

Call Center - Unity Agent

Unity Agent enhances the agent experience, featuring an intuitive icon based presence interface, point and click call control, ACD State functions (login/logout/unavailable/wrap up, etc), near real time statistics, and embedded chat and presence.

This agent based application complements our [Standard or Premium Call Center Agents](#) seats.

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[Full User Guide](#)

Related Pages

- [Call Center - Unity Agent Creating and Using Templates](#)
- [Quick Reference Guide - Unity Call Center Agent](#)
- [User Guide - Unity Agent Best Practices](#)
- [User Guide - Unity Hoteling](#)

Windows PC Requirements

- Unity will require approximately 100MB of hard drive space on the local machine
- The default installation directory is C:\Program Files\Unity Client
- Minimum computer spec:
 - CPU: single core 3Ghz.
 - RAM: 4GB.
 - Video Card: 256MB onboard RAM
- Unity is supported on Windows XP [SP3], Windows 7 [32 and 64-bit versions] and Windows 8 [32 and 64-bit versions].
- There are no special permissions required to install Unity on Windows 7 or Windows 8
- Requires Microsoft .NET Framework