

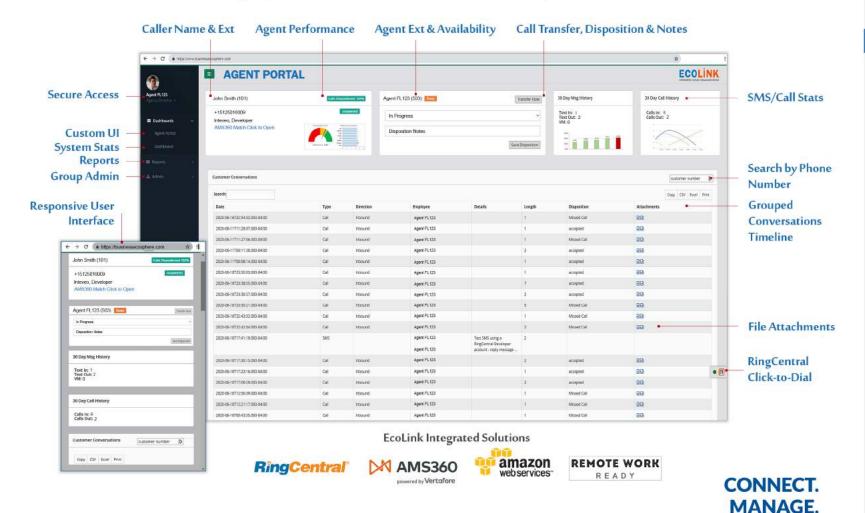
OMNICHANNEL INTEGRATION PLATFORM

FOR INSURANCE AGENCIES



Seamlessly integrate your VoIP business phone solution and enterprise Agency Management System using the Business Ecosphere Cloud Communication Platform, allowing your agency to streamline client communications, monitor agent performance, and ensure data retention.

Agents can now utilize the newly-designed EcoLink Agent Portal and a responsive User Interface to easily track and manage unified omnichannel conversations and respond to client inquiries in realtime, resulting in improved agent productivity and enhanced customer experience.







AGENT PORTAL

PREMIUM FEATURES

SECURITY & AUTHENTICATION

Single Sign On (SSO) Multi-Factor Authentication (MFA)

USER INTERFACE (UI)

Responsive agent portal Conversation timeline with attachments

DATA SYNC

Client info match & search Data storage & compliance Export conversations to AMS

CALL MANAGEMENT

Extension availability & call transfer Automatic call updates Call disposition & notes **Embedded Click-to-Dial** Call record-all & VM transcription Embedded softphone keypad

MONITORING

Agent performance scoring SMS & call stats Reporting & analytics Call KPIs





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GROW.