



All the Features of Anywhere365[®] Dialogue Cloud















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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

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WebAgent	Dialogue Management	Aviator*
 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
Multy-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, Wisper, Join, Take-over)	Outbound campaigns	



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