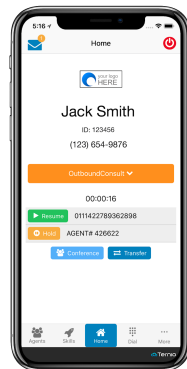


NICE inContact Agent Console Mobile App



TernioSwitch



The TernioSwitch mobile app allows your agents who are on the go to stay connected to your customers as well as to your company's entire team. Industries such as banking, healthcare, aerospace, real estate and IT find the TernioSwitch to be an invaluable tool for 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. From there they can go "Available" or to any specific state that the company's admin has setup. The app auto populates all unavailable codes, skills and agents from your inContact Business Unit. All Inbound & Outbound calls harness the Nice inContact backend recording, analytics and reporting. Calls can be direct to skills, agent to agent, or direct dialed -all with the ability to conference or transfer. There are many more features so please visit us at www.ternioswitch.com.

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 & Conference Calls** -both Cold and Warm transfers or conference
- **VoiceMail** now added to the TernioSwitch
- **Address Book** access your inContact address book directly from the app
- **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
- **Chat** -coming soon!!!
- **ADMIN Dashboard**
 - **Ability to add one or more agents to the Switch** with a click of a button
 - **Ability to add or remove Admin access for your team** directly from the dashboard
 - **Admin view -Map View w/ agent locations** -See agents location at glance
 - **Location based GPS Call Reports & Logs** -showing Dispositions and more...
 - **Real-time Agent Monitoring & Recordings** from in the office, or out in the field
- **Retail:** \$20/user per month

