

# Unity Agent Training

## Introduction

The Unity Agent application allows call center agents to answer and manage calls in a downloaded interface. The application will allow you to manage your ACD state, place outbound calls, transfer, conference, and apply disposition codes.



| No Security            |        |                  |              |              |                          |        |                  |              |              |
|------------------------|--------|------------------|--------------|--------------|--------------------------|--------|------------------|--------------|--------------|
| Call Center Statistics |        |                  |              |              | Overall Queue Statistics |        |                  |              |              |
| Queue Name             | Agents | Available Agents | Waiting Time | Service Time | Queue Name               | Agents | Available Agents | Waiting Time | Service Time |
| Queue 1                | 1      | 1                | 00:00:00     | 00:00:00     | Queue 2                  | 1      | 1                | 00:00:00     | 00:00:00     |
| Queue 2                | 1      | 1                | 00:00:00     | 00:00:00     | Queue 3                  | 1      | 1                | 00:00:00     | 00:00:00     |
| Queue 3                | 1      | 1                | 00:00:00     | 00:00:00     | Queue 4                  | 1      | 1                | 00:00:00     | 00:00:00     |

  

| Queue    | Agent Name | Agent ID | Agent Status |
|----------|------------|----------|--------------|
| Queue 1  | Agent 1    | 10000001 | Available    |
| Queue 2  | Agent 2    | 10000002 | Available    |
| Queue 3  | Agent 3    | 10000003 | Available    |
| Queue 4  | Agent 4    | 10000004 | Available    |
| Queue 5  | Agent 5    | 10000005 | Available    |
| Queue 6  | Agent 6    | 10000006 | Available    |
| Queue 7  | Agent 7    | 10000007 | Available    |
| Queue 8  | Agent 8    | 10000008 | Available    |
| Queue 9  | Agent 9    | 10000009 | Available    |
| Queue 10 | Agent 10   | 10000010 | Available    |
| Queue 11 | Agent 11   | 10000011 | Available    |
| Queue 12 | Agent 12   | 10000012 | Available    |
| Queue 13 | Agent 13   | 10000013 | Available    |
| Queue 14 | Agent 14   | 10000014 | Available    |
| Queue 15 | Agent 15   | 10000015 | Available    |
| Queue 16 | Agent 16   | 10000016 | Available    |
| Queue 17 | Agent 17   | 10000017 | Available    |
| Queue 18 | Agent 18   | 10000018 | Available    |
| Queue 19 | Agent 19   | 10000019 | Available    |
| Queue 20 | Agent 20   | 10000020 | Available    |

## On-Demand Training

e-Learning training courses can be found in the Evolve IP Client Training Center, our Learning Management System (LMS) designed specifically for our clients and their training needs. Our on-demand training is free for all Evolve IP clients and accessible via the Evolve IP Client Training Center.

Follow the link below to enroll in a specific on-demand training course. You will be prompted to login with your Evolve IP Client Training Center credentials. If you do not have credentials, please ask your administrator to contact [training@evolveip.net](mailto:training@evolveip.net) to register your organization in the LMS.

[Unity Agent Training - UC-One, Webex and Handset Endpoints](#)

[Unity Agent Training - Microsoft Teams Endpoints](#)

[Unity Agent Setup Training](#)

## Supporting Documentation

[Unity Agent - Quick Reference Guide](#)

[Unity Agent - User Guide](#)

## Downloads

## Unity

- [Unity Call Center Agent 6.7.6.1](#)
- [Unity Call Center Agent 8.5.3.0](#)

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

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Do you have a training related question? Email us at [training@evolveip.net](mailto:training@evolveip.net)

We will respond within 24 hours on normal business days.