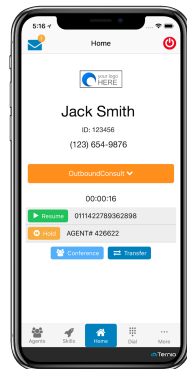


NICE inContact Agent Console Mobile App



TernioSwitch



Agents in the field and in remote locations can now be tied into their company's contact center platform. Industries such as banking, healthcare, aerospace and real estate find the TernioSwitch is an invaluable tool in delivering the highest level of customer support.

HOW IT WORKS

Agents simply login to the TernioSwitch app on their mobile device using their Nice inContact credentials. They can then switch from "Off Duty" to "Available", or any specific state that the company's admin has setup. The app auto populates these codes directly from their inContact Business Unit. Inbound & Outbound calls harness the Nice inContact backend recording, analytics and reporting. These calls are placed as skills based, agent to agent, or direct dialed -all include call transferring. A new TernioSwitch release allows Admins to access location based GPS Call Logs and Reports directly from the dashboard.

FEATURES

- **Single sign on** - agents use their current Nice inContact username and password
- **Multi digit (10+) phone numbers** for call routing
- **Changes agent state from anywhere-** auto populate from your inContact Business Unit
- **Timer** to track duration in state
- **Inbound and outbound calls** -agent, skills based, or direct
- **Agent Transfers** -both Cold and Warm transfers
- **Agent Conference Calls**
- **Marquees** -notifications sent directly to agents with live updates and info
- **Agent Scripting** -shows the agent your company's "Script"
- **Dispositions**
- **Support Tickets** -Support tickets and Feedback generated directly from the Ternio Switch
- **Passwords** -updated directly through the Switch
- **Banner** -notifies when out of cell range or lack of WiFi connectivity
- **ADMIN Dashboard**
 - **Ability to add one or more agents to the Switch** with a click of a button
 - **Admin view -Map View w/ agent locations** -See agents location at glance
 - **Location based GPS Call Reports & Logs**
- Suggested retail: \$20/user per month

