

# Feature Summary

An award-winning platform that brings your contact center to an entirely new level. Maximize operations while staying compliant, regardless of channel.

TCN's Operator platform offers a comprehensive suite of solutions for the modern contact center. Operator consolidates all essential services – within a single unified platform. This summary facilitates informed decision-making and straightforward comparison with your current provider.

## Omnichannel Suite

- Agent Live Chat
- Agent SMS (transactional, two-way)
- Agent Email (transactional, two-way)
- Click-to-pay Payment Portal
- PCI Agent-assisted Payments
- Room303 (internal messaging rooms)
- Flow Builder (design automated bot capabilities) **AI**

## Outbound Voice Features

- Predictive, Preview, Manual **AI**
- Manual Approved Call (clicker agent)
- Click-to-dial (API development)
- Message Laydown w/ Key Press (IVM, outbound IVR)
- Campaign SMS (supports clicker agent)
- Campaign Email
- Vocal Direct\* - direct drop voicemail service (supports clicker agent)

## Inbound Voice Features

- Auto-attendant Routing
- Agent Extension Routing
- IVR (agent assisted, post-call survey, place in line, estimated wait, self-service, queue callbacks, voicemail)
- Automatic Call Distribution (by skills, aptitude)
- Call Forwarding
- Agent Screen Pop

## Management Features

- Agent Dashboard
- Analytics Dashboard
- Campaign Management
- Call Queue Configuration
- Agent Skills Manager
- Phone Book Manager
- Number Activity Look-Up (call recordings)

## Compliance Suite

- Natural Language Compliance (consent profiles, Reg F rules)
- List Management Services (automate data pre-processing) **AI**
- Journey Database Management
- Realtime Cell Scrub\*
- Scrub Against the Reassigned Number Database\*



## Agent Operator Features

- Agent Portal (schedule, learning opportunities, reports)
- Dynamic Call Scripting
- Client Information Display
- Agent Stats
- Scheduled Callback (agent, skill, time, date, client)
- On Hold Queue (multi-call hold)
- Queue & Monitoring (hold queue monitoring) **AI**
- Call Recording Pause / Start
- Transfer (cold, warm, conference)
- Add Number to DNCL
- Consent Forms
- Machine Delivery\*
- Check Voicemail
- Agent Intercom
- Play Soundboard Audio Files

## Workforce Optimization

- Conversation Analytics (voice, chat, sms, email)
- Recording
- Call Transcription **AI**
- Redaction
- Filters, Flags, Notifications, Review
- Quality Evaluations
- Auto Evaluations **AI**
- Learning Opportunities
- Advanced Conversation Filtering
- Flags add to DNCL (cease communications cues)
- AI-Generated Summaries **AI**

## Workforce Management

- Forecasting **AI**
- Scheduling
- Adherence

## Intelligence, Reporting and Analytics

- Personalized Operator Dashboards
- Insights for all Services
- Quality and Risk reporting (WFO) and Omni

## Integrated Infrastructure

- Learning Center
- Newsroom
- Delivery Services
- Two-factor Authentication (2FA)
- Single Sign-On (SSO)

## CRM Integrations

- Salesforce
- Zendesk
- ServiceNow
- Collect!
- Epic

### **AI** Solution Enhanced with AI

\*Not all features are available in all regions. Please talk to your account manager for more information.

