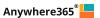


All the Features of Anywhere 365® Dialogue Cloud

March 2024





Anywhere365® Dialogue Cloud

Features

Feat	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		

Inte	Integrations				
0	CRM Integration				
£3	CRM CTI Integration				
E3	Dialogue Studio				
£3	Microsoft Graph				
£3	Microsoft Outlook				
83	Power Apps				
Q	WFM Integration				



Anywhere365® Dialogue Cloud

Features

Feat	Features					
Wel	WebAgent		gue Management	Aviator*		
Q.	Incoming Calls	É	Automatic Answering	Autocomplete		
8	Outgoing Calls	0	Business Hours	Next Best Message		
	Selectable Caller ID / Dynamic Outbound Caller ID		Chat forms	Link Suggest		
6 '8	Transfers	र्	Direct Inbound Calls Guard	Pinned Messages		
	Mute, Hold, Conference		Escalate Chat to Teams Meeting	Search (Enterprise Search)		
0-0	Call Recording Controls	7676	Holiday	Agent Personalization		
	Incoming Chats		DTMF Tones	Personal Collection		
	Email Handling	Q ;::	Key-Phrase Recognition	Recommendation Studio		
	Mulity-tasking		IVR Menu	Conversation Summarizer (AutoSummarization)		
©	CRM Customer Information		Self-Service Flows	Sending Images		
<u>_</u>	Wrap-up Time		Intent Recognition	Style Suggestion		
	Classification		Text-to-Speech (TTS)	Conversation Clipper		
	Queue Management		Automatic Speech Recognition (ASR)	Knowledge Assist (Al Knowledge Assist)		
	Switch Between Contact Centers	<u>=</u>	Music on Hold	Agent Notification		
	Universal Timeline	=	Playlists			
0	CRM Cases	Ċ	Queue Escape			
253	Search Personal Contacts		Call Deflection			
	Search colleagues	•	Real-time Management			
	Calendar	0-0	Direct Inbound Calls Guard			
	Call History	00	Routing			
	Search Text Channels		Side Instep to IVR			
(8)	Presence and Reason Codes		Side Instep to Queue			
823	UI Widgets		Timezones			
	Agent Assist	公全公	Quality Monitoring			
	Localization and accessibility	00	Voicemail			
0	Supervisor (Listen, Wisper, Join, Take-over)		Outbound campaigns			



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