calltower

Solgari

UCaaS + CCaaS
POWERFUL

CallTower's MS Teams Operator Connect
with In-App Contact Center Delivers a
Full Turnkey Solution

# COMMUNICATE FROM ANYWHERE AT ANYTIME

51%
Remote work adoption in 2020

According to Aberdeen's 2020 Contact Center survey conducted in June 2020 (well after the initial stages of COVID) remote work adoptions have reached 51% - Indicating an almost triple the increase within just one year.

Aberdeen's 2019 Contact Center survey showed that only 14% of businesses had remote work capabilities in place in 2019.

The landscape of business is changing rapidly. The importance of Completely supported UCaaS, CCaaS and Collaboration solutions for full communication enablement are vital to business success.

CallTower delivers a seamless suite of fully integrated UCaaS and CCaaS solutions that are easy to deploy, easy to use, and can support our customers' transition to the cloud.

Countries within CallTower's Reach

Two CallTower Datacenters

One CallTower Datacenter
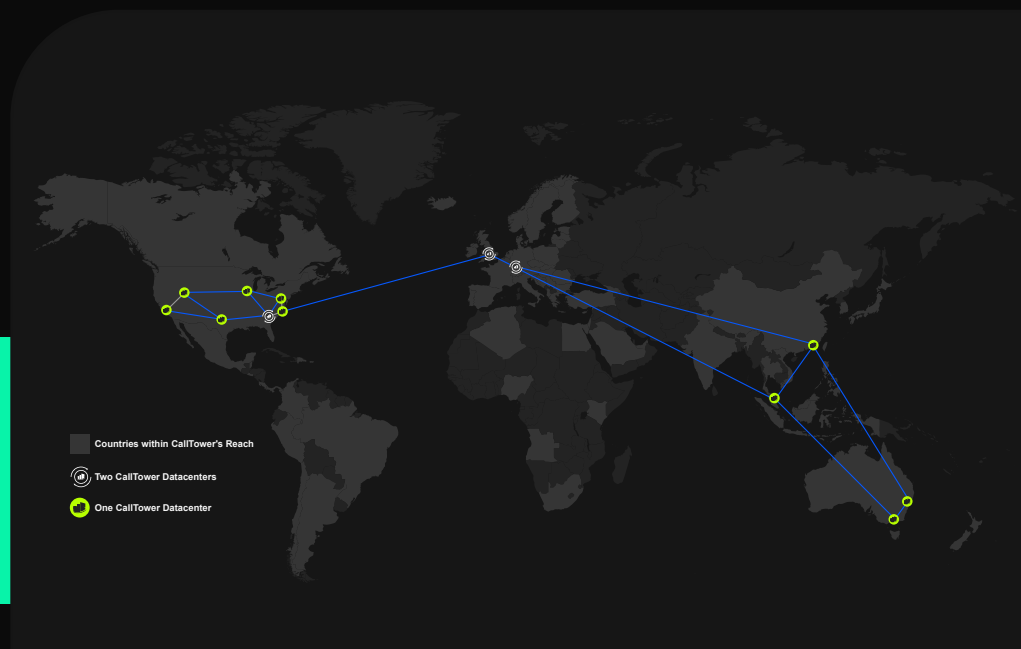
MICROSOFT TEAMS // OPERATOR CONNECT

CallTower, an international leader in delivering cloud-based enterprise-class unified communications, contact center and collaboration solutions, is one of few solution providers for Operator Connect for Microsoft Teams. Operator Connect delivers PSTN voice access to Teams users to deliver an enhanced customer experience.

In addition, Operator Connect improves integration between networks streamlining provisioning and management of users and enhanced support models that will augment the quality of service. Combining this robust Microsoft Teams voice solution with Solgari's contact center prowess results in a powerhouse digital workplace experience for both employees and customers.

CallTower delivers a Native Microsoft Teams Operator Connect + Contact Center options to meet the needs of your business

TEAMS with IN-APP CONTACT CENTER: A POWERFUL PARTNERSHIP

Solgari for Microsoft Teams is a native Teams app, available for download in the Team App Store, and proven at delivering exceptional results for your business. Configured entirely in the cloud, enabling rapid delivery of full-function contact center within Teams in days - eliminating any need for long, risky and expensive implementation projects.

As Teams integrates seamlessly with Office 365, Microsoft 365, the Power Platform and Azure, your business is able to leverage the solutions already in use, maximize the investments that have already been made, and boost operational productivity and efficiency.

Microsoft are continuing to expand and enhance the platform all the time, introducing new external communication capabilities - including native Voice capabilities. However, in order to make Teams a fully functional contact center, businesses require a core contact center operations technology solution, delivered by Independent Software Vendors (ISVs) like Solgari. The Microsoft Teams platform drives more collaboration, is more scalable and more elastic with value-add additions like Solgari, than any other collaboration solution on the market today. Follow us now as we dive into the core reasons why you should be considering Solgari for Microsoft Teams as the strategic enabler for improved customer engagement and employee productivity within your organization today.

EMPOWERING CONTACT CENTER AGENTS IN MS TEAMS

With CallTower and Solgari Contact Center for Microsoft Teams businesses are empowered to provision each Contact Center agent with one, unified and all-purpose endpoint, with a familiar and intuitive UX, which enables omni-channel customer communication through a single pane of glass, delivers customer insights more easily and leads to increased workforce efficiency.

One of the long-standing efficiency challenges facing Contact Center leaders has been bringing all required functionality into a single screen: customer insight, communication, data, business process, analytics, wrap-up and detailed notes for follow-on conversations.

What's more, all this screen-swapping is a clear obstacle to achieving any kind of 'flow' of work – a state that is being widely acknowledged as a key route to increasing productivity.

When agents have their CRM in one screen, case management in another, inbound and outbound communication solution as a separate window and then internal collaboration tool as yet another, too much time is wasted moving between solutions to deliver the desired contextual service and first contact resolution.

Our Teams solution is built around your business needs with custom Native integrations including SMS Text, CRM Integration, GCC High and more.

Let's Connect