

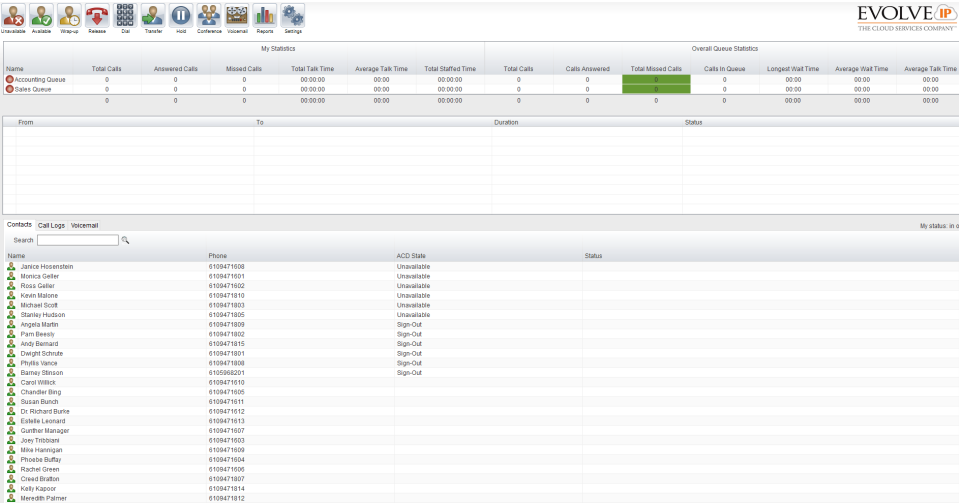
# BroadWorks Call Center Agent Training

BroadWorks Call Center Agents may utilize one of the following applications to streamline call handling and offer agents additional features needed to deliver great customer service.

Click the link or image below that matches the application you utilize.

## Unity Agent

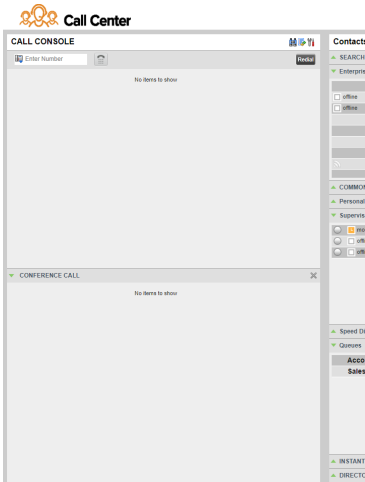
Unity Agent is a downloadable application for desktop computers



The screenshot shows the Unity Agent interface. At the top, there's a navigation bar with icons for various functions. Below it, a 'My Statistics' section displays call metrics for 'Accurating Queue' and 'Sales Queue'. A table below shows 'Overall Queue Statistics' with columns for Total Calls, Calls Answered, Total Missed Calls, Calls In Queue, Longest Wait Time, Average Wait Time, and Average Talk Time. At the bottom, there's a 'Contacts' list with columns for Name, Phone, ACD State, and Status. The list includes names like Janice Hosenstein, Monica Geller, Ross Geller, Kevin Malone, Michael Scott, Stanley Hudson, Angela Martin, Pam Beesly, Andy Bernard, Dwight Schrute, Phyllis Vance, Barney Hinson, Carol Vance, Chandler Bing, Susan Bunch, Dr. Richard Burke, Erikka Leonard, Gurtler Manager, Jay Tribbiani, Mike Hanagan, Rachel Green, Cowi Blanton, Kelly Kapoor, and Meredith Palmer.

## BroadWorks Call Center

BroadWorks W



The screenshot shows the BroadWorks Call Center interface. It features a 'CALL CONSOLE' section with a search bar and a list of calls. Below this, there's a 'CONFERENCE CALL' section. On the right side, there's a 'Contacts' sidebar with a search bar and a list of contacts. The interface is designed for managing calls and agent status.

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Do you have a training related question? Email us at [training@evolveip.net](mailto:training@evolveip.net)

We will respond within 24 hours on normal business days.