



Product Feature: Inbox

Life just got easier with everything in one place

The Unified Inbox provides a single customer service hub to manage Social Media, WhatsApp, SMS and Live Chat conversations - there's no need to switch between screens to handle different channels with Orlo! With a tool that empowers them to work efficiently, your team can focus on what matters - delivering a truly great customer experience.



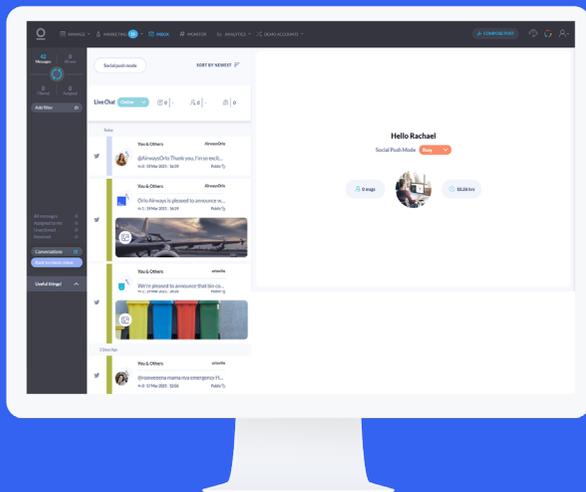
It's as simple as that!

Similar in style to your email inbox, Orlo's Inbox is familiar and intuitive, helping your team get up to speed in a jiffy. With Conversations Mode, you can switch between message views at the click of a button. And with only one system to learn, there's no further training required when you add new channels - bonus!



You've got mail

Manage your messages with colour coded sentiment detection and actioned statuses, helping your team know what the top priorities are at a glance. With our predictive text and Snippets features, you can reply to messages with ease, reducing your time to serve and ensuring all responses fit the bill.





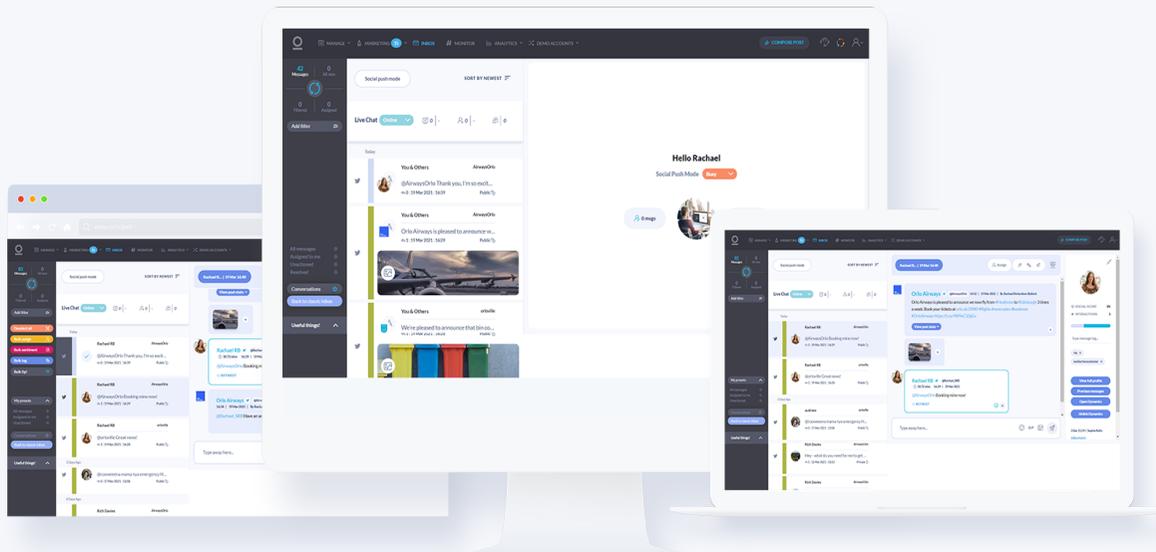
A helping hand

Orlo's Inbox is jam-packed full of features to help you communicate with your customers and each other. Internal collaboration is made simple with the ability to quickly add notes against customers or messages and assign or forward messages to colleagues to review - you can even share outside of the platform. Received a message in another language? No problem! Use our built-in translator to read and reply to messages in a whole host of languages.



All together now

Say goodbye to data silos and hello to a unified, cross-channel approach. Switch on Social Push Mode to push messages from any network to available agents, increasing team efficiency. Monitor the performance of your posts from within the Inbox and plug in your CRM of choice, so there's no need to switch screens to get the most out of an interaction on social.



ORLO.TECH // INBOX



Join the herd

Want to find out more or see our platform in action?

There's always a member of Team Orlo who's happy to have a chat, answer any questions and welcome you to the Orlo herd!



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