

Ternio

Mobilizing Your Workforce



Product 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
- **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
- **Contact Record Push Notifications** — Get a push notification with incoming calls.
- **Salesforce Click to Dial** — Click within the SF app to route call through contact center
- **Ternio SF CRM Adapter** — Allows customer data to be pushed to their SF BU
- **Biometric security:** FaceID and TouchID biometrics provide an additional layer of security.

Admin dashboard

- **Flexibility** — Add any number of agents to TernioF9 with one click
- **Control** — Authorize new administrator access to dashboard at any time

Languages: English

Website: <https://ternio.com>

Additional Info: [Five9 Marketplace](#)

Contact us at sales@ternio.com