

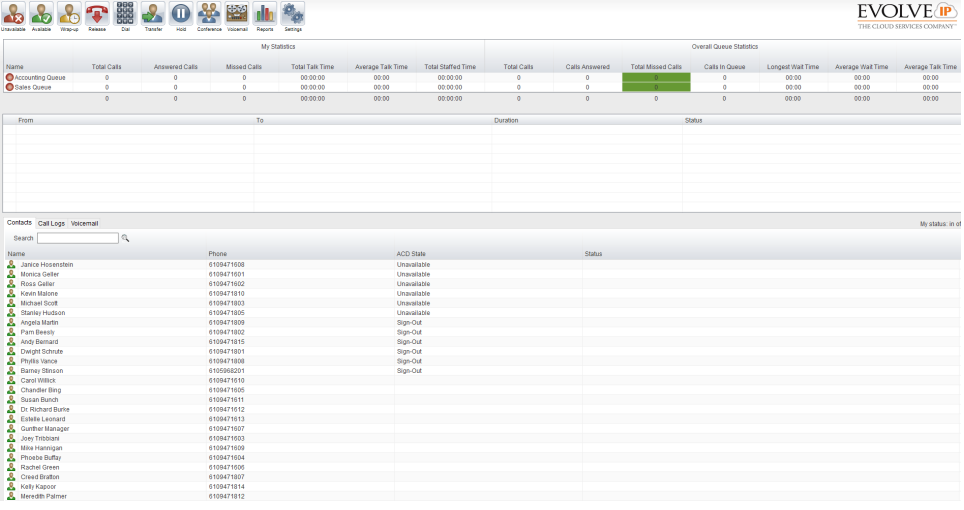
BroadWorks Call Center Agent Training

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 a top navigation bar containing icons for various functions. Below this is a 'My Statistics' section with a table of call metrics. To the right is an 'Overall Queue Statistics' section. Below these is a table for call logs with columns for From, To, Duration, and Status. At the bottom is a 'Contacts' section with a search bar and a list of agents with their names, phone numbers, and ACD states.

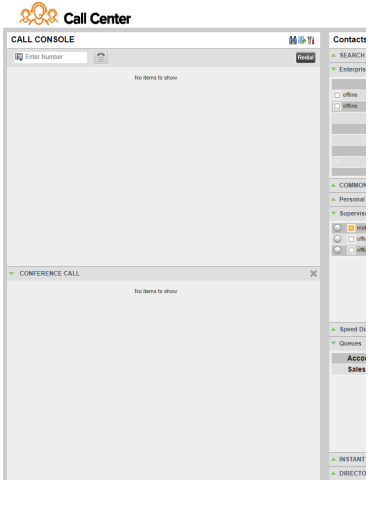
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Staffed Time
Accurating Queue	0	0	0	00:00:00	00:00	00:00:00
Tables Queue	0	0	0	00:00:00	00:00	00:00:00

Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
0	0	0	0	00:00	00:00	00:00

From	To	Duration	Status

Name	Phone	ACD State	Status
Janice Hosenstein	6109471608	Unavailable	
Monica Geller	6109471601	Unavailable	
Ross Geller	6109471602	Unavailable	
Kevin Malone	6109471810	Unavailable	
Michael Scott	6109471803	Unavailable	
Stanley Hudson	6109471805	Unavailable	
Angela Martin	6109471809	Sign-Out	
Pam Beesly	6109471802	Sign-Out	
Andy Bernard	6109471815	Sign-Out	
Dwight Schrute	6109471801	Sign-Out	
Phyllis Vance	6109471808	Sign-Out	
Burney Binson	6109462011	Sign-Out	
Cathy Wallace	6109471610		
Chandler Bing	6109471605		
Susan Bunch	6109471611		
Dr. Richard Burke	6109471612		
Erlene Leonard	6109471813		
Gunter Manager	6109471607		
Joy Tribbiani	6109471603		
Mike Hanaguan	6109471609		
Phoebe Buffay	6109471604		
Rachel Green	6109471606		
Cowd Burton	6109471607		
Kelly Kapoor	6109471814		
Meredith Palmer	6109471612		

BroadWorks W



The screenshot shows the BroadWorks W interface with a 'CALL CONSOLE' section on the left and a 'Contacts' section on the right. The call console has a search bar and a list of calls. The contacts section has a search bar and a list of contacts.

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

We will respond within 24 hours on normal business days.