

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	5	5	00:00:00	00:00:00	Queue 2	5	5	00:00:00	00:00:00
Queue 3	5	5	00:00:00	00:00:00	Queue 4	5	5	00:00:00	00:00:00

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