

Good Conversations **Technology and Agent Services**

Unity4 



Solutions	Channels	Industries
Inbound multiple channel customer service	Voice	Not for Profit Charity Sector
Inbound multiple channel technical Support Services	Chat to any device	Communications
Voice, Chat, SMS, Email and Social Media services	Email	Financial Services
Order taking	SMS	Retail
Inbound telephone sales	Social Media	Travel / Tourism
Outbound telephone sales		Entertainment
Outbound telephone repping		Utilities
Telefundraising		
Market Research		

Contact Centre Technology

To facilitate the work of our home-based agents we created a 100% cloud-based contact centre technology platform which enables them to work as a single unit as if they were all in the same building.

We customise this SaaS platform and make it available for companies to use to run their own contact centres, whether virtual, distributed, or at a single site.

Unity4's advanced cloud call centre technology is designed to focus on the intersection between telephony, interaction management and the people who handle the conversation. This approach ensures that we deliver 'human technology' designed by and for contact centre practitioners.

The core difference between Unity4 and our competitors is that we recognise that what happens after the agent says "hello" is of equal importance to what happens before. Our solution therefore includes a "people" layer which provides the tools needed to recruit, train, manage, and empower agents.



Unity4's Commercial relationship is simple transparent and flexible

We enter into partnership with clients based on mutual trust rather than complex contracts that often quash creative thinking.

We do not limit you to minimum term contracts or put up prohibitive barriers that limit your ability to try our partnership service before you commit. Start small as a proof of concept and then rollout a deployment so as not to disrupt your business as usual operations.

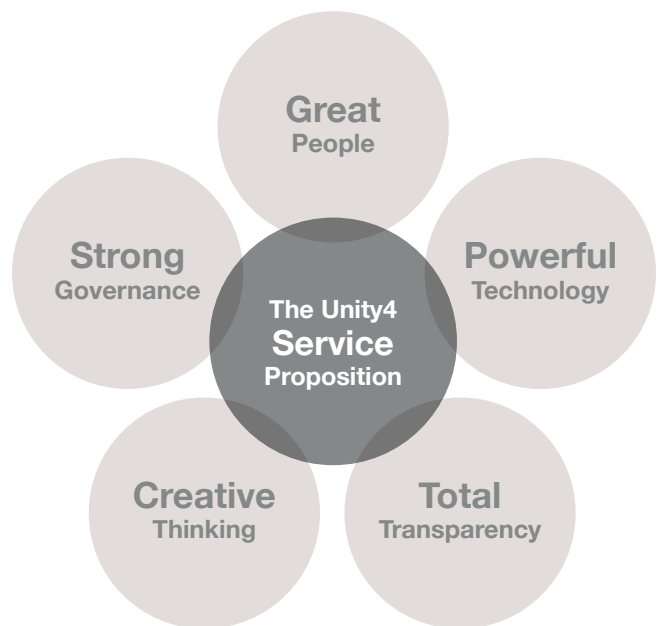
If for some reason you are not satisfied, then you are free to simply discontinue our partnership. Just let us know and walk away.



For as long as people continue to connect with other people more than they do with chatbots and websites, the agents in your contact centre will always be your most valuable asset when it comes to delivering great customer experiences.

Running and staffing a contact centre is a tricky business. Call volumes fluctuate for all sorts of unpredictable reasons. And with the need to cover several different channels you either need multi-skilled agents or several different teams, creating even more scheduling headaches.

Finding and retaining competent staff is difficult enough, and can be complicated by things like your location, industry, regulator, and salary structure. Of course, ideally you don't just want competent staff, you want great staff who can authentically represent your brand and connect with your customers.



Use the cloud to find the people you need

You cannot have authentic, engaging, and good conversations with customers if you do not have talented, experienced, and well cared for people speaking to them on your behalf.

Our vision when we started in 2000 was to build a business culture and environment where workers would be treated as real people. To source and retain the most talented people means recognising their need for flexibility and meaning in their working life.

Unity4 pioneered a new way of outsourcing by employing 100% of our team to work from their homes. We manage 1,000 home-based agents located in Australia, New Zealand, Canada and the United Kingdom.

- Average age is 38
- 75% are tertiary level educated
- 85% have previous experience in sales
- Industry's highest staff retention
- Agents provide a local voice service for customers inside their own countries

This model enables us to recruit the highest calibre of staff regardless of geography or personal circumstances. Our agents generally have more professional and life experience than people who work in traditional contact centres, and thanks to this have more highly developed soft skills including listening and empathy.



At Unity4 we believe in the power of conversations to do good for people and businesses.

We're using technology to create more options for how to connect the right people, the right way at the right time.

We're inventive and are always looking for new ways of doing things. We often create solutions before our customers ask for them. Our platform offers flexibility and choice, so businesses can do a better job.

We believe in transparency and are candid with customers and each other.

We empower people to get better outcomes – from putting data into peoples' hands so they can make informed decisions to enabling people to work in new ways that suit today's lifestyles.

We're friendly and approachable, and focused on making things simpler and easier. We believe in the principle that if you do good for others, they'll do good for you.

Unity4 Contact us

Australia

Level 2,
410 Crown Street
Surry Hills NSW 2010

P 1300 886 489
E info@unity4.com

New Zealand

PO Box 106494
Auckland City 1143

P 0800 003 039
E info@unity4.com

United Kingdom

The Old Grammar School
St. Leonards Close
Bridgnorth WV16 4EJ

P 0203 553 4054
E info@unity4.com

Canada

Sinclair Center
R142-157 West Hastings Street
Vancouver BC V6A 1A1

P 1844 643 6035
E info@unity4.com