



TernioF9 Details

The TernioF9 app is a fully integrated mobile app created in partnership with Five9, that enables instant mobilization of your workforce. This intuitive app puts complete contact center control right at your fingertips, allowing agents to be available to customers anytime, from anywhere in the world.

TernioF9 is compatible with iOS, Android, Tablets, and Chromebook, and has an easy-to-use interface that ensures seamless and efficient operations.

Features

- **Instant login:** Agents use their current Five9 credentials to login
- **Biometric security:** FaceID and TouchID provide an additional layer of security
- **Flexibility:** Add any number of agents to TernioF9 with one click
- **Control:** configurations controlled through Five9 for simplified management
- **Mirrors Agent Desktop Plus:**
 - Inbound & outbound: Agent, skills-based, or direct-dialed calls
 - Transfers & conference: Cold and warm transfers plus conference calls
 - Dispositions: Agents can select dispositions and add notes on the go
 - VoiceMail: Agents can access their voicemail on the go, ensuring they never miss an important message
 - Chat: Stay connected and handle multiple customers at one time
 - SMS: Easy set-up after SMS implementation
 - Supervisors: barge, whisper, coach agents using the TernioF9 mobile app
- **Push Notifications:** Incoming calls show related contact records for quick identification
- **Global Search:** look up contacts across Five9 records; and, if enabled, across Salesforce contacts
- **Salesforce WFA Integration option:**
 - Click to Dial: Click within the SF app to route call through contact center
 - Connector: Allows customer data to be pushed to Salesforce