

AI and human agents. One team.

The 2026 guide to the new indigitall Contact Center:
seamless bot to human hand-off, smarter routing, and
support data that powers marketing.

Agent Panel ● Online JL

	Laura M. Can I move my delivery to Friday? HANDED OFF BY AI AGENT	now
	Daniel R. I need help with my invoice address BILLING	2 min 2
	Sofia P. Thanks, that solved it	4 min

 AI ASSISTANT · SUGGESTED REPLY

Of course, Laura. I can see your order for Thursday. Friday between 10 and 14h is available. Shall I confirm it?

— INSIDE THIS GUIDE

No customer should have to repeat themselves.

Bots answer fast. People solve the hard cases. The problem has always been the gap between them. This guide shows how the new indigitall Contact Center closes that gap, and what to set up in your first 30 days.

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Who this is for: customer service, CX and operations leaders who run support on WhatsApp, web chat or app chat, and want bots and agents to work as one team without losing control or data.

WHY THE HAND-OFF MATTERS

The bot said hello. Then the thread broke.

Most support teams already have automation and people. What they rarely have is a single thread that connects them, so the customer starts again every time a conversation changes hands.



01

Cold hand-offs

The agent opens a chat with no history, no profile and no idea what the bot already tried. The customer explains everything twice.



02

Gaps in coverage

Chats arrive after hours, on holidays, or during a campaign burst. Some wait too long, and some are never picked up at all.



03

Data stuck in the inbox

What agents learn in every conversation stays in the support tool, invisible to the teams who segment and market.

THE SHIFT

In the new indigitall Contact Center, AI bots and human agents work as one team. They hand off seamlessly with full context, so no customer ever repeats themselves, and nothing falls through the cracks.

— THE NEW CONTACT CENTER AT A GLANCE

Easier to run. Built for scale.

An AI-powered contact center to handle inbound conversations, automate support, supervise agents and deliver great CX at scale, with a brand-new interface and dedicated roles.

AI + Human

Seamless hand-off in the same thread

3

Preconfigured, editable roles, plus unlimited custom roles

6

Analytics sheets in one export

No repeats

No repeated questions for your customers

Smart routing

By shift, language or specialty

x20

Faster dispatch engine across campaigns and the Contact Center

— FOUR WINS FOR YOUR OPERATION



Every chat finds the right agent

Groups by shift, language or specialty route conversations automatically.



Never miss a conversation

Business hours, holidays and auto-assignment timeouts keep every chat covered, even after hours.



Support data that powers marketing

Tags set by agents update the customer's CDP profile in real time.



One export, the whole story

Six sheets, one download: conversations, messages, agent sessions, availability and closing forms.



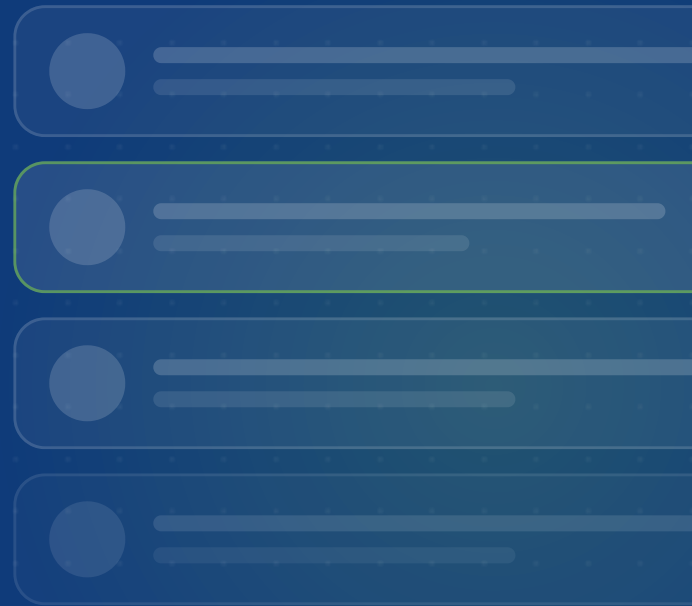
Channels in the new Contact Center: WhatsApp (Cloud API), Web Chat and App Chat, all in one inbox with one universal contact ID across sessions and channels.

02

AI AND HUMAN AGENTS

Working as **one team.**

Bots resolve what they can and hand off the rest to the right person, with the full conversation already loaded. Agents get a focused inbox and an AI Assistant at their side.



— HUMAN HAND-OFF WITH FULL CONTEXT

No cold hand-offs. Ever.

When a case needs a person, the agent receives the full conversation history, the customer profile and the resolution steps already attempted.



RESULT

 One thread

 Full history

 No repeated questions



Bots that resolve

Pathbot runs Classic, LLM or Hybrid bots on one platform, and Typebot and DialogFlow hybrid flows plug in too. GenAI bots learn from PDF, TXT, URLs and your sitemap.



Guardrails built in

Fallback detection, a security filter, and a monthly cost cap with alerts at 80% and 100%. An optional AI disclaimer is translated automatically.



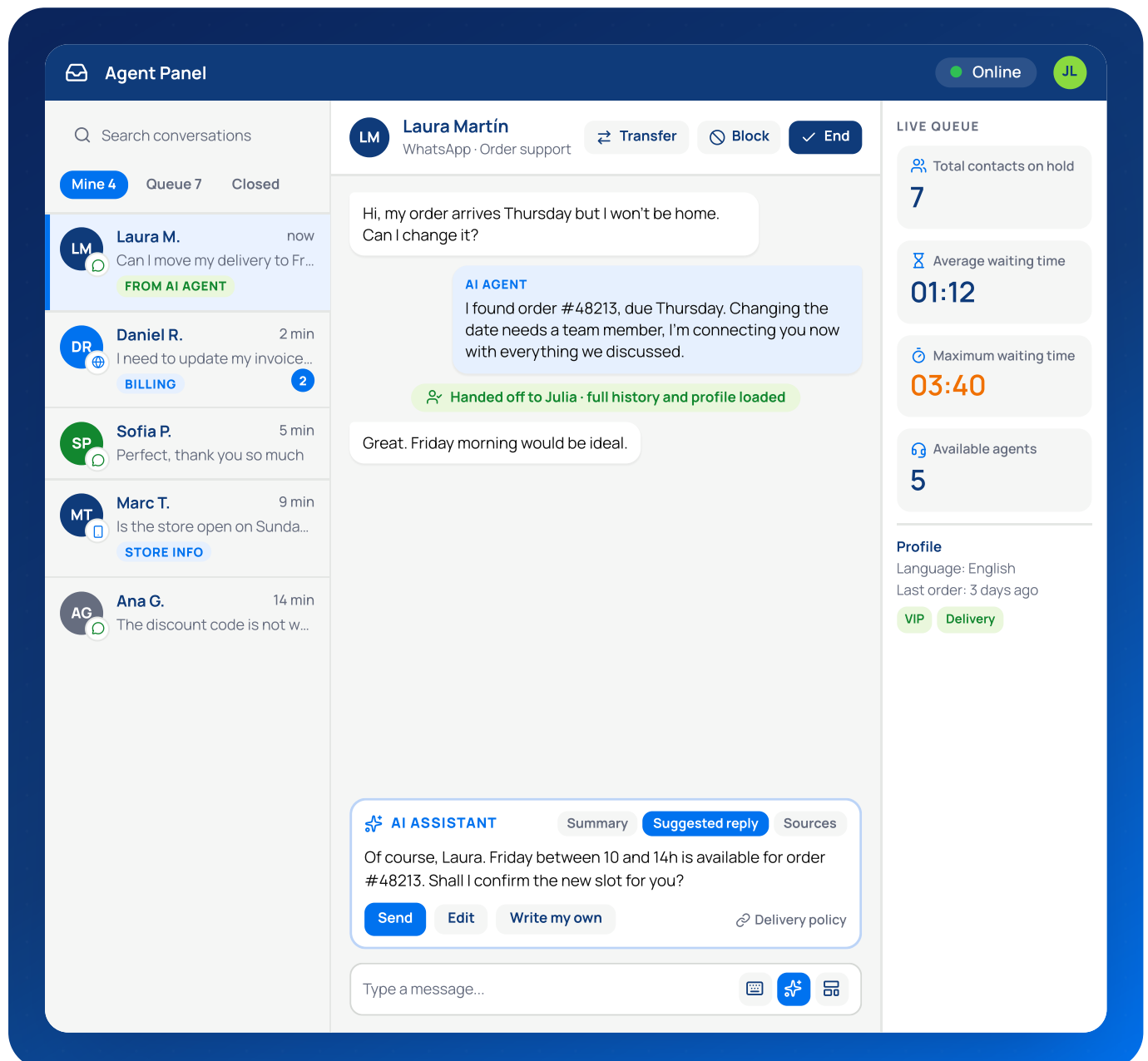
Chat slicing for campaign peaks

Launching a big campaign that invites replies? Chat slicing throttles the burst of incoming conversations so your agents are never overloaded.

THE AGENT PANEL

A focused inbox for fast resolution.

Built for high-volume work: every conversation, the live queue and the AI Assistant on one screen.

 THREE WAYS TO REPLY

Keyboard, AI Assistant or searchable Templates.

 TRANSFER

To another agent or a department, in one click.

 WRAP-UP

A custom closing form with reason and categories.

— THE AI ASSISTANT

A second brain in every chat.

The AI Assistant drafts, rephrases or suggests the best response based on the context of the chat, on desktop and mobile. The agent always decides what gets sent.



01

Summary

Catch up on a long or transferred conversation in seconds, without scrolling back through the thread.



02

Suggested reply

A ready answer the agent can send, edit or replace with their own words.



03

Sources

Verification links behind each suggestion, including your own internal documents.

MORE AGENT TOOLS

- ✓ Online and Offline status, so the queue only routes to agents who are ready
- ✓ Quoted replies to answer a specific message in a busy thread
- ✓ Templates you find by name, for consistent answers
- ✓ Block a contact when a conversation turns abusive

A WRAP-UP THAT FEEDS REPORTING

- ✓ Comments on how the case was handled
- ✓ Reason for completion
- ✓ Categories you define for your business
- ✓ Answers land in the analytics export

TAGS CONNECTED TO THE CDP

Support data that powers marketing.

When an agent assigns a tag to a contact, indigitall updates that customer's centralized profile in real time. Use the tag as a CDP attribute to build segments, without manual data exports.

 Tag: Interested in upgrade CDP profile updated Joins a live segment

03

FULL CONTROL

Across your **whole operation.**

Routing that finds the right agent, coverage that never sleeps, roles that match your org chart, and a supervisor view of everything, live.

ROUTING AND COVERAGE

Every chat covered, even after hours.

Set it once in Chat V2, then let the Contact Center route, remind and follow up on its own.



Groups that route themselves

Organize agents by shift, language or specialty and route conversations automatically. Cap how many chats each agent handles at once.



Business hours and holidays

Weekly schedules with split slots, a holidays table and your time zone. Out of hours, customers get a clear message.



Timeouts and auto-close

A chat assignment timeout reassigns chats that are not picked up. Inactivity auto-close applies to the agent, the contact or both.



Unattended contacts list

Conversations that arrive outside hours are listed for follow-up, ready to feed a recovery campaign.

WHAT TO CONFIGURE

Setting	What it does
Integration priority	Decides the order between Auto-reply, Contact Center, Pathbot and Typebot
Automated messages	After assignment, after close, after a failed assignment and after a transfer. Text, document, image, audio or video.
Max concurrent chats	How many conversations each agent can hold at the same time
Chat slicing	Throttles campaign bursts so agents are not overloaded

— ROLES AND PERMISSIONS

The right access for every role.

Three preconfigured roles to start, all editable. Then create unlimited custom roles that match your org chart exactly, with permissions that reach every channel.



Agent

Standard access for handling incoming conversations.



Supervisor

Elevated access to oversee team performance and manage escalations.



Auditor

Live and historical monitoring for QA, without disrupting the chat.

Scopes for every permission

Decide whether each role acts on its own conversations, its team's, or all of them.

- Own
- Team
- All

Permission categories

- Availability
- Visibility
- Closing
- Transfer
- Messages
- Tags
- Administration

— WHO DOES WHAT, BY DEFAULT

	Agent	Supervisor	Auditor
Built for	Handling incoming conversations	Team performance and escalations	Quality assurance reviews
Works in	The Agent Panel	The Supervisor console	Live and historical conversations
Typical actions	Reply, transfer, tag and close	Reassign, close or escalate any chat	Review chats without disrupting them



Two-factor authentication at login. Protect every agent, supervisor and auditor account with 2FA, on top of role-based access control.

SUPERVISOR CONSOLE

The whole floor, live.

Reassign, close or escalate any conversation the moment it needs a second set of eyes.

Supervisor dashboard

Today7 days30 days

Contacts on hold

7

Across 3 groups

Available agents

5

of 8 online

Average waiting time

01:12

minutes

Maximum waiting time

03:40

minutes

Last connected agents

JL Julia L.4 assigned

TK Tomas K.3 assigned

EB Elena B.Offline

Last conversations

Laura M.WHATSAPPActive · Julia L.

Daniel R.WEB CHATActive · Tomas K.

Marc T.APP CHATClosed · Julia L.

Agents

AGENT & ROLE	STATUS & AVAILABILITY	ASSIGNED CONTACTS	ACTIVE CONV.
JL Julia L. · Agent	Online · Available	4	3
TK Tomas K. · Agent	Online · Available	3	3
RS Rosa S. · Supervisor	Online · Available	1	1
EB Elena B. · Agent	Offline	0	0

Modules for every check

Conversations (All, Active, Closed) with time presets. Agents with assigned contacts and active conversations. Contacts, with block and unblock.

ONE EXPORT, SIX SHEETS

serviceInformation

Conversations

conversationContent

Messages

agentConnectionInformation

Agent sessions

agentAvailabilityInformation

Occupancy and idle time

agentInformation

Agents

formAnswers

Closing forms

— CUSTOMER RESULTS

Bots and people, one thread.

These brands run WhatsApp, bots and human hand-off with indigitall, the stack the new Contact Center is built on.



PREMIUM BAKERY · SPAIN
Pastelería Mallorca

"57,000 orders. One thread. Zero hold music."

A WhatsApp ordering bot connected to e-commerce, with a hand-off to people when needed, including a dedicated path to a human agent for users over 70.

57K+

Order conversations

77.3%

NPS

17,000+

Users in the first 15 months

INCAPTO

COFFEE SUBSCRIPTION

70%

Of bot chats resolved without a human

A WhatsApp GenAI agent handles the routine questions, so people focus on the rest.



HEALTHCARE · SPAIN

-50%

Inbound calls

WhatsApp Flows and two AI bots moved patient requests from the phone to chat.

Academia Pitágoras

EDUCATION

90%

Open rate on its WhatsApp enrolment channel

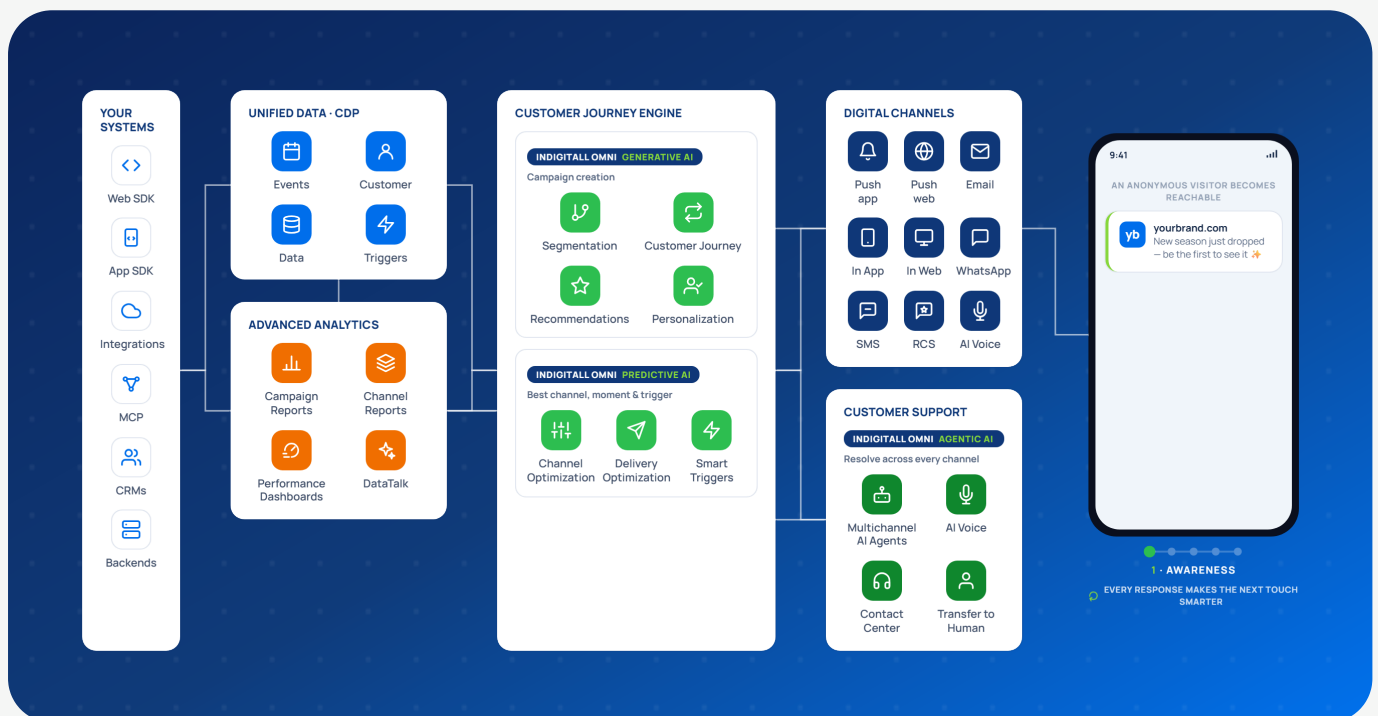
WhatsApp with a live-chat hand-off to enrolment advisors.

Data attributed to real customers, not a guarantee. Results come from customers of indigitall WhatsApp, bots and human hand-off.

— HOW INDIGITALL WORKS

Support is one part. The customer is the point.

The Contact Center sits inside the same platform as your CDP, the Customer Journey Engine and every channel. What happens in support shapes the next message, and the next one after that.



— INTEGRATIONS



Salesforce Service Cloud

Work the Contact Center from a Canvas app inside Salesforce.



Microsoft Teams

A connector that brings conversations to where your teams already work.



AI Agents via MCP

Agents act on your backends, and you can ask about chat from your AI assistant.

 WhatsApp Business API

 Pathbot

 Typebot

 DialogFlow hybrid

 CDP tags

 Webhooks

— YOUR 30-DAY LAUNCH PLAN

From first setting to one team.

Week 1 · Set up

- ✓ Turn on the Contact Center Integration in Chat V2
- ✓ Connect WhatsApp, Web Chat and App Chat
- ✓ Assign Agent, Supervisor and Auditor roles, and enable 2FA

Week 2 · Route

- ✓ Build groups by shift, language or specialty
- ✓ Load business hours, holidays and time zone
- ✓ Set assignment timeouts and automated messages

Week 3 · Automate

- ✓ Set integration priority and your bot hand-off
- ✓ Add knowledge sources and the AI disclaimer
- ✓ Enable chat slicing before your next campaign

Week 4 · Optimize

- ✓ Agree on tags and use them as CDP segments
- ✓ Follow up the unattended contacts list
- ✓ Review the six-sheet export with your team

THREE DECISIONS TO MAKE BEFORE GO-LIVE

- 1 What does the bot own end to end?** The questions it resolves alone, and when it hands off.
- 2 Who covers what, and when?** Groups by shift, language and specialty, plus out-of-hours rules.
- 3 Which tags should marketing receive?** A short tag list that feeds CDP segments from day one.

— METRICS TO WATCH LIVE

 ON HOLD**Contacts
waiting now** AVG. WAIT**Average
waiting time** MAX. WAIT**Longest wait in
queue** AGENTS**Available to
take chats**

NEXT STEP

Bring your bots and agents together. **In one thread.**

See the new indigitall Contact Center working with your channels, your bots and your team.

 Book a demo

 indigitall.com