UNITY PRODUCT DESCRIPTION

UNITY CONTACT CENTER AGENT

All Unity Agent Enterprise features but also including:

- **Media Streams** – Media streams are Email [outlook and Gmail], Web Chat and Web Call-Back queues, in addition to BroadWorks ACD voice queues for Unity Agent
- **Omni Channel** – Agent can dynamically handle any type of incoming media from with Unity
- **Intelligent Availability** – Taking web chat or web call-back will make set Agent as Unavailable to other media types
- **Personal Wallboard** – Will display media stream stats, such as web chats received, as well as BroadSoft ACD stats such as calls in queue

UNITY CONTACT CENTER SUPERVISOR

All Unity Contact Center Agent features but also including:

- **Reporting** – Access to contact center reports

UNITY CONTACT CENTER MEDIA STREAM

A Media Stream is an Email [Outlook or Gmail], Web Chat, Web Call Back and any social media or non-BroadWorks ACD queue that is added later.

UNITY DESKTOP WINDOWS

Features provided:

- **Call Control** – Answer/Release, Hold/retrieve, Transfer, Conference, Pick-up
- **Contacts** [Busy Lamp Field] – Displays 30 users
- **Instant Messaging** – IM&P with any Unity or UC-One User
- **Browser Plugin** – Click-to-dial from Chrome, Edge, Firefox
- **Directories** – Access & Populate Group, Personal Outlook Contacts
- **Service Configuration** – All services assigned to the user
- **Call Recording Control** – Pause/Resume, On/Off
- **Conferencing** – Meet-Me Moderator Dial-in
- **Hoteling and Flexible Seating** – Logon/Logoff
- **Voice Mail Tab** – Play, Save, Delete voice messages
- **Browser Click-o-Dial** - From Chrome, Edge, Firefox
- **Drag & Drop** – To make a call, transfer, transfer, start IM, add to IM etc

UNITY AGENT

All Unity Enterprise features but also including:

- **Agent ACD State** – Available, Unavailable, Wrap-Up
- **Disposition Codes** – As configured in BroadWorks
- **Unavailable Codes** – As configured in BroadWorks
- **Personal Wallboard** – Agent and Queue Stats such as calls in queue and wait times
- **Inbound and Outbound DNIS** – Alpha tagging an outbound DNIS CLI
- **Agent Templates** – Copy/Paste Config to all Agents
- **Abandoned Call Back** – Call-back abandoned calls

UNITY SUPERVISOR

All Unity Agent features but also including:

- **Calls in Queue** – List of waiting callers with name and number
- **Agent Control** – Change ACD state and remotely Join/Leave call centers
- **Threshold Alerts** – Visual and audio alarms on queues and statistics
- **Silent Monitor** – Monitor calls with premium call centers
- **Barge In** – Barge in to Agent call [requires BroadWorks service assigned]
- **Manage Queue** – Promote calls in queue or route them to another destination
- **Abandoned Call Back** – Assign Abandoned Call CLI's to Agent for call back

UNITY DASHBOARD TABULAR

Features provided:

- **Tabular Layout** – Configure over 50 Agent & Queue stats to display in real-time
- **Thresholds** – Configure colour coded visual alerts for all statistics
- **Scrolling Views** – Display a variety of stats and queues for the busiest ACD environment

UNITY DASHBOARD GRAPHICAL

All Dashboard Standard features but also including:

- **Graphical Layout** – Stats cab also be displayed as Gauges, Pie Charts, Bar Charts, Line Charts and Tiles

UNITY RECEPTION STANDARD

All Unity Enterprise features but also including:

- **Contacts BLF** – Monitor 50 Users
- **Drag and Drop** – Call control [to make a call, release, IM, transfer etc]
- **Unity Agent Enterprise** – Full Agent functionality for Receptionist queues embedded
- **Hold & Link** [ie holding for Andrew Smith]

UNITY RECEPTION ENTERPRISE

All Unity Enterprise features but also including:

- **Unlimited Dynamic** – Presence BLF state for users within Search
- **Contact Groups** – 12 Tabs with 50 Contacts BLF each
- **Outlook Calendar Integration** – See monitored users current and next day Calendar
- **Remote Service Configuration** – Configure other users' services [Group admin login required]
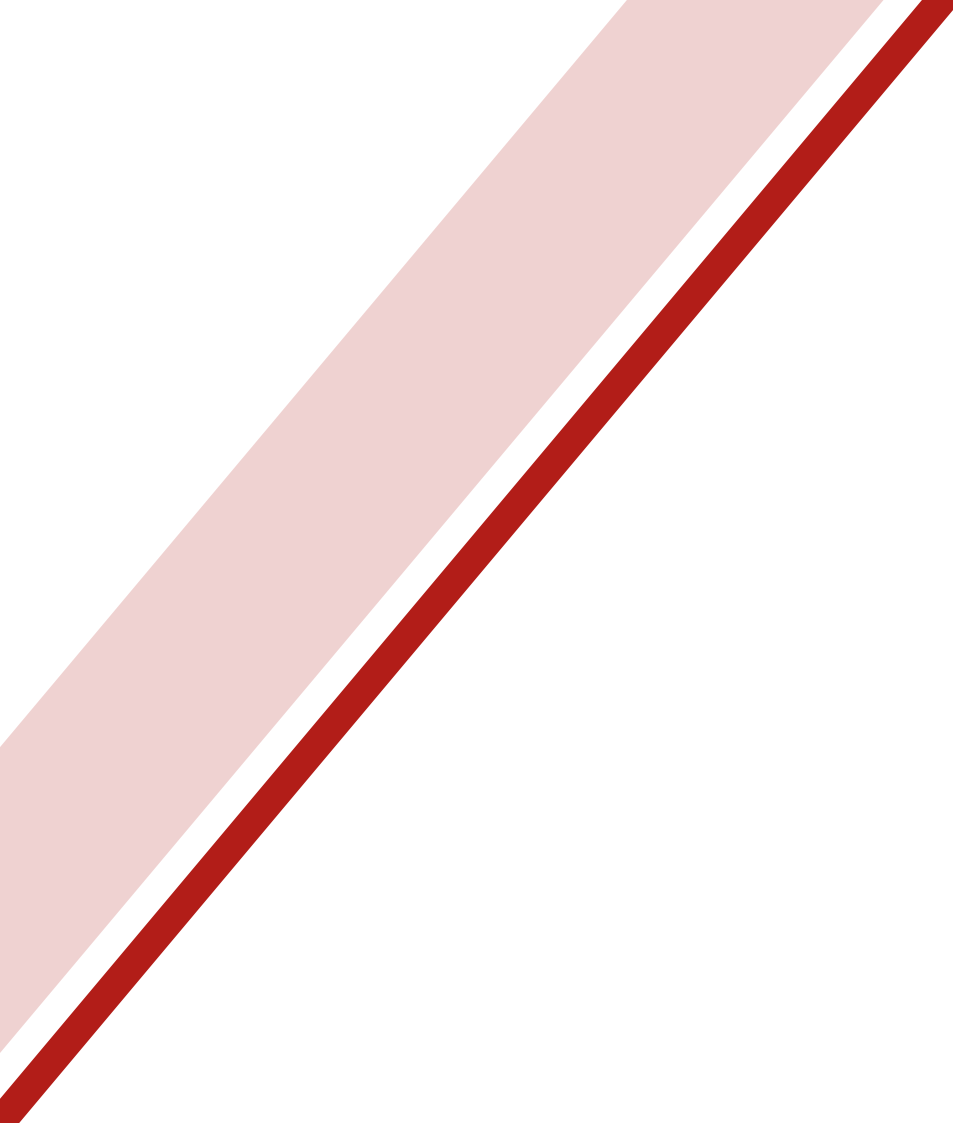
UNITY MOBILE

Features provided:

- **Calling Options** – Call Pull, Call Through & Call Back using BroadWorks Anywhere and native dialler
- **Call Control** – Hold/Retrieve, Conference, Transfer
- **Directory Integration** – Group, personal and native mobile directory access
- **Busy Lamp Field** – Favourites displays BLF hook state whilst on Wi-Fi
- **Call Center** – Join/Leave queue and change ACD state
- **Instant Messaging** – IM with any other Unity users
- **Call Recording Control** – Pause/Resume call recording

UNITY CRM CONNECTOR

Features provided:

- **Supported CRM Platforms** - Salesforce.com, Microsoft Dynamics, Agile CRM
- **Screen Pop** – Open CRM in browser when call answered
- **Click-to-Dial** – Click number in browser to make an outbound call
- **CRM Logging** – Open new entry for every inbound and outbound call with journal editing from within Unity
- **Call Centre Integration** – Unity Agent and Supervisor users will be able to see live calls in queue profiled as Leads, Contacts or Accounts in the CRM
- **Search CRM** – Search within Unity will also profile CRM Contacts