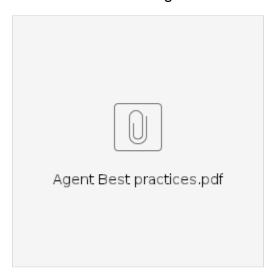
## **User Guide - Unity Agent Best Practices**

## **Recommended Settings**



When deploying Unity Agent to Call Center agents we recommend the following setting be used. Some organizations may want to use Unity Agent Templates to enforce many of these settings. These are accessible in Unity | Settings button (or Tools | Settings) and found on either Services or Settings tabs.

Group	Setting	Options	State			
Call Center						
	Join all my call centers					
		When Unity is Starting	Unchecked			
	Leave all my call centers					
		When Unity is closed	Unchecked			
	Agent					
		Include Call Center Calls in my call logs	Yes			
	ACD State					
		Startup	Unavailable			
		Desktop locked	Unavailable			
		Only show current ACD state button	Yes			
		Activate sign-out ACD state when Unity is closing	Activate			
	Statistics	Agent Columns   NumberOfCallsUnanswered	Set Column heading to "Bounced Calls"			
		Call Center Columns   TotalMissedCalls	Remove			
		Call Center Columns   NumberOfCallsInQueue	Remove			
		Call Center Columns	Add NumberOfCallsAbandoned field and Set Column heading to "Bounced Calls"			
Messaging	ı					
	Voicemail					
		Enabled	Activate			
		Show visual voicemail tab	Activate			
		Send busy calls to voicemail	Activate			
		Send unsanswered calls to voicemail	Activate			
Items	tems below are available for template					

Appearan ce			
ce		Show missed call count in call log tab	Activate
	Contact Search	Show missed call count in call log tab	Activate
	Octivation occurrent	Include external contacts in search	Activate
		Show monitored users first	Activate
		Include Department name in search	Disable
		Clear the search box when activated	Activate
	Include Contacts when		
		The name contains the search criteria	Activate
	Contact Display		
		Show call duration	Activate
	Menu Options when a call is dragged over a contact		
		Transfer call to extension	Activate
		Transfer call to voicemail	Activate
		Transfer call to mobile	Activate
		Warm transfer call to extension	Activate
		Warm transfer call to mobile	Activate
		Park call on extension	Activate
	Current Calls		
		Resize the current call list	Activate
	Clipboard Integration		
		Enabled	Disable
	Outlook Integration		
		Load contacts from public folders	Activate
		Load contacts from my private folders	Activate
		Use Outlook caching	Activate
	Call Notifications		
		Perform auto answer when using click to dial	Activate
		pop summary notification	Activate and 10 seconds
		When call details clicked   pop Unity	Activate
	Startup		
		Startup Application	Unity Agent
		Auto start Unity on operating system boot	Activate
	Update		
		Auto update Unity	Activate
	Instant Messaging and Presence		
		Send Ims to offline Users	Disable
		Show instant messages in docked panel	Activate
		Play a notification sound	Disable
		Show popup notifiction	Disable
	Security		
_		If the template can't be loaded	Continue loading Unity
Connecti			
	Authentication		

	Remember my login ID	Activate
	Remember my Password	Activate
Call Centers		
	Default password	enter password
	Alert when a call center login fails	Activate