



Upgrade to Flex 2.0 with Ease

Simplifying Your Transition to the
Latest Technology



In the rapidly evolving world of customer communication, staying ahead means constantly upgrading to the latest technology. Our Kickstarter offering is designed to make your transition to Twilio Flex 2.0 seamless and efficient.



Benefits of Twilio Flex UI 2.0



Key Benefits

1. **Messaging channels:** Improved Flex Conversations and Interactions API
2. **Messaging UI:** Moving to Flex Conversations offers more customization options for the Messaging UI.
3. **Twilio Paste:** Completely composable UI components, and compositions
4. **Degraded mode:** Flex UI will initialize with limited capabilities, even if some of the components like TaskRouter, Conversations, Voice or Sync are down
5. **Voice SDK:** Uses the Voice SDK which allows you to set Opus as your preferred codec. Opus generally requires less bandwidth and provides better audio quality in restrained network conditions.
6. **Web accessibility:** Conformity with Web Content Accessibility Guidelines (WCAG)
7. **Theme and branding:** New theming structure promotes consistency, customization, and web accessibility.
8. **Redux Toolkit:** Improved state management, helping you set up boilerplate code more easily and with better defaults.
9. **Much More:** See a full list of changes here (<https://www.twilio.com/docs/flex/developer/ui/20-enhancements>)

“With the End of Service, we will not only stop maintenance, support and troubleshooting, but may also shut down services that are being phased out (such as Programmable Chat). Therefore, it is risky and not recommended to let the End of Life date pass.”
- Twilio SE Comment



Simplifying Your Transition to the Latest Technology



Key Challenges:



Navigating complex upgrade processes:

Complexities in the upgrade process are navigated, involving the coordination of technical and logistical steps for a smooth transition to Flex 2.0, ensuring all components are upgraded correctly.



Ensuring compatibility with existing systems:

Compatibility with existing infrastructure and software is ensured through thorough testing and adjustments, maintaining the functionality and integrity of current systems during the Flex 2.0 upgrade.



Minimizing downtime and operational disruptions:

The impact on daily operations is minimized by employing efficient project management and phased implementation strategies, ensuring critical business functions continue with minimal downtime.

Our solution:



End to end support: In many cases we recommend our Kickstarter package to simplify the upgrade process but also to ensure that your specific needs are met, from custom integrations to full-scale deployment support.

In five Steps:

1. **Initial Assessment:** Conduct a thorough evaluation of your current system to determine the requirements for the Flex 2.0 upgrade
2. **Feature Selection with Kickstarter:** Decide which features you want to enhance or add through Kickstarter, focusing on those that will maximize the upgrade's impact.
3. **Effort Estimation for Remaining Code:** Estimate the effort required for upgrading the remaining code, ensuring all aspects of the system are compatible with Flex 2.0.
4. **Development & Testing:** Undertake rigorous development and testing to ensure smooth integration and functionality of the upgraded features.
5. **Go Live and Post-Upgrade Support:** Seamlessly transition to the new system with our support, followed by comprehensive post-upgrade assistance to ensure continued success.

Tailored Services for a Seamless Upgrade



Our Flex 2.0 upgrade services are designed to cater to your unique needs, ensuring a smooth transition with enhanced features.



Autonomous Customization Capability: Our no-code, highly configurable platform empowers you to independently adapt and tailor the solution to your evolving business needs, ensuring flexibility without the constant need for external support.



Optimized Operations with Essential Features: Our suite of must-have Flex Best Practice Features is designed to address identified operational gaps, ensuring a smooth day-to-day experience and keeping you at the cutting edge of contact center technology.



Expertise for a Seamless Transition: Understanding that updating communication platforms isn't a routine task, our specialized project team provides dedicated, personalized support to ensure a frictionless transition and a successful go-live experience.



Focused Stability Assurance: Benefit from our 1-year commitment to bug patching, providing you with the confidence that your system will continuously run smoothly and securely.

Tailored Services for a Seamless Upgrade



Kickstarter Features:

Best Practices Included in Kickstarter...

- [Worker Profile Manager](#)
- [Fetch Call Detail](#)
- [Activity Filtering](#)
- [Activity Scheduler](#)
- [Call Monitoring for Supervisor](#)
- [Call Rejection Handler](#)
- [Custom Hold & Queue Music](#)
- [Ringtone for Agents](#)
- [Task Transfer Control](#)
- [TaskInfo](#)
- [Caller ID](#)

For more information, please click on the feature.

A-la-Carte Agent Tools

- [AFK Handler](#)
- [Address Book](#)
- [Advanced Callback](#)
- [External Transfer](#)
- [Missed Call & Voicemail](#)
- [Internal Calling](#)
- [Internal Chat](#)
- [Post Call Survey Voice](#)
- [SMS Outbound Page](#)
- [WhatsApp Outbound Page](#)

For more information, please click on the feature.

A-la-Carte Supervisor Tools

- [Schedule Manager](#)
- [Team View Filter](#)
- [Auto Accept Task](#)
- [Call Recording Control](#)









For more information, please click on the feature.

Forward-Thinking Investment: Engage with a dynamic, evolving platform where we are committed to the continuous development and enhancement of features, ensuring your environment remains cutting-edge and future-ready.

Customization and Cost-Effective Solutions



Choose from our flexible pricing plans designed for businesses of all sizes. From basic upgrades to comprehensive service packages, we have a plan that fits your budget.

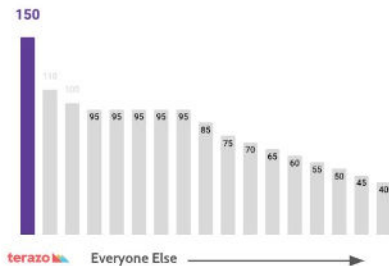
	 Upgrade Basic	 Upgrade Full-Service	 Upgrade & Improve
 Select Kickstarter Features	✓	✓	✓
 Implementation and Go-Live Support		✓	✓
 Upgrade Custom Plugins to Flex 2.0		✓	✓
 Audit Other Twilio (Flex) Implementations			✓
 Building Additional Custom Features			✓



Why Terazo...

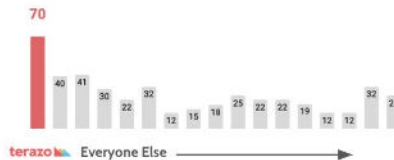
Why Terazo?

Terazo has more Twilio Flex certified engineers...



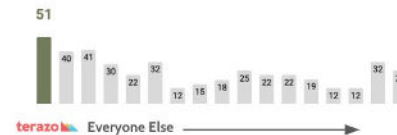
150

Twilio Certifications
(Platform, Flex, Sales, Segment)



70

Twilio Platform Certified



51

Flex Certifications



"Terazo understands customer engagement across the Twilio portfolio. With a growing contingent of certified Flex engineers, we trust Terazo to deliver world class strategy and integration solutions, and innovation for our shared clients."



Raul Rincon
SVP & GM Global Sales- Twilio Flex

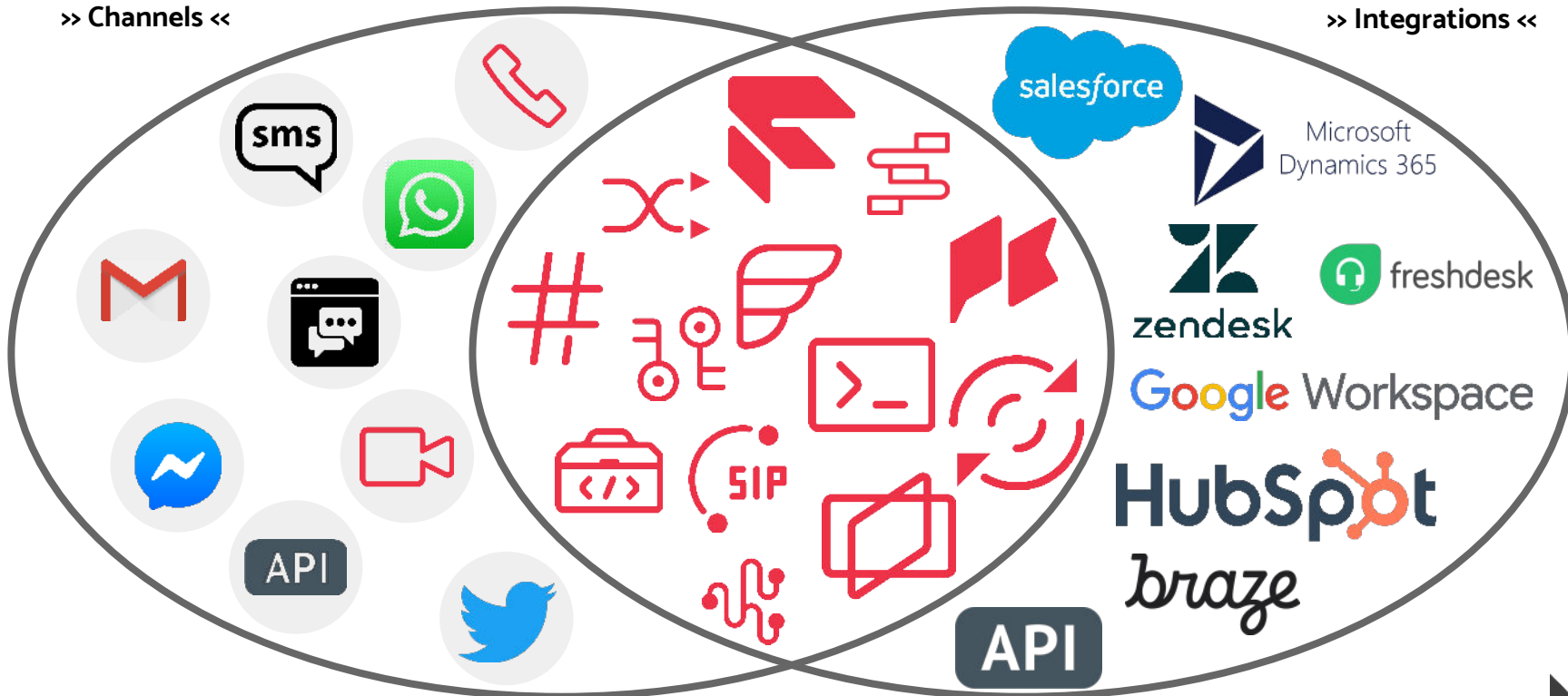
Terazo's Experience across over 100 Flex Implementations



>> Twilio Platform <<

>> Channels <<

>> Integrations <<



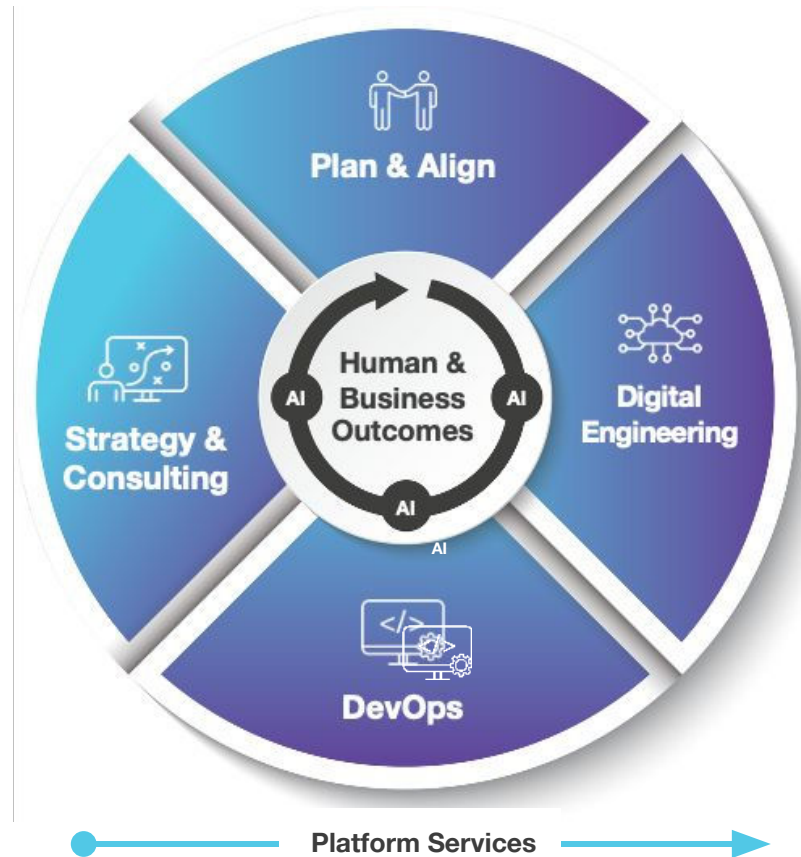
How We Work



Our expertise in platform modernization, data and API engineering, AI and DevOps enables established companies with complex technical needs to **jump from “limited” to “leader”** without breaking the bank or disrupting the business.

We design and build architecture, roadmaps, flexible technology, and budgets at **a pace that your organization and culture can consume** - ensuring our team’s choices along the way for increasing or decreasing velocity.

We’re in the trenches with you from the start, discovering opportunity, building strategy, achieving alignment, and **delivering success based in outcomes.**





Thank you!

**Email us:
twilio@terazo.com**