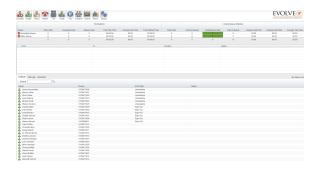# Unity Agent Training

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.

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 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

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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.