

# 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 (automated conversation capabilities) **AI**
- Contact Manager
- Tickets

## Outbound Features

- Predictive, Preview, Manual Dialing **AI**
- Manually Approved Calling\*\*
- Click-to-dial (API development)
- Message laydown w/ key press (IVM, outbound IVR)
- Campaign SMS\*\*
- Campaign email
- Vocal Direct\* - direct drop voicemail service\*\*

## 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
- Synapse (automated transactional actions)
- 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
- Real-time Cell Scrub\*
- Scrub against the Reassigned Number Database\*



## Agent Operator Features

- Agent portal (PTO, scheduling, 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

- Conversational Analytics (voice, chat, sms, email)
- Conversation Sentiment Analysis **AI**
- 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 transcription summaries **AI**

## Workforce Management

- Forecasting **AI**
- Scheduling
- Adherence

## Intelligence, Reporting and Analytics

- Personalized dashboards
- Insights for all services
- Quality and compliance reporting (WFO)
- Import external data sources

## Integrated Infrastructure

- Learning Center **AI**
- Newsroom
- Delivery services
- Two-factor authentication (2FA)
- Single sign-on (SSO)
- Synapse (transactional automation)

## CRM Integrations

- Finvi
- Salesforce
- Zendesk
- Collect!
- Epic

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

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

\*\* Supports Clicker Agent.

