



## **Transform Your Contact Center with a Unified Agent Desktop (UAD)**

As customer expectations rise, contact centers need tools that enhance agent productivity and improve customer experience. A Unified Agent Desktop (UAD) brings all necessary systems into one easy-to-use platform, simplifying workflows and boosting performance. Let's explore how the UAD improves agent efficiency and service delivery.

### **What is a Unified Agent Desktop (UAD)?**

A Unified Agent Desktop (UAD) consolidates customer data, communication tools, and business systems into one interface, reducing the need for agents to toggle between multiple applications. With UAD, agents have everything they need to manage interactions, calls, chats, emails, and social media—on a single screen, improving speed and accuracy in handling customer queries.

### **Key Benefits of a Unified Agent Desktop:**

#### **Improved Agent Productivity and Focus**

By consolidating all tools into one workspace, UAD reduces screen-switching, helping agents focus on providing quality service and increasing efficiency.

#### **Faster, More Accurate Customer Interactions**

With a complete customer view, agents can resolve issues quickly, improving First Call Resolution (FCR) and reducing Average Handle Time (AHT).

#### **AI-Powered Contextual Guidance**

Predictive analytics and AI-driven suggestions guide agents to solutions faster, reducing dead air time and improving resolution speed.

#### **Omnichannel Support in One Interface**

UAD integrates all communication channels (voice, chat, email, social media) into one interface, ensuring agents can manage all customer queries seamlessly.

## **Enhanced Collaboration with Supervisors and Peers**

Built-in real-time messaging and supervisor support tools ensure agents can collaborate and escalate issues quickly for faster resolutions.

## **How Consilium Leads the Way with Unified Agent Desktop Solutions**

Consilium delivers UAD solutions that integrate seamlessly with major platforms like Salesforce, Oracle B2C Service, and Genesys Cloud. Our solution provides a unified workspace, ensuring that agents can manage all interactions and data without toggling between different systems. With Consilium, your contact center is ready to deliver exceptional service while optimizing workflows.

## **Real-Time Reporting and Analytics**

Consilium's UAD includes powerful reporting and analytics features, enabling managers to track FCR, AHT, and agent performance in real-time. Customizable dashboards allow for immediate insights into operational efficiency and areas that need improvement.

## **How a Unified Agent Desktop Improves Customer Experience:**

With a single view of customer information, agents can resolve queries faster, personalize interactions, and provide consistent experience across all channels. This leads to faster resolutions, happier customers, and stronger brand loyalty.

## **The Future of Contact Centers: Unified Agent Desktop Solutions**

UAD is no longer just an innovation, it's essential for modern contact centers. It enhances agent performance, improves customer satisfaction, and streamlines contact center operations. Consilium offers flexible, scalable solutions that integrate with your current tech stack, enabling your contact center to grow while maintaining top-tier customer service.

## **Conclusion: Why Invest in a Unified Agent Desktop?**

A Unified Agent Desktop improves agent productivity, streamlines workflows, and enhances customer experience. Consilium's UAD solutions ensure seamless integration with your existing systems and provide agents with the tools they need to deliver superior service.

Ready to elevate your contact center? [Contact Consilium today to see how our Unified Agent Desktop solution can transform your operations.](#)

