

All the Features of Anywhere 365® Dialogue Cloud

March 2024





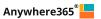
Anywhere365® Dialogue Cloud

Features

Features								
Channels	Attendant Functionality	WebAgent integrated in the CRM window						
W Voice	Address book	Omnichannel Integration						
Email	Calendar integration	Q Search and Open Form Scope						
sms SMS	Contact/Callback Notes	© Create, Link, and Open Behavior						
WhatsApp messaging	Contact search	Q Search Behavior						
WebChat	Widgets, e.g. calendar, Twitter, website, CRM,	Create Activity						
BYOChannel		Click-to-call/transfer						

Agent Types	Dialogue Intelligence	Dialogue Distribution
Formal and Informal Agents	End-to-End Call Recording	Presence-Based Routing
Internal agents	Text Recording	Skill-Based Routing
3rd party agents	Screen Recording	CRM-Based Routing
PSTN agents	Live transcription	Smart Capacity Balancing
	Webchat Live translation	Ili Dialogue Pattern Analysis
	Historical reporting	Adaptive Call Distribution Strategies
	Real-time reporting	

Integrations						
CRM	CRM Integration					
\blacktriangleright	CRM CTI Integration					
\blacksquare	Dialogue Studio					
lacktriangle	Microsoft Graph					
\blacktriangleright	Microsoft Outlook					
\blacktriangleright	Power Apps					
Φ	WFM Integration					



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WebAgent		Dialogue Management		Deepdesk				
CK	Incoming Calls	G	Automatic Answering	Ē	Autocomplete			
C	Outgoing Calls	0	Business Hours	þ	Next Best Message			
ů	Selectable Caller ID / Dynamic Outbound Caller ID		Chat forms	ල	Link Suggest			
	Transfers	¥	Direct Inbound Calls Guard	þ	Pinned Messages			
4 ×	Mute, Hold, Conference	¥	Escalate Chat to Teams Meeting	Q	Search (Enterprise Search)			
0	Call Recording Controls	2	Holiday	2 ~	Agent Personalization			
	Incoming Chats	₩	DTMF Tones	2 ~	Personal Collection			
	Email Handling	•	Key-Phrase Recognition	=	Recommendation Studio			
A B	Multi-tasking	=	IVR Menu		Conversation Summarizer (AutoSummarization)			
CRM)	CRM Customer Information	ς ‡ ρ	Self-Service Flows	~	Sending Images			
0	Wrap-up Time	\$~	Intent Recognition		Style Suggestion			
	Classification	1	Text-to-Speech (TTS)		Conversation Clipper			
	Queue Management	₽	Automatic Speech Recognition (ASR)	4	Knowledge Assist (Al Knowledge Assist)			
	Switch Between Contact Centers	=	Music on Hold	2 ~	Agent Notification			
:=	Universal Timeline	=	Playlists					
CRM)	CRM Cases		Queue Escape					
Q	Search Personal Contacts	×	Call Deflection					
2	Search colleagues	*	Real-time Management					
	Calendar	C	Direct Inbound Calls Guard					
6	Call History	¥	Routing					
	Search Text Channels	¥	Side Instep to IVR					
Φ	Presence and Reason Codes	¥	Side Instep to Queue					
•	UI Widgets	0	Timezones					
2	Agent Assist	=	Quality Monitoring					
8	Localization and accessibility	₩	Voicemail					
2	Supervisor (Listen, Whisper, Join, Take-over)	AD(\$	Outbound campaigns					



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