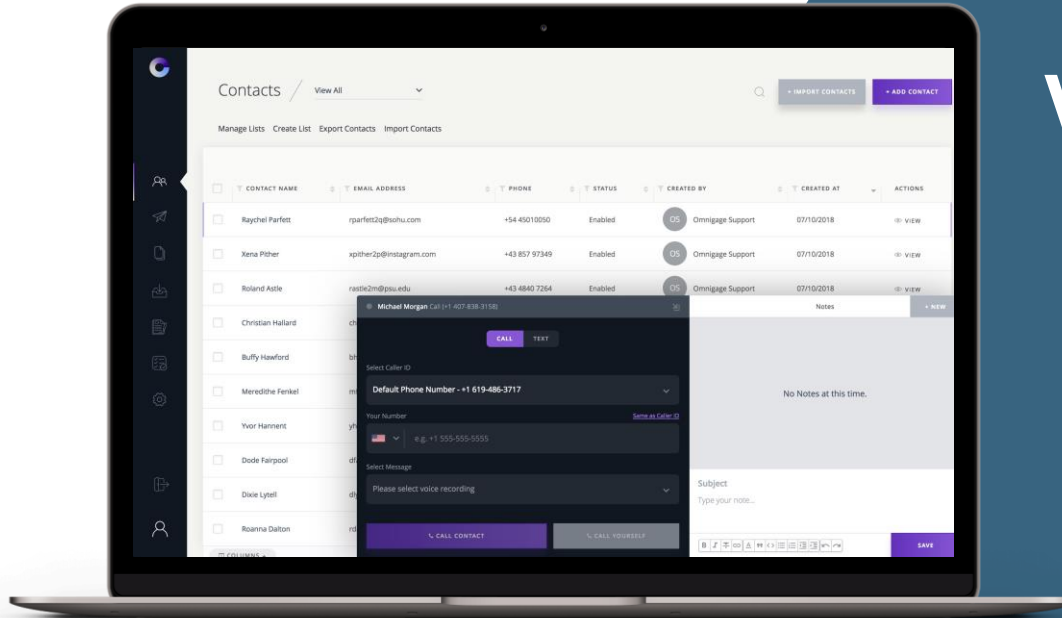


DIALER TO VOICE BLASTS, EMBEDDED.



TERMINAL

The best of Omni made embeddable into existing software instantly adding calling, texting and email capabilities, both direct and bulk rules based engagements.

TERMINAL
OVERVIEW



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

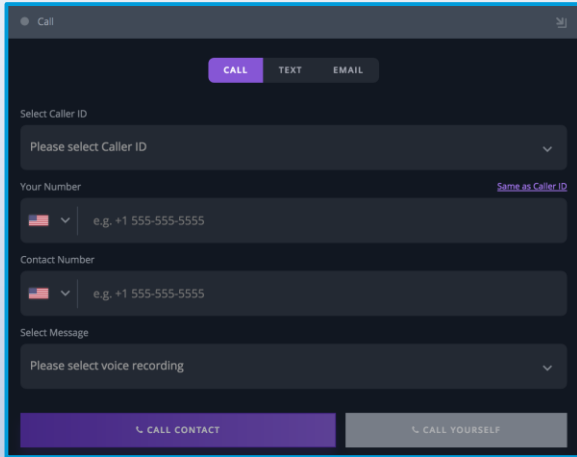
All interactions within Terminal follow the same rules governed by the account including log and audits.



COMPLIANCE

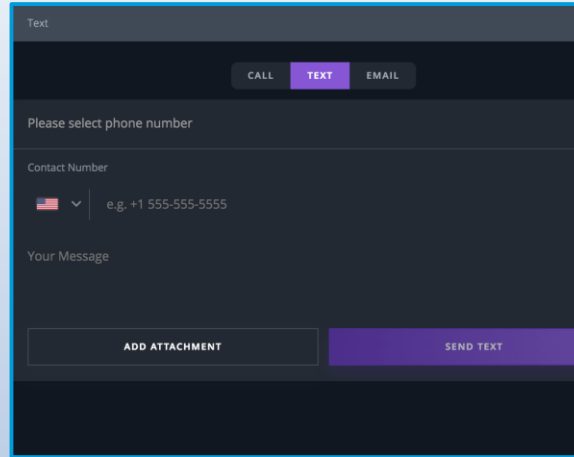
When pre/post compliance is enabled, Terminal engagements support reviews.

DIRECT CHANNELS



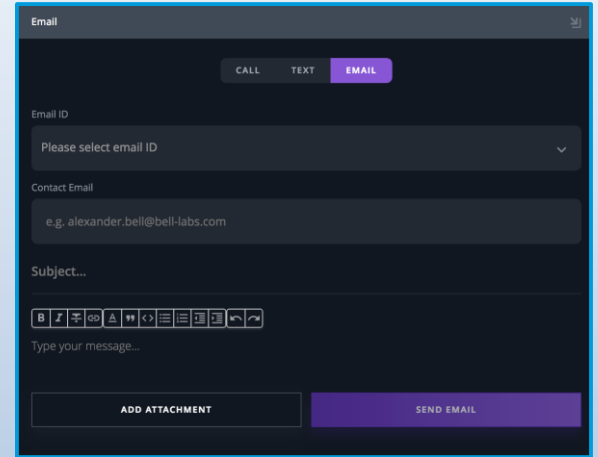
DIALER

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



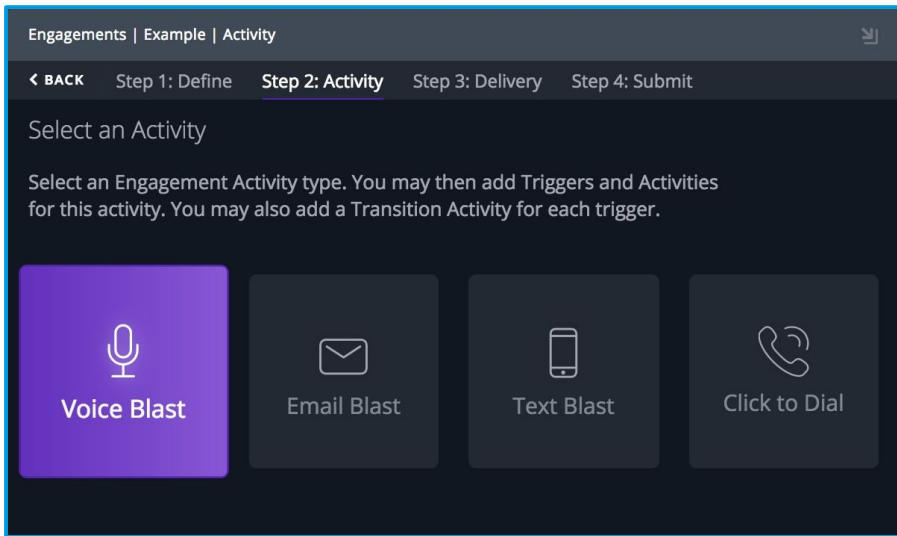
TEXTING (MMS)

Send and receive texts with image attachments using Omni phone numbers.



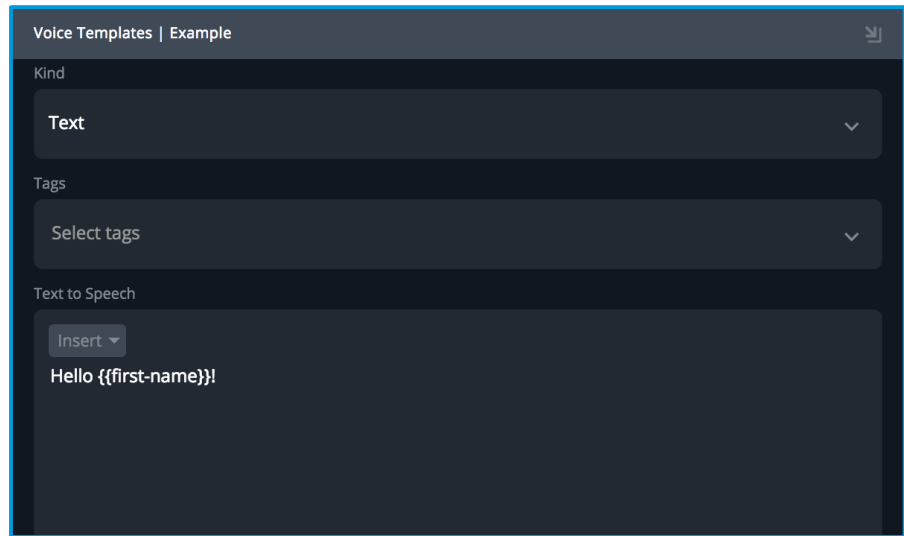
EMAIL

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



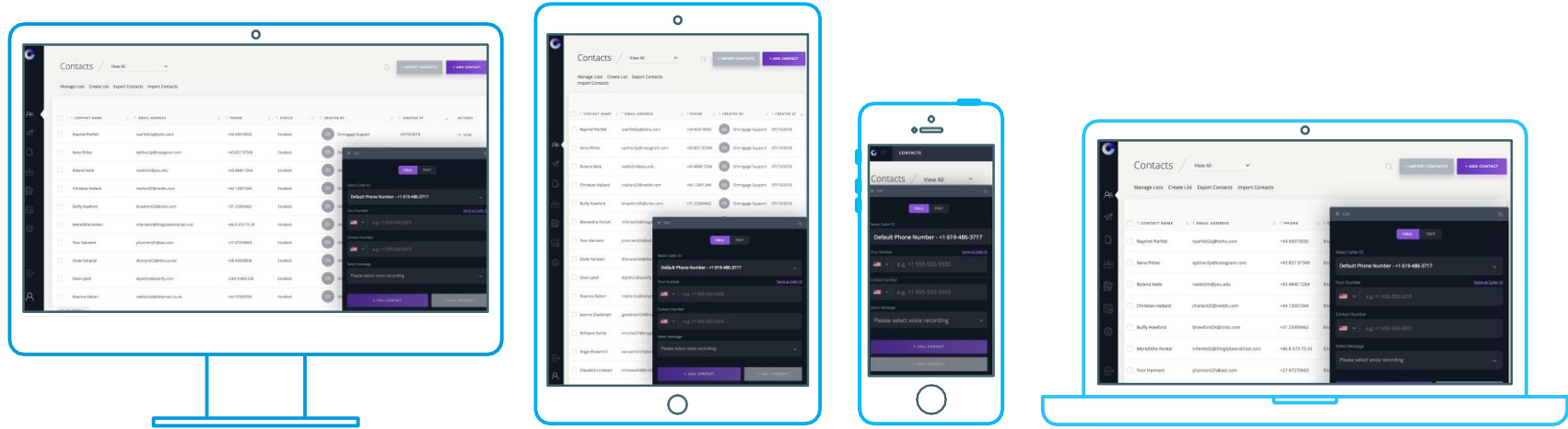
ENGAGEMENTS

Automate dialing, texting and emailing using rules based triggers.



TEMPLATES

Create reusable voice, text and email templates with variables.



ACCESSIBLE EVERYWHERE

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 createlists
- 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



Account

Settings

Users

Telephony

Email

Auditing

Metrics

Data Storage

Terminals

Authentication

Webhooks

Integrations

Terminals / Testing

Edit

id: z1WP8vfa9i9jH8ehryUo2

Label: Testing

Embed:

```
<script>!function(e,n,i,t){(window.Omnigage=n).terminal=n.terminal[{}];var a=n.terminal;a.readyHandlers=[],a.configs=[],a.ready=function(e){th is.readyHandlers.push(e)},a.config=function(e){this.configs.push(e)},a.config({terminalId:"z1WP8vfa9i9jH8ehryUo2",embedUrl:t,init:!0});var r=e.getElementsByTagName("script")[0],s=e.createElement("script");s.type="text/javascript",s.async=!0,s.src=t,r.parentNode.insertBefore(s,r)}(document,window.Omnigage|[],0,"https://dwrkutj2lb61j.cloudfront.net/terminal/embed.js")</script>
```

Copy and paste above the `</body>` tag.

SAVE TERMINAL

DELETE TERMINAL

omnigage / omnigage-terminal.js

Unwatch 1 Star 0 Fork 0

Code Issues 0 Pull requests 0 Projects 0 Wiki Insights Settings

Static resources for manually implementing Omnigage Terminal. <https://omnigage.com/> Edit

Add topics

5 commits 1 branch 3 releases 1 contributor

Branch: master New pull request Create new file Upload files Find file Clone or download

morgan Adding 0.2.0 release Latest commit 2959a62 11 days ago

CHANGELOG.md	Adding 0.2.0 release	11 days ago
README.md	Minor markdown adjustment	25 days ago

README.md

Omnigage Terminal

This repository is for manually implementing the static resources of Terminal.

Note: The embed code generated when creating a Terminal under account settings is the quickest and easiest method of implementation.

Getting Started

- Download the latest release: <https://github.com/omnigage/omnigage-terminal.js/releases>

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.

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).

— **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 Omnigage?**

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