



# The Ternio Switch v.1

*The mobile interface for the*



## **Administrators' User Manual**

Last updated January 12, 2017

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## INTRODUCTION

The Ternio Switch app is designed to operate as an inContact CTI Console on your mobile device.

The app will increase efficiency and ease-of-use for any company that has remote agents, agents in the field, or any agent that would benefit from quickly accessing and controlling their available status from a mobile device.

## HOW IT WORKS

Agents open the Ternio app on their mobile device. Once the app is open, the agents can control their available status on the go. They can switch from “Off Duty” to any specific state that the company admin has setup.

When the agent is in an “Available” state, they are set to receive calls.

## FEATURES

- Cost effective at \$20 per user, per month.
- Seamless integration with inContact’s CTI Console.
- Agent Status changes at the click of a button
- Time saving and efficient agent interaction
- Automatically refreshes newly added or removed agents every 24 hours.
- Keeps track of active agents for transparent monthly billing
- Customer Support (24/7), Maintenance and Ongoing Product Updates

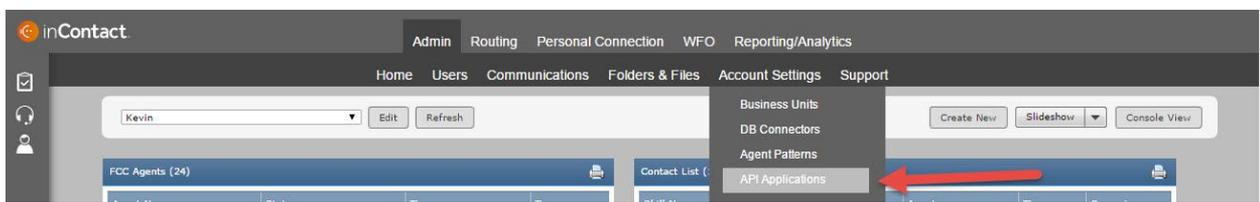
# GETTING STARTED

**IF YOU ALREADY KNOW YOUR CLIENT ID AND CLIENT SECRET,  
THEN SKIP THIS SECTION AND GO TO “REGISTER”**

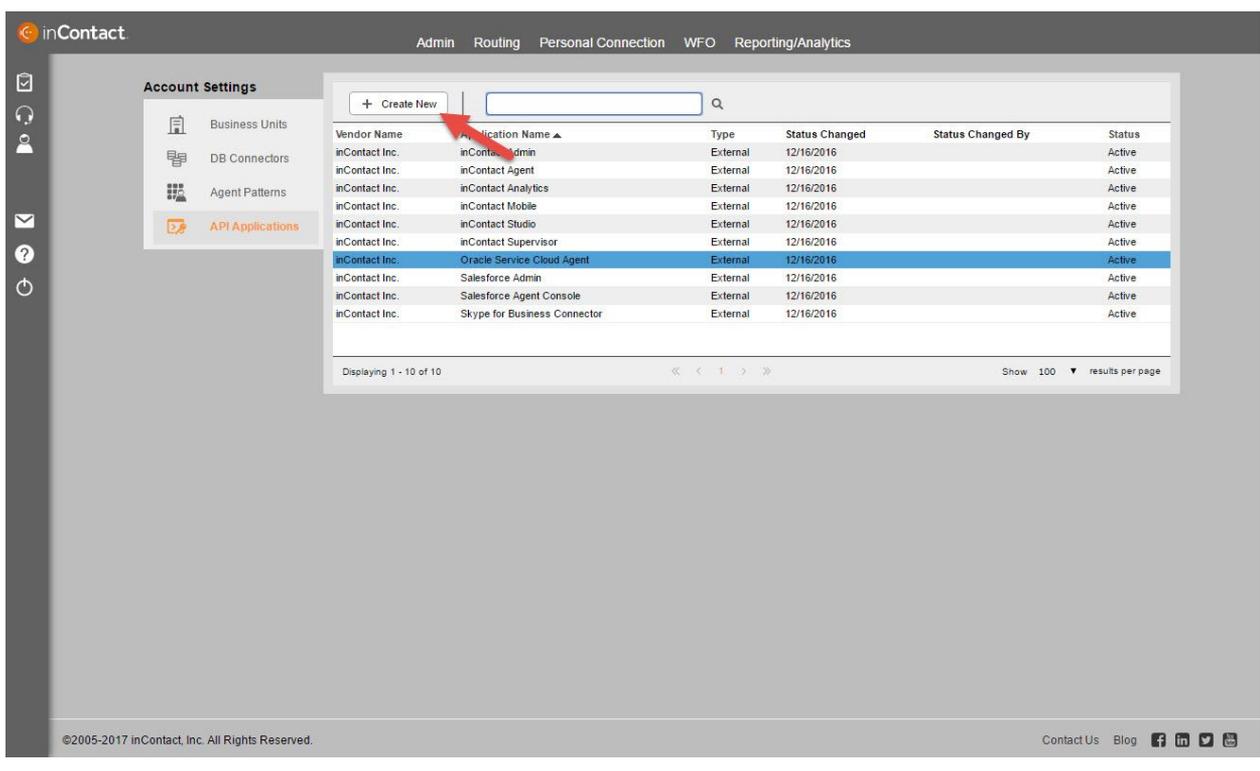
**NOTE: Before using the Ternio Switch App through inContact, your administrator must be an administrator in an active Business Unit.**

## inContact Account Settings

1. Login to inContact (<http://login.incontact.com>)
  - a. Click on “Admin”.
  - b. Under the section “Account Settings” click “API Applications”.

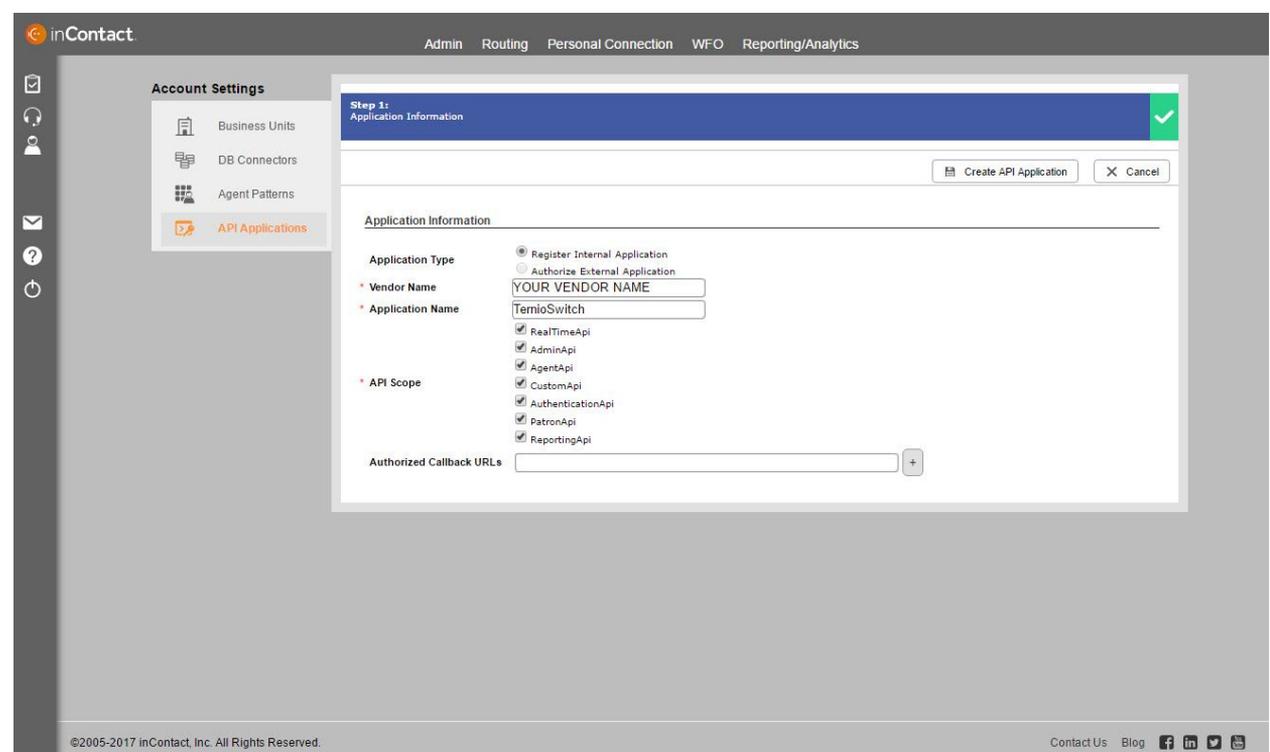


Click the “Create New” button.



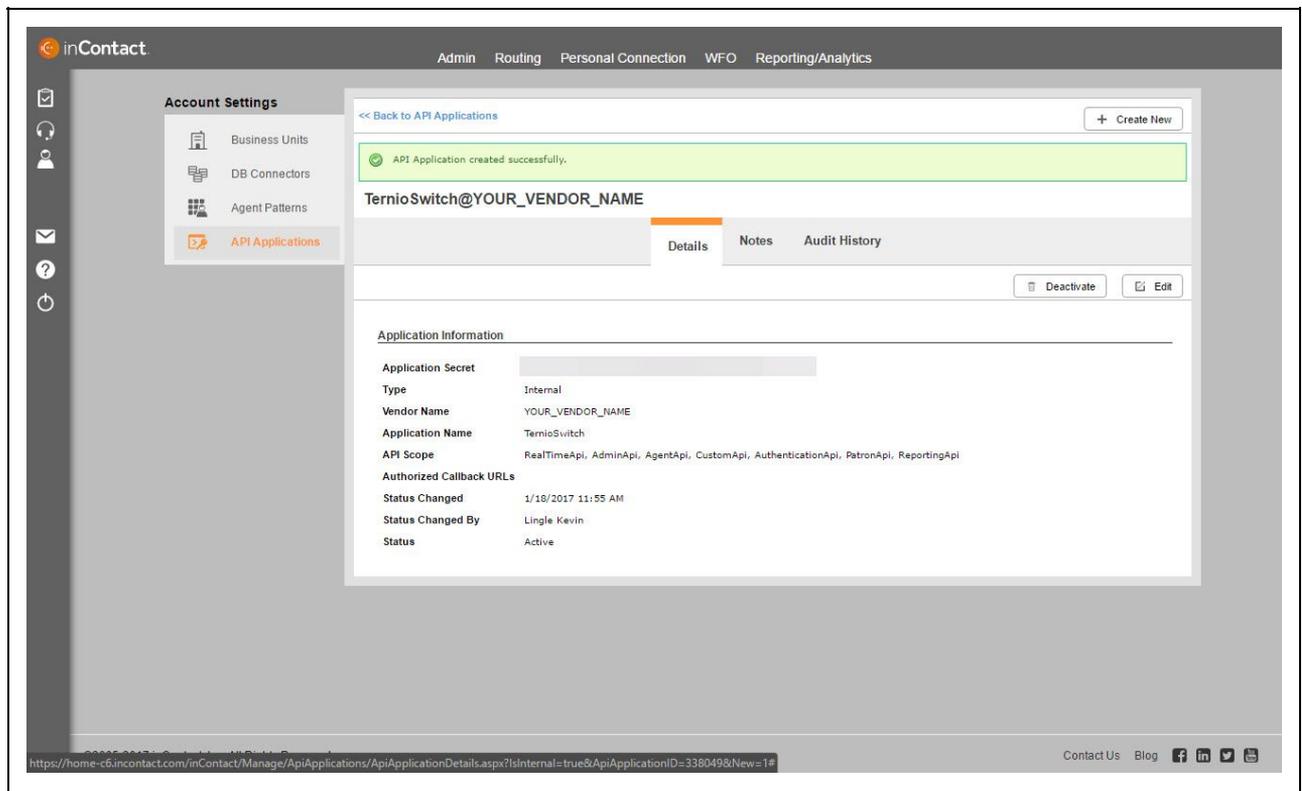
On the next screen, enter the following information (see the screenshot for an example):

Application Type	Register Internal Application
Vendor Name	(Whatever vendor name you wish to use. Such as your business name.)
Application Name	TernioSwitch
API Scope	Real-Time API Admin API Agent API Custom API Authentication API Patron API Reporting API
Authorized Callback URLs	(leave blank)



When you are done click “Create API Application”.

Once created, you will see the following information. You will use this information in the Ternio Switch registration:

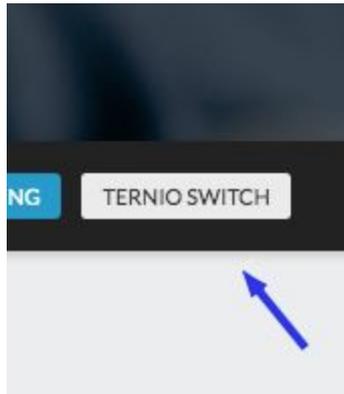


Now just copy the “Client ID” and the “Client Secret”.

# REGISTER

Go to [www.ternio.com](http://www.ternio.com)

Click on the “Ternio Switch” button on the lower right side of your screen.



Enter all of your information including the API Credentials above.

You and your agents can now download the Ternio app.  
**(Note that the initial registration to gain access to the Ternio Switch could take up to 24 hours).**

A screenshot of the Ternio registration page. On the left, a smartphone displays the Ternio app interface with the name 'Jane Smith', ID '121212', and phone number '360-590-8480'. The main content area features the Ternio logo, the text 'The Ternio Switch through inContact', and buttons for 'Download on the App Store' and 'Get it on Google play'. Below this is a registration form with the following fields: 'Company Name \*', 'Phone Number \*', 'First Name \*', 'inContact ClientId \*', 'Last Name \*', 'inContact Secret \*', and 'Email \*'. Each field has a corresponding input box with placeholder text. At the bottom right of the form is a 'REGISTER' button. A reCAPTCHA widget is located at the bottom right of the form area.

# CREATE A NEW TEAM NAMED “TERNIO SWITCH”

Required security profile permissions: [Teams](#) Create.

## STEP 1

Click **Admin** --> **Users** --> **Teams** to display the list of teams.

Team ID	Team Name	Status	InView	Gamification	Chat Msg	Coaching	WFO	Analytics	inContact WFM	inContact Analytics Advanced
8135	test_admin	Active								
3011	Test AP	Active								
2420	TeamTest1	Active								
5366	TeamStar	Active								
3483	TeamPC	Active								
3294	Team2	Active								
3293	Team1	Active								
10287	Team_DM	Active								
3850	Team A PasC	Active								
1393	Team 4	Active								

## STEP 2

Click **Create New** to display the Create Team Wizard.

Step 1: Team Information

Create Team Cancel

Team Information

\* Team Name

WFO Enabled

inView Enabled

inView Gamification Enabled

inView Chat Messaging Enabled

inView Coaching Enabled

inContact Analytics Enabled

inContact Analytics Advanced Enabled

inContact WFM Enabled

Default Team Chats

\* Default Email Auto-Parking Limit

Enter “Ternio Switch” and select the options to enable for that team.

## STEP 3

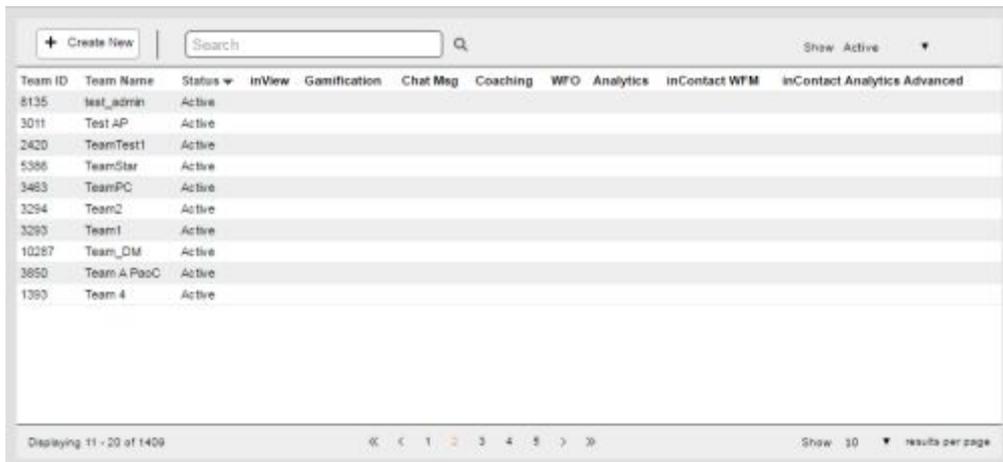
Click **Create Team**.

#### STEP 4

After you create a team,

### ASSIGNING USERS TO THE TERNIO SWITCH

A. Click **Admin --> Users --> Teams** to display the list of teams.



Team ID	Team Name	Status	InView	Gamification	Chat Msg	Coaching	WFO	Analytics	InContact WFM	InContact Analytics Advanced
8135	test_admin	Active								
3011	Test AP	Active								
2420	TeamTest1	Active								
5386	TeamStar	Active								
3483	TeamPC	Active								
3294	Team2	Active								
3293	Team1	Active								
10287	Team_CM	Active								
3850	Team A PooC	Active								
1393	Team 4	Active								

B. Select the team to view the team details and add users.

C. Click the Users tab.

<< Back to Teams + Create New

### Load Testing Team

Details **Users** Unavailable Codes Notes Audit History

*Each user can belong to only one team. Therefore, adding a user to this team will remove the user from his/her current team.*

**Assigned Users**

Search   Show Inactive < 1 - 10 of 570 >

ID	Username	First	Last	Email	Status	
<input type="checkbox"/>	12110	LoadTestUserAPI02...	Reg	Agent	LoadTestUserAPI020263@test.com	Active
<input type="checkbox"/>	12668	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10032326@test.com	Active
<input type="checkbox"/>	12795	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10122903@test.com	Active
<input type="checkbox"/>	12111	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI1020263@test.com	Active
<input type="checkbox"/>	12160	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10278817@test.com	Active
<input type="checkbox"/>	12613	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10319396@test.com	Active
<input type="checkbox"/>	12015	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10363126@test.com	Active
<input type="checkbox"/>	12153	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10436711@test.com	Active
<input type="checkbox"/>	12134	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI10465990@test.com	Active
<input type="checkbox"/>	16292	LoadTestUserAPI10...	Reg	Agent	LoadTestUserAPI1056632@test.com	Active

**Add Users**

Search   Show Inactive < 1 - 10 of 1447 >

ID	Username	First	Last	Email	Team	Status	
<input type="checkbox"/>	18160	_iguser0001	Ignition ...	#1	joshua.dierste...	Admin	Active
<input type="checkbox"/>	18161	_iguser0002	Ignition ...	#2	joshua.dierste...	Admin	Active
<input type="checkbox"/>	9585	AdvancedAgent5353...	Reg	Agent	AdvancedAgent53...	Admin	Active
<input type="checkbox"/>	9582	AdvancedAgent5353...	Reg	Agent	AdvancedAgent53...	Admin	Active
<input type="checkbox"/>	2494	ag	Alex	Greenfield	alex.greenfield...	Admin	Active
<input type="checkbox"/>	3689	ag2	Alex2	Greenfield		Admin	Active
<input type="checkbox"/>	3709	agentTest9	agentTest9	test	agentTest9@no4.com	Admin	Active
<input type="checkbox"/>	2377	agt17	Agent	17	shane.grant@inc...	Admin	Active
<input type="checkbox"/>	2378	agt18	Agent	18	shane.grant@inc...	Admin	Active
<input type="checkbox"/>	2379	agt19	Agent	19	shane.grant@inc...	Admin	Active

- D. In the Add Users section, click the check boxes to the left of the users you want to add to the team. Click Add Users to move the selected users to the Assigned Users section. The users are automatically and immediately added to the team.

## REMOVING USERS FROM THE TERNIO SWITCH

- E. You can also use the same functionality to move users from the Assigned Users section back to the Add Users section. As a result, the users you move back will no longer be part of the team.

## DOWNLOAD THE TERNIO SWITCH APP



Go to Apple's App Store or the Google Play Store and search for the Ternio Switch

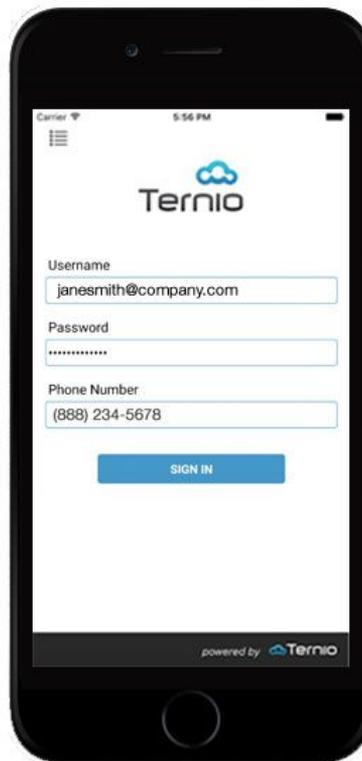


Download to your mobile device!

# APP OVERVIEW

## LOGGING IN

Open the Ternio Switch



Fill in your User ID and Password that you use for inContact.

These will be provided by your Company Admin.

## USING THE APP



This is what you will see after you login.

(Note that your company logo will be showing once you upload it).

## THE SWITCH

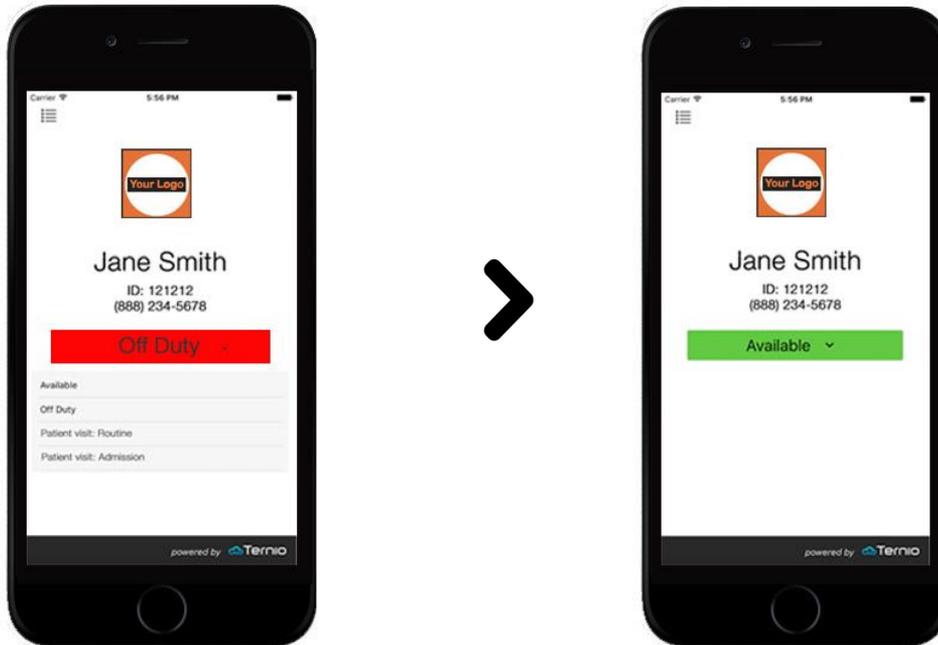


The switch is how you change your availability status.

Note that the status choices are based on what your company has setup.

Your status will remain where you left it. If you leave the app in the "Available" state, it will be in that state when you return to the app.

## HOW TO CHANGE YOUR STATUS



To change your status, just touch the status button, then choose the status that you now want from the drop down menu.

The Switch changes your status in seconds.

(Remember that the status choices are based on what your company has setup).

When you're ready to go "Off Duty",  
just open the app, touch the status button, then touch "Off Duty".

That's it! It's that easy.

## RECEIVING CALLS

The Ternio Switch v.1 is set to receive calls. All inbound calls will come through the number that you entered at login, and will show on the Ternio Switch after logging in.

## CHANGING WHERE YOU RECEIVE YOUR CALLS

To change the phone number where you will be receiving calls, first log out of the App. Then login back in and enter your ID and Password and the new phone number where you want to receive calls.

You can change this number as many times as you need.

## CHANGING YOUR PASSWORD

Contact your administrator to make changes to your profile and password

## SUPPORT

With your Ternio Switch, we are proud to give 24/7 support to keep your business running smoothly.

TIP: Please verify you can login to inContact's Thin Agent.

You can do this at <http://login.incontact.com/>

Click "Launch Agent" after you have successfully logged in. If this fails, the issue is likely with inContact itself. You may need to contact their support staff directly.

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For Ternio Switch support call us at 800-429-9277 or email us at [support@ternio.com](mailto:support@ternio.com)

We will ask for the following information. If you can collect it before contacting, please do! If you are not able to find it all, we are happy to help you gather the information.

- Contact Name and Phone Number/Email Address
- inContact Business Unit
- Details of the issue

## PRIVACY POLICY

### **What information do we collect?**

We collect information from you when you register on the site, place an order, sign up for our newsletter, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

Like many websites, we use "cookies" to enhance your experience and gather information about visitors and visits to our websites. Please refer to the "Do we use 'cookies'?" section below for information about cookies and how we use them.

### **How do we use your information?**

We may use the information we collect from you when you register, make a purchase, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested. To allow us to better service you in responding to your customer service requests. To quickly process your transactions. To administer a contest, promotion, survey or other site feature. Visitors who register or

participate in other site features such and 'Consultant-only' content will be given a choice whether they would like to be on our e-mail list and receive e-mail communications from us.

### **How do we use your information?**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. In addition, all sensitive/credit information you supply is transmitted via 128-Bit Secure Socket Layer (SSL) technology and then encrypted into our databases using a random 16-digit encryption code, to be only accessed as stated above.

### **Do we use "cookies"?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you won't have access to many features that make your site experience more efficient and some of our services will not function properly. However, you can still enroll over the telephone by contacting customer service.

### **Do we disclose the information we collect to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

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To modify your e-mail subscriptions, please let us know by email us at support@ternio.com. Please note that due to email production schedules you may receive any emails already in production.

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In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

### **Questions and feedback**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

### **Your consent**

By using our site or our mobile application, you consent to our privacy policy.

### **Changes to our policy**

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### **Online Policy Only**

This online privacy policy applies only to information collected through our website, mobile app, as well as with our customer service agents assisting with personal information.

### **Terms and Conditions**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website.

### **Contacting Us**

*If there are any questions regarding this privacy policy you may contact us using the information below:*

[support@ternio.com](mailto:support@ternio.com)

Ternio LLC  
9 Hope Lane  
Eastsound, Washington 98245.

Telephone 800-429-9277

Effective as of January 12, 2017

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- \$20 per active user per month.
- An active user shall be defined as
  - Their email or username has been registered with the Software
  - Has logged in at any time for any duration during the billing period
- The active number of users shall be based on the highest number of active users during the previous month or current month if the previous month did not meet the preceding criteria.
- Each User must use their own unique email or username activated with the Software without exception.

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- Repair the defects or replace the Software.

### **CONFIDENTIALITY**

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### **PRIVACY REGULATIONS**

Licensee shall be solely responsible for compliance with any and all privacy regulations that may apply to use with the Software.

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By clicking on the install button, you hereby agree that you will comply with any and all applicable export laws, restrictions and all regulations of the U.S. Department of Commerce, U.S. Department of Treasury, and any other U.S. or foreign agency or authority with regards to this provision of the EULA. You expressly agree not to export or re-export, nor allow the export or re-export of the offered content in violation of any such law, restriction or regulation, including without limitation, export or re-export to any country subject to any and all applicable U.S. trade embargoes or to any prohibited destination, in any group specified in the current "Supplement No. 1 to Part 740 or the Commerce Control List specified in the then current Supplement No. 1 to Part 738 of the U.S. Export Administration Regulations (or any successor supplement or regulations)."

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arise out of or in relation to this EULA, such action may be brought exclusively in the appropriate federal or state court in San Juan County, Washington, and as such, you and Ternio, LLC irrevocably consent to the jurisdiction of said court and venue for San Juan County, Washington.

***ATTORNEY FEES***

If any legal action is necessary to enforce this License, the prevailing party shall be entitled to reasonable attorney fees, costs and expenses in addition to any other relief to which it may be entitled.

***CONTACT INFORMATION***

Ternio, LLC  
9 Hope Lane  
Eastsound, Washington 98245

1-800-429-9277  
support@ternio.com