

OMNI

BY VΔTRIX

Manage interactions across channels

Create a high-quality inbound and outbound communications experience for your customers and employees. Our feature-rich **OMNI** solution expands on basic call center functionality to deliver advanced capabilities—such as the ability to see full customer history with each interaction, no matter if it's SMS, chat, email or voice—with a clean and intuitive interface.



Key Features



Queue treatments

- Skills-based routing
- Queue actions/rules
- Call back in queue (CBIQ)
- SMS Keyword Responder
- Custom routing logic support



Channel types

- Voice
- SMS
- WebChat
- Email
- Facebook for Business (coming soon)



Agent experience

- Web-based UX
- Downloadable client
- Browser-based softphone
- PBX phone support
- Call dispositions
- Call notes
- DND codes (agent state)
- Screenpop/agent scripting support
- Contact history display
- Canned responses



Quality assurance

- Call recording
- Coaching and silent monitoring



Dashboards and reporting

- Standardized reports
- Customizable reports
- Report subscriptions
- Customizable dashboards
- Real-time agent dashboard
- Real-time queues dashboard
- Export data for external analytics



Third-party integrations

- CRM: Salesforce and more
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- TTS (Google, Microsoft, IBM Watson)
- ASR (speech recognition)
- WFM support
- Chatbot support



Other features

- Outbound dialer campaigns (SMS, voice)
- List management with import
- Contact manager
- Single sign-on support
- Enhanced security with 2FA
- Continued expansion of industry standard features with quarterly releases
- Redundant/HA architecture for maximum uptime



**CONTACT US
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