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





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Anywhere365® Dialogue Cloud

Features

Features		
Channels	Attendant Functionality	WebAgent integrated in the CRM window
 Voice	 Address book	 Omnichannel Integration
 Email	 Calendar integration	 Search and Open Form Scope
 SMS	 Contact/Callback Notes	 Create, Link, and Open Behavior
 WhatsApp messaging	 Contact search	 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	 Dialogue Pattern Analysis
	 Historical reporting	 Adaptive Call Distribution Strategies
	 Real-time reporting	

Integrations
 CRM Integration
 CRM CTI Integration
 Dialogue Studio
 Microsoft Graph
 Microsoft Outlook
 Power Apps
 WFM Integration

Anywhere365® Dialogue Cloud

Features

Features		
WebAgent	Dialogue Management	Deepdesk
 Incoming Calls	 Automatic Answering	 Autocomplete
 Outgoing Calls	 Business Hours	 Next Best Message
 Selectable Caller ID / Dynamic Outbound Caller ID	 Chat forms	 Link Suggest
 Transfers	 Direct Inbound Calls Guard	 Pinned Messages
 Mute, Hold, Conference	 Escalate Chat to Teams Meeting	 Search (Enterprise Search)
 Call Recording Controls	 Holiday	 Agent Personalization
 Incoming Chats	 DTMF Tones	 Personal Collection
 Email Handling	 Key-Phrase Recognition	 Recommendation Studio
 Multi-tasking	 IVR Menu	 Conversation Summarizer (AutoSummarization)
 CRM Customer Information	 Self-Service Flows	 Sending Images
 Wrap-up Time	 Intent Recognition	 Style Suggestion
 Classification	 Text-to-Speech (TTS)	 Conversation Clipper
 Queue Management	 Automatic Speech Recognition (ASR)	 Knowledge Assist (AI Knowledge Assist)
 Switch Between Contact Centers	 Music on Hold	 Agent Notification
 Universal Timeline	 Playlists	
 CRM Cases	 Queue Escape	
 Search Personal Contacts	 Call Deflection	
 Search colleagues	 Real-time Management	
 Calendar	 Direct Inbound Calls Guard	
 Call History	 Routing	
 Search Text Channels	 Side Instep to IVR	
 Presence and Reason Codes	 Side Instep to Queue	
 UI Widgets	 Timezones	
 Agent Assist	 Quality Monitoring	
 Localization and accessibility	 Voicemail	
 Supervisor (Listen, Whisper, Join, Take-over)	 Outbound campaigns	



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