The best of Omni made embeddable into existing software instantly adding calling, texting and email capabilities, both direct and bulk rules based engagements.
TURNKEY
Omnichannel capabilities accessible wherever the terminal is embedded.

CONTROL
Control the terminal using a JavaScript API. Dialing, texting, emailing, voice recordings and mass engagements fingertips away.

FLEXIBLE IMPLEMENTATIONS
Choose between a simple copy/paste of embed code or direct static inclusion.

TIME SAVINGS
Quickly navigate call legs with click-to-dial, voicemail drop and voice templates.

AUDITING
All interactions within Terminal follow the same rules governed by the account including log and audits.

COMPLIANCE
When pre/post compliance is enabled, Terminal engagements support reviews.
DIRECT CHANNELS

DIALER
Effortlessly move between calls, drop voicemails and mask your agent phone number using the Omni dialer.

TEXTING (MMS)
Send and receive texts with image attachments using Omni phone numbers.

EMAIL
Confirmed email addresses can send mail with HTML and attachment support.

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AUTOMATION

ENGAGEMENTS
Automate dialing, texting and emailing using rules based triggers.

TEMPLATES
Create reusable voice, text and email templates with variables.

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Omni Terminal is optimized for use across all resolutions and devices. By default, Terminal is available as a collapsible panel in the bottom right hand of where it is implemented. Further configuration is available for specifying where Terminal is anchored.
FEATURES

- Click-to-Dial with seamless call transitioning
- Texting including ability to send images
- Emailing with full HTML support
- Voice recordings via calls, upload or browser recordings
- Voice, text and email blasts with a variety of rules
- Collaboration with sharing of content between users
- Caller ID setup is self-service
- Voicemail drop
- Text to speech with variables for custom interactions
- Templates across voice, text and email
- Detailed metrics by engagement activity
- Engagement queues with ability to filter and create lists
- Detailed call, text and email logs
- Compliance reviews including bi-directional conversation
- Engagement scheduling for immediate or future dispatch
- Listless support for bulk engagements using REST API
- Combine with webhooks for custom workflows
- Voice template revisions
- Ability to predefine tags, set on voice templates and filter
IMPLEMENTATION OPTIONS

EMBED CODE
Simple copy/paste of embed code generated in your account.

OR

STATIC RESOURCES
Assets versioned and released to be statically included in your project.

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CUSTOMIZATION

JavaScript API

- Omnigage.terminal
  - .init()
  - .config()
  - .destroy()
  - .show()
  - .ready()
  - .open()
  - .close()
  - .inputs()

See full documentation:

https://terminaljs.docs.apiary.io/

Omni's Terminal JavaScript API facilitates control over showing various views, supplying input (such as a dialer phone number) along with customization of the interface itself (e.g., color).
FAQ

— Q: Where can Terminal be embedded?  
   A: In any modern browser where JavaScript is enabled.

— Q: Is Terminal compatible with my CRM?  
   A: Most likely. As long as your CRM is open enough to allow custom apps, Omni Terminal can be embedded. When Terminal is embedded, it is sandboxed to avoid compatibility issues.

— Q: Can Terminal be used inside my custom software?  
   A: As long as the software is web based or a browser is accessible (such as within a mobile app), Terminal can be embedded.

— Q: Can Terminal be implemented behind a firewall?  
   A: Yes, Terminal is available as a static resource. Once Terminal has been implemented, a configuration option can be set to proxy API traffic.

— Q: Can I customize the color of the interface?  
   A: Yes! You can choose between a light or dark theme, along with setting an accent color.

— Q: Can I control Terminal to create custom experiences?  
   A: Yes, a simple to use JavaScript API is available that facilitates showing a variety of screens, filling input and more.

— Q: Can I use Terminal inside of my Salesforce account?  
   A: Yes! We have an example Lightning app, just ask.

— Q: Do you have an example of using the JavaScript API?  
   A: Yes, visit: https://examples.omnigage.io/terminal-example/

— Q: What server-side integration options are there?  
   A: The entirety of the Omni account API is available along with nearly every resource as a webhook.

— Q: Can Terminal interactions be audited?  
   A: Since Terminal utilizes the same APIs as Omni account, all interactions with the API can be recorded under the same audit logs.

— Q: Do I have to sync contacts to use Omnipage?  
   A: No, Terminal is flexible enough to work without contacts or lists. Dialer can be simply provided a number to dial, same concept with engagements.
SERVICE TIERS

**Tier 1**
- Self-service
- Embeddable Widget
- JavaScript SDK
- Webhooks
- REST API

**Tier 2**
- Includes first tier
- Technical support hours
- 24-hour TAT
- Dedicated account executive
- Phone, email and in person

**Tier 3**
- Includes second tier
- Discovery phase
- Produce wireframes
- SOW for customizations
- Optional stand up

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