



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.



ECOLINK 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



Caller Name & Ext Agent Performance Agent Ext & Availability Call Transfer, Disposition & Notes

Secure Access

Custom UI
System Stats
Reports
Group Admin

Responsive User Interface

AGENT PORTAL

John Smith (101)
+15125016009
Intvevo, Developer
AMS360 Match Click to Open

Agent FL123 (503) **Online**

In Progress
Disposition Notes

30 Day Mng History
Text In: 1
Text Out: 2
VM: 0

30 Day Call History
Calls In: 5
Calls Out: 2

Customer Conversations

Date	Type	Direction	Employee	Details	Length	Disposition	Attachments
2020-06-16T22:54:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	
2020-06-11T11:28:07-08:00-04:00	Call	Inbound	Agent FL123		1	accepted	
2020-06-11T11:27:06-08:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	
2020-06-11T02:11:30-08:00-04:00	Call	Inbound	Agent FL123		2	accepted	
2020-06-11T02:06:14-08:00-04:00	Call	Inbound	Agent FL123		1	accepted	
2020-06-10T23:50:03-08:00-04:00	Call	Inbound	Agent FL123		1	accepted	
2020-06-10T23:38:55-08:00-04:00	Call	Inbound	Agent FL123		7	accepted	
2020-06-10T23:36:57-08:00-04:00	Call	Inbound	Agent FL123		2	accepted	
2020-06-10T23:30:21-08:00-04:00	Call	Inbound	Agent FL123		5	Missed Call	
2020-06-10T22:43:32-08:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	
2020-06-10T22:42:06-08:00-04:00	Call	Inbound	Agent FL123		2	Missed Call	
2020-06-10T17:41:10-08:00-04:00	SMS		Agent FL123	Text SMS using a RingCentral Developer account - reply message ...	2		
2020-06-10T17:30:15-08:00-04:00	Call	Inbound	Agent FL123		2	accepted	
2020-06-10T17:23:16-08:00-04:00	Call	Inbound	Agent FL123		1	accepted	
2020-06-10T17:06:28-08:00-04:00	Call	Inbound	Agent FL123		2	accepted	
2020-06-10T12:58:39-08:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	
2020-06-10T12:21:17-08:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	
2020-06-10T09:43:25-08:00-04:00	Call	Inbound	Agent FL123		1	Missed Call	

EcoLink Integrated Solutions

RingCentral AMS360 powered by Verifone amazon web services REMOTE WORK READY

SMS/Call Stats

Search by Phone Number

Grouped Conversations
Timeline

File Attachments

RingCentral
Click-to-Dial

**CONNECT.
MANAGE.
GROW.**



1500 E 4th St., Ste 132
Austin, TX 78701- USA

info@businessecosphere.com
www.businessecosphere.com

800.501.2756