UNITY CONTACT CENTER

KAKAPO SYSTEMS

Functionality Comparison

Functionality	Unity Desktop CC	Unity Agent CC	Unity Supervisor CC
Web Chats	✓	✓	✓
Tweets	✓	✓	✓
Emails	✓	✓	✓
Callbacks	✓	✓	✓
SMS	✓	✓	✓
View Customer History	✓	✓	✓
Statistics (Personal Wallboard)		✓	✓
ACD State Management		✓	✓
Agent Reports		✓	✓
Supervisor Reports			✓
Silent Monitor Conversations			✓
Manage Agents			✓
View Conversations Reserved by Other Agents			✓
Transfer Queued Conversations			✓