KAKAPO

SYSTEMS

UNITY BRANDING OVERVIEW

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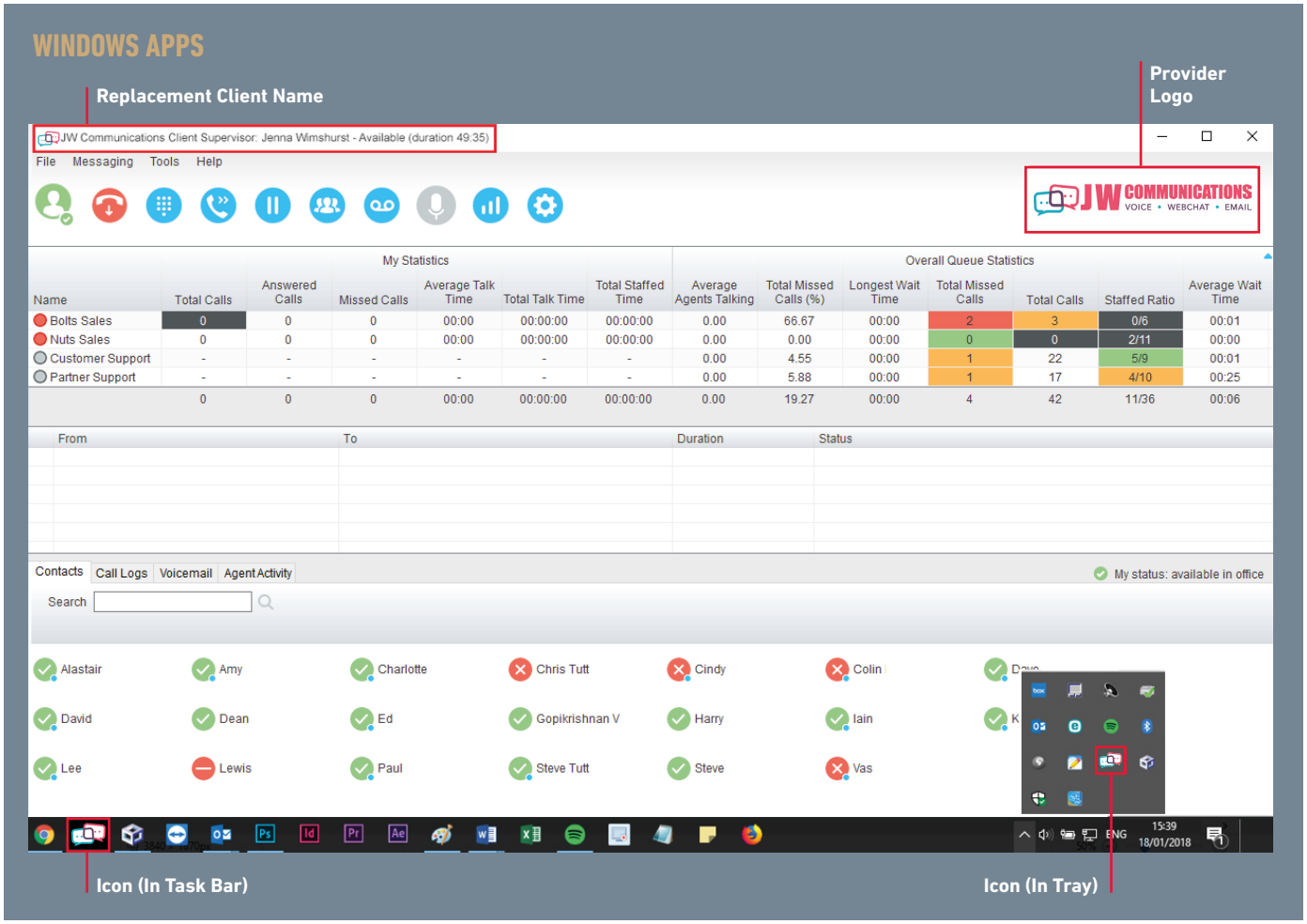
UNITY APPS BRANDING

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.



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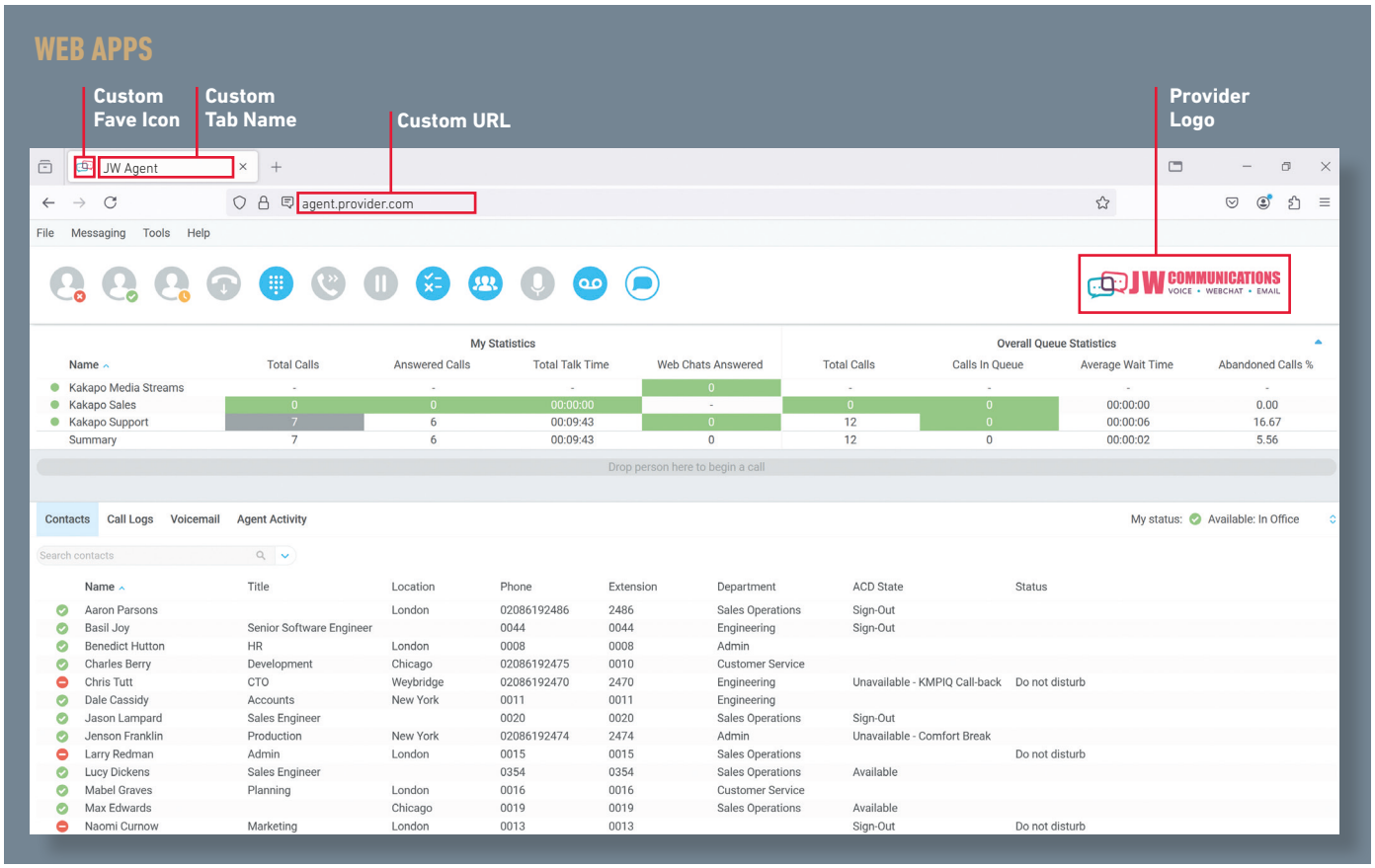

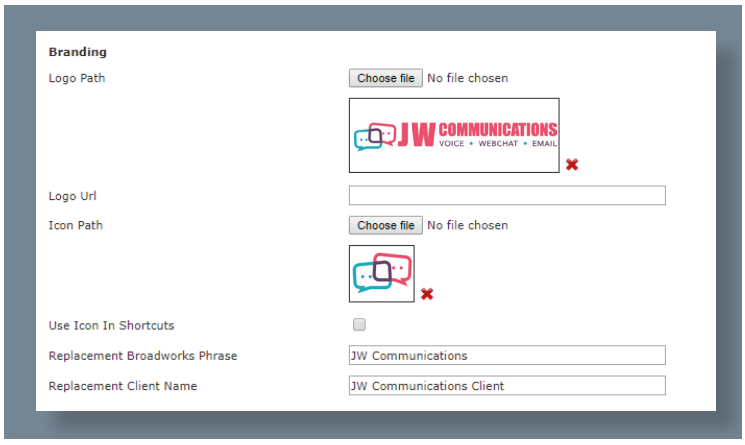

All branding is set in the Brandings tab in the portal and will cascade to down all resellers, groups and users within the enterprise.

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.

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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.

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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@unitycleint.com

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

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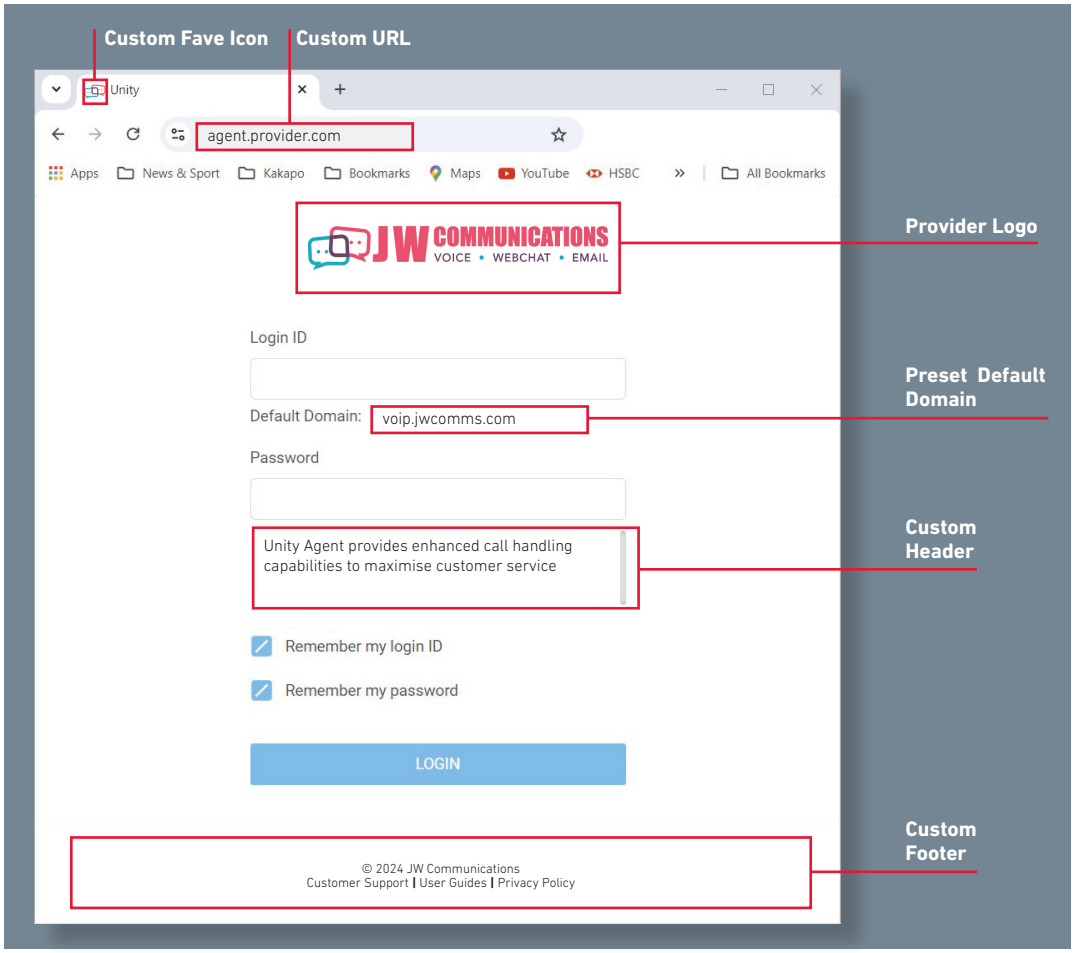
UNITY WEB APPS LOGIN SCREEN

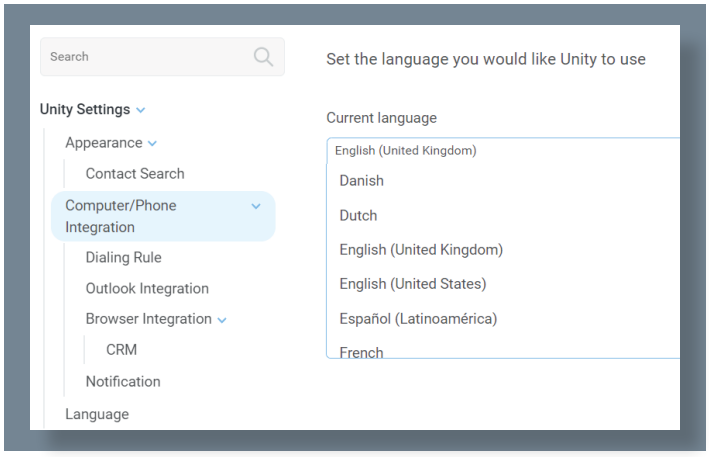
Branding options also include custom headers and footers to meet regulatory requirements or provide helpful links for users.



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.



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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

These 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/g9rm0gt88iha9fbeq6q4vbocdozdr3v2

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