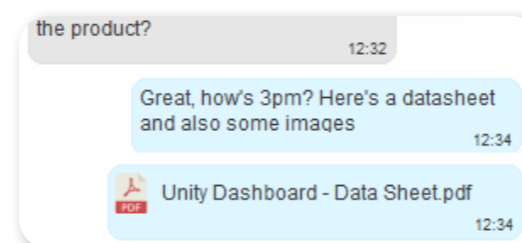
Intelligently Route SMS Conversations
Route incoming SMS messages to the required Agent teams with overflows and Supervisor management.
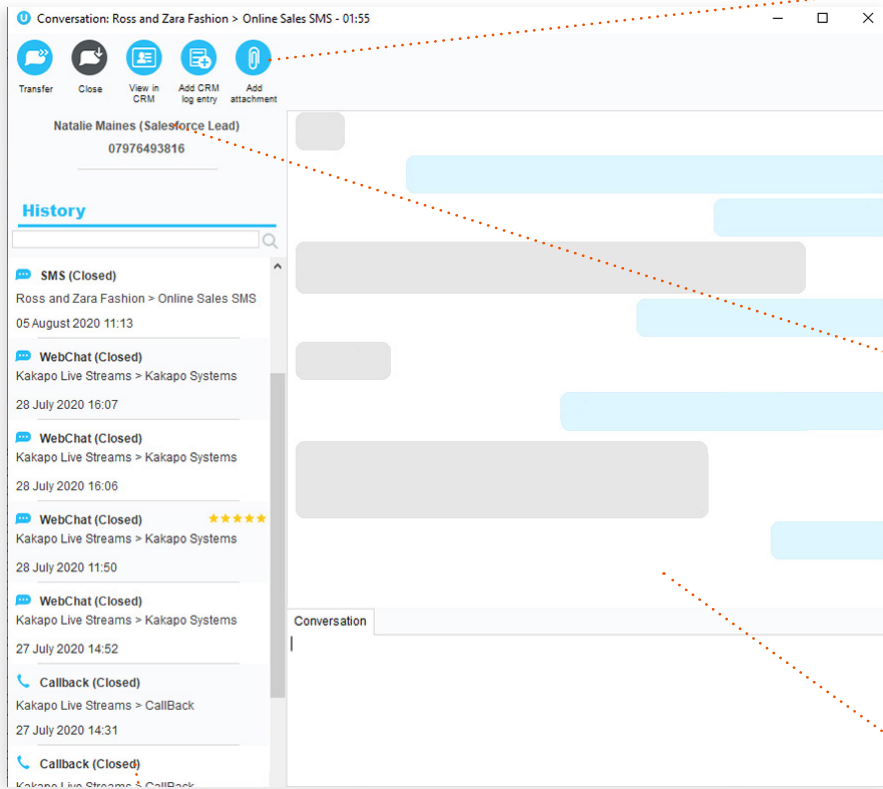
Multi-Media SMS
Non-text media can be sent to customers as links, meaning that you can send images and PDFs within your text-only bundle.

Integrate With Your CRM
Send and receive SMS messages to and from CRM contacts and leads without having to leave the Unity interface.
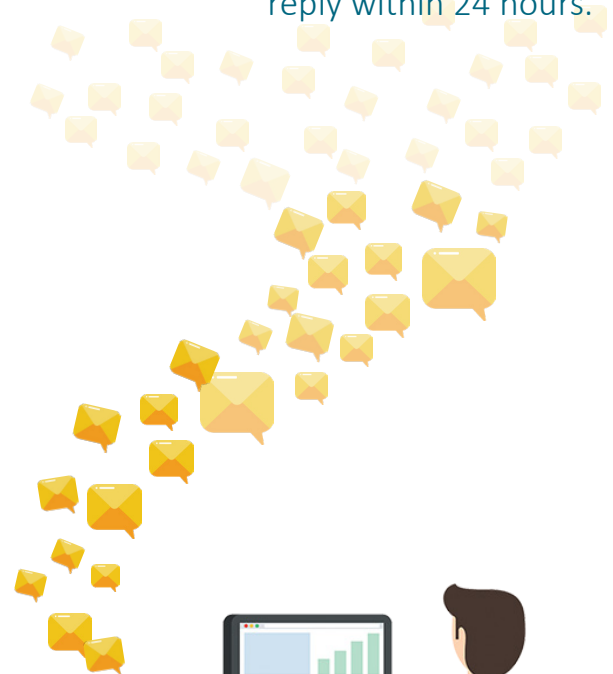
Unity Contact Center - SMS Conversations   www.kakaposystems.com

Add Attachments and Store Them in the Cache
Add links and select from the 20 last sent attachments with one click.

CRM Integration
Automatically pop and log the conversation against the contact or lead in the CRM platform.

Reopen SMS Conversations
Continue the conversation, even if the customer doesn't reply within 24 hours.

Conversation History
View all previous Web Chats, SMS, Tweets, Callbacks and Emails allowing for Agents to pick up where the customer left off.

Conversation: Ross and Zara Fashion > Online Sales SMS - 01:55

Transfer | Close | View in CRM | Add CRM log entry | Add attachment

Natalie Maines (Salesforce Lead)
07976493816

History

SMS (Closed)
Ross and Zara Fashion > Online Sales SMS
05 August 2020 11:13

WebChat (Closed)
Kakapo Live Streams > Kakapo Systems
28 July 2020 16:07

WebChat (Closed)
Kakapo Live Streams > Kakapo Systems
28 July 2020 16:06

WebChat (Closed)
Kakapo Live Streams > Kakapo Systems
28 July 2020 11:50

WebChat (Closed)
Kakapo Live Streams > Kakapo Systems
27 July 2020 14:52

Callback (Closed)
Kakapo Live Streams > CallBack
27 July 2020 14:31

Callback (Closed)
Kakapo Live Streams > CallBack

Conversation

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For more information visit
www.kakaposystems.com