



Mobilizing Your Workforce

Built for **NICE** · CXone



Product Details

Mobilize your workforce instantly with the TernioCX mobile app! NICE CXOne has partnered with Ternio to deliver this fully integrated mobile app. The TernioCX 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 CXOne 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** — CXOne native email directly from the app
- **Masking** — for masking live call recordings
- **Launch action** — Allows business unit customization through the mobile app
- **Support Tickets** — Submit directly from TernioCX
- **Passwords** — Updated directly through the app
- **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 TernioCX with one click
- **Control** — Authorize new administrator access to dashboard at any time

Website <https://ternio.com>

Contact us at sales@ternio.com