chilipiper.com
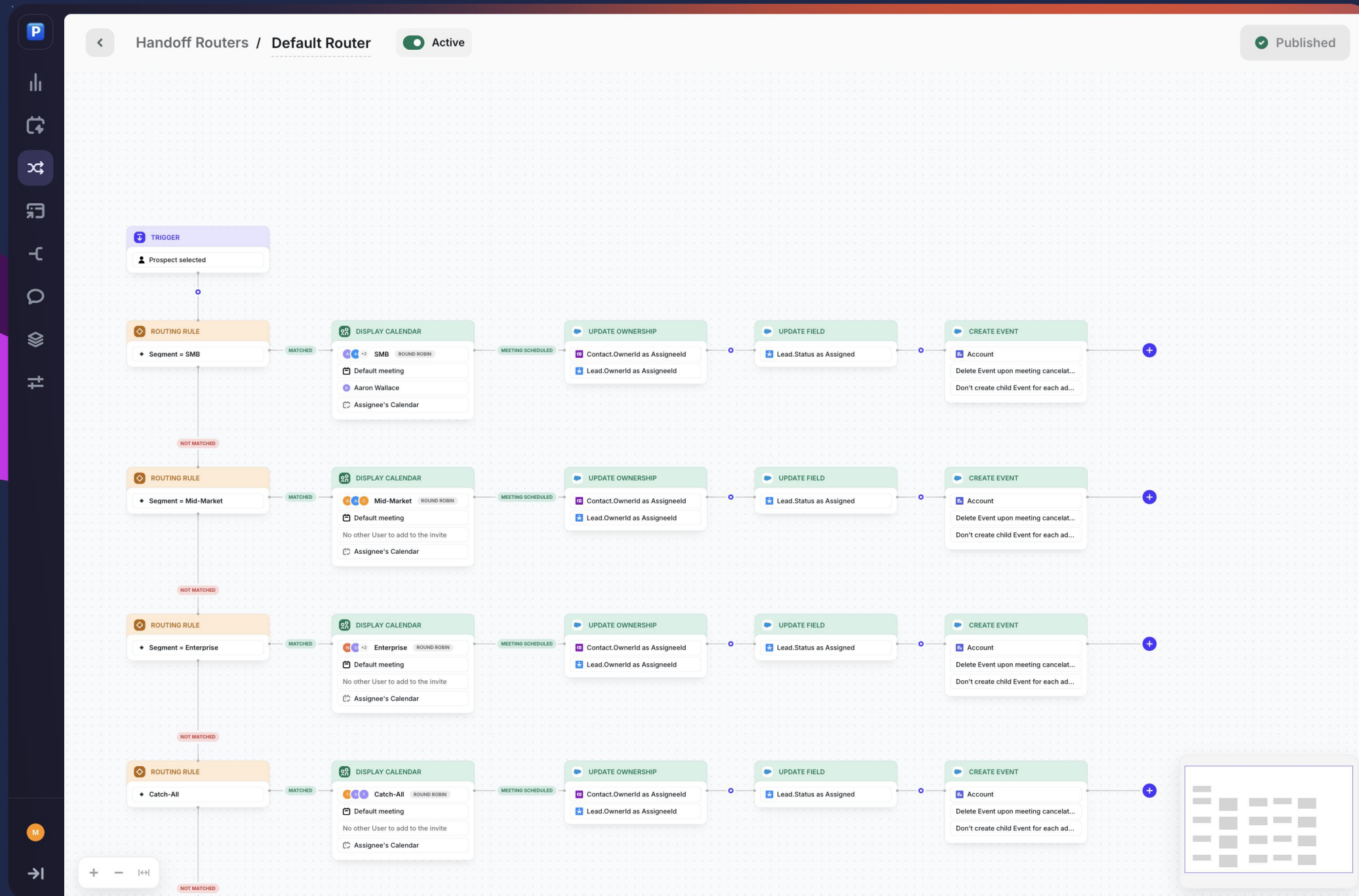
Handoff Fire Benefits

What's New in Handoff ✨

Visual Flow Builder

Set up routing with Handoff's visual flow builder

Round Robin, your way

Strict Round Robin lets you route in sequential order, while Flexible Round Robin shows combined availability.

Powerful lead-to-account matching

Match leads to accounts via domain identification. If there is more than one match, use filtering and tiebreakers to determine which account the lead will match to.
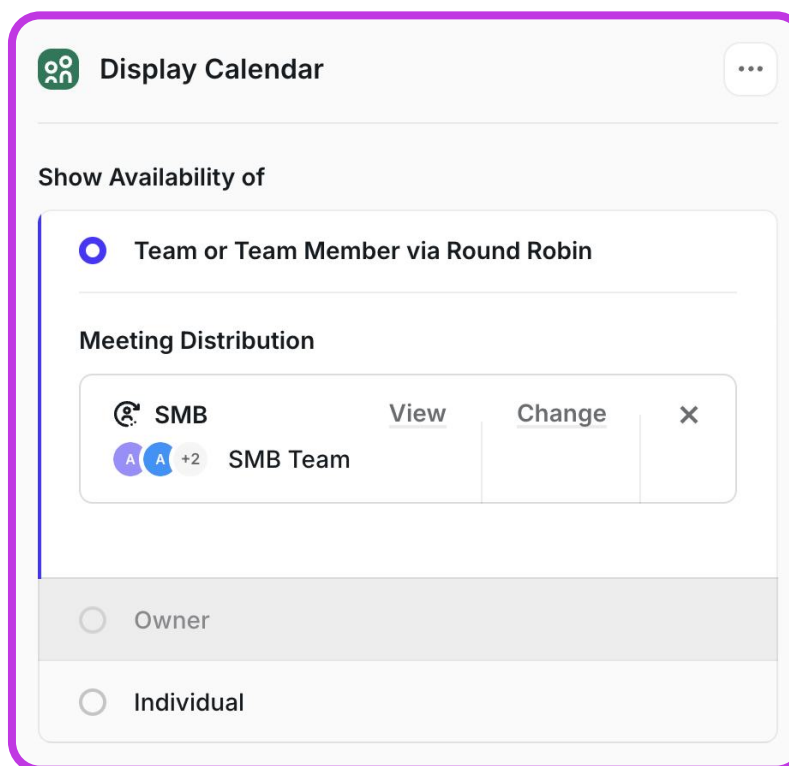
*Salesforce Duplicate Matching coming soon for Handoff
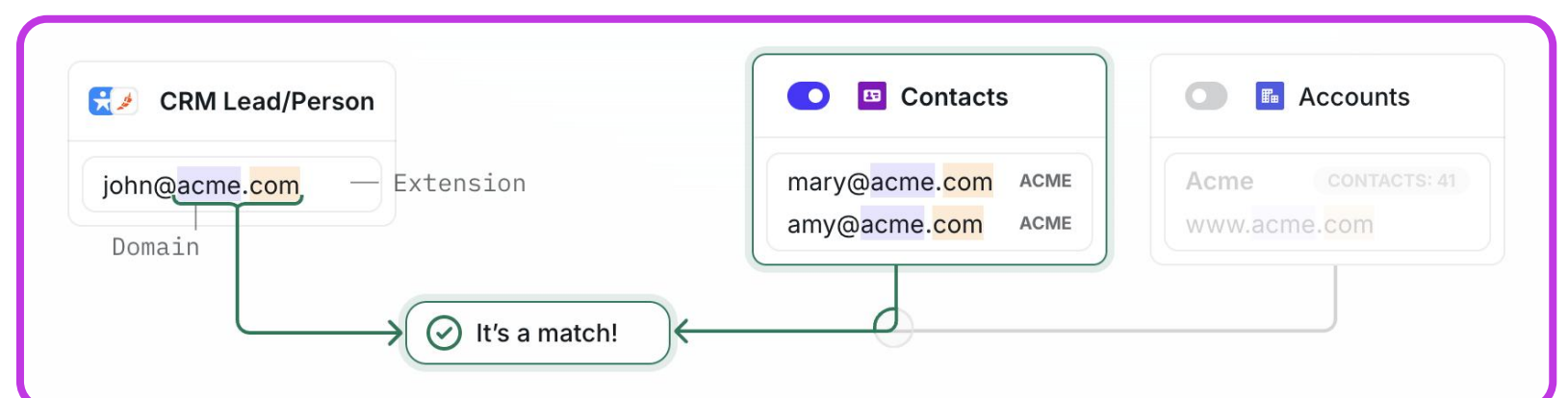
Route to a Team or individual user

Round robin meetings amongst a team or route everyone who matches a specific rules to an individual user.

Manage rules in one place. Use them everywhere.

Rules, Meeting Types, Teams, and Distributions are all managed in one place — and they can be reused across Handoff, Concierge, Chat, and Distro.
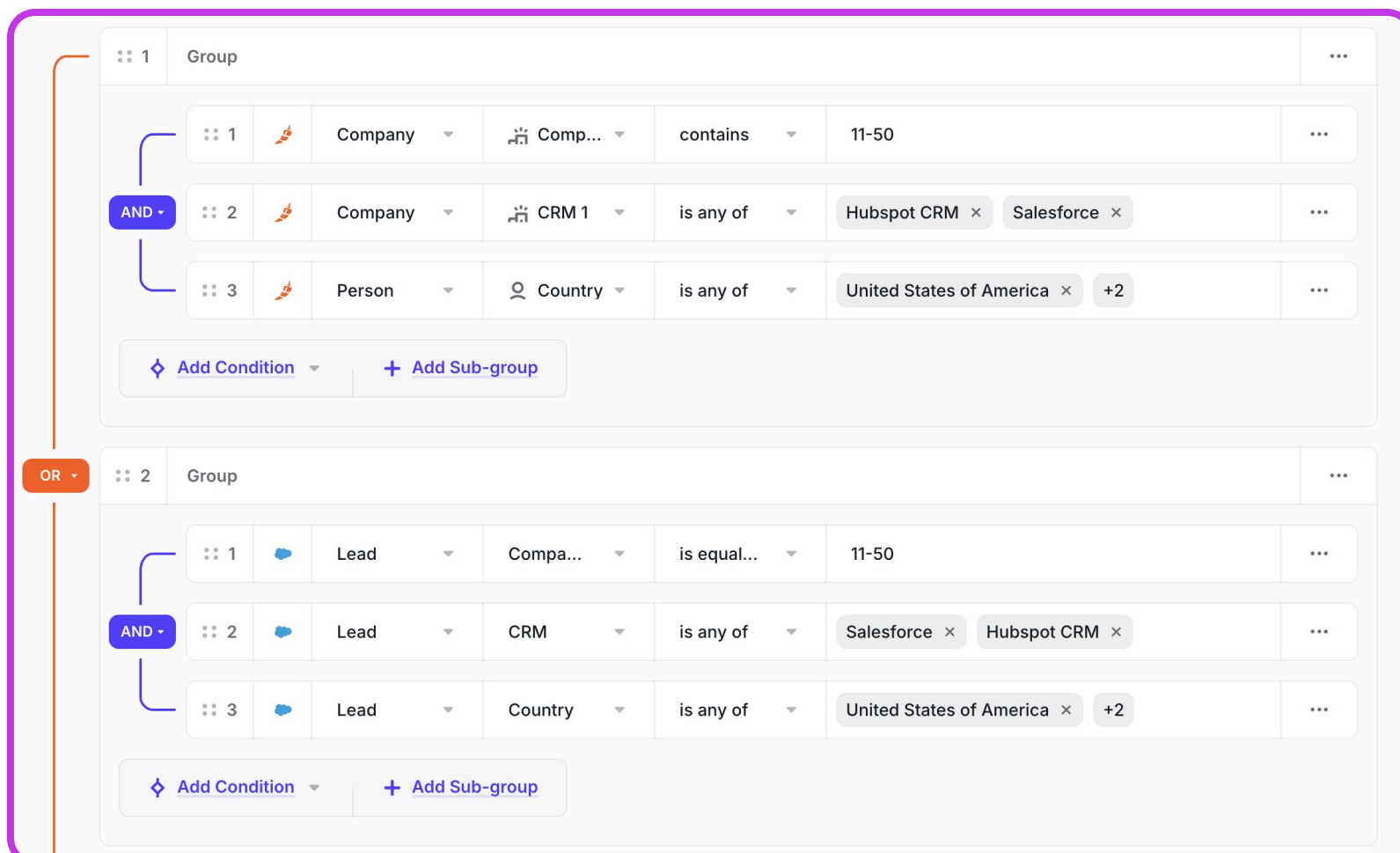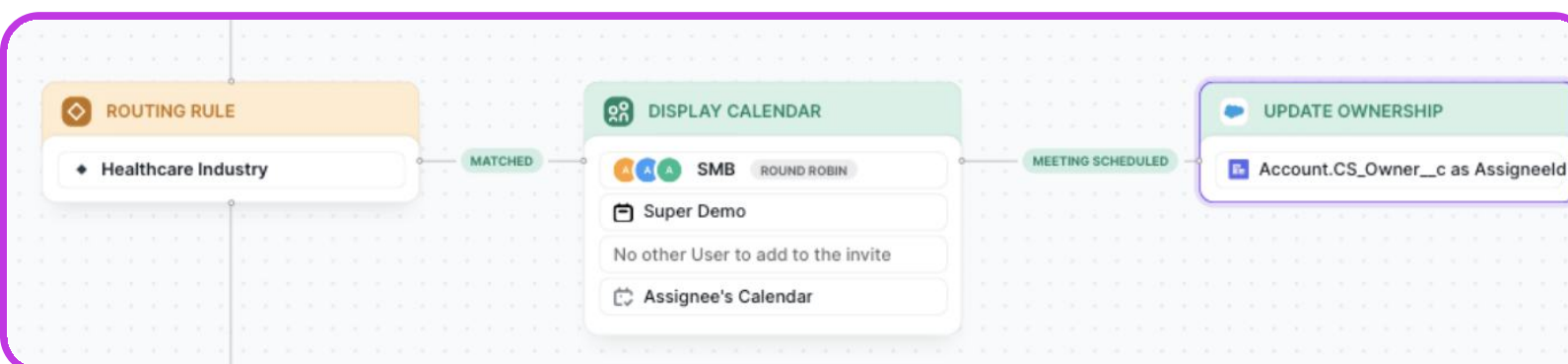

A full suite of CRM actions

1. Update lead/contact/account owner
2. Update field
3. Create event
4. Add to campaign
5. *More coming soon!*
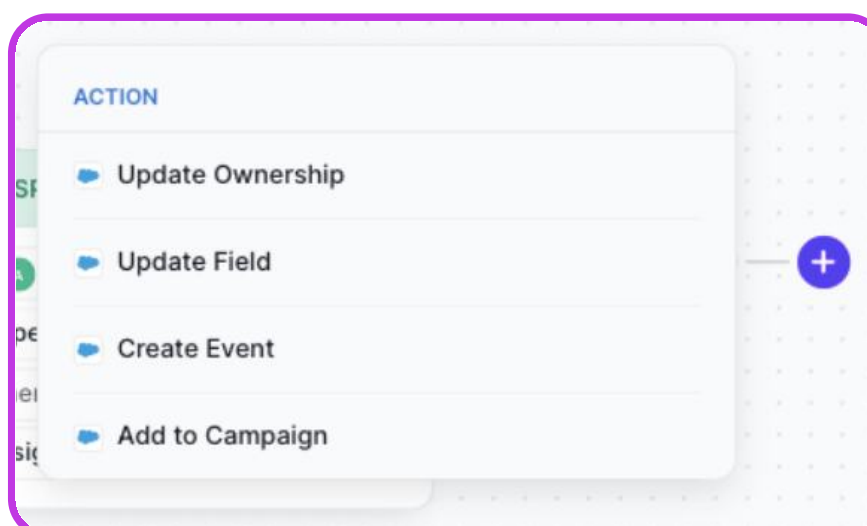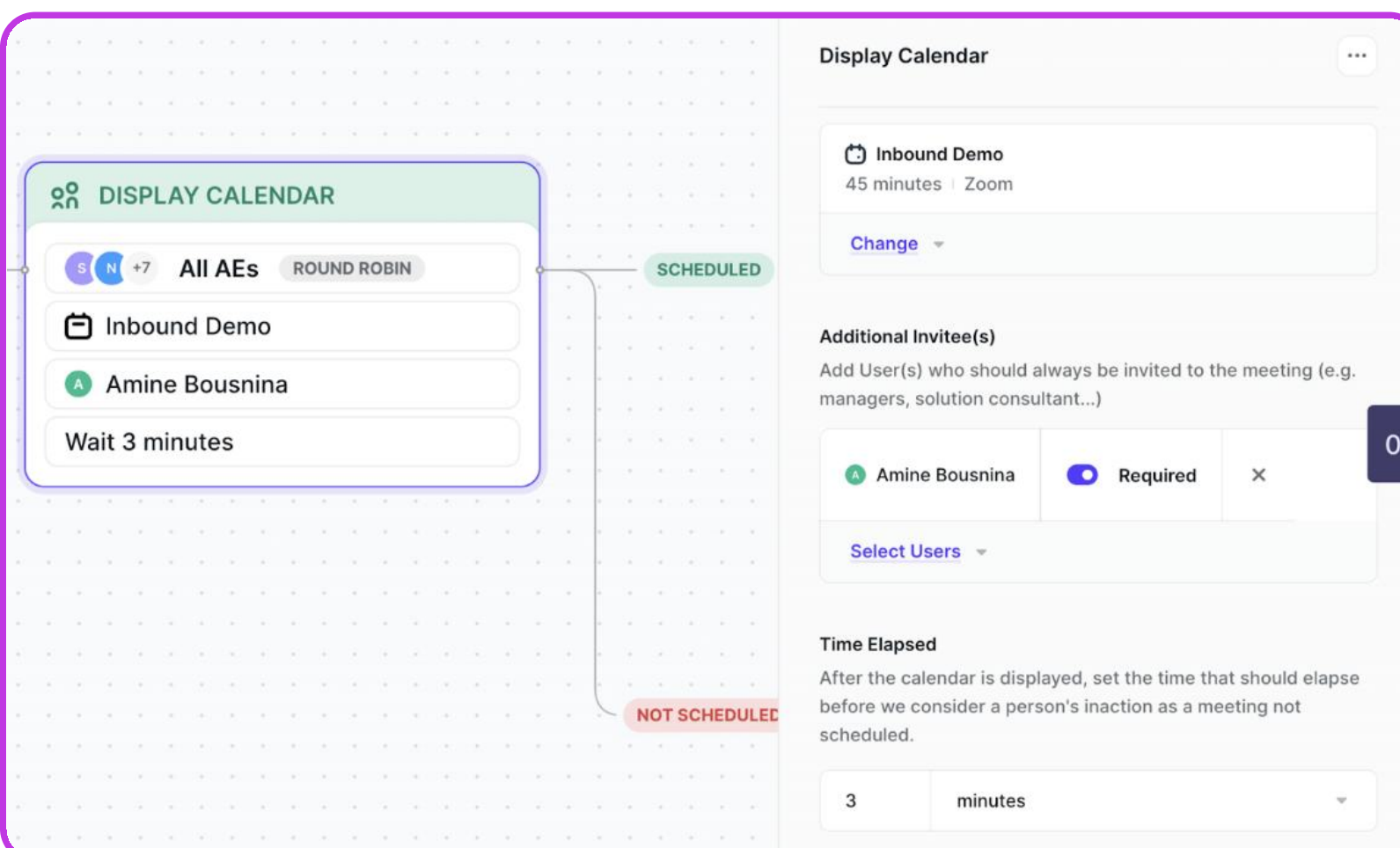

Only update ownership when it makes sense

Update ownership in certain cases only


Add other team members to meeting invites

Add invitees to invites, taking their availability into consideration. For example, if you always want a solutions engineer to join a call — you can do that.

Double round-robin coming in Q1!

Automatic catch-alls

Make sure every lead is accounted for, even the disqualified ones. Our automatic catch-all feature ensures that nothing falls through the cracks.
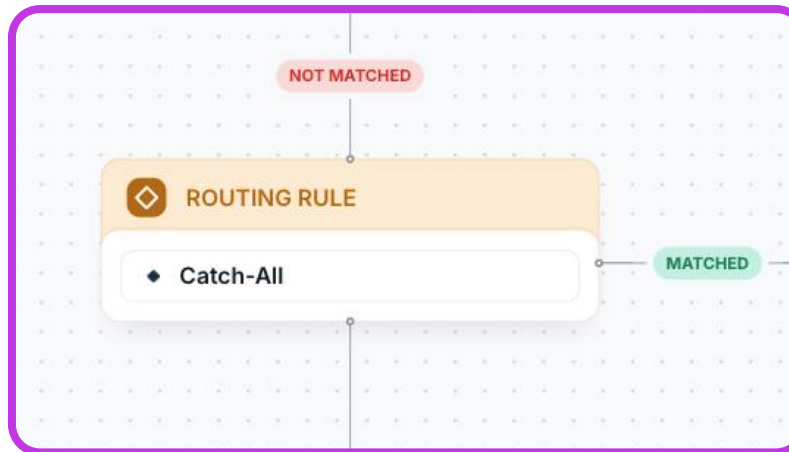
Maintain fair distribution across multiple routers

In Fire, you can relate a distribution to multiple different routing flows **and products**. So if you have a Handoff router, a Concierge web form, and a Concierge email campaign — you can maintain fair meeting distribution across all three.


Spicy new look

The product dashboard for end-users is centered around their calendar.

Easily switch between Handoff and ChiliCal

nstant Booker is now ChiliCal — with lots of updates. In Fire, you can easily access your booking links from within Handoff.

Suggest times everyone is available

Add additional internal guests within the scheduler and Handoff automatically takes their availability into account when suggesting times.
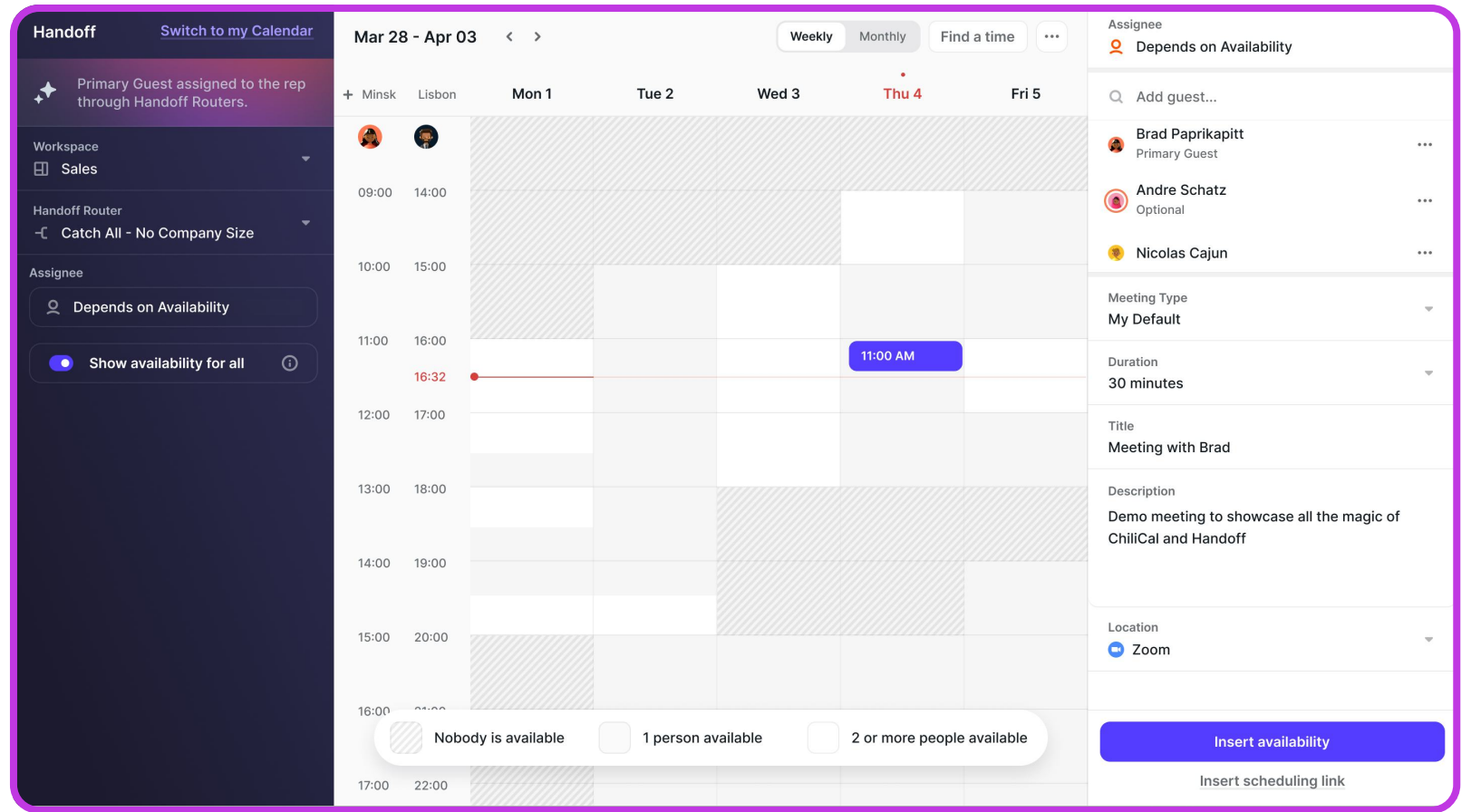
Share your availability with one-click

No more clicking through your calendar to find a time that works. One-click is all it takes to share your availability with a customer over email with Chili Command ⌘ + M.
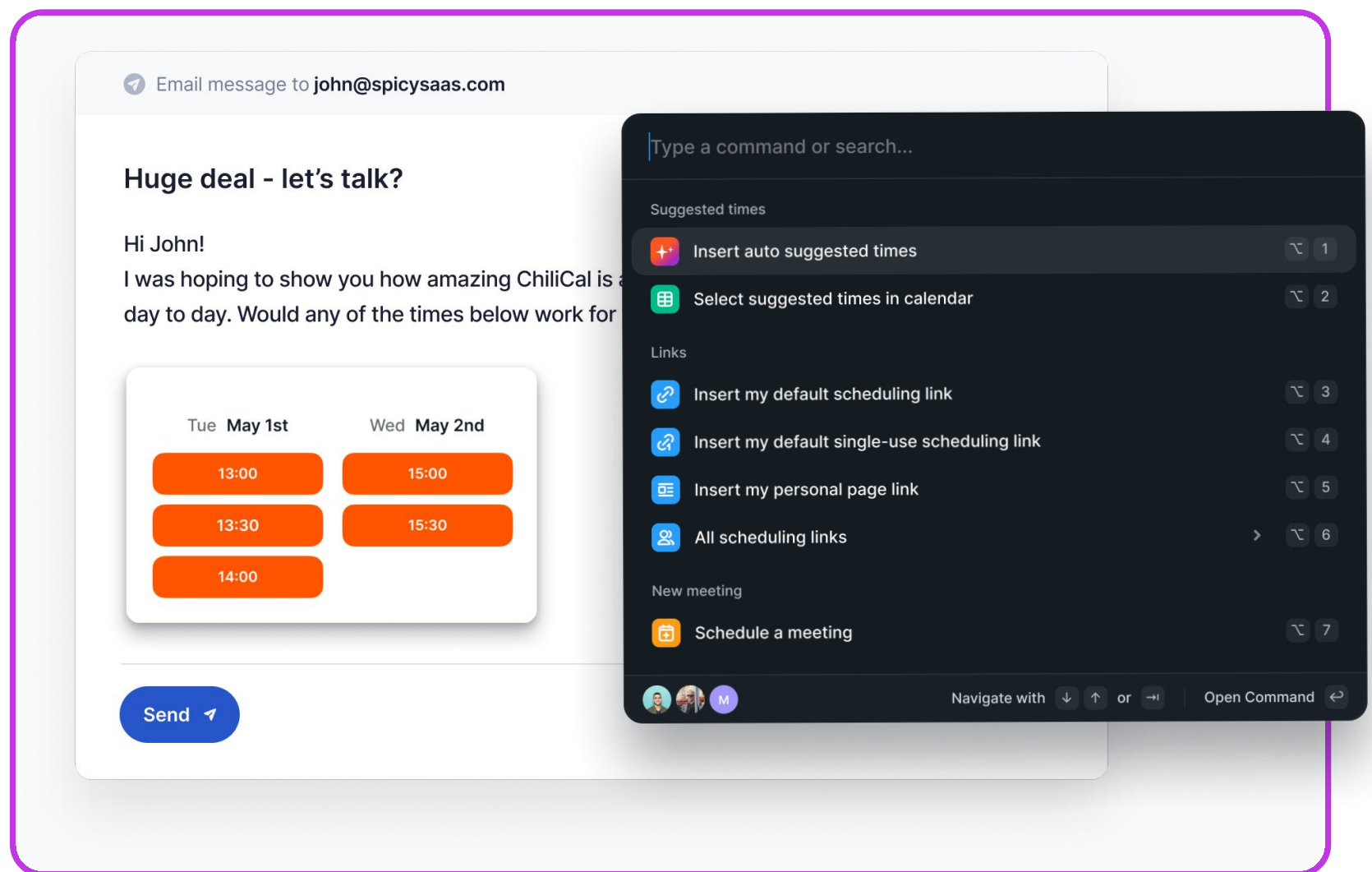
New Chili Chrome Extension

Quickly access personal links, Team links, Round Robin scheduling links, and the scheduler from any page.