

TernioSwitch

Mobilize Your Workforce

Built for 



Product Details

Mobilize your workforce instantly with the TernioSwitch! NICE inContact has partnered with Ternio to deliver this fully integrated mobile app. The TernioSwitch gives users complete contact center control at their fingertips. Agents can now be available to customers anytime - from anywhere in the world - with Ternio's easy-to-use and intuitive interface. Available for iOS, Android, Tablets and Chromebook.

Features

- **Instant login** — Agents use their current inContact credentials to login
- **Inbound & outbound** — Agent, skills-based, or direct-dialed calls. Blended dialers currently supported
- **Transfers & conference** — Cold and warm transfers plus conference calls
- **Addressbook** — Access your address books directly from the app
- **Dispositions** — Agents can select dispositions and add notes on the go
- **Tags** — Along with dispositions, agents will be able to add tags for better reporting
- **Chat** — Stay connected and handle multiple customers at one time
- **SMS** — Easy set-up after SMS implementation
- **Email** — inContact native email directly from the app
- **Masking** — for masking live call recordings
- **Indicate Action** — Allows business unit customization through the mobile app
- **Omni-Channel Handling** — You can now handle multiple contacts at a time
- **Support Tickets** — Submit directly from the TernioSwitch
- **Passwords** — Updated directly through the Switch
- **FaceID & TouchID** — Increase security and instant logins
- **Salesforce Click to Dial** — *(Optional)* Use the Salesforce mobile app with calls routing through CXOne.

Admin dashboard

- **Flexibility** — Add any number of agents to the TernioSwitch with one click
- **Control** — Authorize new administrator access to dashboard at any time

Website <https://ternioswitch.com>

Contact us at sales@ternio.com