



# Solgari

# Contextual Customer Service with Solgari for MS Teams

Crafting joined up and cohesive all-channel journeys becomes simple with Solgari



## Taking the Pain Out of Customer Service with Solgari for Microsoft Teams

If you're looking for an all-channel contact center solution but don't want to get a separate CRM, Solgari for Microsoft Teams is the solution for you. It's our full-function contact center that's delivered natively inside Microsoft Teams.

### Maximize your existing investment

Solgari is a native Teams add-on, which easily integrates with Microsoft 365, the Power Platform and Azure. This allows you to seamlessly integrate the solutions already in use.

### Easily deployed

Say goodbye to long, risky and expensive implementation projects. Solgari for Teams can be downloaded in the Teams App Store and is deployed in days.

# Simplifying Contextual Customer Service

Contextual Customer Service enables you to streamline the customer journey and enhance customer experience through data.



## A centralized communication environment

Integrating your contact center into Teams allows you to create a complete, cohesive, centralized hub for all your business communications. Being able to track your customer journeys from beginning to end without switching applications enhances the efficiency of your team.



## Customer experience and satisfaction

With everything you need all in one application, you can align your customer interactions and carry out fully contextual client conversations. Providing your agents with everything they need to deliver optimum outcomes, you enhance your customers' experience and satisfaction.



## First contact resolution

Solgari enables deep integration and interconnectivity between Dynamics 365 CRM, Azure cloud, Microsoft Teams, and Conversational Intelligence. That way, your agents are equipped with everything they need to deliver the desired outcome to each caller on their first interaction.

# Deliver the Ultimate Contextual Customer Service with Solgari & Teams

Integrating your contact center into CallTower's Operator Connect for MS Teams with Solgari will allow you to bring every communications channel together into the same, centralized platform to drive more collaboration, be more scalable and more elastic. Our solution is flexible enough that you can use it with Teams, Dynamics 365, Salesforce, your existing CRM or, of course, completely on its own. Reach out to our expert representatives today and learn more or trial our omni-channel solution.

## About CallTower

Since its foundation in 2002, CallTower has grown into a leading cloud communication (unified communications, contact center, and collaboration) solutions provider for organizations expanding on a global scale. CallTower stands out by offering, integrating, and supporting top-tier solutions, including Operator Connect for Microsoft® Teams, MS Teams Direct Routing, GCC High Teams Direct Routing, Microsoft® 365, Cisco® Webex Calling / UCM, Cisco® CCP, Zoom Phone, Zoom (BYOB), and a selection of four contact center options, featuring Five9 for its business clientele.

## About Solgari

Solgari is an all-channel, cloud-based business communications system. We help businesses deliver a seamless digital customer experience from a single Contact center as a Service (CCaaS) solution.

## About MS Teams

Teams is a unified communication solution that's become a staple in most modern businesses. Over one million organizations use Microsoft Teams as their default messaging platform, and it boasts over 300 million daily users.

**Let's Connect**