

KAKAPO

SYSTEMS

UNITY BRANDING OVERVIEW

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UNITY APPS BRANDING

Unity can be easily branded allowing you to use your own logo, icon and replace the word Unity all together. Below is a screenshot of Unity that has been completely branded for JW Communications.

WINDOWS APPS

Replacement Client Name

Provider Logo

JW Communications Client Supervisor. Jenna Wilmhurst - Available (duration 49:35)

File Messaging Tools Help

My Statistics

Name	Total Calls	Answered Calls	Missed Calls	Average Talk Time	Total Talk Time	Total Staffed Time	Average Agents Talking	Total Missed Calls (%)	Longest Wait Time	Total Missed Calls	Total Calls	Staffed Ratio	Average Wait Time
Bolts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	66.67	00:00	2	3	0/6	00:01
Nuts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	0.00	00:00	0	0	2/11	00:00
Customer Support	-	-	-	-	-	-	0.00	4.55	00:00	1	22	5/9	00:01
Partner Support	-	-	-	-	-	-	0.00	5.88	00:00	1	17	4/10	00:25
	0	0	0	00:00	00:00:00	00:00:00	0.00	19.27	00:00	4	42	11/36	00:06

Overall Queue Statistics

From	To	Duration	Status

Contacts Call Logs Voicemail Agent Activity

Search

Alastair Amy Charlotte Chris Tutt Cindy Colin David Dean Ed Gopikrishnan V Harry Iain K Lee Lewis Paul Steve Tutt Steve Vas

Icon (In Task Bar)

Icon (In Tray)

WEB APPS


Custom Fave Icon Custom Tab Name Custom URL Provider Logo

My Statistics				Overall Queue Statistics				
Name	Total Calls	Answered Calls	Total Talk Time	Web Chats Answered	Total Calls	Calls In Queue	Average Wait Time	Abandoned Calls %
Kakapo Media Streams	-	-	-	0	-	-	-	-
Kakapo Sales	0	0	00:00:00	-	0	0	00:00:00	0.00
Kakapo Support	7	6	00:09:43	0	12	0	00:00:06	16.67
Summary	7	6	00:09:43	0	12	0	00:00:02	5.56

Name	Title	Location	Phone	Extension	Department	ACD State	Status
Aaron Parsons		London	02086192486	2486	Sales Operations	Sign-Out	
Basil Joy	Senior Software Engineer		0044	0044	Engineering	Sign-Out	
Benedict Hutton	HR	London	0008	0008	Admin		
Charles Berry	Development	Chicago	02086192475	0010	Customer Service		
Chris Tutt	CTO	Weybridge	02086192470	2470	Engineering	Unavailable - KMPIQ Call-back	Do not disturb
Dale Cassidy	Accounts	New York	0011	0011	Engineering		
Jason Lampard	Sales Engineer		0020	0020	Sales Operations	Sign-Out	
Jenson Franklin	Production	New York	02086192474	2474	Admin	Unavailable - Comfort Break	
Larry Redman	Admin	London	0015	0015	Sales Operations		Do not disturb
Lucy Dickens	Sales Engineer		0354	0354	Sales Operations	Available	
Mabel Graves	Planning	London	0016	0016	Customer Service		
Max Edwards		Chicago	0019	0019	Sales Operations	Available	
Naomi Currow	Marketing	London	0013	0013	Sign-Out		Do not disturb


Branding

Logo Path No file chosen



Logo Url

Icon Path No file chosen



Use Icon In Shortcuts

Replacement Broadworks Phrase

Replacement Client Name

All branding is set in the Brandings tab in the portal and will cascade to down all resellers, groups and users within the enterprise.

The logo (200px x 70px PNG) is displayed at the top right of the Unity interface and the icon (ICO file) is located on the top left and in the taskbar.

Replacement BroadWorks Phrase will replace all mentions of the word BroadWorks with the word that is entered in the box. Similarly, whatever is entered into the Replacement Client Name will replace the word Unity.

Unity's colour scheme can also be changed by choosing from the preset skins in Settings [button] > Settings [tab] > Appearance > Skin.

VISION360 BRANDING

Vision360 is a reporting and analytics platform which can be branded in the same way as the Unity apps using a 200w x 70h provider logo, as mentioned above.



UNITY WEB APPS CUSTOM URL'S

The default Web Apps for Unity Desktop, Agent and Supervisor use the following default URL format:

agent.unityclient.com

This can be changed, without charge, to a provider branded subdomain of the default unityclient.com domain. For example:

provideragent.unityclient.com

Alternatively, this can be changed to a subdomain off the providers domain. For example:

agent.provider.com

This latter option requires configuration on the provider DNS. It also requires configuration in the kakapo AWS core and a monthly AWS Load Balancer subscription per domain. The charge for this option is £1,000 + VAT setup and £100 + VAT recurring monthly.

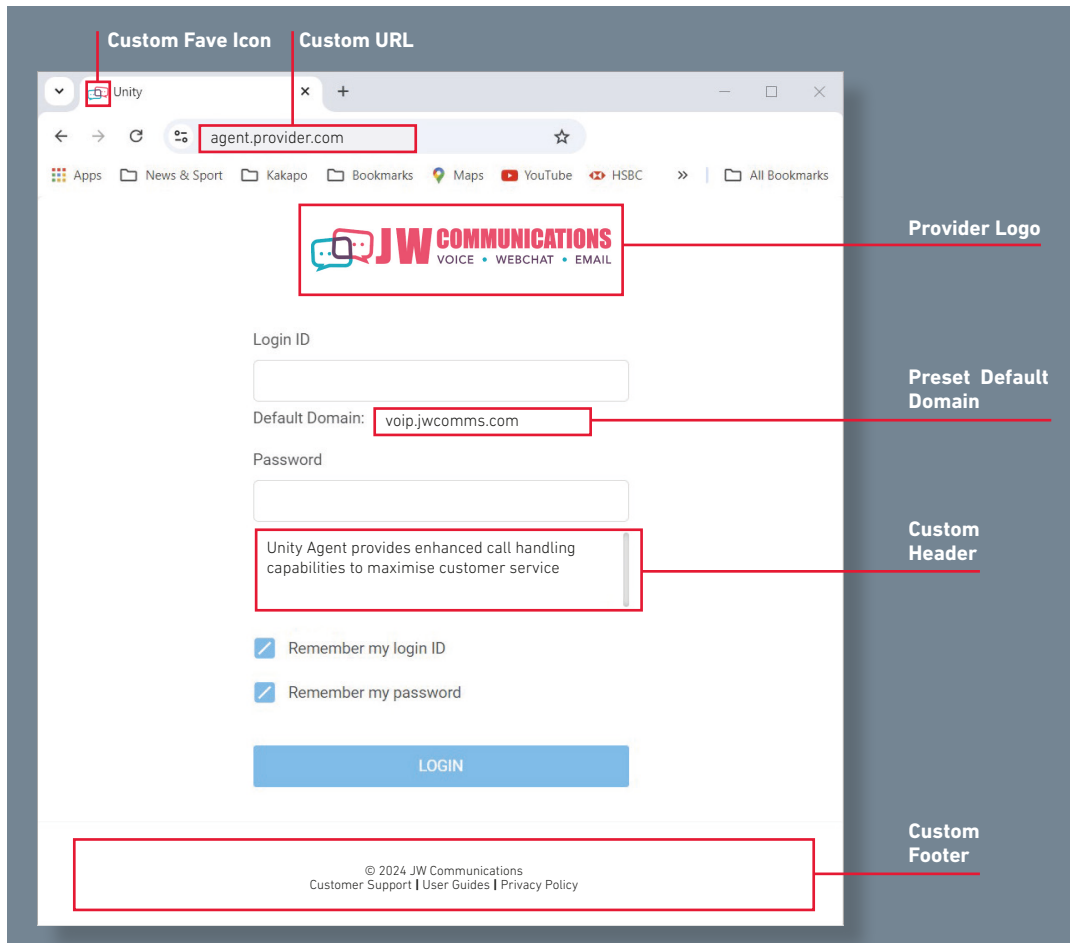
EMAIL NOTIFICATION ADDRESS

Email notifications (such as account verification and 2FA), are sent from noreply@unityclient.com

This can be changed to a bespoke email address provided the chargeable URL branding option above is taken. For example: noreply@provider.com. This also requires DNS configuration changes on the providers domain.

UNITY WEB APPS LOGIN SCREEN

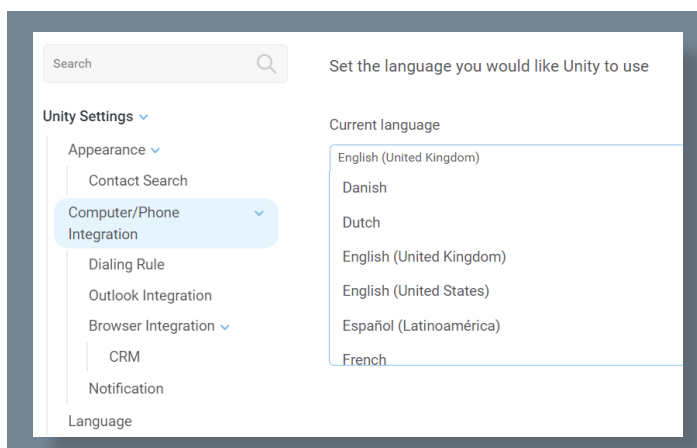
Branding options also include custom headers and footers to meet regulatory requirements or provide helpful links for users.



LANGUAGE LOCALIZATION

Unity can be changed for any local language. If the language tags are not currently populated, then the provider can provide the translation for all of the labels and phrases.

Users can change language locally within unity, or it can be set as a default at the provider level.



BRANDED USER GUIDE VIDEOS

Kakapo Marketing can create branded provider videos for Call and Contact Center 'User Guide' videos by creating custom front and end screens for the below videos.

CALL CENTER

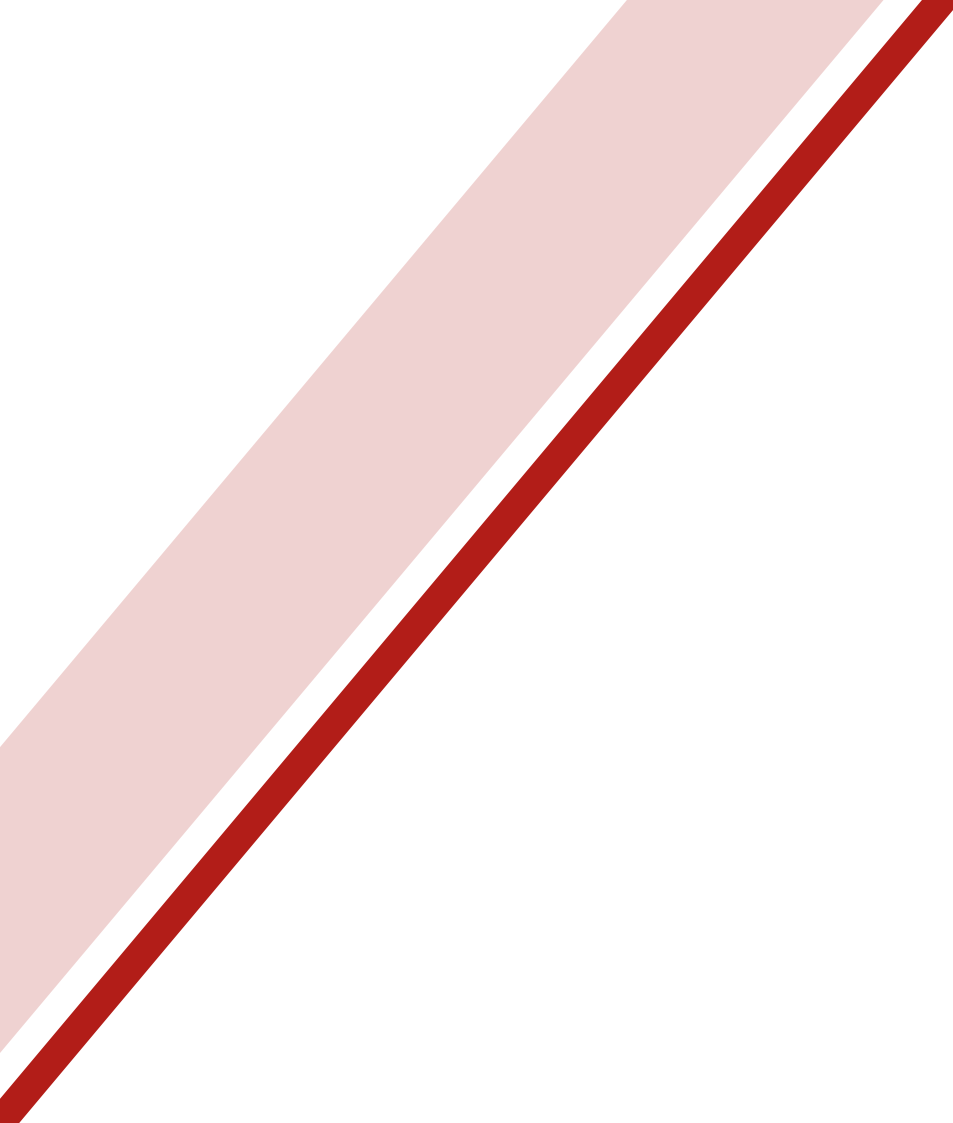


CONTACT CENTER



There is a branding charge of £2,000 to get provider branded versions of these videos. They can be accessed on the following link:

<https://kakaposystems.box.com/s/q9rm0gt88iha9fbeq6q4vbocdozdr3v2>



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