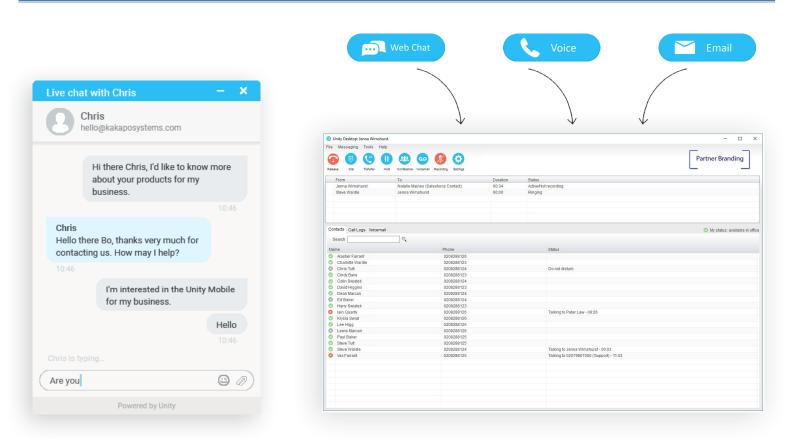




# UNITY CONTACT CENTER

#### How Can We Help?

Unity Contact Center provides your customers richer inbound experiences on their media of choice. Supporting Web Chat, Voice and Email queues, Unity allows your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service and first contact resolution. Unity Contact Center connects your customer to an Agent quickly by using intelligent and flexible routing parameters. All media streams can be managed uniformly with consistent overflow, escalation and distribution policies.



By providing blended experiences for Agents, Unity Contact Center allows customers to scale their customer handling capability and process more transactions without increasing Agent head count. Supervisors can visualize incoming traffic across all media types, allowing them to manage Agent and Queue resources in real-time.



## UNITY CONTACT CENTER

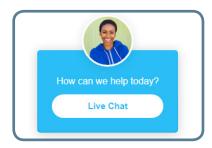
#### Blended Agent Experience

All media calls are presented within the intuitive Agent interface, simplifying media handling and providing presence and chat with colleagues.

File Me	essaging Tools Help	
6	Awaiting PCI Payment Clearing Tickets Comfort Break	
Nam	Lunch (default) Paperwork	eb Chats nswered
	Technical Support & Testing Training WebChat	0 2 -

#### Pure Cloud Solution

As a cloud based platform we can scale media streams and Agents with no limits and no bottlenecks meaning that we can support you today and in the future.



#### Canned Web Chat Responses

Unity can support multiple concurrent webchat sessions, providing Agents with quick links to canned responses, attachments and links, improving customer response times.



## Intelligent Agent ACD

Unity will intelligently manage the Agents availability to queues, for example making them Unavailable to voice queues when they have received web chat or email media.

	ACD State M	anagement
nfigured Unity to autom	atically change the ACD	state based on the media stream
ACD State Change		
-	change the ACD state of	the agent whenever a conversati
Media Stream Type	ACD State	Unavailable Reason Code
Media Stream Type Web Chat	ACD State Unavailable	Unavailable Reason Code  On A Web Chat
Web Chat	Unavailable	On A Web Chat

#### Copy & Paste Deployment

Unity's Contact Center portal allows supervisors to define their web chat queue and routing behaviour then copy and paste the JavaScript into their web page to go live immediately.

Det	ails A	utomatic Assignment	Branding	Portal User Accounts				
S	Sales CC Media Streams							
А	A contact center queue consists of one or more media streams, each rep							
		Identifier	13	уре				
	View	callbacktest@unityclien	t.com W	eb Chat				
	View	c.tut1t@gmail.com	IN	IAP Mailbox				
	View	comms@facebook.com	Fa	cebook				
	View	IndiaTest@ unityclient.c	om W	eb Chat				
	View	nvarchar@test.com	w	eb Chat				

## Advanced Routing

Unity features sophisticated routing options for all media types and options for connecting customers to the best equipped Agent and making greatest use of available resource during peak periods.

Details Automa	atic Assignment Branding Portal User Accounts				
Manage this cont	act center media stream using the components below				
267	Profile				
Configure the contact center media stream					
	Routing Phases				
	Manage the routing phases for this media stream				

## Email Queues

With support for Exchange and Gmail queues, the Unity Contact Center Server logs in as the email client and distributes emails to Agents that are assigned to each email queue.

66	2	•		۲	
Name	Tot	tal Calls		Chats vered	Answe
Bolts Sales	15		5		
Kakapo Systems	-		12		
Nuts Sales	34		-		

#### Web Chat Customization

Define how the chat animation will appear, what customer fields are required and which avatar and colour scheme to use to seamlessly embed Chat into your website.



## Call-Back Queues

As an alternative to inbound voice queues Unity supports Call Me Back queues, where the customer's details are queued to an Agent, who then initiates the call-back with a single click.



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