

The screenshot displays the Unity Agent interface. At the top, there's a navigation bar with 'Unity Agent', 'Unity Agent', and 'About'. Below this is a sidebar with icons for various functions. The main area is divided into two sections. The top section, titled 'My Statistics', shows a table with columns for 'Name', 'Total Calls', 'Assessed Calls', 'Average Task Time', 'Total Task Time', 'Total Calls', 'Calls Assessed', 'Total Assessed Calls', 'Calls in Queue', 'Longest Wait Time', 'Average Wait Time', and 'Average Task Time'. The bottom section, titled 'Call Logs', shows a table with columns for 'Name', 'Location', 'Phone', 'Department', 'ACD State', and 'Status'. The 'Call Logs' table lists various agents and their call details, including names like 'Alice Smith', 'Bob Jones', 'Charlie Brown', etc., and their respective locations and phone numbers.

Unity Agent For Microsoft Teams Applications User Guide

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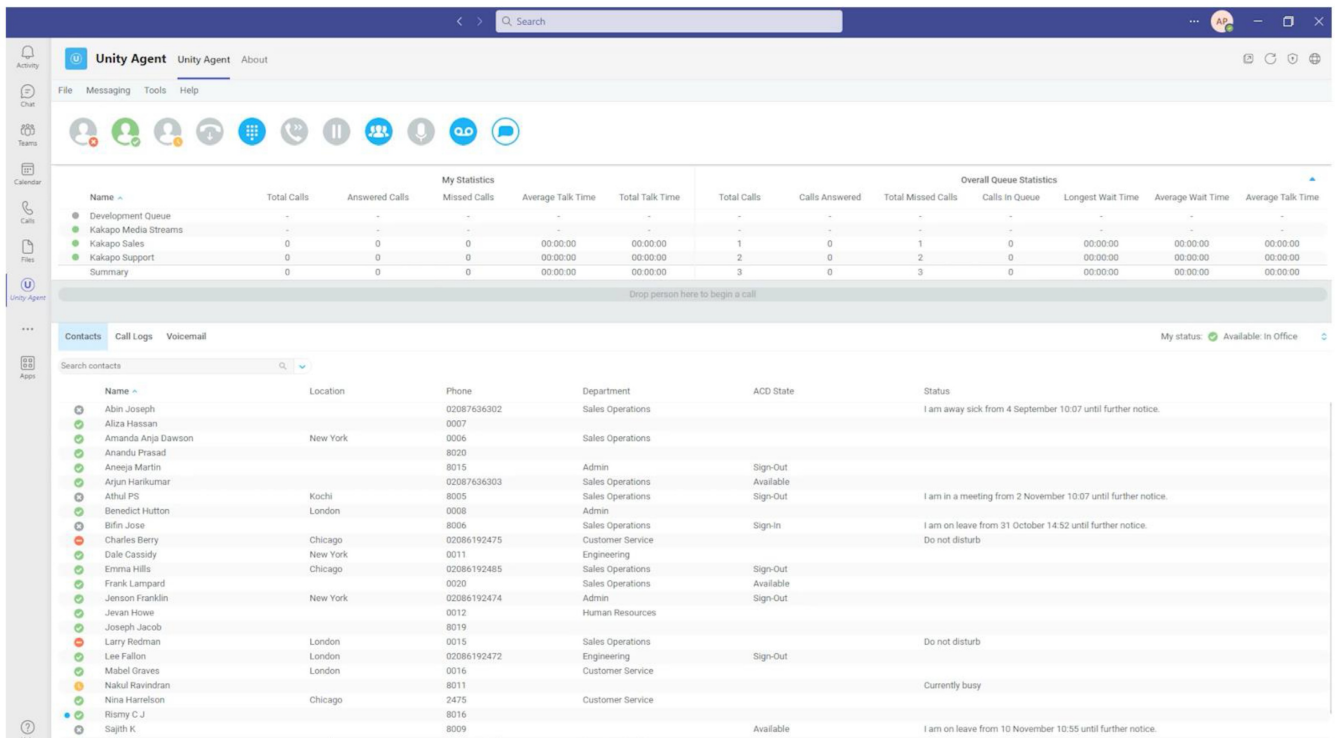
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Unity Agent For Microsoft Teams Applications

USER GUIDE

1. UNITY FOR MICROSOFT TEAMS

Unity for Teams allows users to access the Unity Agent, Unity Supervisor and Unity Desktop web applications from inside their Microsoft Teams interface.



1.1 Pre-Approved Installation Method

Please note: For this option to be available, Unity applications require approval from an organizations Global Microsoft Teams Administrator, or for the Administrator to directly upload the application to Microsoft Teams themselves for organizational use.

Installing Unity Applications from within Microsoft Teams: This method of installation involves navigating to the Built for your org section within the Microsoft Teams interface. Users can add pre-approved applications without needing to manually download and add the Unity Applications. For more information on this process, see Section 4.

1.2 First Time Installation Methods

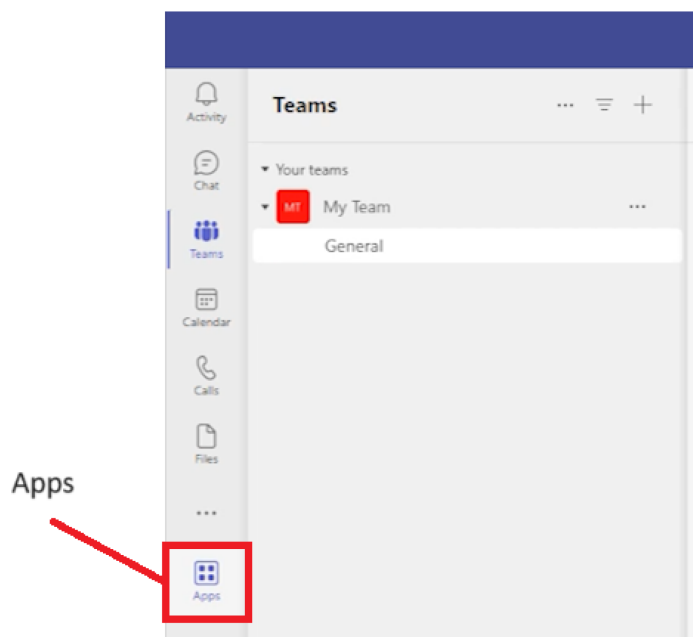
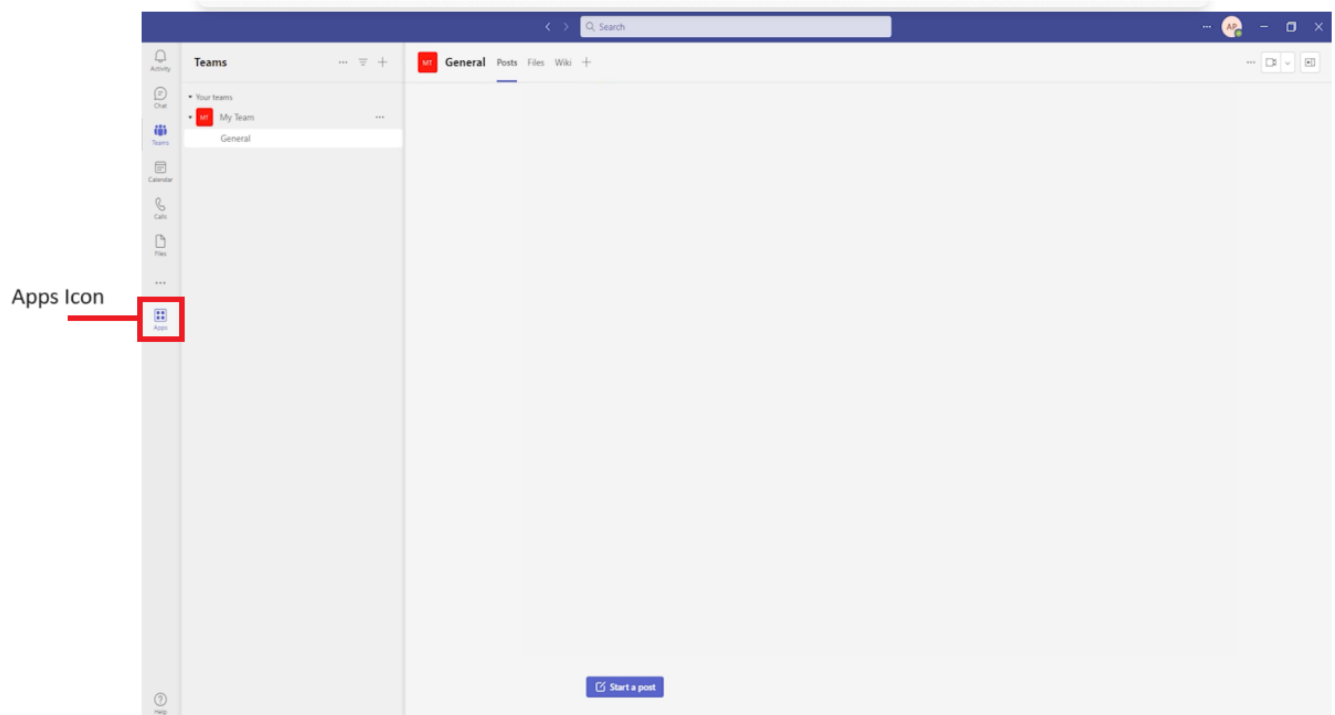
Submitting an Application for your Organization: This method involves downloading the required Unity Applications via URL link in their web browser. Users can then follow the application upload steps and choose the option to Submit an application for approval by your org. This then requires approval by the organizations Microsoft Teams administrator, after which, the Unity application will be available to all users within the organization within the Built for your org section.

Uploading an Application to your Organizations App Catalog: This method can be completed by the organizations Global Microsoft Teams Administrator. The process involves downloading the Unity .zip folders via URL link in their web browser, and following the steps to upload an application to Microsoft Teams. The user will then select the option to Upload an application to your organizations app catalog, which will make the application available for the organizations users in the Built for your org section.

2. ACCESSING APPLICATIONS WITHIN MICROSOFT TEAMS

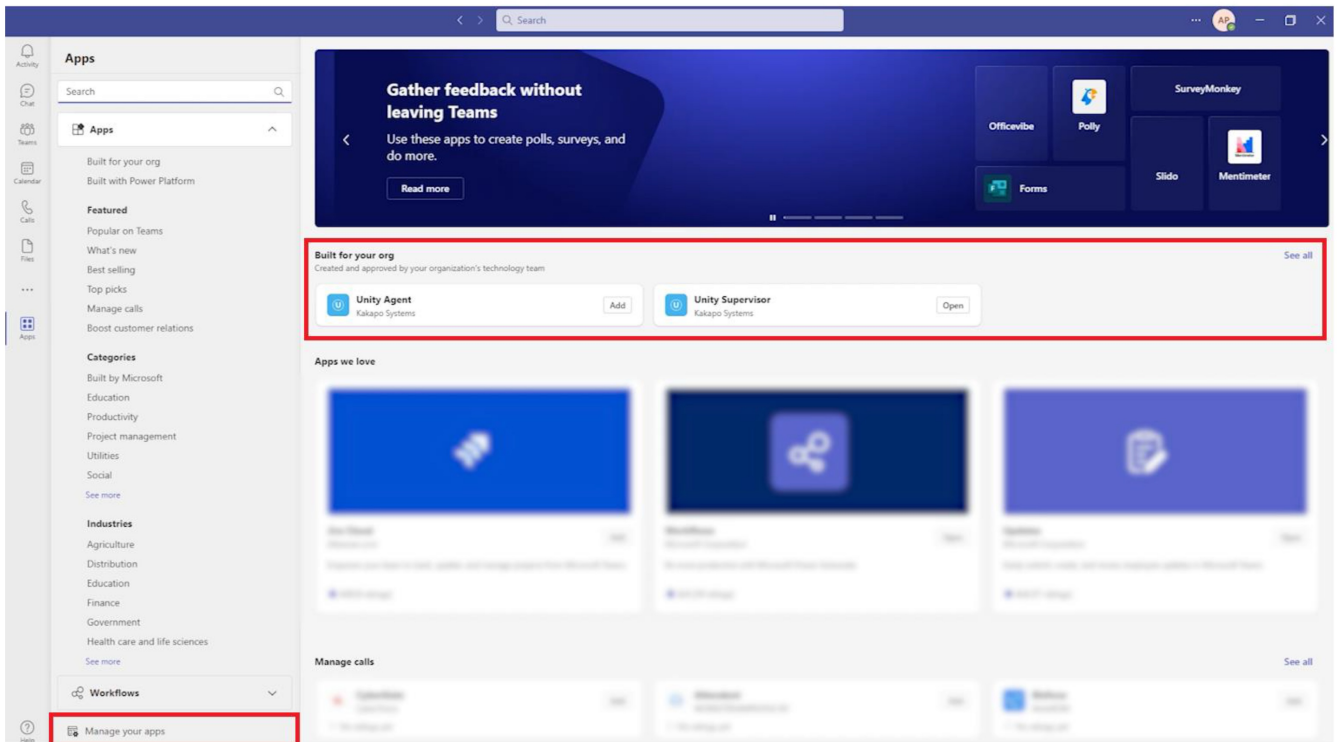
Microsoft Teams contains a dedicated section for the management of third-party applications within the Teams interface. Users are required to go through the applications page for each of the installation methods. To access the Microsoft Teams applications interface;

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



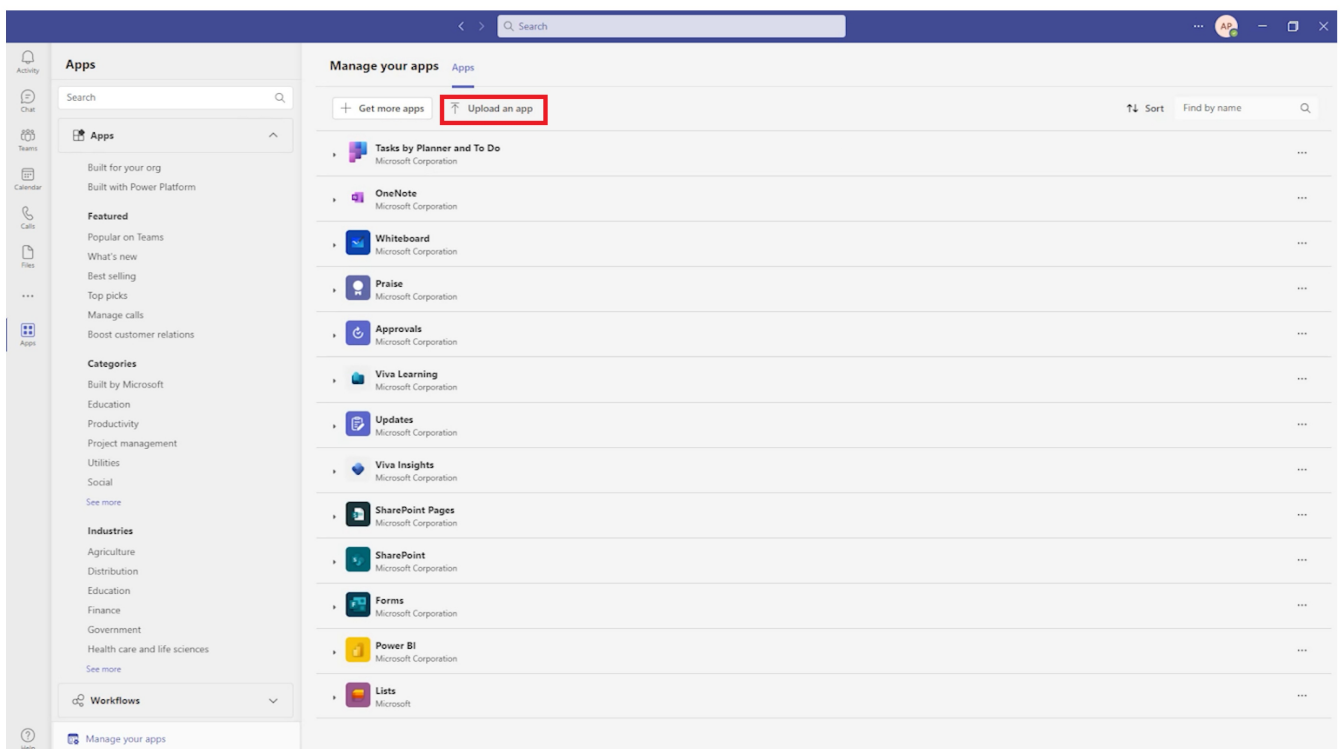
2.1 The Applications Page

The applications page allows users to view, add and upload/submit new applications for organizational use.



Built For Your Org: This section enables users to add (install) applications that have been approved for use for their organization. This requires submitting an application for approval by the organizations Microsoft Teams Global Administrator. For more information on approving an application for your organization, see section 5.1.

Manage Your Apps: This button will enable the application management panel. From here, users can click to upload an application for completing first time installation steps.



3. INSTALLING FROM WITHIN MICROSOFT TEAMS

Please note: To install Unity Applications from within Microsoft Teams, they must first have been approved for use

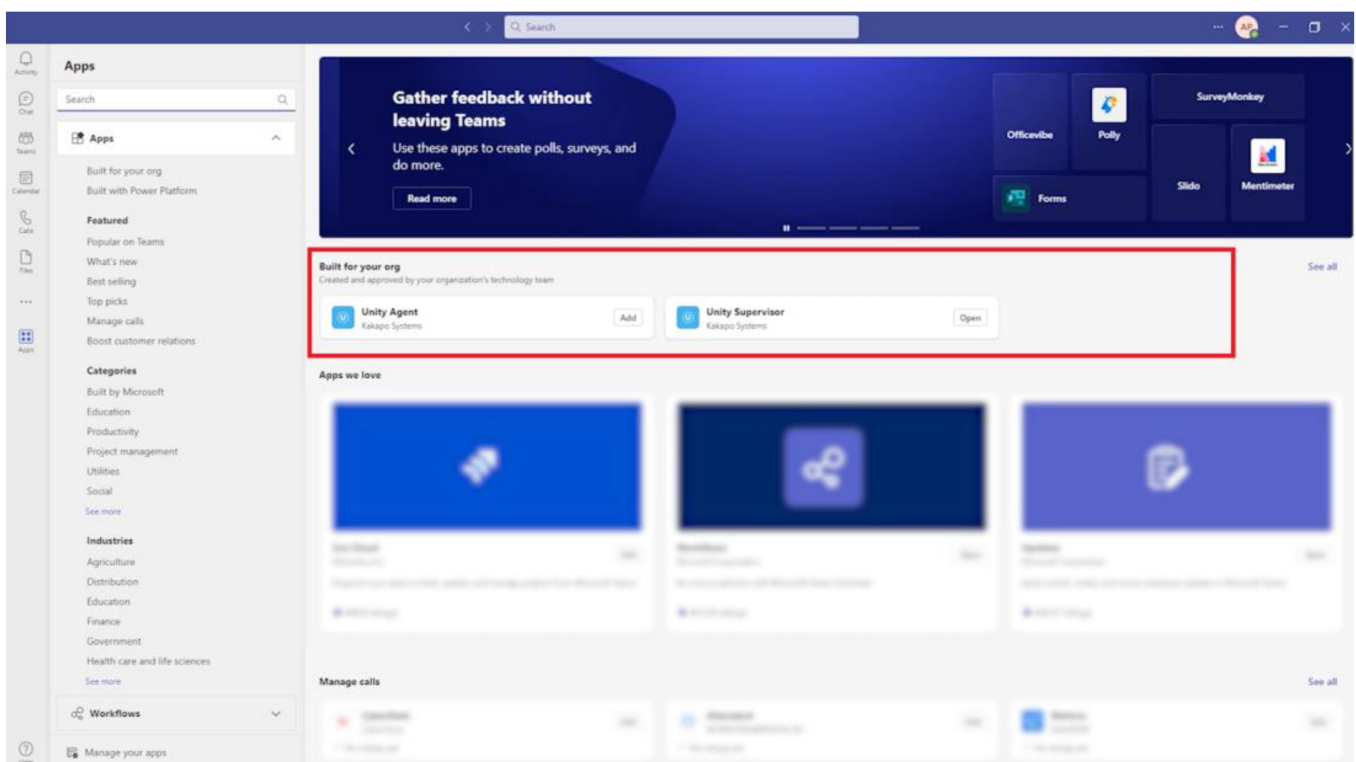
by the organizations. This requires the organizations Microsoft Teams Global Administrator to either;

- Manually download Unity application .zip folders, and upload them to Microsoft Teams themselves, using the option to Upload an application for your org
- Approve an application that has been submitted for approval by another user within the organization, this can be done within the Microsoft Teams Administration Center.

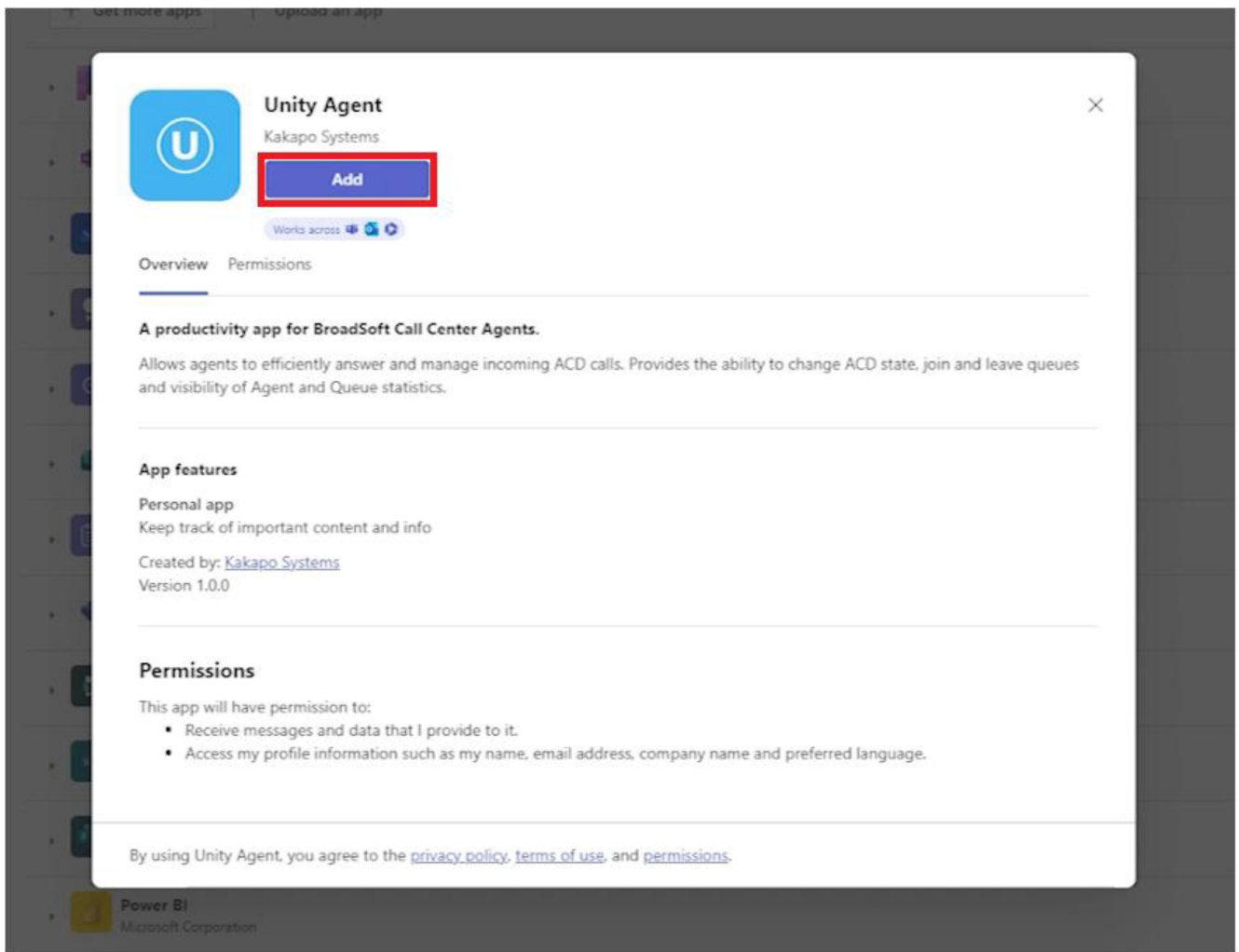
Installing Unity Applications from within Microsoft Teams lets user install the applications from within the Applications page of Microsoft Teams.

The steps for Installing Unity Applications from the Built for your org section are as follows:

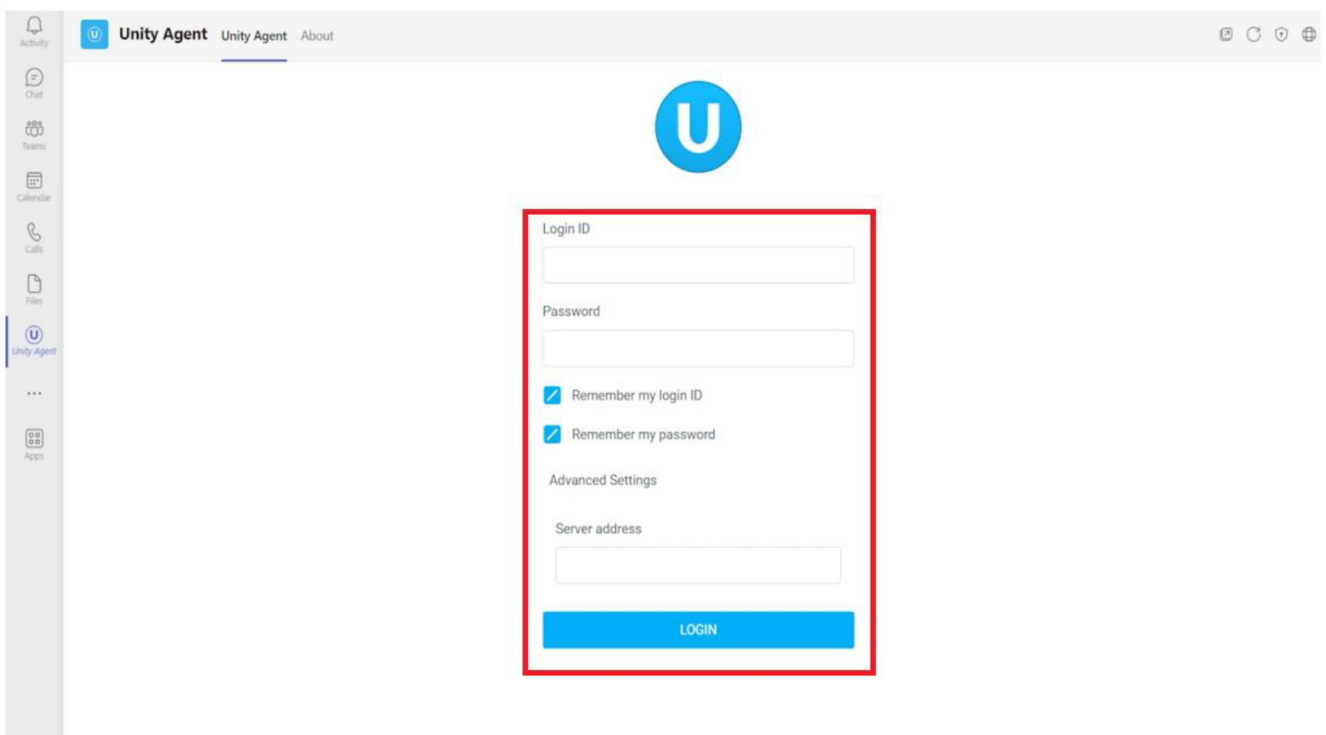
- Navigate to the Built for your org section, pictured below, and clicking Add on the required Unity application.



- After reviewing and ensuring the correct Unity Application has been chosen, click Add.



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



- After entering credentials, the user should be fully logged into Unity from within their Microsoft Teams client.

Activity

Chat

Teams

Calendar

Calls

Files

Unity Agent

...

Apps

?

Q Search

Unity Agent

Unity Agent

About

File

Messaging

Tools

Help

My Statistics					Overall Queue Statistics							
Name	Total Calls	Answered Calls	Missed Calls	Average Talk Time	Total Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls in Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Development Queue	-	-	-	-	-	-	-	-	-	-	-	-
Kakapo Media Streams	-	-	-	-	-	-	-	-	-	-	-	-
Kakapo Sales	0	0	0	00:00:00	00:00:00	1	0	1	0	00:00:00	00:00:00	00:00:00
Kakapo Support	0	0	0	00:00:00	00:00:00	2	0	2	0	00:00:00	00:00:00	00:00:00
Summary	0	0	0	00:00:00	00:00:00	3	0	3	0	00:00:00	00:00:00	00:00:00

Drop person here to begin a call

Contacts

Call Logs

Voicemail

My status: Available: In Office

Search contacts

Name	Location	Phone	Department	ACD State	Status
Abin Joseph		02087636302	Sales Operations		I am away sick from 4 September 10:07 until further notice.
Aliza Hassan		0007			
Amanda Anja Dawson	New York	0006	Sales Operations		
Anandu Prasad		8020			
Aneesa Martin		8015	Admin	Sign-Out	
Anjan Hanikumar		02087636303	Sales Operations	Available	
Arthul PS	Kochi	8005	Sales Operations	Sign-Out	I am in a meeting from 2 November 10:07 until further notice.
Benedict Hulton	London	0008	Admin		
Bifin Jose		8006	Sales Operations	Sign-In	I am on leave from 31 October 14:52 until further notice.
Charles Berry	Chicago	02086192475	Customer Service		Do not disturb
Dale Cassidy	New York	0011	Engineering		
Emma Hills	Chicago	02086192485	Sales Operations	Sign-Out	
Frank Lampard		0020	Sales Operations	Available	
Jenson Franklin	New York	02086192474	Admin	Sign-Out	
Jevan Howe		0012	Human Resources		
Joseph Jacob		8019			
Larry Friedman	London	0015	Sales Operations		Do not disturb
Lee Fallon	London	02086192472	Engineering	Sign-Out	
Mabel Graves	London	0016	Customer Service		
Nakul Ravindran		8011			Currently busy
Nina Hamelsson	Chicago	2475	Customer Service		
Rismy C J		8016			
Sajith K.		8009		Available	I am on leave from 10 November 10:55 until further notice.

4. DOWNLOADING UNITY .ZIP FOLDERS

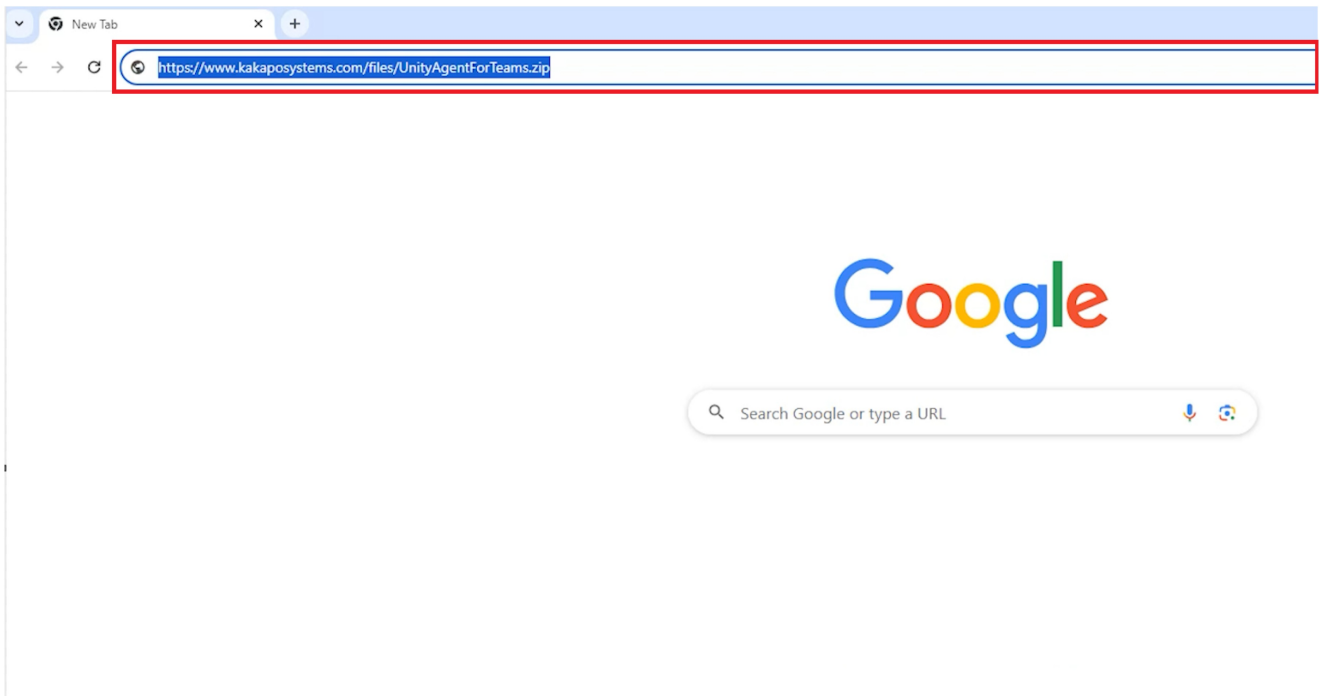
For first time installation of Unity application. Users are required to download the application .zip folders from the following URLs:

- Unity Agent: <https://www.kakaposystems.com/files/UnityAgentForTeams.zip>
- Unity Supervisor: <https://www.kakaposystems.com/files/UnitySupervisorForTeams.zip>
- Unity Desktop: <https://www.kakaposystems.com/files/UnityDesktopForTeams.zip>

4.1 Downloading Unity Applications via Web Browser

To download the Unity Application .zip folders;

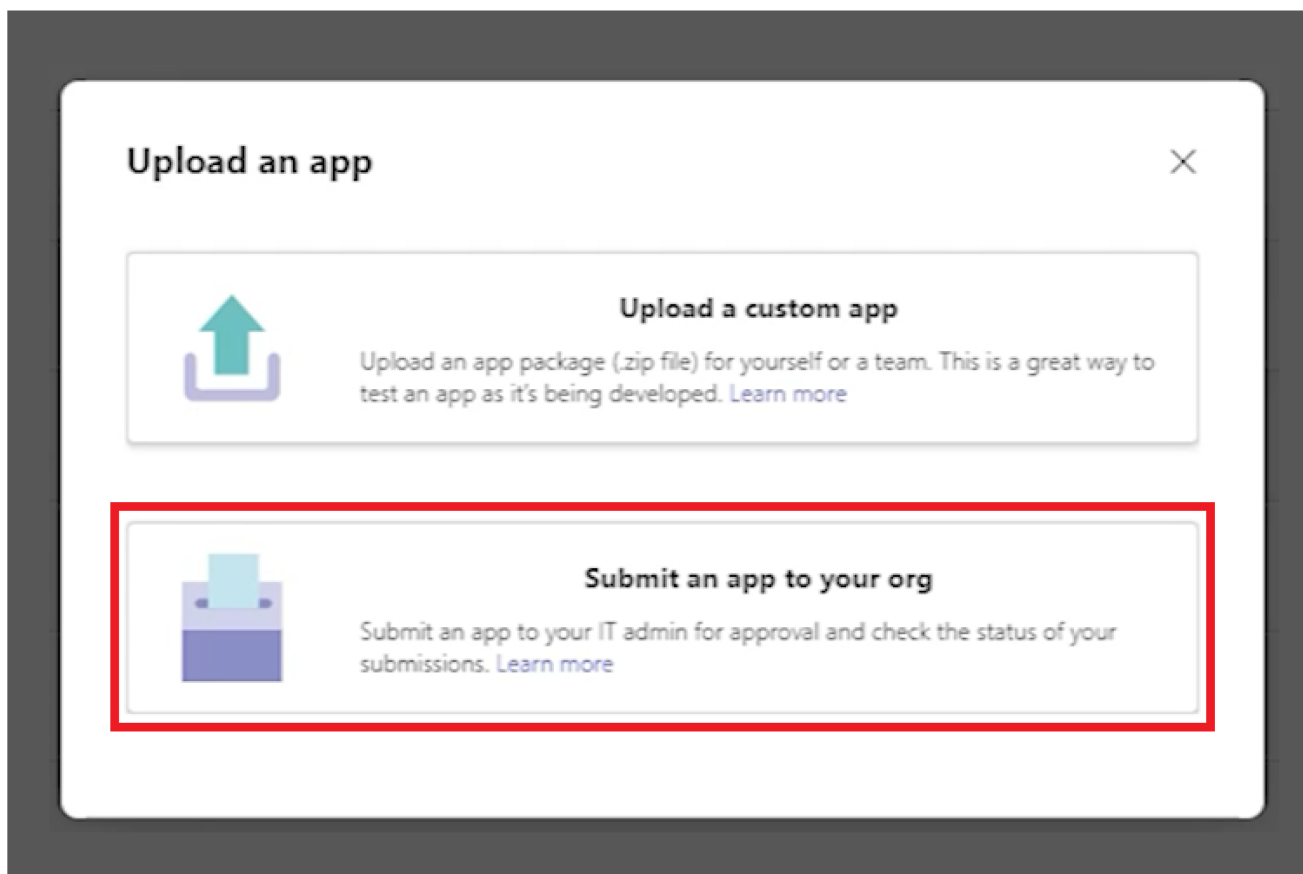
- Open your Web Browser (Google Chrome, Microsoft Edge, Firefox, etc) and go to the address bar and type in the link to the desired Unity application.



- This should automatically begin the download of the Unity .zip folder.



Please note: By default the Unity .zip folders will be stored in the downloads folder.



5. SUBMITTING AN APP FOR APPROVAL BY YOUR ORGANIZATION

Please note: This process does not initially require an organization's Global Microsoft Teams Administrator, however they will be required to approve the application in the Microsoft Teams Admin Center.

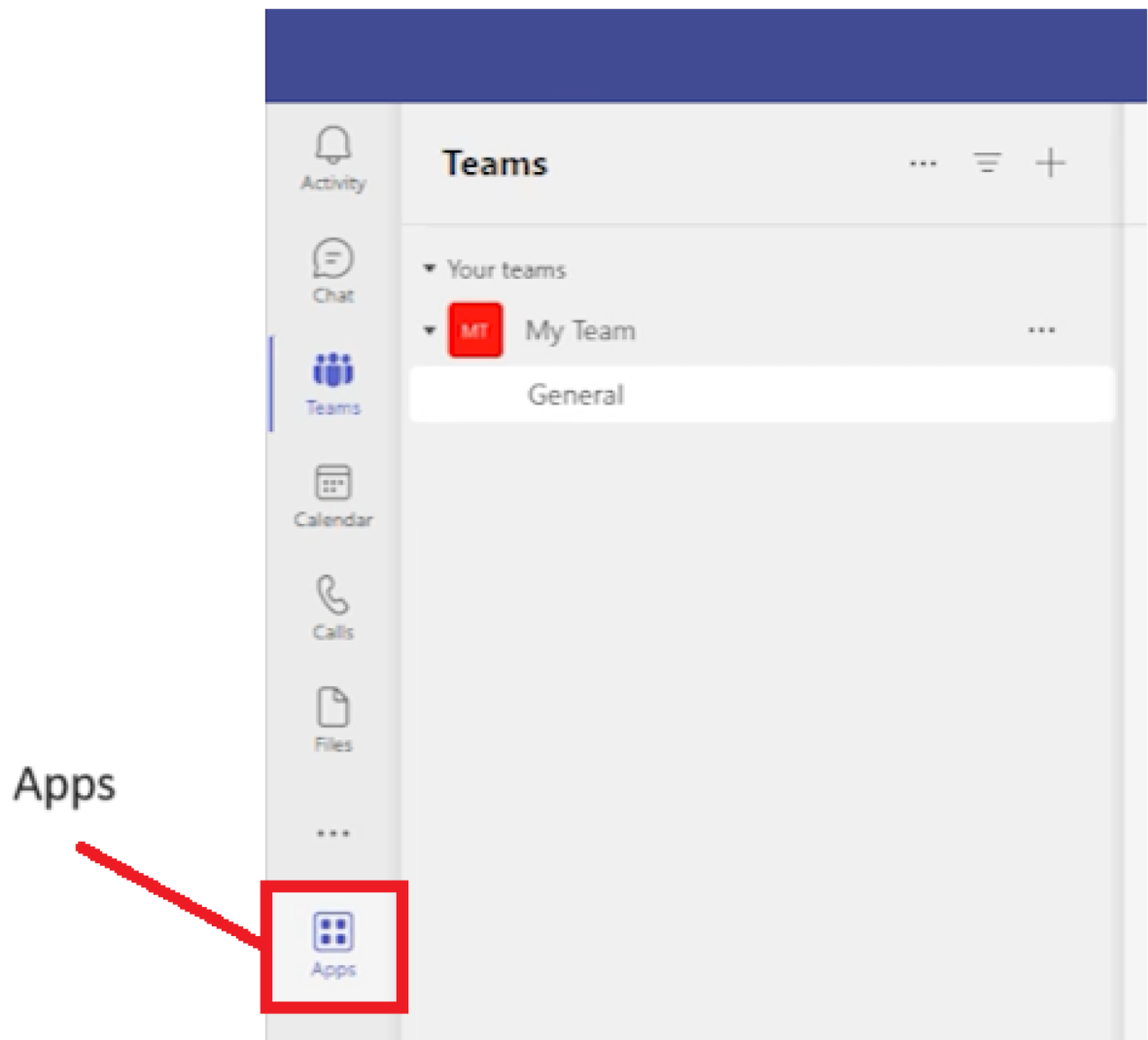
Unity Applications can be uploaded to Microsoft Teams with the option to Submit and app to your org. The process sends an approval request to the organization's Microsoft Teams Global Administrator.

After approving the Unity application, it will appear in the organization's Built for your org section of the applications page on Microsoft Teams.

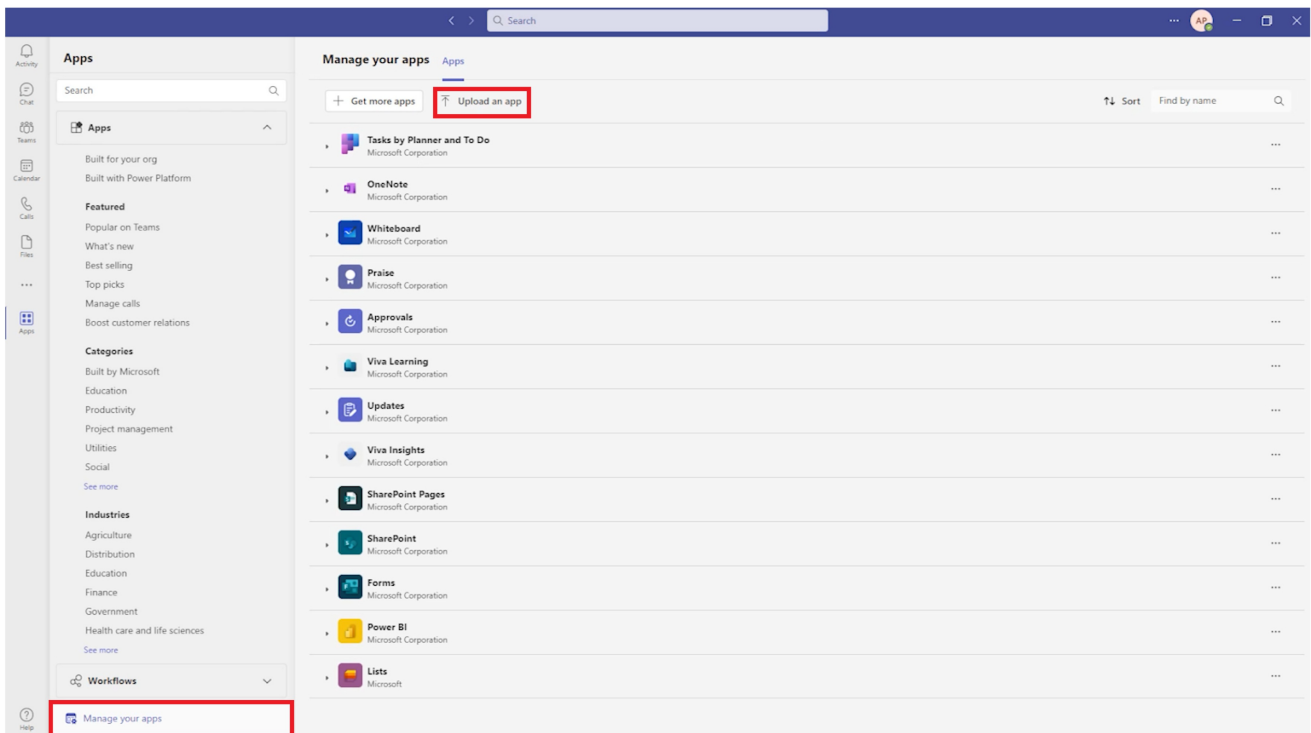
5.1 How to Submit an Application for your Organization

To submit an application for approval by your organization;

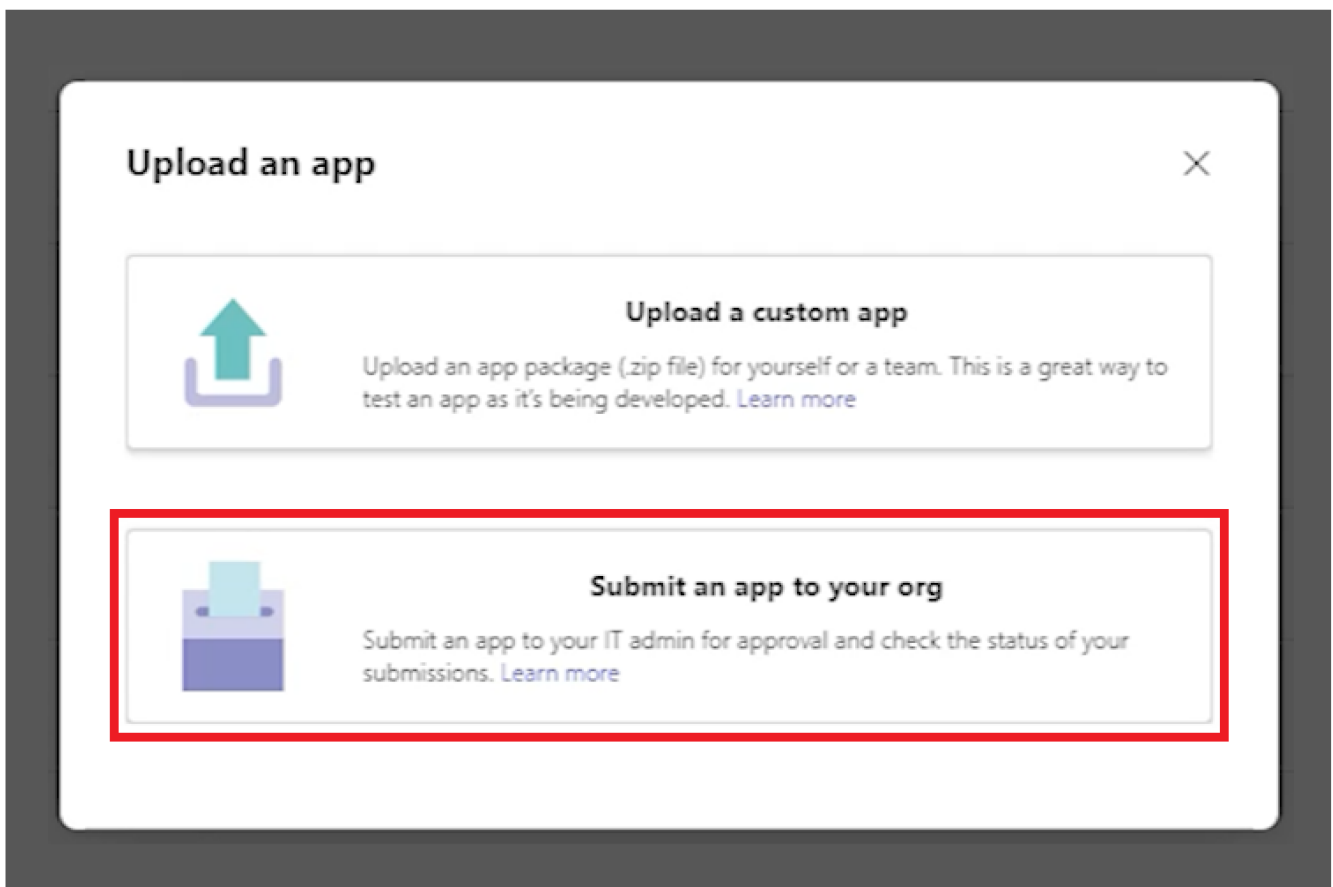
- Go to the Apps page within Microsoft Teams



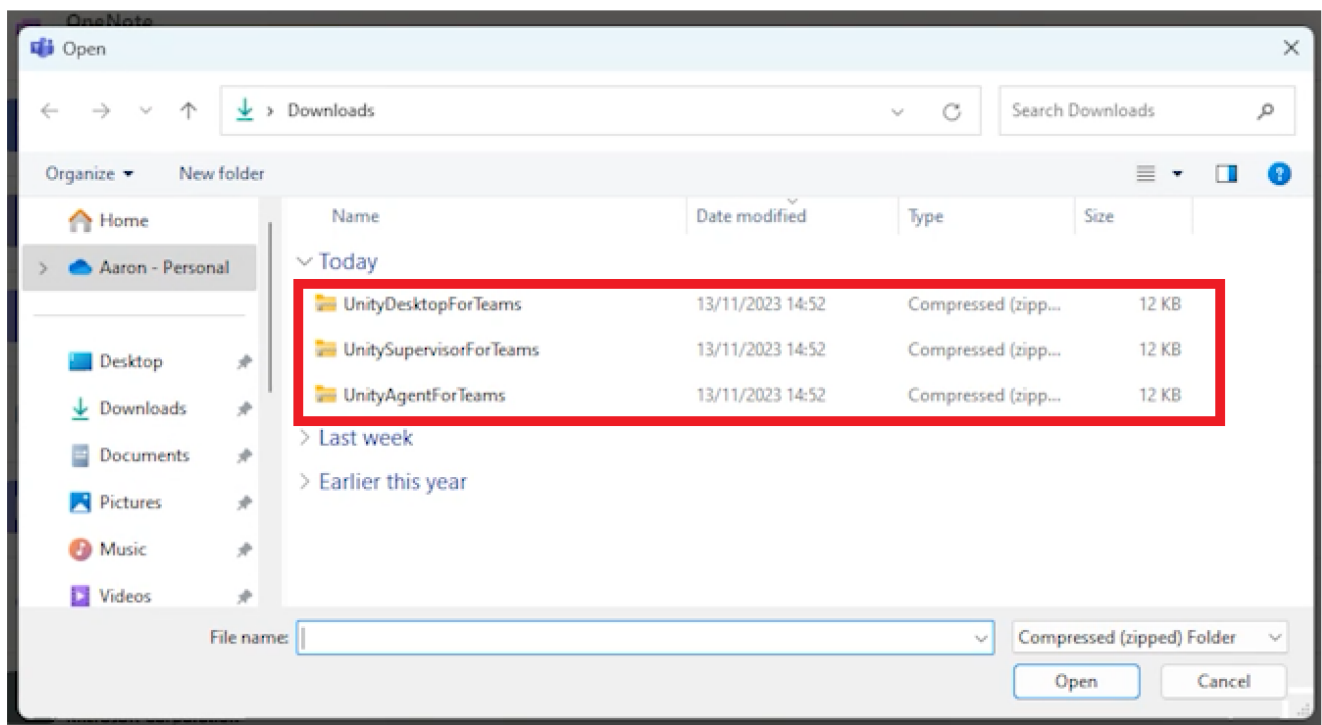
- Click on Manage your apps at the bottom of the screen.



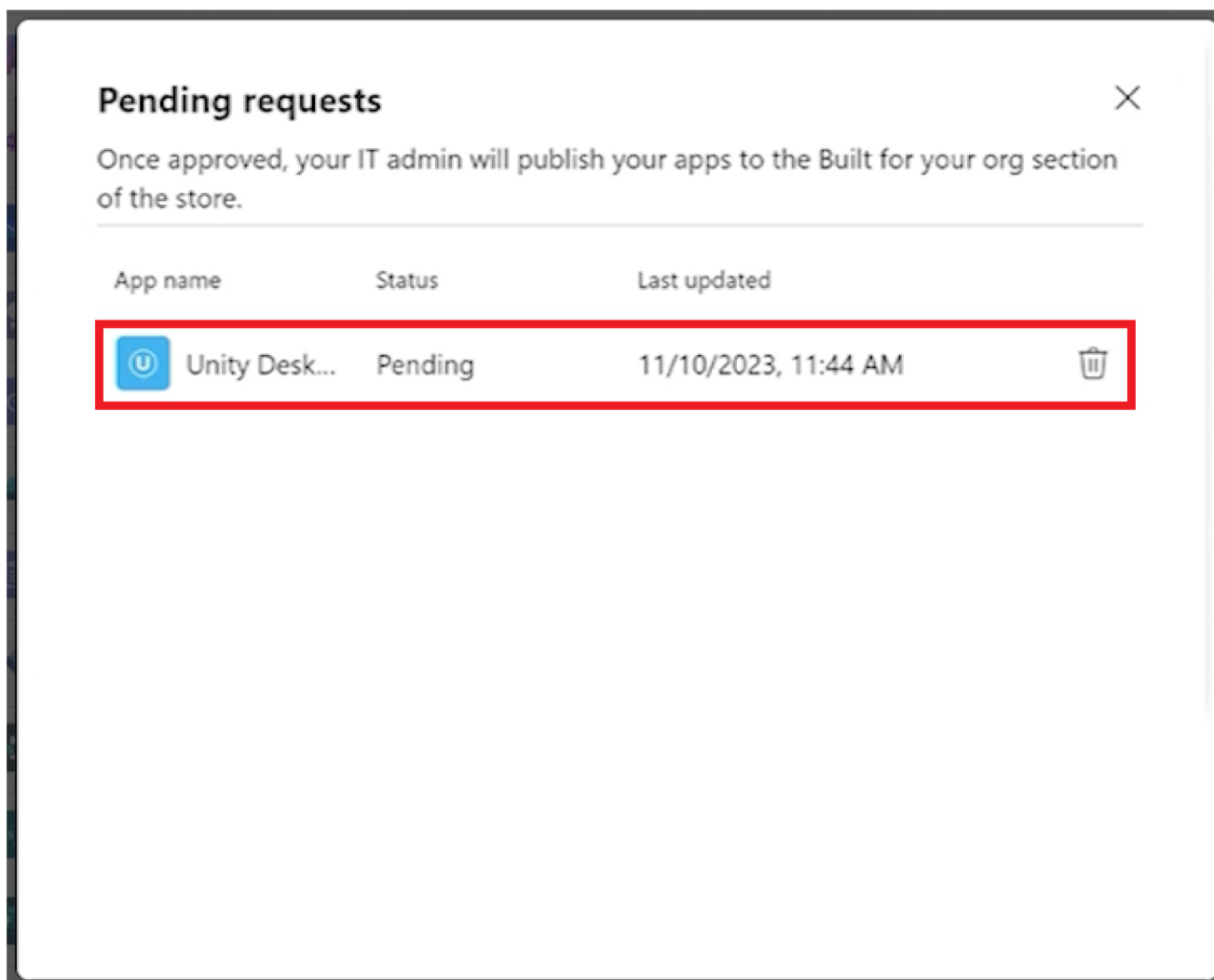
- Click on Upload an app.
- From the choices provided, choose Submit and app for your org.



- Selecting this will automatically open the downloads folder on your device. Double-click the required Unity .zip folder. Please note: The process is the same for each of the Unity for Teams applications, so the same steps apply.



- After selecting the required Unity .zip folder, users will be prompted in Microsoft Teams with a panel displaying the pending submission request and its approval status.



- Once approved, users can follow section 3 to install Unity Applications for their Microsoft Teams.

5.1 Approving Pending Application Requests as the Microsoft Teams Global Administrator

Approval of pending application requests can be completed by the global administrator from the Microsoft Teams Admin Center.

- The Teams Admin Center App Management Page can be accessed at:
<https://admin.teams.microsoft.com/policies/manage-apps>
- For further instructions on how to approve applications, refer to the following guidance:
<https://learn.microsoft.com/en-us/microsoftteams/submit-approve-custom-apps#approve-the-submitted-app>

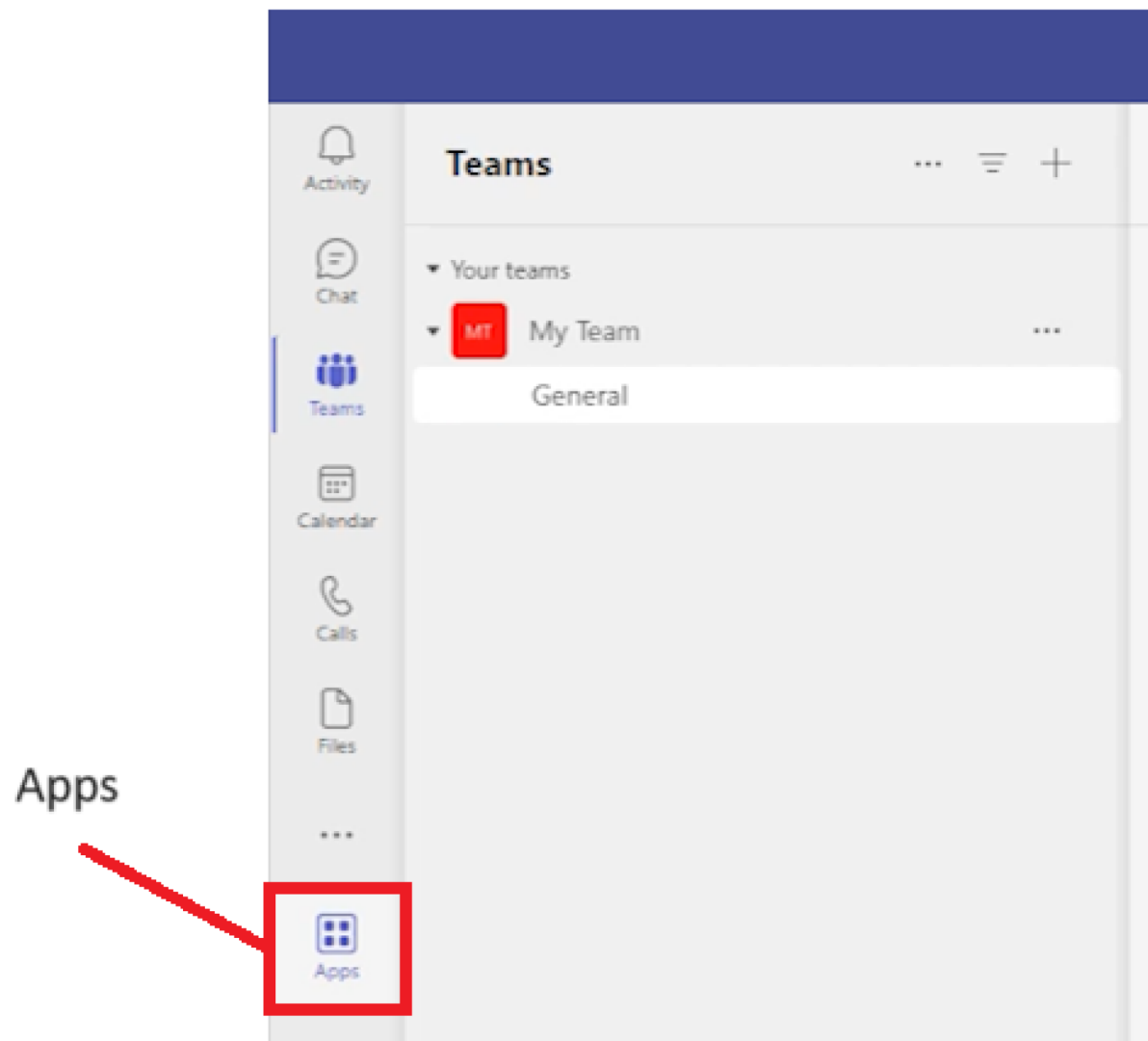
6. UPLOADING AN APPLICATION TO YOUR ORGANIZATIONS APP CATALOG

An organizations Microsoft Teams Global Administrator is capable of uploading an application directly themselves into Microsoft Teams. This enables the application to immediately be available in the Built for your org section and subsequently does not require administrator approval.

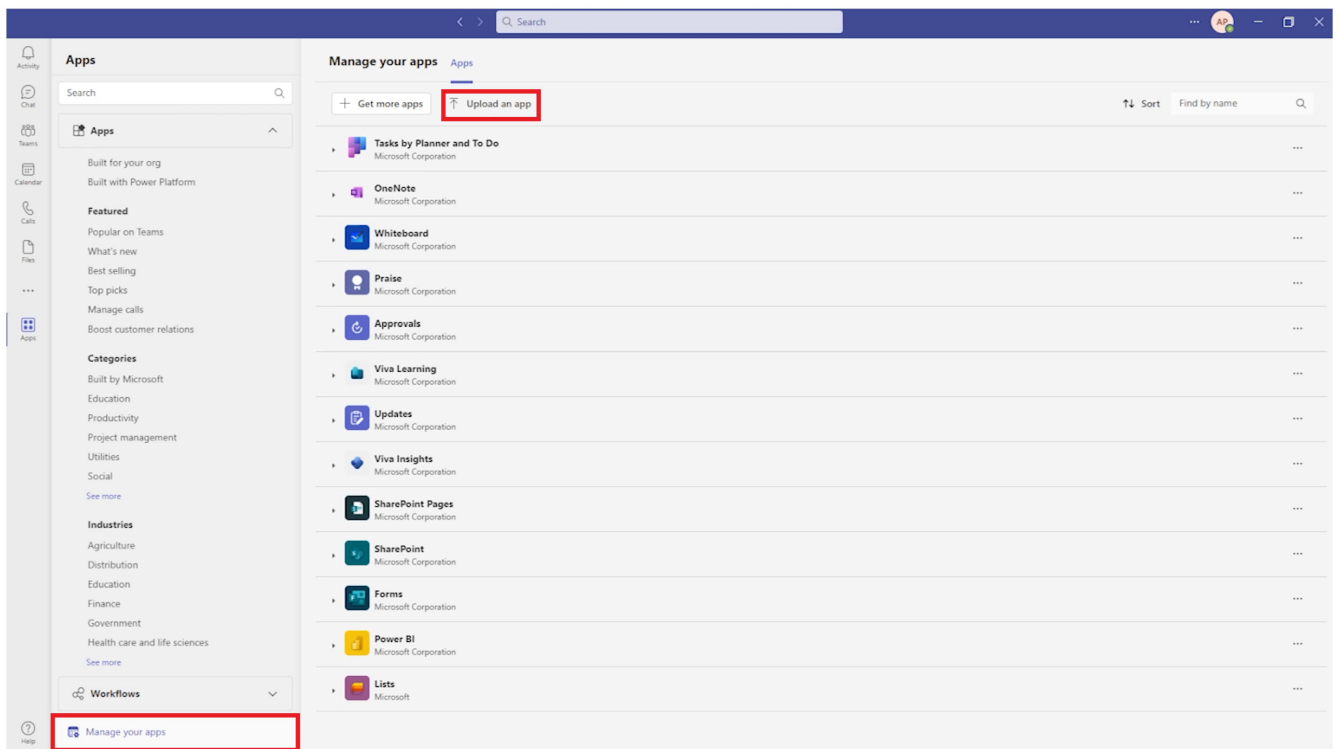
Please note: This option is only available on the Microsoft Teams account of the Global Administrator and those with permissions granted.

To upload an application to your organizations app catalog;

- Go to the Apps page within Microsoft Teams



- Click on Manage your apps at the bottom of the screen.



- Click on Upload an app.
- From the choices provided, choose Upload and app to your org's catalog.

Upload an app



Upload a custom app

Upload an app package (.zip file) for yourself or a team. This is a great way to test an app as it's being developed. [Learn more](#)



Upload an app to your org's app catalog

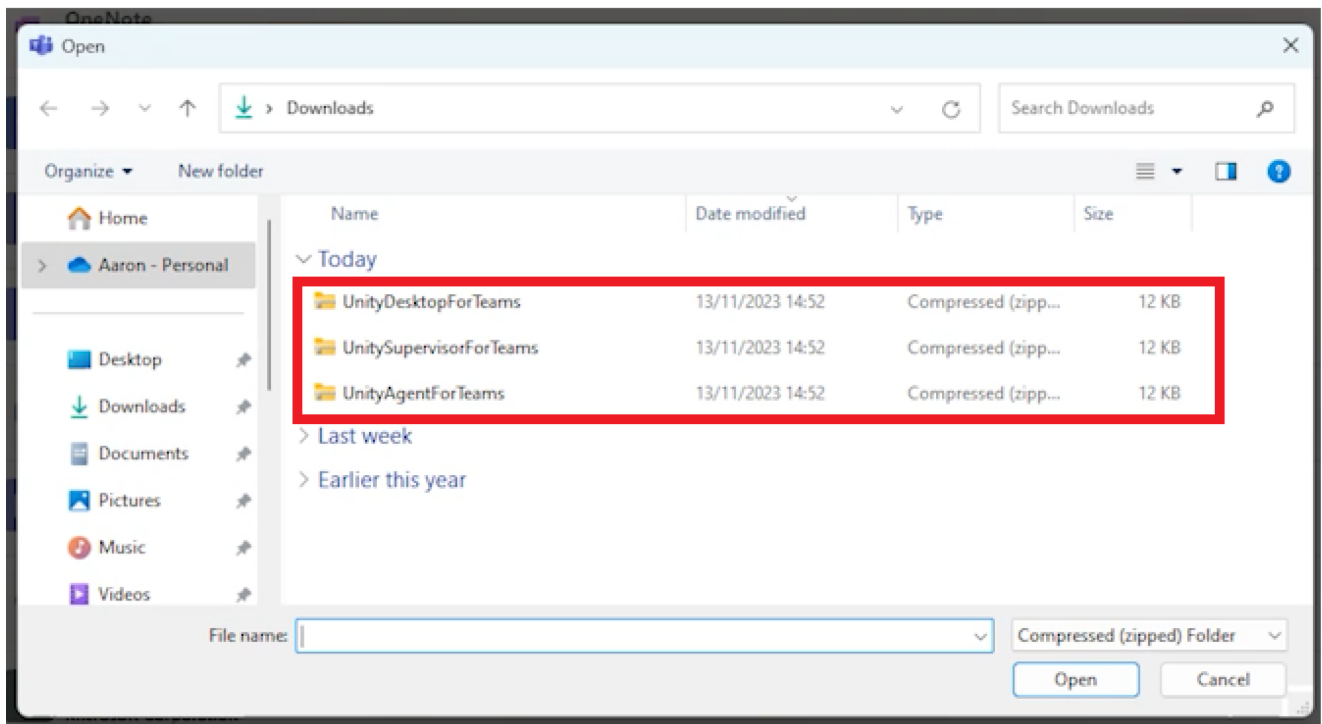
As an admin, you can upload an app without approval from others. [Learn more](#)



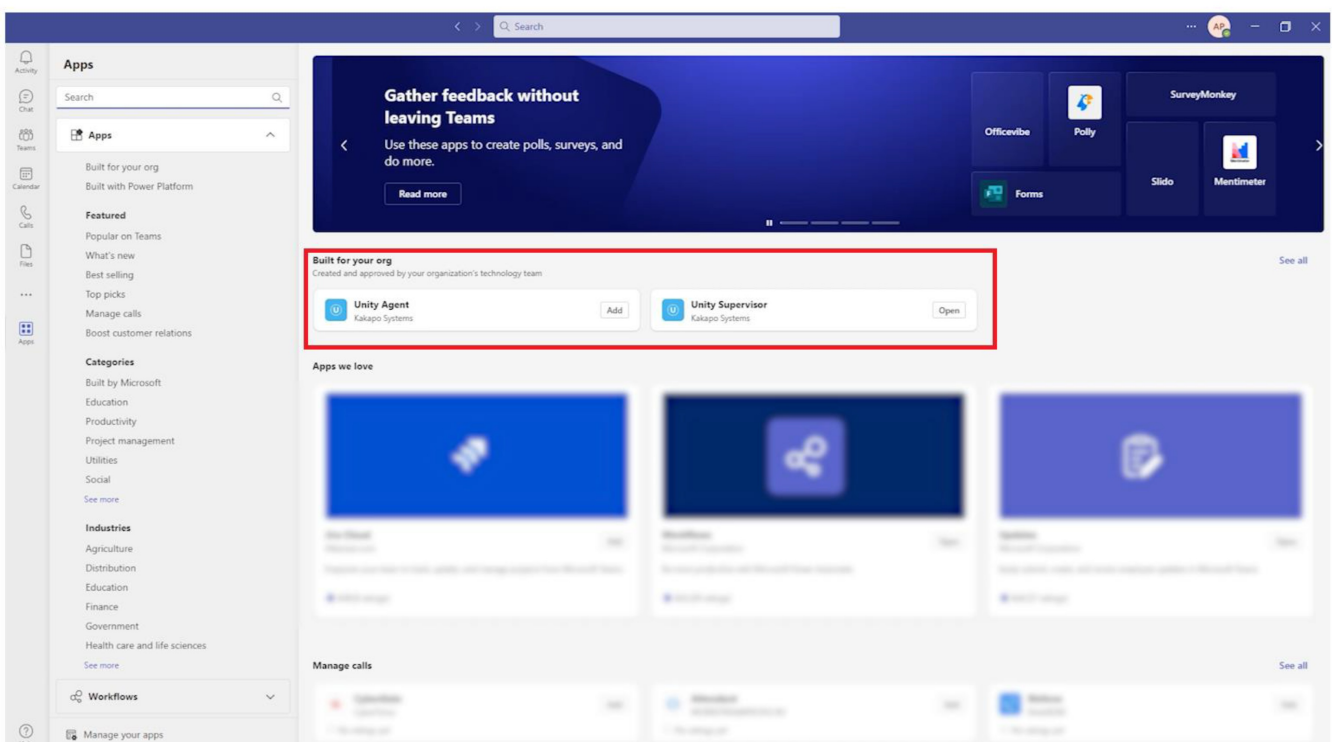
Submit an app to your org

Submit an app to your IT admin for approval and check the status of your submissions. [Learn more](#)

- Selecting this will automatically open the downloads folder on your device. Double-click the required Unity .zip folder.



- Once uploaded the Unity application should be visible for all users from the organization within the Built for your org section in Microsoft Teams.



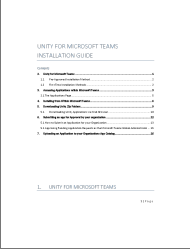
- Users can then follow section 3 to install Unity applications for their Microsoft Teams.

Please note: It may be required for users to sign out and back into their Microsoft Teams account to see updates to the Built for your org section.

Specifications

- Product Name: Unity for Microsoft Teams
- Features: Unity Agent, Unity Supervisor, Unity Desktop web applications integration with Microsoft Teams

Documents / Resources

	<p>Unity Unity Agent For Microsoft Teams Applications [pdf] User Guide</p> <p>Unity Agent For Microsoft Teams Applications, Agent For Microsoft Teams Applications, Microsoft Teams Applications, Applications</p>
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References

- [Use the Teams App Submission API to submit and approve your custom apps - Microsoft Teams | Microsoft Learn](#)
- [User Manual](#)

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