

Ternio Switch

Mobilize Your Workforce



Built for 

Product Details

Mobilize your workforce instantly with the TernioSwitch! Five9 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 Five9 credentials to login
- **Inbound & outbound** — Agent, skills-based, or direct-dialed calls
- **Transfers & conference** — Cold and warm transfers plus conference calls
- **Addressbook** — Access your address book directly from the app
- **Dispositions & Notes** — Agents can select dispositions and add notes on the go
- **Chat** — Stay connected and handle multiple customers at one time.
- **Support tickets & feedback** — Submit directly from the TernioSwitch
- **Banner** — Out-of-range or lack of WiFi connectivity notifications
- **SMS** — Easy set-up after SMS implementation
- **FaceID & TouchID** — Increase security and instant logins
- **Salesforce Click to Dial** — (Optional) Use the Salesforce mobile app with calls routing through Five9!

Admin dashboard

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

Languages: English

Website: <https://five9.ternioswitch.com>

Additional Info: [Five9 Marketplace](#)

Contact us at sales@ternio.com