

CALL ROUTER

Advanced,
Salesforce-native,
call routing
solutions for high-
performance teams



**Integrates with
Amazon Connect**



**Integrates with
Service Cloud Voice**



**Integrates with
Omni-Channel**



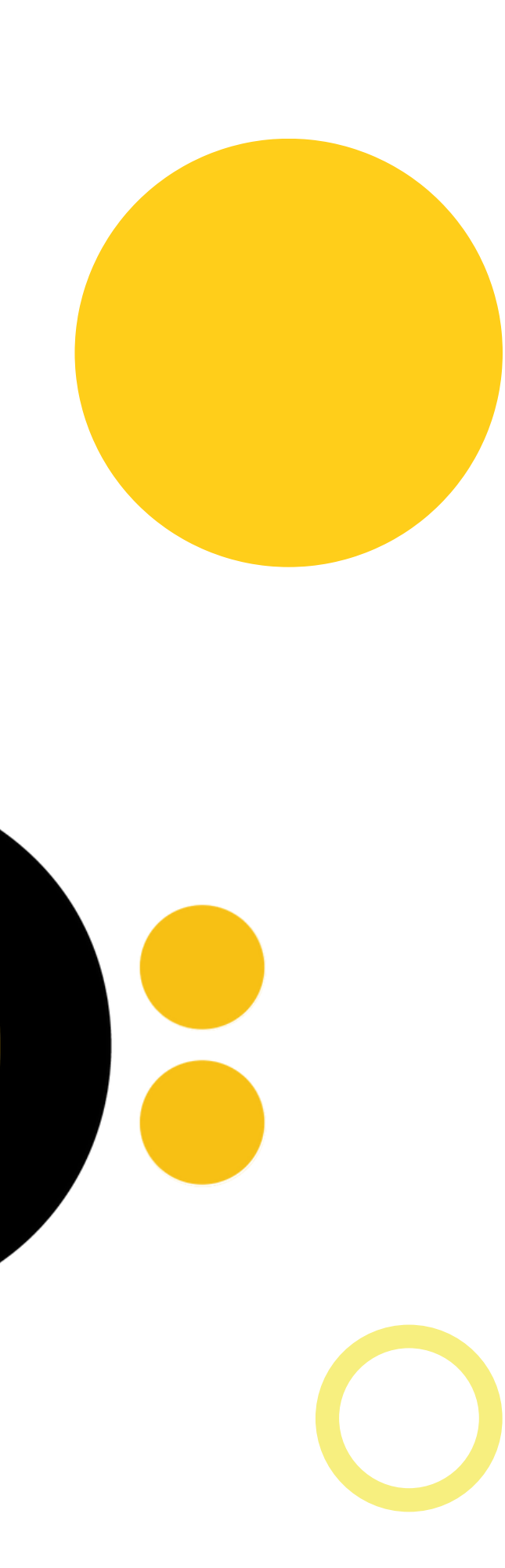
**Data-driven call
assignment**



**Optimized Agent
Matching**

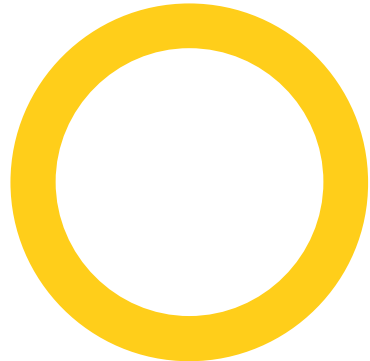


**Centralised point
and click rules**



Introducing...

CALL ROUTER

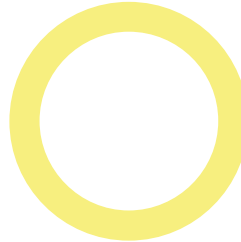
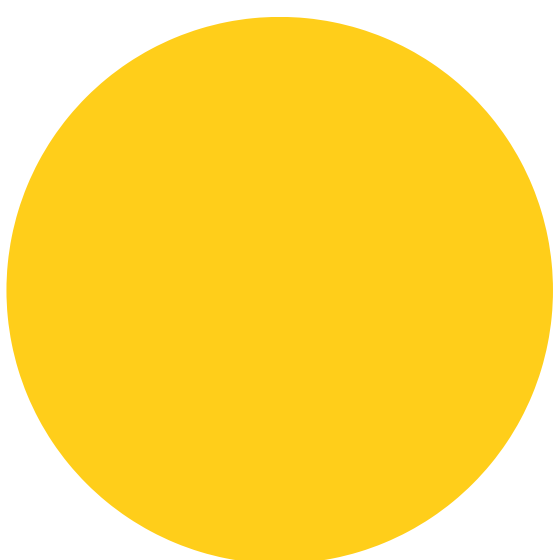


Call Router is the next-gen solution for Salesforce call management. This native Salesforce app seamlessly integrates with Amazon Connect and Service Cloud Voice, providing advanced call routing capabilities.

It's designed to connect callers with the most appropriate agents quickly, significantly boosting customer satisfaction and operational effectiveness.

A game-changing upgrade for Omni-Channel communication, Call Router is the ideal solution for businesses seeking to optimize their call handling processes.





THE Q-ASSIGN PLATFORM

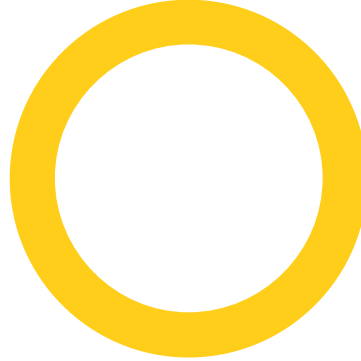
Q-assign is the #1 automated assignment application on the AppExchange. 100% native to Salesforce, Q-assign has over 80 reviews and is considered a must-have app for Enterprises wishing to drive productivity and performance to the max.



Call Router is built into the Enterprise edition of Q-assign. For small-to-medium sized organizations it is also available as a standalone app which ships with a lighter version of Q-assign.



Either way, Call Router is powered by Q-assign, the most advanced routing application on the AppExchange





TESTIMONIALS



Eliminated the need for headcount to manually triage cases. We can adjust in real-time, eliminating lost time waiting on IT to change code. Great solution. Great support!

Anthony Johnson - **Sage**

Flexible/Fast and probably the best routing solution. We are extremely happy. We have not come up with any use case that is not possible to achieve with this solution. Extremely responsive. They take feedback seriously and keep evolving the product.

Anuj Kapoor - **EF Education First**

Excellent. The Ortoo support team has been a true asset. Patient, thorough and quick to respond

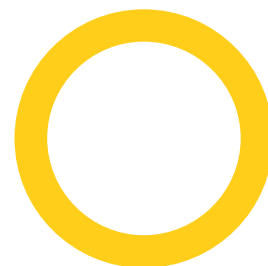
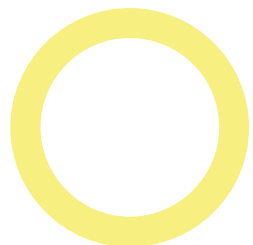
Tracie Giamanco - **Splunk**

Ortoo stood out as the clear winner on the flexibility of the solution, but they were also a delight to work with. Lost track of the times I said "I don't think this is possible but xyz" and the response was "oh yes, we can do that!"

Milana Richardson - **SunPower**

Great routing app. Working in the Service Cloud, I was impressed by Q-assign, as it helped in completing our Case routing requirements. The team is very helpful. Their support is just awesome!

Monini Rokade - **Accenture**





FEATURES



REAL-TIME CALL HANDLING

Seamlessly integrates with Amazon Connect and Salesforce Service Cloud Voice for efficient call management





PRE-ROUTING ANALYSIS

Callers prompted for information
(Language, Product Type, Order
Status) before being passed to
Omni-channel



OMNI-CHANNEL UPGRADE

Q-assign takes over the routing decision decision from Omni Channel in real-time, leveraging advanced algorithms and Salesforce data



DATA-DRIVEN DECISIONS

Uses caller-provided information along with agent availability, skills, and workload for routing





ADVANCED ROUTING CAPABILITY

Offers more sophisticated
routing mechanisms, improving
the match between caller needs
and agent expertise



CENTRALIZED RULE MANAGEMENT

Empowers managers to configure and manage routing rules via a user-friendly interface, without needing Salesforce Administrators or IT



OPTIMIZED PERFORMANCE

Precision agent-matching ensures calls are routed to the most suitable agents, increasing sales success and improving service ticket resolution



MAXIMIZED PRODUCTIVITY

Efficient management of agent skills and workload enables accurate workload calculations, optimized load-balancing and maximum productivity





100% NATIVE TO SALESFORCE

Leverages existing Salesforce
data for informed routing
decisions, maintaining data
integrity and security





ENHANCED CSAT

Because callers are quickly connected to the right agent, customer experience is enhanced



SCALABLE AND FLEXIBLE

Trigger specific, tailored actions such as sending follow-up emails, creating tasks based on case attributes or re-assignment

USE CASES INCLUDE...

CUSTOMER SERVICE

Enhancing ticket resolution efficiency and customer satisfaction in service-oriented call centers

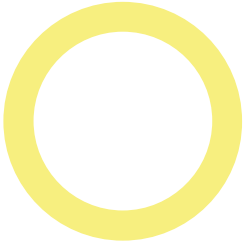
SALES

Optimizing lead handling and conversion rates by connecting prospects to the most suitable sales representatives

MULTI-LINGUAL SUPPORT

Routing calls based on language preferences to relevant agents



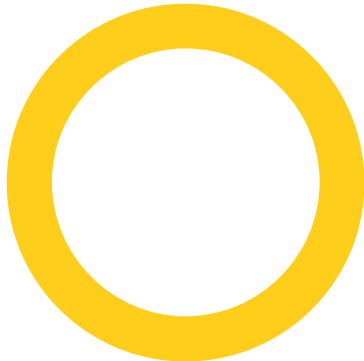


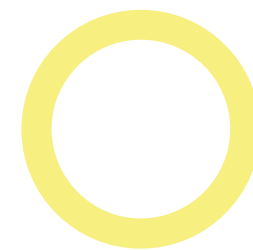
DEMO / DISCOVERY

If you think you might have a use case for Call Router or, in fact, any of our business productivity apps, please don't hesitate to reach out and book a demo or discovery call.

We offer unlimited pre-sales support and we don't charge a penny for it. Just get in touch, tell us about your main business challenges and we'll see if we can't come up with some outstanding solutions.

To book a demo or discovery call, email **sales@ortooapps.com**



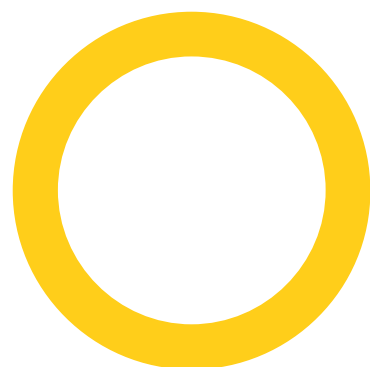


FREE 30-DAY TRIAL

We also offer a free 30-day trial. That's right. We have so much faith in our solutions that we're willing to let you test out our products for free. That's the full package, with all features enabled and no strings attached.

And by the way, that's a fully supported trial. We're happy to help you configure the app(s) to your specific use case.

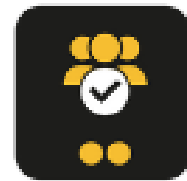
To find out more, email **[sales @ortooapps.com](mailto:sales@ortooapps.com)**





OUR PORTFOLIO

Our ever-growing portfolio of business productivity apps are all available on a free 30-day trial from the AppExchange. Our specialty is team effectiveness, so the chances are, if you have pain-points around productivity and performance, we've got a solution for you.



Q-assign



**Q-assign
for Service**



**Case
Orchestrator**



**Email-to-
anything**



**Email-to-
Case
Ultimate**



**Call
Router**

To find out more, email [**sales @ortooapps.com**](mailto:sales@ortooapps.com)