



01 TELEPHONY

Inbound voice & routing

Every call reaches the right team, first time.

MODULE SCOPE

SIP trunks, inbound and outbound routes, IVR menus, time-based schedules and custom destinations are configured from one screen set. Official audio packs in Portuguese, Spanish and English, music on hold and answering-machine detection come ready to use.

WHAT YOU GET

- ✓ Multi-level IVR with schedule and client identification.
- ✓ Blacklists and do-not-call rules applied before the ring.
- ✓ Pause reasons, queue priorities and recording format per campaign.

BUSINESS VALUE

Shorter waits, fewer transfers and consistent service inside and outside office hours.

HOW WE DELIVER

01

Discover

Channels, queues, teams, numbers and the systems to connect.

02

Configure

Campaigns, IVR, forms, dispositions, roles and branding.

03

Connect

SIP trunks, WhatsApp lines, social accounts, mailboxes and the service desk.

04

Go live

Agent training, supervised first days and the indicators to follow.

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APP

01 TELEPHONY

Inbound voice & routing

WHO USES IT

👤 Telephony administrator

👤 Supervisor

THE SOLUTION

SIP trunks, inbound and outbound routes, IVR menus, time-based schedules and custom destinations are configured from one screen set. Official audio packs in Portuguese, Spanish and English, music on hold and answering-machine detection come ready to use.

HIGHLIGHTS

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- ✓ Pause reasons, queue priorities and recording format per campaign.

BUSINESS VALUE

Shorter waits, fewer transfers and consistent service inside and outside office hours.

HOW IT WORKS

- 01** Trunks and numbers: SIP trunks registered, inbound routes per DID, outbound routes with dial patterns and failover.

SIP

- 02** IVR menus with announcements, options, time-of-day schedules and holiday calendars.

IVR

- 03** Queues per campaign with strategy, priority, wrap-up time and music on hold.

Queues

- 04** Routing tools: custom destinations, client identification by caller ID and blacklists.

Routing

TECHNICAL NOTES

Signalling SIP over UDP, TCP or TLS; WebRTC for agents

Audio Official packs PT-AO, PT-BR, ES, EN; WAV/MP3 uploads

Detection Answering-machine detection, pause sets, recording format per campaign

Capacity Sized per concurrent calls and agents in the proposal

WORKS WITH

03 Agent console

02 Outbound campaigns & dialer

08 Reports & recordings

DELIVERED WITH

**Configured campaigns**

Queues, IVR, forms, dispositions and roles ready on day one.

**Training**

Agents, supervisors and administrators, in Portuguese.

**Runbook & backups**

Operations guide, backup schedule and restore test.

**Support agreement**

Response times, updates and a named ISOFT contact.



CAMPAIGN	TYPE	PROGRESS
Renewals Q4	Dialer	862 / 1,240
Loan offers	Preview	410 / 640
Satisfaction survey	Manual	300 / 300
Overdue invoices	Dialer	530 / 2,100
Welcome calls	Preview	44 / 180

02 CAMPAIGNS

Outbound campaigns & dialer

Manual, preview or dialer: the campaign type that fits the list.

MODULE SCOPE

Contact lists are imported from CSV with cleaned numbers and duplicate checks. Campaigns are created from reusable templates, so a new product launch inherits its queue, dispositions, forms and agents in a few clicks.

WHAT YOU GET

- ✓ Predictive and progressive dialer with pacing per campaign.
- ✓ Preview mode shows the contact record before the call starts.
- ✓ Scheduled callbacks and retry rules for busy or unanswered numbers.

BUSINESS VALUE

More conversations per agent hour, with the list, the script and the outcome in one place.

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02 CAMPAIGNS

WHO USES IT

Outbound campaigns & dialer

Campaign manager

Supervisor

Agent

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- ✓ Predictive and progressive dialer with pacing per campaign.
- ✓ Preview mode shows the contact record before the call starts.
- ✓ Scheduled callbacks and retry rules for busy or unanswered numbers.

BUSINESS VALUE

More conversations per agent hour, with the list, the script and the outcome in one place.

HOW IT WORKS

- 01** Contact lists imported from CSV with cleaned numbers, duplicate checks and custom fields.

Lists

- 02** Campaign created from a template: type, queue, dispositions, forms, agents and schedule.

Templates

- 03** Dialer pacing, retries, answering-machine handling and callback rules per campaign.

Dialer

- 04** Results per list and per agent, with the dialer board and CSV export.

Results

TECHNICAL NOTES

Types	Manual, preview, predictive and progressive dialer
Lists	CSV; blacklist and do-not-call applied on load
Callbacks	Scheduled per contact and per agent, visible in the console
Compliance	Calling hours by schedule group; do-not-call lists

WORKS WITH

01 Inbound voice & routing

09 Forms, dispositions & audits

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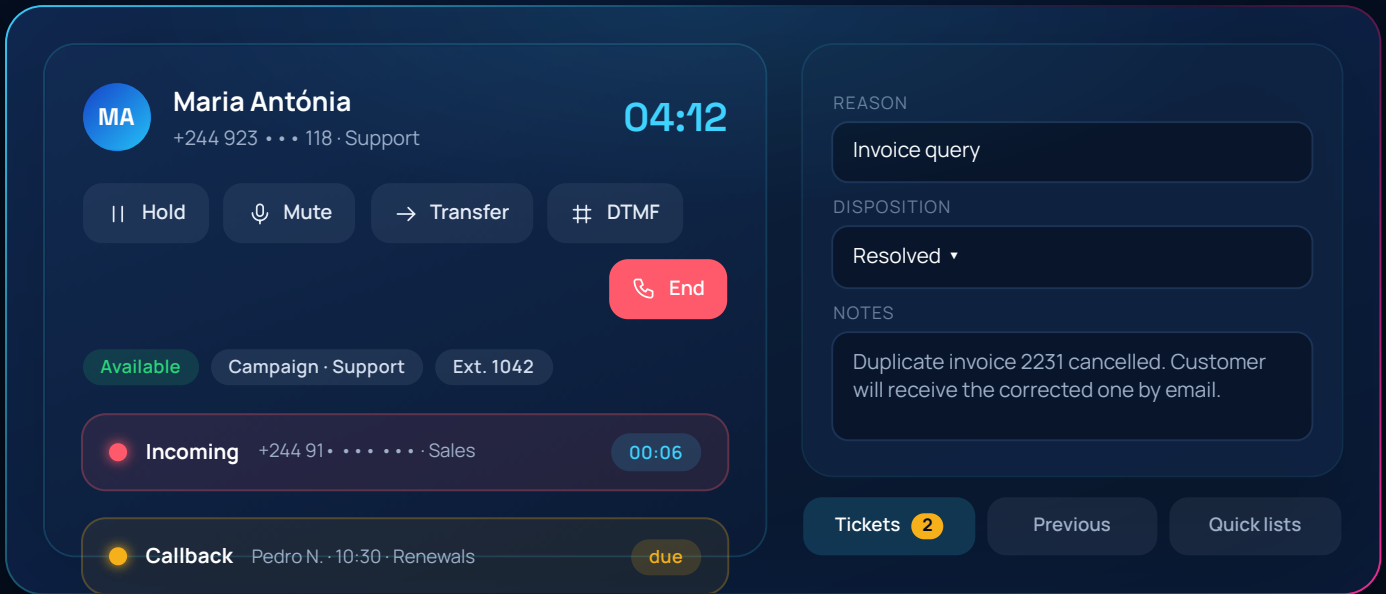
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APP



03 MY WORK

Agent console

A complete workstation in the browser. No desk phone needed.

MODULE SCOPE

Agents sign in and the WebRTC softphone registers automatically. Dialpad, answer and reject, hold, mute, transfer and DTMF sit next to the call form, the disposition list and the quick lists used for transfers. Tickets and previous conversations slide in from the right edge.

WHAT YOU GET

- ✓ One screen for voice, WhatsApp, Messenger, Instagram and email.
- ✓ Quick lists of up to 5,000 numbers for one-click transfers.
- ✓ Callbacks, pauses and assigned campaigns visible at all times.

BUSINESS VALUE

Faster handling and shorter training: everything an agent needs is one click away.

HOW WE DELIVER

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03 MY WORK

Agent console

WHO USES IT

Agent

Team lead

THE SOLUTION

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- ✓ One screen for voice, WhatsApp, Messenger, Instagram and email.
- ✓ Quick lists of up to 5,000 numbers for one-click transfers.
- ✓ Callbacks, pauses and assigned campaigns visible at all times.

BUSINESS VALUE

Faster handling and shorter training: everything an agent needs is one click away.

HOW IT WORKS

- 01** Sign-in registers the WebRTC softphone; presence and pauses are tracked separately from the phone.
Softphone
- 02** Inbound and outbound calls with hold, mute, blind transfer, DTMF and quick lists.
Calls
- 03** Call form, disposition and notes saved on the contact; callbacks scheduled in place.
Forms
- 04** Chats, emails, tickets and previous conversations in side panels.
Omnichannel

TECHNICAL NOTES

Browser	Chrome or Edge, microphone permission, HTTPS
Audio	Opus or G.711 over WebRTC through the platform's secure WebSocket
Quick lists	Up to 5,000 numbers per list, available to every agent
Languages	PT-AO, PT-BR, ES, EN; light and dark mode

WORKS WITH

04 WhatsApp

09 Forms, dispositions & audits

10 Tickets & ITSM integration

DELIVERED WITH

**Configured campaigns**

Queues, IVR, forms, dispositions and roles ready on day one.

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APP

S

Sales line

+244 93* · QR paired

Hello, I would like to renew my plan.

Good afternoon! I can do that now. Which number is the plan on?

923 118 ... thanks

Done. The new plan starts tomorrow. Anything else?

Perfect, thank you! 🙏



PAIR BY QR

Cloud API

Round robin

Re-offer · 2 min

Call → callback

04 CHANNELS

WhatsApp

Official Cloud API or an ordinary number paired by QR.

MODULE SCOPE

Connect a line through the Meta Cloud API, or pair an existing number by scanning a QR code with no third-party provider. Chats are distributed to one agent by the campaign strategy and re-offered after two minutes without an answer. On Cloud API lines with Calling enabled, WhatsApp calls ring in the queue like any other call.

WHAT YOU GET

- ✓ Text, images, documents and audio in both directions.
- ✓ WhatsApp calls answered by agents and placed from the chat on Cloud API lines.
- ✓ On QR lines calls are declined and turned into callbacks automatically.

BUSINESS VALUE

Serve customers on the channel they already use, with the same queue rules as voice.

HOW WE DELIVER

01

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Channels, queues, teams, numbers and the systems to connect.

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04 CHANNELS

WhatsApp

WHO USES IT

 Channel administrator

 Agent

 Supervisor

THE SOLUTION

Connect a line through the Meta Cloud API, or pair an existing number by scanning a QR code with no third-party provider. Chats are distributed to one agent by the campaign strategy and re-offered after two minutes without an answer. On Cloud API lines with Calling enabled, WhatsApp calls ring in the queue like any other call.

HIGHLIGHTS

- ✓ Text, images, documents and audio in both directions.
- ✓ WhatsApp calls answered by agents and placed from the chat on Cloud API lines.
- ✓ On QR lines calls are declined and turned into callbacks automatically.

BUSINESS VALUE

Serve customers on the channel they already use, with the same queue rules as voice.

HOW IT WORKS

- 01** Line connected through the Meta Cloud API with approved templates, or paired by QR with an existing number.

Lines

- 02** Inbound chats distributed by the campaign strategy and re-offered after two minutes.

Distribution

- 03** Agents reply with text, media and templates; free-text start and reopen on QR lines.

Replies

- 04** WhatsApp calls in and out on Cloud API lines with Calling enabled: they ring in the queue until an agent answers, callback after 25 s; on QR lines calls are declined and turned into callbacks.

Calls

TECHNICAL NOTES

Providers	Meta Cloud API; QR pairing (WhatsApp Web protocol)
Calls	Cloud API lines with Calling: inbound to the queue, outbound from the chat; QR lines: callback only
Templates	Managed per line; required to start conversations on the Cloud API
Monitoring	Line state visible to supervisors; chats reported like calls

WORKS WITH

03 Agent console

07 Live supervision & follow-up

05 Messenger, Instagram & Telegram

DELIVERED WITH



Configured campaigns

Queues, IVR, forms, dispositions and roles ready on delivery



Training

Agents, supervisors and administrators, in Portuguese.



Runbook & backups

Operations guide, backup schedule and restore test.



Support agreement

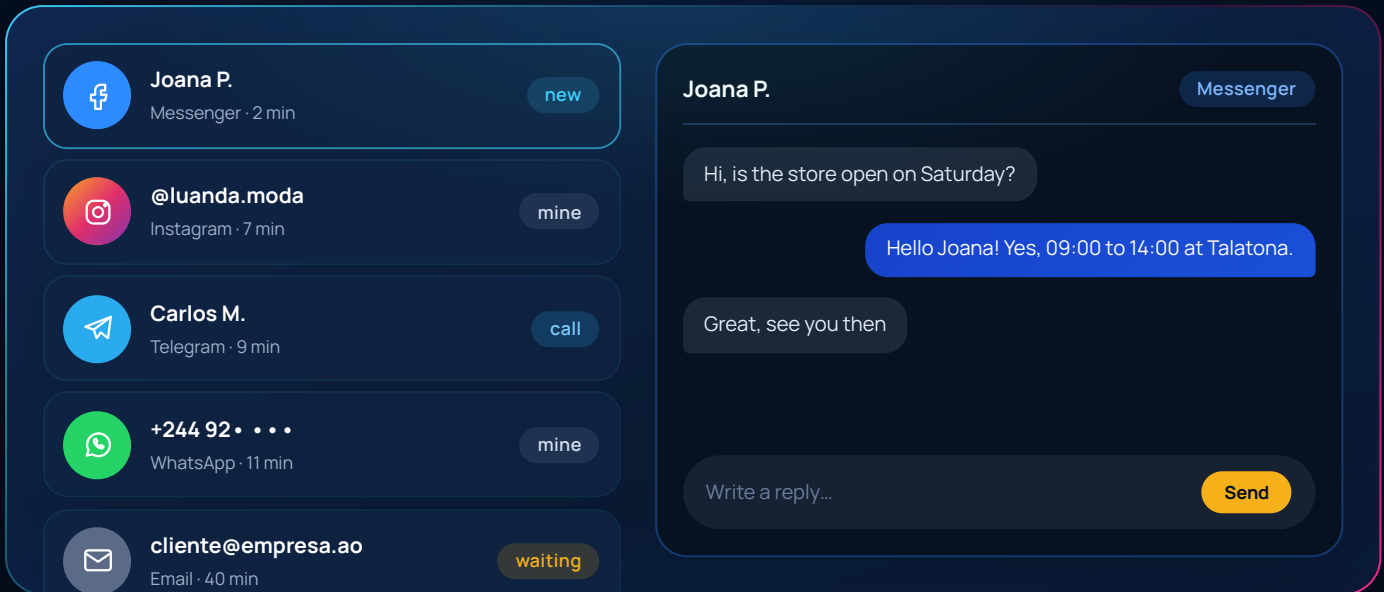
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APP



05 CHANNELS

Messenger, Instagram & Telegram

Social and messaging apps in the same inbox as everything else.

MODULE SCOPE

Facebook pages and Instagram accounts connect through the official Graph API, and a Telegram account with its own credentials. Messages arrive in the agent console with the contact history, are distributed like any other chat and are reported on with the same indicators; Telegram calls go through the contact centre like WhatsApp calls.

WHAT YOU GET

- ✓ Several pages, accounts and one Telegram account per campaign, alongside WhatsApp.
- ✓ Replies with text and media, inside each platform's messaging windows.
- ✓ Telegram voice calls answered in the queue and placed from the chat.

BUSINESS VALUE

One team answers social media and messaging apps with service-desk discipline instead of a shared phone.

HOW WE DELIVER

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05 CHANNELS

WHO USES IT

Messenger, Instagram & Telegram

Channel administrator

Agent

THE SOLUTION

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- ✓ Several pages, accounts and one Telegram account per campaign, alongside WhatsApp.
- ✓ Replies with text and media, inside each platform's messaging windows.
- ✓ Telegram voice calls answered in the queue and placed from the chat.

BUSINESS VALUE

One team answers social media and messaging apps with service-desk discipline instead of a shared phone.

HOW IT WORKS

- Facebook pages and Instagram accounts connected with the official Graph API through a public HTTPS webhook; a Telegram account connected with its own credentials.
Accounts
- Messages routed to campaigns and distributed like any other chat; a campaign can carry WhatsApp and Telegram together.
Routing
- Replies with text and media inside each platform's messaging windows; Telegram chats started from a phone number.
Replies
- Telegram calls in and out through the contact centre: inbound rings in the queue, outbound from the chat; no agent in time means a callback.
Calls

TECHNICAL NOTES

API	Meta Graph API (Messenger Platform, Instagram Messaging); Telegram user account (bots cannot call)
Requirements	Verified Meta business, page and account permissions, public HTTPS endpoint
Telegram	One account per campaign, assignable later; credentials kept on the bridge only
Accounts	Several pages and accounts per campaign

WORKS WITH

04 WhatsApp

06 Email

07 Live supervision & follow-up

DELIVERED WITH

**Configured campaigns**

Queues, IVR, forms, dispositions and desktop shortcuts

**Training**

Agents, supervisors and administrators, in Portuguese.

**Runbook & backups**

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support@isoft.co.ao	sales@isoft.co.ao	billing@isoft.co.ao	+ Microsoft 365
Proforma 2231 – payment confirmation	contab@cliente.ao	support@	New
Access to the portal	j.santos@empresa.ao	support@	Answered
Quote for 40 licences	compras@grupo.ao	sales@	Mine
Invoice duplicate	m.lopes@mail.com	billing@	Waiting 3 h
Change of address	r.cardoso@mail.com	support@	New
Contract renewal – 12 months	dir@transportes.ao	sales@	Answered

06 CHANNELS

Email

Mailboxes handled like queues, not like inboxes.

MODULE SCOPE

Several mailboxes can feed one campaign over IMAP and SMTP, including Exchange and Microsoft 365 with modern authentication. New messages are distributed to agents, answered from a template or free text, and closed emails are moved to the mailbox's Archive folder.

WHAT YOU GET

- ✓ Shared mailboxes for support, sales and billing in one campaign.
- ✓ Archive on close keeps Outlook and Call Links in step.
- ✓ Follow-up board shows emails waiting for a reply and for how long.

BUSINESS VALUE

No lost emails and no double replies, with response times you can measure.

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Channels, queues, teams, numbers and the systems to connect.

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06 CHANNELS

Email

WHO USES IT

Channel administrator

Agent

Supervisor

THE SOLUTION

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- ✓ Archive on close keeps Outlook and Call Links in step.
- ✓ Follow-up board shows emails waiting for a reply and for how long.

BUSINESS VALUE

No lost emails and no double replies, with response times you can measure.

HOW IT WORKS

- 01 Mailboxes added with IMAP/SMTP or Microsoft 365 modern authentication; several per campaign.

Mailboxes

- 02 New messages fetched and distributed to agents; group email enabled per agent group.

Distribution

- 03 Replies from templates or free text, with attachments; threads kept per contact.

Replies

- 04 Closed emails moved to the mailbox Archive folder; waiting time on the follow-up board.

Archive

TECHNICAL NOTES

Protocols	IMAP, SMTP; Exchange and Microsoft 365 (OAuth)
First fetch	Imports the whole folder; start from a clean folder or a date
Archive	Closed messages moved server-side; hidden from Call Links lists
Reporting	Answered, waiting and archived counts per mailbox

WORKS WITH

05 Messenger, Instagram & Telegram

07 Live supervision & follow-up

08 Reports & recordings

DELIVERED WITH



Configured campaigns

Queues, IVR, forms, dispositions and roles ready on day one.



Training

Agents, supervisors and administrators, in Portuguese.



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APP



07 OVERVIEW & QUALITY

Live supervision & follow-up

See the floor in real time and act before customers notice.

MODULE SCOPE

The dashboard and the live wallboard show queues, agent states and waiting contacts across every channel. The follow-up page lists conversations without an answer, overdue callbacks and open tickets per agent, against delay thresholds the administrator sets.

WHAT YOU GET

- ✓ Listen, whisper and barge on live calls.
- ✓ Thresholds for first reply, waiting chats, emails and tickets.
- ✓ Per-agent view of open work on every channel.

BUSINESS VALUE

Supervisors manage by exception, with the evidence on screen.

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Channels, queues, teams, numbers and the systems to connect.

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07 OVERVIEW & QUALITY

Live supervision & follow-up

WHO USES IT

Supervisor

Manager

THE SOLUTION

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HIGHLIGHTS

- ✓ Listen, whisper and barge on live calls.
- ✓ Thresholds for first reply, waiting chats, emails and tickets.
- ✓ Per-agent view of open work on every channel.

BUSINESS VALUE

Supervisors manage by exception, with the evidence on screen.

HOW IT WORKS

- 01** Dashboard and wallboard: queues, agent states, waiting contacts per channel.
Live
- 02** Listen, whisper and barge on live calls; agent pause and logout from the board.
Actions
- 03** Follow-up page: unanswered conversations, overdue callbacks, open tickets per agent.
Follow-up
- 04** Thresholds for first reply, waiting chats, emails and tickets, set by administrators.
Thresholds

TECHNICAL NOTES

Refresh	Live data from the platform's real-time store
Scope	Campaigns and agents the supervisor is allowed to see
Defaults	First reply 2 min, chat waiting 5 min, email 4 h, ticket 3 days
Roles	Administrator, manager and supervisor

WORKS WITH

03 Agent console

08 Reports & recordings

10 Tickets & ITSM integration

DELIVERED WITH

**Configured campaigns**

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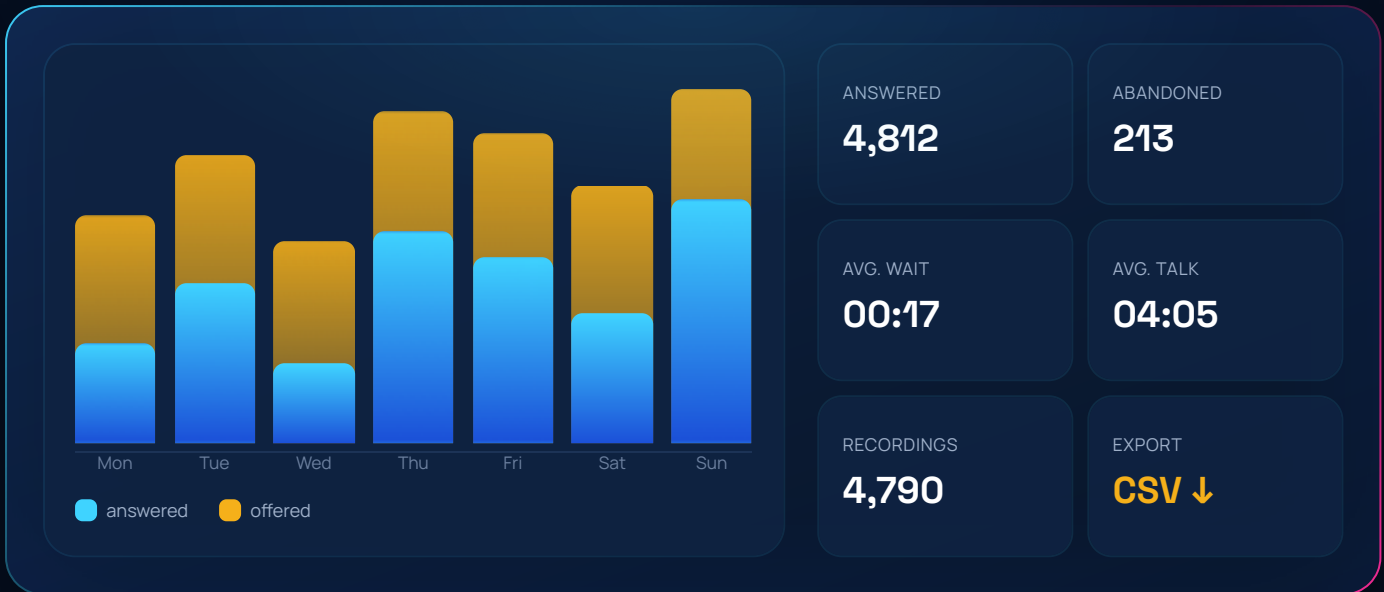
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APP



08 QUALITY

Reports & recordings

Every indicator the operation needs, exportable.

MODULE SCOPE

Reports cover calls, agents, campaigns, dispositions, dialer results and channel activity, with missed and rejected rings told apart. Recordings are searched by date, campaign, agent, number or disposition and played back or downloaded from the browser.

WHAT YOU GET

- ✓ Daily, weekly and custom periods with CSV export.
- ✓ Dialer board with reached, busy, no-answer and callback counts.
- ✓ Recording retention and format set per campaign.

BUSINESS VALUE

Management decisions based on the same numbers the team sees every day.

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08 QUALITY

Reports & recordings

WHO USES IT

Manager

Supervisor

Quality auditor

THE SOLUTION

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HIGHLIGHTS

- ✓ Daily, weekly and custom periods with CSV export.
- ✓ Dialer board with reached, busy, no-answer and callback counts.
- ✓ Recording retention and format set per campaign.

BUSINESS VALUE

Management decisions based on the same numbers the team sees every day.

HOW IT WORKS

- 01 Call reports by campaign, agent, period and disposition; missed and rejected rings told apart.
Calls
- 02 Agent reports: sessions, pauses, talk time and dispositions.
Agents
- 03 Dialer board: reached, busy, no answer and callbacks per list.
Dialer
- 04 Recordings searched by date, campaign, agent, number or disposition; play or download.
Recordings

TECHNICAL NOTES

Export	CSV from every report
Retention	Recording retention and format set per campaign
Channels	Chats and emails reported with calls
Access	Per role; recordings restricted to supervisors and auditors

WORKS WITH

07 Live supervision & follow-up

09 Forms, dispositions & audits

02 Outbound campaigns & dialer

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APP

Call form · Support

PRODUCT

Fibre 100 ▾

ISSUE

No connection since 09:00

BRANCH

Talatona ▾

CALLBACK

14 Oct · 10:30

Resolved Escalated Callback Not interested

Quality audit

8.5 / 10

Greeting

Identification

Solution

Closing

Observation: confirm the ticket number before closing.

09 CAMPAIGNS & QUALITY

Forms, dispositions & audits

Capture the outcome of every contact and check its quality.

MODULE SCOPE

Campaign forms are built with text, number, date and dynamic list fields and appear inside the call. Dispositions classify the result, trigger a form or a callback, and quality auditors review them with a score and observations the agent sees in My forms.

WHAT YOU GET

- ✓ Form answers linked to the recording and the contact record.
- ✓ CRM interaction: open a customer page or post the call data to your system.
- ✓ Audits restricted to administrators and managers.

BUSINESS VALUE

Clean data at the end of every contact and a quality loop that closes.

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09 CAMPAIGNS & QUALITY

WHO USES IT

Forms, dispositions & audits

Campaign manager

Quality auditor

Agent

THE SOLUTION

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- ✓ CRM interaction: open a customer page or post the call data to your system.
- ✓ Audits restricted to administrators and managers.

BUSINESS VALUE

Clean data at the end of every contact and a quality loop that closes.

HOW IT WORKS

- 01** Forms built with text, number, date and dynamic list fields; assigned per campaign.

Forms

- 02** Disposition sets: outcome, triggered form or callback, CRM interaction.

Dispositions

- 03** Auditors review dispositions with a score and observations; agents see them in My forms.

Audits

- 04** External sites and systems: open a URL or post the call data on disposition.

CRM

TECHNICAL NOTES

Fields	Text, number, date, single and multiple choice, dynamic lists
CRM	URL with call parameters or HTTP POST per campaign
Audits	One audit per contact disposition; administrators and managers only
Data	Form answers linked to the recording and the contact

WORKS WITH

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Learn more



APP

#4821 · Internet down at Viana branch
P2 · Open
 Maria Antónia  from call 04:12  opened 09:42

 Created from the agent console  Assigned to Network team  Technician dispatched  Resolved
External sites & systems
URL CRM customer page opens on answer

POST Call data sent to your ERP on disposition

WEBHOOK Ticket status pushed back to the console

Service desk online iSoft ITSM · proxied, allow-listed

10 SERVICE DESK

Tickets & ITSM integration

A ticket raised during the call, tracked after it.

MODULE SCOPE

Agents open tickets in the iSoft ITSM platform without leaving the console. The ticket is linked to the contact and the conversation, its status is visible in Call Links and desk users are managed from the same screens. External sites and systems connect any CRM by URL or webhook.

WHAT YOU GET

-  Ticket list and detail pages with live status from the service desk.
-  Follow-up board flags tickets past their threshold.
-  Allow-listed, proxied integration: credentials never reach the browser.

BUSINESS VALUE

Customer requests become tracked work items instead of notes on paper.

HOW WE DELIVER
01
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Channels, queues, teams, numbers and the systems to connect.

02
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03
Connect

SIP trunks, WhatsApp lines, social accounts, mailboxes and the service desk.

04
Go live

Agent training, supervised first days and the indicators to follow.

www.isoft.ao

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info@isoft.co.ao
[Learn more](#)


APP

10 SERVICE DESK

WHO USES IT

Tickets & ITSM integration

Agent

Supervisor

Service desk manager

THE SOLUTION

Agents open tickets in the iSoft ITSM platform without leaving the console. The ticket is linked to the contact and the conversation, its status is visible in Call Links and desk users are managed from the same screens. External sites and systems connect any CRM by URL or webhook.

HIGHLIGHTS

- ✓ Ticket list and detail pages with live status from the service desk.
- ✓ Follow-up board flags tickets past their threshold.
- ✓ Allow-listed, proxied integration: credentials never reach the browser.

BUSINESS VALUE

Customer requests become tracked work items instead of notes on paper.

HOW IT WORKS

- 01** Ticket opened from the console with the contact and the conversation attached.

Open

- 02** Status, priority and assignee read live from the iSoft ITSM platform.

Live

- 03** Desk users managed from Call Links; tickets listed per agent and campaign.

Users

- 04** Follow-up board flags tickets past threshold; a webhook pushes status back.

Follow-up

TECHNICAL NOTES

Integration

Server-side proxy, allow-listed endpoints, service account

Security

Credentials never reach the browser; every route checked by role

Caching

Live reads cached 5 minutes; saved status shown when the desk is down

Scope

Tickets per campaign and per agent

WORKS WITH

03 Agent console

07 Live supervision & follow-up

11 Administration & security

DELIVERED WITH



Configured campaigns

Queues, IVR, forms, dispositions and roles ready on day one.



Training

Agents, supervisors and administrators, in Portuguese.



Runbook & backups

Operations guide, backup schedule and restore test.



Support agreement

Response times, updates and a named ISOFT contact.

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APP

	CAMPAIGNS	REPORTS	RECORDINGS	AUDITS	USERS	TELEPHONY
Administrator	☒	☒	☒	☒	☒	☒
Manager	☒	☒	☒	☒	☐	☐
Supervisor	☒	☒	☒	☐	☐	☐
Campaign manager	☒	☒	☐	☐	☐	☐
Quality auditor	☐	☒	☒	☒	☐	☐
Agent	☐	☐	☐	☐	☐	☐
Read-only	☐	☒	☐	☐	☐	☐

Users import · agents_oct.csv

PT-AO PT-BR ES EN

11 PEOPLE & SYSTEM

Administration & security

Set up in hours, governed for years.

MODULE SCOPE

Users and agents are created one by one or imported from CSV, grouped and assigned to roles with readable, grouped permissions. Every page and API route is checked against the role, with built-in roles locked. The interface runs in Portuguese (Angola and Brazil), Spanish and English, in light or dark mode, with your own logo and colours.

WHAT YOU GET

- ☒ Security audit log and external authentication (LDAP).
- ☒ Bulk import, export and delete of users.
- ☒ On-premises deployment in Docker: your data stays in your data centre.

BUSINESS VALUE

Control who sees what, prove it, and keep the platform under your governance.

HOW WE DELIVER

01

Discover

Channels, queues, teams, numbers and the systems to connect.

02

Configure

Campaigns, IVR, forms, dispositions, roles and branding.

03

Connect

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APP

11 PEOPLE & SYSTEM

Administration & security

WHO USES IT

Administrator

THE SOLUTION

Users and agents are created one by one or imported from CSV, grouped and assigned to roles with readable, grouped permissions. Every page and API route is checked against the role, with built-in roles locked. The interface runs in Portuguese (Angola and Brazil), Spanish and English, in light or dark mode, with your own logo and colours.

HIGHLIGHTS

- ✓ Security audit log and external authentication (LDAP).
- ✓ Bulk import, export and delete of users.
- ✓ On-premises deployment in Docker: your data stays in your data centre.

BUSINESS VALUE

Control who sees what, prove it, and keep the platform under your governance.

HOW IT WORKS

- 01 Users and agents created singly or imported from CSV; groups and WebPhone clients.
Users
- 02 Roles with grouped, readable permissions; built-in roles locked and reset on deploy.
Roles
- 03 Every page and API route checked against the role, deny by default.
Enforcement
- 04 Security audit log, external authentication (LDAP), branding and languages.
Security

TECHNICAL NOTES

Deployment	Docker on premises; HTTPS; daily backups
Authentication	Local accounts or LDAP; one session per user
Languages	PT-AO, PT-BR, ES, EN
Branding	Logo, colours and product name set at runtime

WORKS WITH

10 Tickets & ITSM integration

08 Reports & recordings

07 Live supervision & follow-up

DELIVERED WITH



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