

Strategies - Omnichannel

uContact system supports five different types of strategies:

- **Incall**
- **Nocall**
- **Interaction**
- **Múltiple**

This one is determined by the status of the Agent when delivering the interaction.

image-1674580445469.png

image-1674580469029.png

Apart from that, uContact has three ways of delivering the interactions:

image-1674580505448.png

image-1674580526879.png

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