



TernioSwitch

NiCE

TernioSwitch Details

The TernioSwitch app, developed in collaboration with Nice, is a fully integrated mobile solution designed to instantly mobilize your workforce. With an intuitive interface, it puts full contact center control in the palm of your hand – empowering agents to connect with customers anytime, anywhere in the world.

Compatible with iOS, Android, tablets, and Chromebooks, TernioSwitch offers a seamless, user-friendly experience that ensures smooth and efficient operations across devices.

Features

Authentication & Access

- **Instant Login:** Agents sign in using their existing NICE CXone credentials
- **Single Sign-On (SSO):** Supports Service Provider-initiated SSO for seamless access

Configuration & Management

- **Centralized Control:** All configurations managed through NICE CXone for simplified administration
- **Launch Action:** Trigger customizable CXone actions directly from the mobile app
- **Salesforce Add-On:** Enables click-to-dial within Salesforce, routing calls through the contact center

Call Handling + Agent Tools

- **Inbound & Outbound Calls:** Supports agent-initiated, skills-based, and direct-dialed calls
- **Transfers & Conference:** Supports cold transfers, warm transfers, and three-way conference calls
- **Voicemail Access:** Agents can retrieve and manage voicemail messages on the go
- **Call Masking:** Enables masking for live call recordings to support compliance and privacy
- **Dispositions:** Agents can select call dispositions and add notes directly within the app
- **Tags:** Tags can be added alongside dispositions to improve reporting and analytics

Omnichannel Support

- **Chat:** Agents can engage with multiple customers simultaneously via chat
- **SMS:** Easy configuration following SMS implementation
- **WhatsApp:** Integration coming soon

Supervisor Features

- **Live Monitoring:** Supervisors can barge, whisper, or coach agents in real time