

KAKAPO

SYSTEMS

UNITY CX

Installation Guide

UNITY CX

INSTALLATION GUIDE

Unity CX allows users to access the Unity Desktop, Unity Agent, Unity Supervisor and Unity Reception applications from inside Microsoft Teams.

Name	Total Calls	Answered Calls	Missed Calls	SMS Answered
Kakapo Media Streams	-	-	-	0
Kakapo Sales	1	0	1	-
Kakapo Support	4	0	4	0
Summary	5	0	5	0

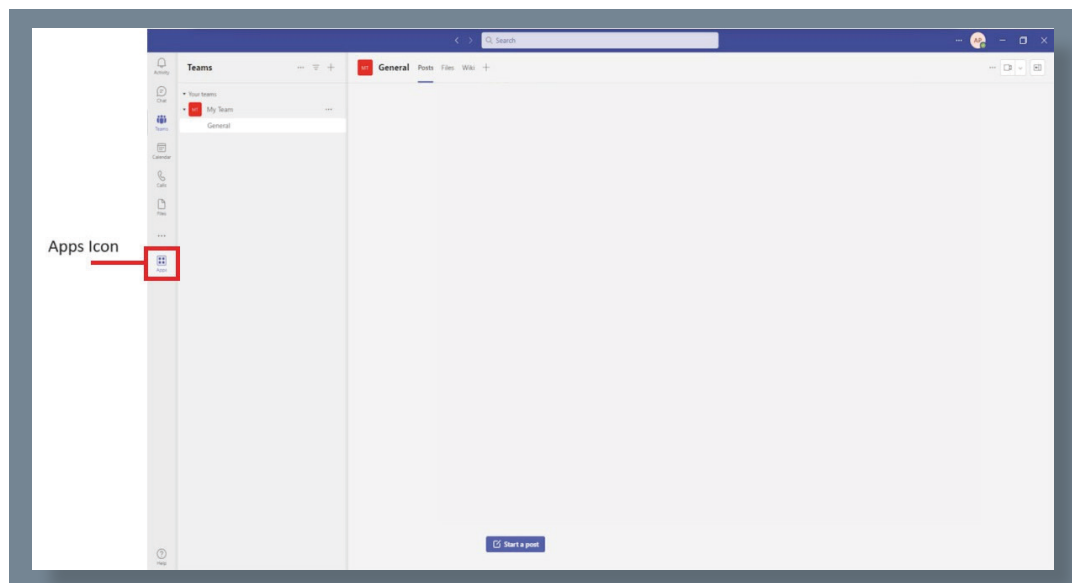
Total Calls	Answered Calls %	Total Missed Calls %	Calls In Queue	Longest Wait Time	SMS Queued
3	0.00	100.00	0	00:00:00	0
32	9.38	90.63	0	00:00:00	0
35	4.69	95.31	0	00:00:00	0

Name	Phone Status	Teams Status	Calendar
Aaron Parsons		Available	
Albert Pine		Away in Teams	
Basil Joy			
Benedict Hutton			
Charles Berry			
Chris Tutt	Do not disturb	Offline in Teams	Friday
Dale Cassidy			
Jason Lampard			
Jenson Franklin			
Jevan Howe			
Joseph Jacob		Away in Teams	
Larry Redman	All calls forward to Kakapo Support		

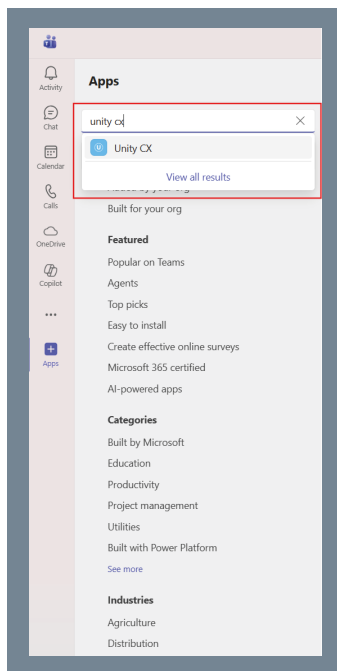
FIRST TIME INSTALLATION

To access the Microsoft Teams applications interface:

Click on the Apps icon on the left side of the Microsoft Teams interface.

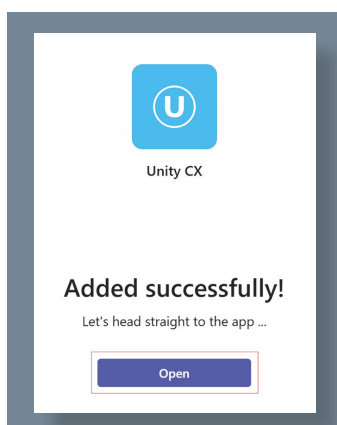
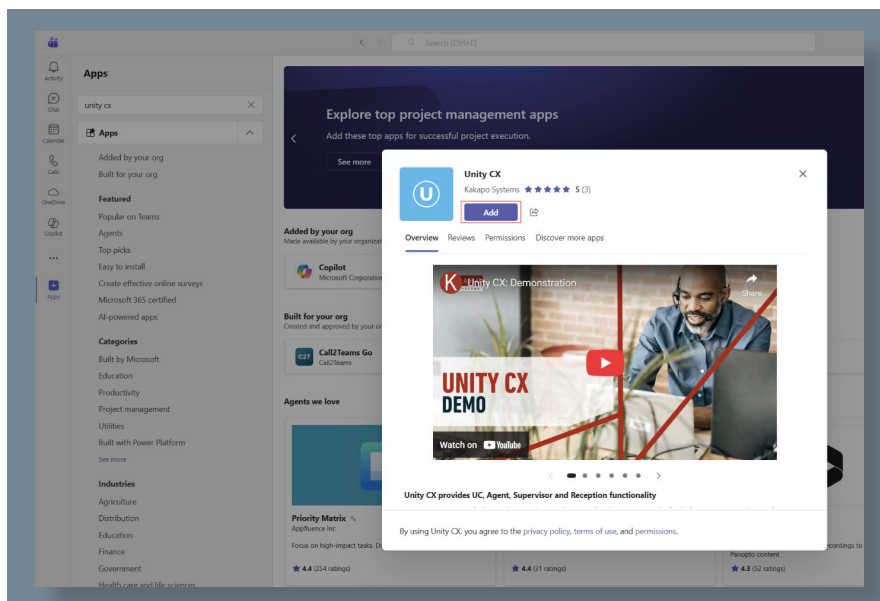


THE APPLICATIONS PAGE



The applications page allows users to view, add and upload new applications. Use the search bar provided and enter Unity CX.

Select Add.

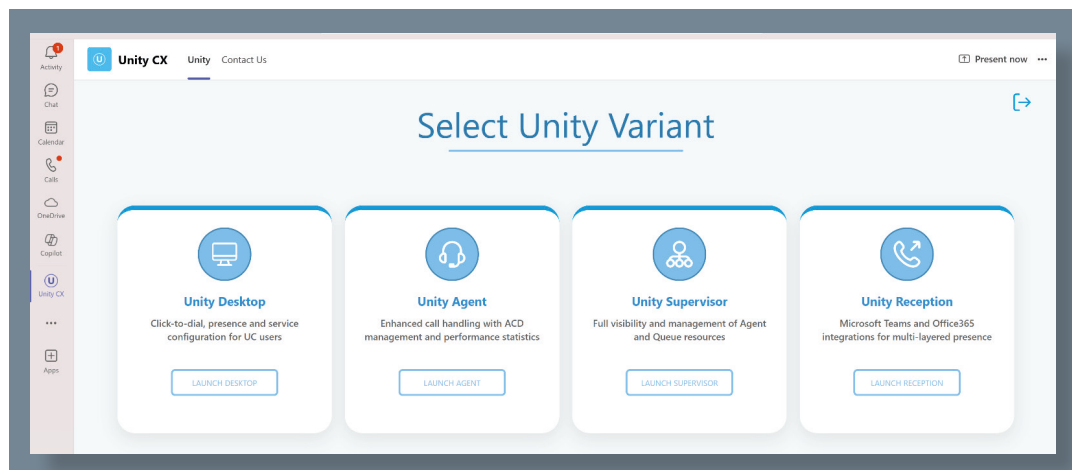


Microsoft Teams will then present you with the following message. Select Open.

Unity CX will then load within Microsoft Teams and request login credentials from the user.

Unity CX login screen within Microsoft Teams. The login form includes fields for Login ID, Password, and checkboxes for remembering login details. A 'LOGIN' button is present, along with a link for users without an account. The interface is part of the Unity CX application running within the Microsoft Teams environment.

After entering credentials, the user will be prompted to select the Unity application they wish to run. This will be dependent on the license(s) assigned to the individual user.



After launching the required Unity application, the user can access it directly within Microsoft Teams.

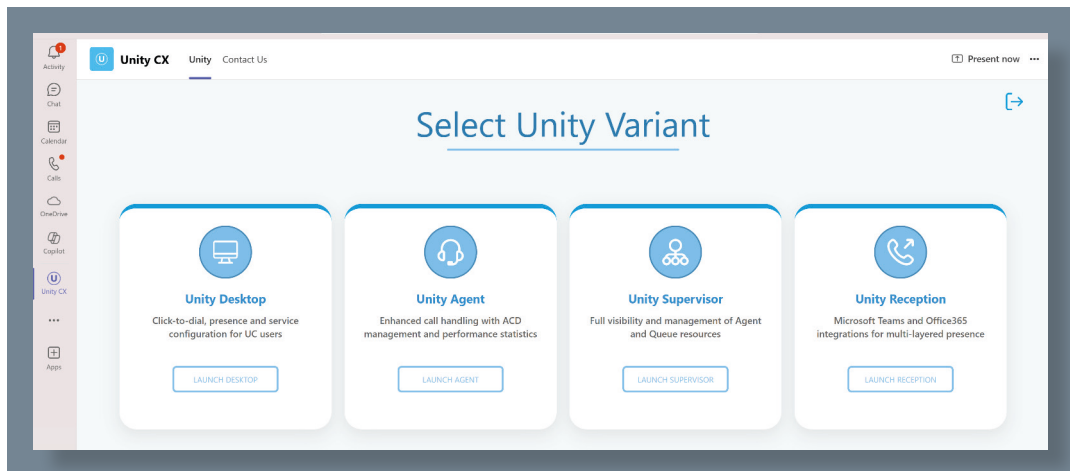
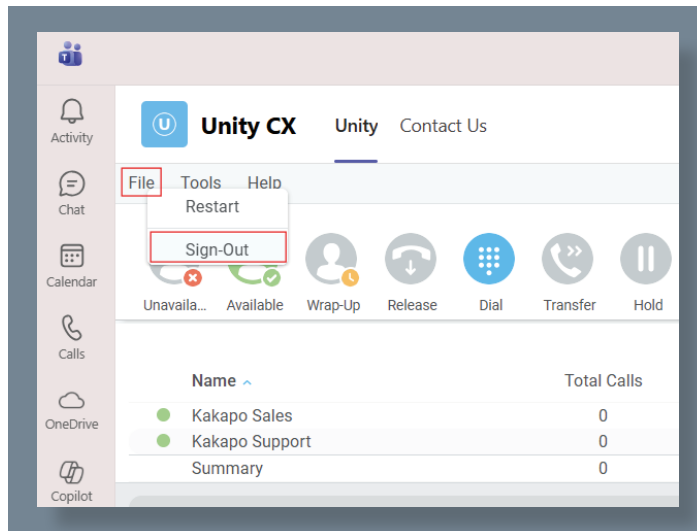
Unity CX interface within Microsoft Teams, displaying call statistics and contact information. The interface includes a top navigation bar with 'Unity CX', 'Unity', and 'Contact Us' tabs, and a 'Present now' button. The main content area shows 'My Statistics' and 'Overall Queue Statistics' tables, followed by a 'Drop person here to begin a call' section and a 'Contacts' list with status indicators.

My Statistics				Overall Queue Statistics						
Name	Total Calls	Answered Calls	Missed Calls	SMS Answered	Total Calls	Answered Calls %	Total Missed Calls %	Calls In Queue	Longest Wait Time	SMS Queued
Kakapo Media Streams	-	-	-	0	-	-	-	-	-	0
Kakapo Sales	1	0	1	-	3	0.00	100.00	0	00:00:00	-
Kakapo Support	4	0	4	0	32	9.38	90.63	0	00:00:00	0
Summary	5	0	5	0	35	4.69	95.31	0	00:00:00	0

Drop person here to begin a call

Name	Phone Status	Teams Status	Calendar
Aaron Parsons		Available	
Albert Pire			
Basil Joy		Away in Teams	
Benedict Hutton			
Charles Berry			
Chris Tutt	Do not disturb	Offline in Teams	Friday
Dale Cassidy			
Jason Lampard			
Jenson Franklin			
Jeann Hower			
Joseph Jacob		Away in Teams	
Larry Redman	All calls forward to Kakapo Support		

If you wish to change the application you are currently running in Unity CX, select File > Sign-Out and you will be redirected to select variant page.





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