BASIC

AGENT

SERVICE TRANSFER
Call transfer between agents and between agents and queue (voice and digital)

DISPOSITION CODE
Classifies the call by motive

SELF-ANSWER
No need for the agent to accepting the call, it goes automatically to the agent following FIFO

MULTI-LANGUAGE SELECTOR
Language checkbox in Flex

OUTGOING CALL NUMBER SELECTOR
Outbound Call Number Picker - Outbound Plugin

METRICS VIEW FOR THE AGENT
Allows the agent to see data related to their service

AUTOMATIC CLOSE OF INTERACTION
Automatic wrap up, with no need for the agent to close. time is configurable

AUTOMATIC PRE-PAUSE
Allows the agent to put the Pre-Break status while answering, so that they can leave the Pause at the correct time

SOUND NOTIFICATION FOR NEW INTERACTION
Sound alert notification when an interaction arrives for the agent

SOS BUTTON
Allows that when having problems, the agent pressing the SOS button has all the information necessary to speed up the service to be collected. Optionally, it can be integrated into the support system, and a ticket is automatically opened and completed

BASIC

MANAGEMENT

WRAP UP BUTTON FOR SUPERVISOR
Button for the supervisor to release the agent

CHANNEL CAPACITY MANAGEMENT BY AGENT (VOICE AND WHATSAPP)
Panel that allows configuration by the supervisor or planning of the number of simultaneous channels the agent can answer

LIVE QUEUE STATISTICS FILTER (DYNAMIC AND STATIC)
Queue Custom Filters that can be applied to existing Real Time Dashboard

QUALITY MONITORING AND LIVE CALL TRAINING
Allows supervisor to observe and train agents during live calls

CHANGING AGENTS IN BATCH
Allows changing skills and queues of agents in batch

AGENT STATUS BY QUEUE IN REAL TIME
Allows the visualization of agents by type of status, by queue

QUALITY MONITORING
Questionnaires for Quality Monitoring of agents

ADMINISTRATION

SERVICE HOURS CONFIGURATION
Screen that facilitates the registration of service hours, including holidays

ADMINISTRATION PORTAL
Timetable, queue and time management portal

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VOICE

AGENT

DIALPAD
Dialpad for external calls and transfers, allowing the agent to choose the outgoing number

REDIAL
Allows the agent to redial the last number called

CUSTOMER EXPERIENCE

CALL BACK
Keep your position in line and call back when it's your turn to be served

ATTRIBUTE THAT IDENTIFIES WHO HUNG UP
Allows collecting information from who disconnected the call (Agent or Customer)

CALL ROUTING BASED ON THE CUSTOMER AREA CODE (INCOMING CALL)
Allows call routing based on the area code of the customer who called

VOICE TO DIGITAL CHANNEL SWITCHING
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

SUPERVISOR TO AGENT NOTIFICATION
Allows the Supervisor to send mass notifications to the agents, blocking access until they are read - it is included with the Scheduled Pause Plugin at Prevent Senior

SURVEY

VOICE SATISFACTION SURVEY
Satisfaction survey that is sent at the end of a voice interaction

MINDFUL SATISFACTION SURVEY
Configuration of satisfaction survey integrated to Flex, using the Mindful Platform (license not included)

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TEXT

WHATSAPP

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation) and sending voice messages in Whatsapp

INTERACTION TRANSFER BACK TO PRIORITY QUEUE
At the end of the agent's journey, interactions may still be pending. In this case, the agent returns the interaction to the queue with or without priority

FORWARD INTERACTION IN CASE AGENT GOES OFFLINE
Function that forwards the agent's interaction if it goes offline during the service

ALWAYS KEEP THE AGENT WITH WHOM THE CUSTOMER SPOKE FOR THE FIRST TIME.
Allows the creation of an agent prioritization rule when serving a customer with certain predefined characteristics

COLOR IDENTIFICATION OF MESSAGE WAIT TIME
Change message color according to waiting time

SOUND NOTIFICATION FOR NEW MESSAGES
Emits an audible alert when a new message arrives

TRANSFER
Allows transfer to agent or queue

AUTOMATIC TRANSLATION
Allows message translation

CUSTOMER EXPERIENCE

BUTTON WITH DYNAMIC CONTENT
Allows you to place variable content on whatsapp buttons, speeding up service

TEXT

EMOJI
Allows the agent to send emoji

SWITCHING FROM TEXT CHANNELS TO VOICE CHANNEL
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

CANNED RESPONSES
Quick response templates to assist the agent in responding

WHATSAPP TEMPLATES IN SALESFORCE
Sending whatsapp templates through Salesforce

WHATSAPP SENDERS MENU
Provides a panel to create a Whatsapp number integration with Studio flow

PARAMETERIZABLE INTERACTION TIMEOUT (INACTIVATION)
Inactivation if customer does not respond within X hours

PARAMETERIZABLE INTERACTION TIMEOUT (GENERIC)
End task automatically and send default message

DYNAMIC TEXT BOX
Auto adjust text box layout for submission with character limiter

BUSINESS RULE

INDIVIDUAL MESSAGE TRIGGER
Sending single messages to customers

BULK MESSAGE BLAST
Screen for the Agent to start an active communication, both individual and mass

MASS TRIGGERING OF MESSAGES FROM A SPREADSHEET
Active sending of messages via whatsapp from an excel spreadsheet

TEXT

💬 WEBCHAT

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation)

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SOUND NOTIFICATION FOR NEW MESSAGES
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TRANSFER
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AUTOMATIC TRANSLATION
Allows message translation

CUSTOMER EXPERIENCE

KEEP CHAT ACTIVE (CUSTOMER WEBSITE FOR AGENT)
If the browser is restarted or closed, it maintains the conversation between agent and user

EMOJI
Allows the agent to send emoji

TEXT

TEXT TO VOICE CHANNEL SWITCHING
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

CANNED RESPONSES
Quick response templates to assist the agent in responding

PARAMETERIZABLE INTERACTION TIMEOUT (INACTIVATION)
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PARAMETERIZABLE INTERACTION TIMEOUT (GENERIC)
End task automatically and send default message

DYNAMIC TEXT BOX
Auto adjust text box layout for submission with character limiter

FACEBOOK MESSENGER

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation)

INTERACTION TRANSFER BACK TO PRIORITY QUEUE
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COLOR IDENTIFICATION OF MESSAGE WAIT TIME
Change message color according to waiting time

TEXT

SOUND NOTIFICATION FOR NEW MESSAGES
Emits an audible alert when a new message arrives

TRANSFER
Allows transfer to agent or queue

AUTOMATIC TRANSLATION
Allows message translation

CUSTOMER EXPERIENCE

EMOJI PLUGIN
Allows the agent to send emoji

TEXT TO VOICE CHANNEL SWITCHING
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

CANNED RESPONSES
Quick response templates to assist the agent in responding

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End task automatically and send default message

DYNAMIC TEXT BOX
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GOOGLE BUSINESS CHAT

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation)

TEXT

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At the end of the agent's journey, interactions may still be pending. In this case, the agent returns the interaction to the queue with or without priority

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COLOR IDENTIFICATION OF MESSAGE WAIT TIME
Change message color according to waiting time

SOUND NOTIFICATION FOR NEW MESSAGES
Emits an audible alert when a new message arrives

TRANSFER
Allows transfer to agent or queue

AUTOMATIC TRANSLATION
Allows message translation

CLICK-TO-CALL BUTTON
Allows you to initiate interaction directly from the customer's registration

CUSTOMER EXPERIENCE

EMOJI PLUGIN
Allows the agent to send emoji

TEXT TO VOICE CHANNEL SWITCHING
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

CANNED RESPONSES
Quick response templates to assist the agent in responding

PARAMETERIZABLE INTERACTION TIMEOUT (INACTIVATION)
Inactivation if customer does not respond within X hours

TEXT

PARAMETERIZABLE INTERACTION TIMEOUT (GENERIC)
End task automatically and send default message

DYNAMIC TEXT BOX
Auto adjust text box layout for submission with character limiter

GOOGLE CHAT

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation)

INTERACTION TRANSFER BACK TO PRIORITY QUEUE
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Allows message translation

TEXT

CUSTOMER EXPERIENCE

PLUGIN DE EMOJI
Allows the agent to send emoji

TEXT TO VOICE CHANNEL SWITCHING
Alternative channel offer in case the waiting time is longer than desired

MANAGEMENT

CANNED RESPONSES
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TELEGRAM

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
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TEXT TO VOICE CHANNEL SWITCHING
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MANAGEMENT

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PARAMETERIZABLE INTERACTION TIMEOUT (GENERIC)
End task automatically and send default message

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TEXT

INSTAGRAM DM

AGENT

TEXT CALL HISTORY
History of messages exchanged between user and agent, including bot

MESSAGE MEDIA
On-screen rendering of files, images, audio in Flex (with geolocation)

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✉ EMAIL

AGENT

SEND
Integration with Gmail

SIGNATURE
Agent and Team Leader email signatures - signatures must be configurable by agent and position

SEND SCHEDULER
Schedule sending emails

MANAGEMENT

CANNED RESPONSES
Possibility of having predefined answers to use as a template

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INTEGRATION

INTEGRATION

HUBSPOT
Integration with Hubspot - CRM

SALESFORCE
Integration with Salescloud
Integration with Healthcloud

ZENDESK
Integration with Zendesk - Ticket System

PIPEFY
Integration with Pipefy - CRM

RD STATION
Integration with RD Station - marketing

CUSTOMER PROPRIETARY CRM
Integration with com Customer Proprietary CRM

SERVICENOW
Integration with Medicina Direta - electronic record

MEDICINA DIRETA
Integration with ServiceNow

MV
Integration with MV ERP (for Hospitals)

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REPORTS

AGENTS

Agent Performance Report
Break Report
Deposition Code Report
Login-Logout Report

QUEUE

Detailed Call Report
Queue Performance Report

TEXT

Navigation Report
Detailed Interaction Report
Bot Volumetry Report
Bot Intent Report

OUTBOUND

Detailed Dialing Report
Callback Report

SURVEY

Voice Satisfaction Survey Report
Text Satisfaction Survey Report

REPORTS

FLOW

Navigation Report
Retention Report

VOICE

Termination Report
Voice Callback Report

WHATSAPP

Message Volumetry Report

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