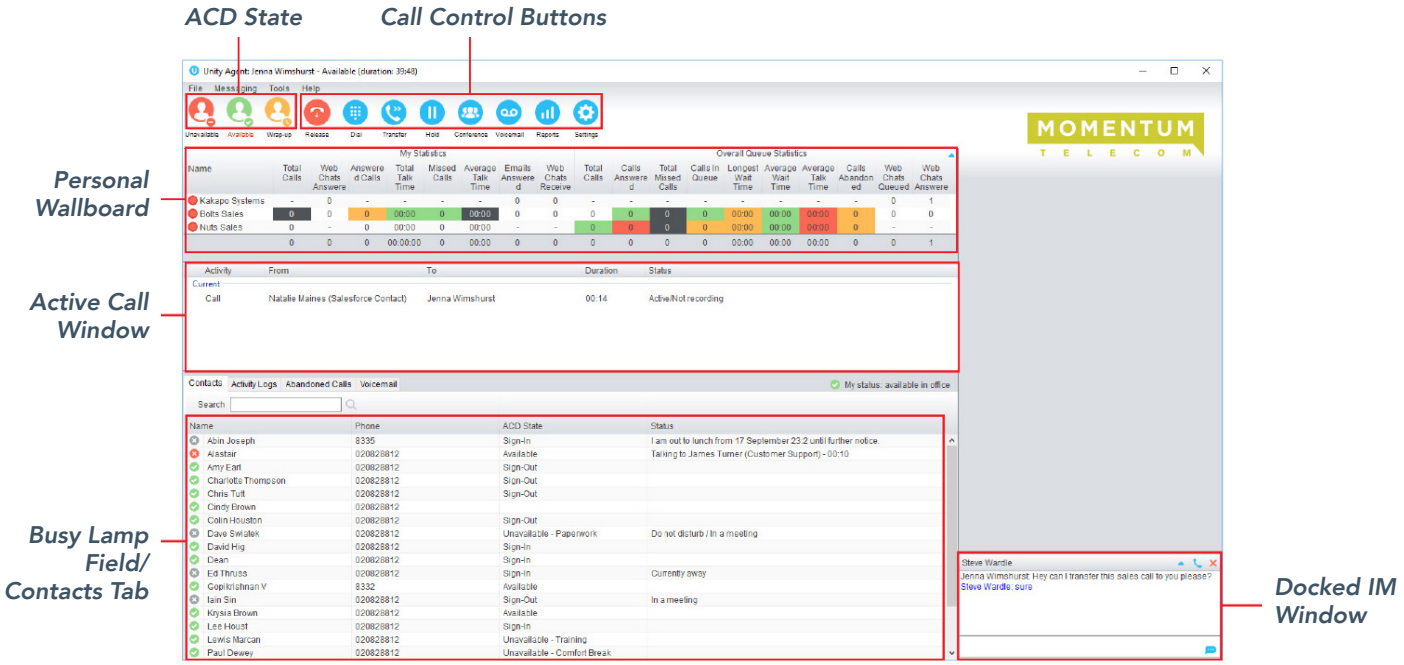
MOMENTUM TELECOM

Product Sheet

Unity Agent

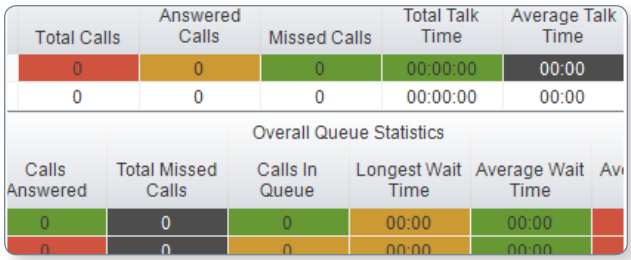
Maximize Agent Productivity with Unity

Unity Agent is an essential tool in empowering Agents toward optimum call handling efficiency. All information relevant to the incoming caller, the status of fellow Agents and Supervisors, and the overall Call Center situation is presented within a refined business interface.



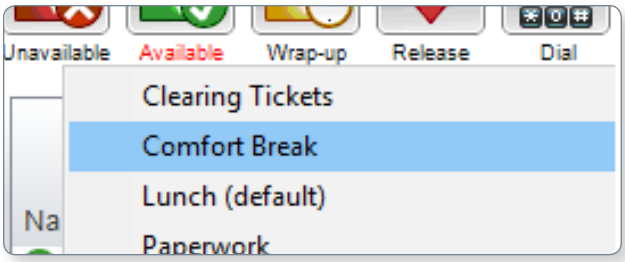
Unity Agent features a Personal Wallboard displaying the overall Call Center conditions, including calls in queue and longest wait time, as well as the Agent's own statistic. This introduces gamification and competition amongst customer facing teams and encourages Agents to take an active role in self-managing their adherence to their performance indicators.

The sophisticated Unity interface allows the agent to maximise time and call handling whether they are office or home based. Advanced call centre features, such as disposition codes, unavailable codes, configurable wrap-up, auto answer, standard and emergency escalation are all available at the click of the mouse. In addition, the ability to see the availability of fellow Agents provides a level of business intelligence typically only available to Supervisors on competitive systems.



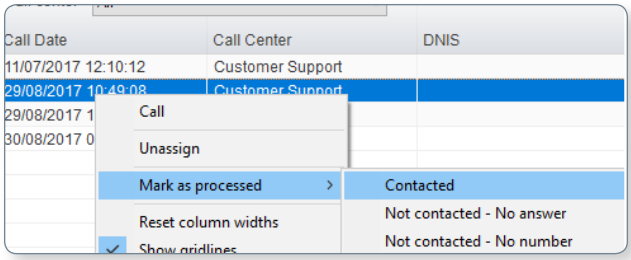
PERSONAL WALLBOARD

See at a glance key metrics such as Calls in Queue and Longest Wait Time for each queue the Agent is assigned to.



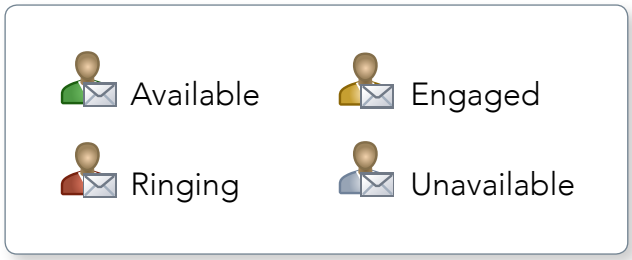
ACD CONTROL

ACD state governs the availability to take calls. Agents can change their state and assign Unavailable Codes as necessary.



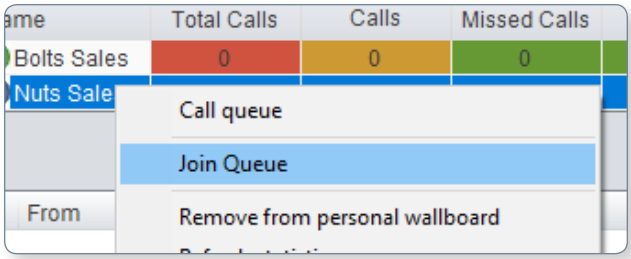
ABANDONED CAPTURE

When a Supervisor assigns previously abandoned calls, the Agent simply double clicks to call back.



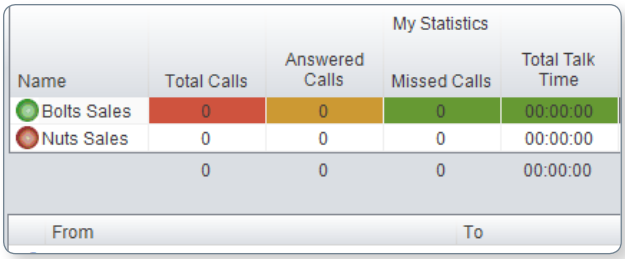
USER STATUS

See Agents and Supervisors hook status and ACD state with color coded icons.



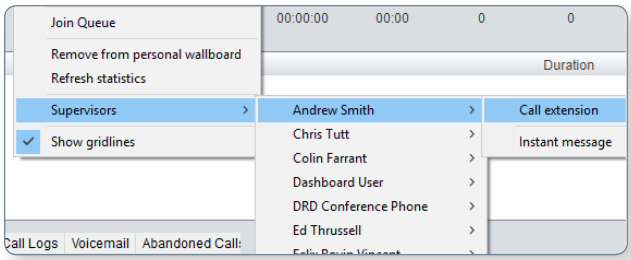
JOIN/LEAVE QUEUES

Agents can optionally Join or Leave any Call Center, for example to Join a queue that is experiencing a peak in calls.



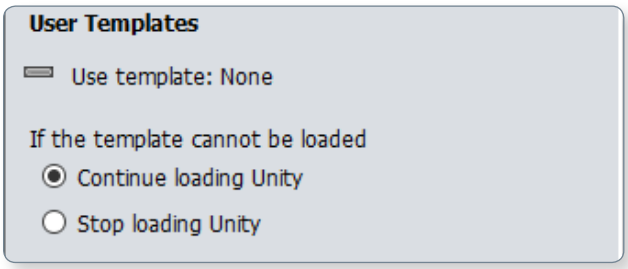
AGENT PRODUCTIVITY

Encourage productivity and gamification by giving Agents the tools and business performance indicators to maximize output.



SUPERVISOR ESCALATION

The Agent can immediately alert a Supervisor for assistance should the need arise mid call.



TEMPLATES

Unity Agent is highly configurable. To simplify rollout, a user template can be saved in the cloud and automatically assigned to other Agents.