

UNITY SOFTWARE FAQ

Q: What is Unity?

A: Unity is software available for PC and Mac. There are many features, including: click-to-dial, Busy Lamp Field (Seeing who is on the phone), Chat, Directory Search, Call History, and more. (Mac version is in beta testing.)

Q: What do I need to get started?

A: You'll need your ClearStar Web Portal Credentials and the file download from our site. Install the program, log in, and add your users. That's it.

Q: How do I get to try it?

A: Just start using it. Everyone gets a free 14-day trial of Unity.

Q: How do I choose the people who's status I am monitoring?

A: On the "User Status" Tab, right click and click "Manage User List." Move the names of people you want to monitor to the right and move the names you don't want to monitor to the left.

Q: How do I chat?

A: Right click a name in the user status tab and click "Instant Message."

Q: Can I chat with someone I am not monitoring?

A: Click Messaging at the top of Unity. Move any names from left to right using the green arrow and click the green check to start the chat.

Q: Do you have a version of unity for Call Center Agents?

A: Yes. There is a version for both Call Center Agent and Supervisor. In addition to the Desktop (standard version) and Wallboard.

Q: How much does Unity cost?

A: The Desktop Standard version is \$5/month. The Standard Call Center Agent is \$15/month. The Standard Call Center Supervisor is \$100/month. The wallboard is \$120/month. Advanced Call Center Agent and Advanced Supervisor are \$20/mo and \$120/mo Advanced Agent/Supervisor includes a callback abandoned calls queue.

Q: Can I use it with any phone model and any ClearStar account?

A: Unity can be used with any phone. You'll need to add the Unity Software to either a Standard or Executive User License.

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Q: How many people can I monitor?

A: You can see up to 20 users. It is limited to 20 due to the amount of traffic required to keep 20 users working well. You can chat with more than 20 users.

Q: Do I still need a phone to use Unity?

A: Yes. Unity is just for click-to-dial and call control. It doesn't actually carry the voice. You'll need to use it with a ClearStar phone.

Q: Do I have to get Unity for everyone?

A: You can get Unity for anyone who wants it. The chat is available only when people are using Unity. You can monitor users who do not have Unity.