

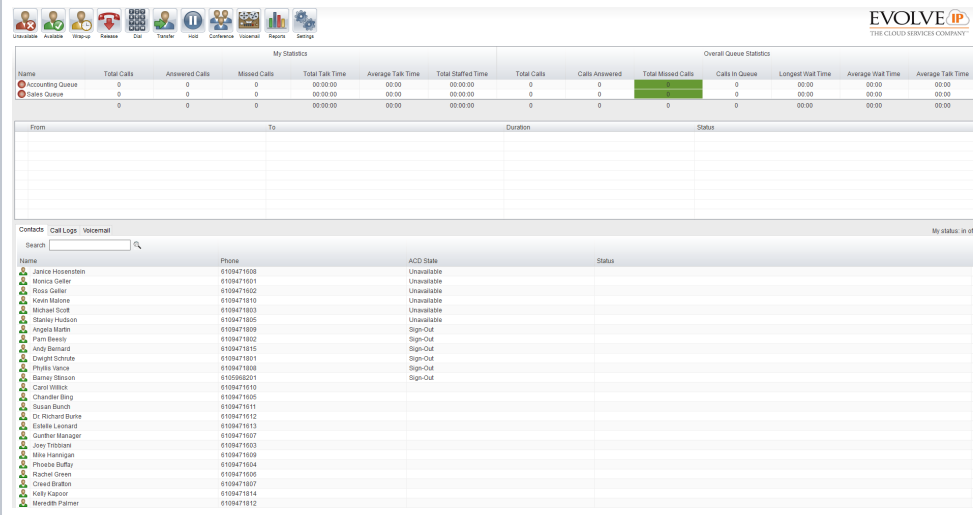
BroadWorks Call Center Agent Training

BroadWorks Call Center Agents may utilize one of the following applications to streamline call handling and offer agents additional features needed to deliver great customer service.

Click the link or image below that matches the application you utilize.

Unity Agent

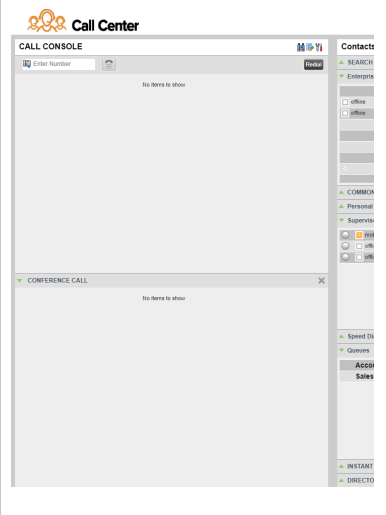
Unity Agent is a downloadable application for desktop computers



The screenshot shows the Unity Agent interface with various tabs and data tables. The 'My Statistics' tab is active, displaying call metrics for 'Accurating Queue' and 'Sales Queue'. Below this is a table for call logs with columns for From, To, Duration, and Status. At the bottom, there is a 'Contacts' list with columns for Name, Phone, ACD State, and Status, listing agents like Janice Hosenstein, Monica Geller, and others.

BroadWorks Call Center

BroadWorks W



The screenshot shows the BroadWorks Call Center interface. It features a 'CALL CONSOLE' section with a search bar and a 'No items to show' message. To the right is a 'Contacts' list with a search bar and a 'No items to show' message. The interface is designed for managing calls and agent status.

[Return to BroadWorks Call Center Training Page](#)

[Return to Training Resources Page](#)

Do you have a training related question? Email us at training@evolveip.net

We will respond within 24 hours on normal business days.