MOMENTUM
TELECOM

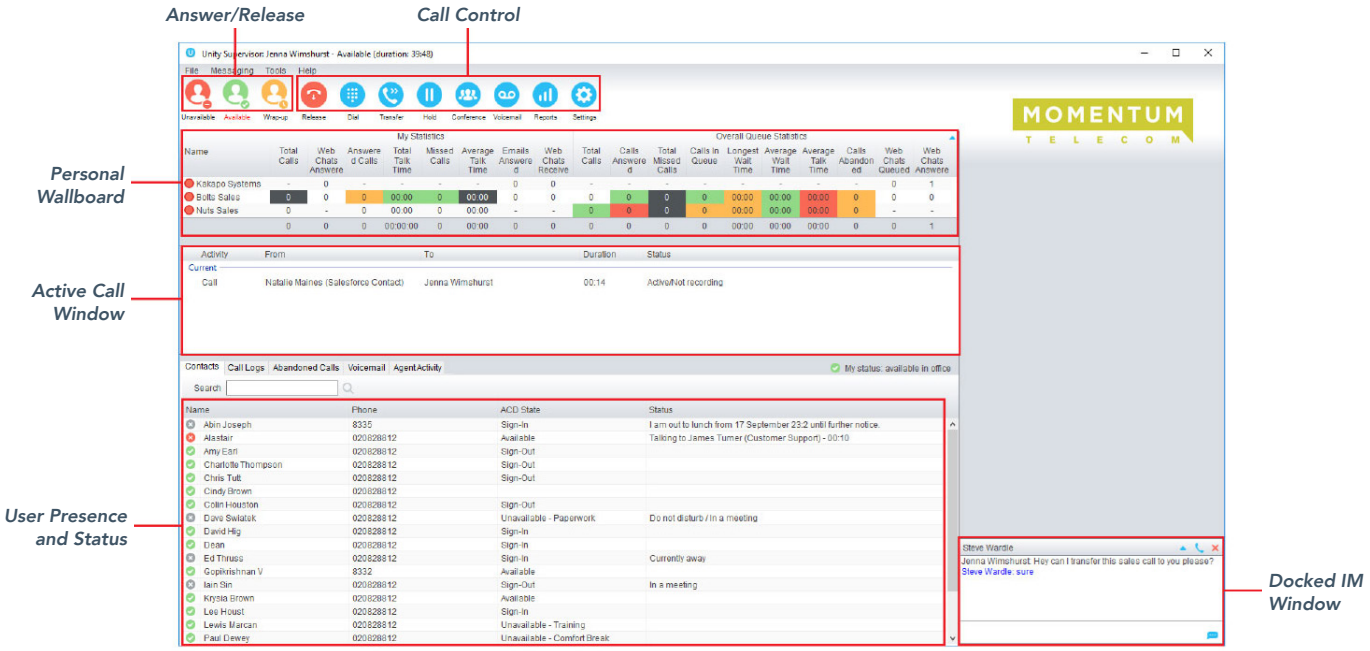
Product Sheet

Unity Supervisor

Optimize Your Call Center With Unity

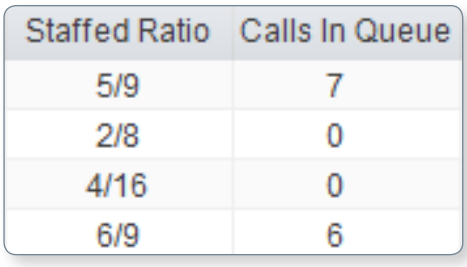
Unity Supervisor is a powerful reporting and management interface that gives Supervisors and team leaders relevant, real-time, performance information on Agents and queues, presented in a concise and intuitive table format.

The Supervisor can remotely change an Agent's ACD state and force them to join or leave queue's. In this way Unity Supervisor provides real-timevvisibility of queue conditions and the tools to take appropriate action to ensure the best possible customer service.



Unity Supervisor can be configured for any customer environment by selecting from 40 different statistics. The ability to set customizable alerts and thresholds notifies the Supervisor, both on screen and audibly, when their intervention is required. Specific alerts can be set for calls in queue, average wait and missed calls, either for individual queues or across all call centers that the Supervisor is managing.

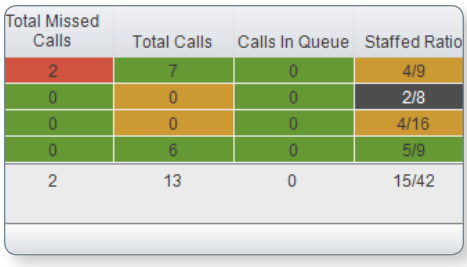
In Unity Supervisor Enterprise, abandoned calls are displayed in the "Abandoned calls" tab with the Caller's remote number and time and date stamp. These abandoned calls can then be assigned to agents for a call back, providing an optimum experience for all incoming callers.



Staffed Ratio	Calls In Queue
5/9	7
2/8	0
4/16	0
6/9	6

CALL CENTER MANAGEMENT

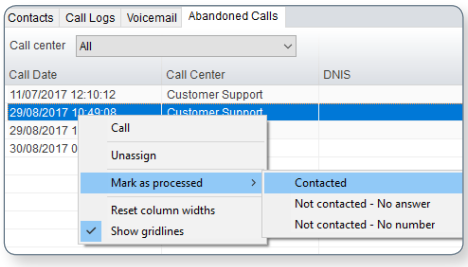
Visualize and balance your Agent resources against incoming callers to maximise call handling efficiency.



Total Missed Calls	Total Calls	Calls In Queue	Staffed Ratio
2	7	0	4/9
0	0	0	2/8
0	0	0	4/16
0	6	0	5/9
2	13	0	15/42

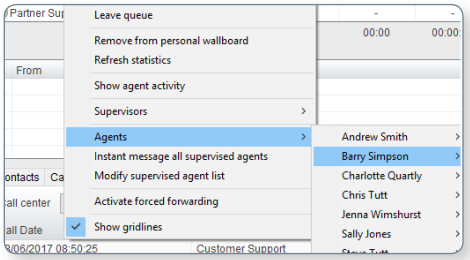
THRESHOLDS & ALERTS

Set custom thresholds so you know immediately when sub optimal conditions occur, and what to do about it.



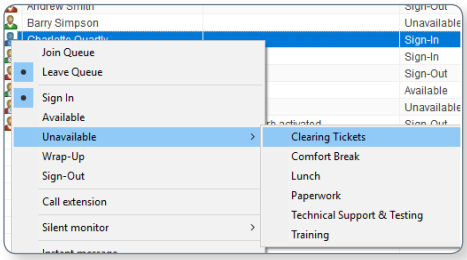
ABANDONED CAPTURE

Unity captures the CallerID of all abandoned calls and allows the Supervisor to assign these to Agents for callback.



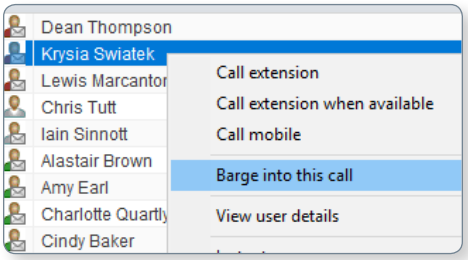
PERSONAL WALLBOARD

See at a glance key metrics such as Calls In Queue and Agents available for the queues you manage.



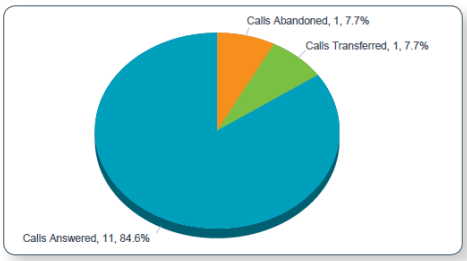
AGENT MANAGEMENT

Immediately change an Agent's ACD state and queue assignment to respond to changing calling patterns.



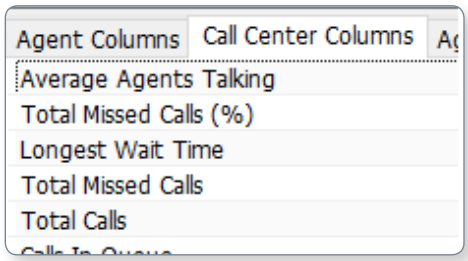
ESCALATION & BARGE-IN

Assist Agents with Escalation and Emergency Escalation, or directly barge into a call if needed.



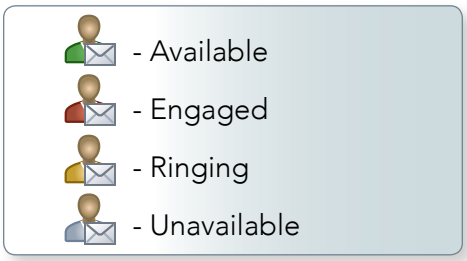
REPORTING & ANALYTICS

Unity provides access to 20 historical reports for deeper analysis.



CONFIGURABLE STATISTICS

Customize the Supervisor main UI by choosing from 40 real-time Agent and Queue statistics.



AGENT AVAILABILITY

See Agents ACD state and hook status with colour coded icons.