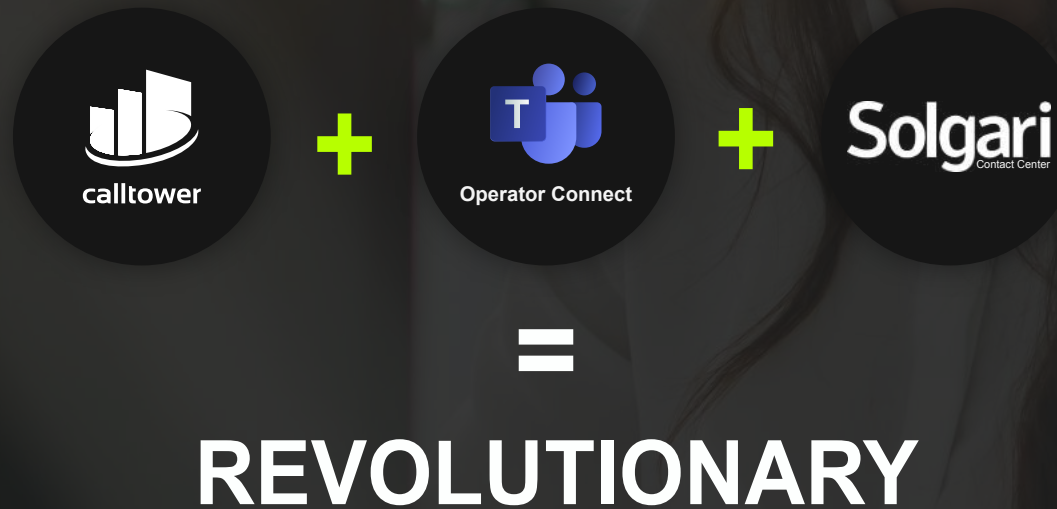


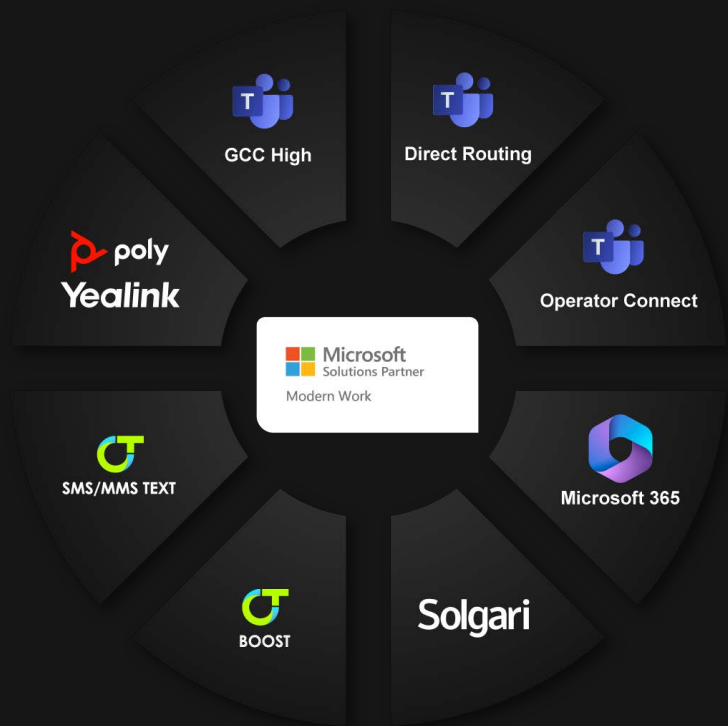
# Integrated Microsoft Teams Contact Center



Solgari for Teams, delivers a powerful Contact Center Solution within the MS Teams App, empowering customer experience.

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.

## Benefits of CallTower's Operator Connect for Microsoft Teams include:



- ▶ **LEVERAGE EXISTING CONTRACTS OR FIND A NEW OPERATOR** - You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs.
- ▶ **FASTER, EASIER DEPLOYMENT** - You can quickly connect to your operator and assign phone numbers to users — all from the Teams Admin Center.
- ▶ **ENHANCED SUPPORT AND RELIABILITY** - Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.
- ▶ **OPERATOR-MANAGED INFRASTRUCTURE** - Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.
- ▶ Solgari Contact Center is integrated into the Microsoft Teams App; this launch signifies a major advancement in the contact center agent experience with complete management within Microsoft Teams.
- ▶ Key Business Integrations: E911, Emergency Notifications, Compliance Recording, CRM Integration, and more

## Why CallTower for Microsoft Teams ?

White Glove Implementation with Porting

Multiple Contact Center Solutions

Re-Route Phone Calls When During a Microsoft Outage

Global Coverage  
70+ Countries

45+ Carriers & Internet Peering Partners

Emergency Services in 30+ Countries

Text Messaging and CRM Integration

Live Training and 24/7/365 Support

Mass Emergency Communication

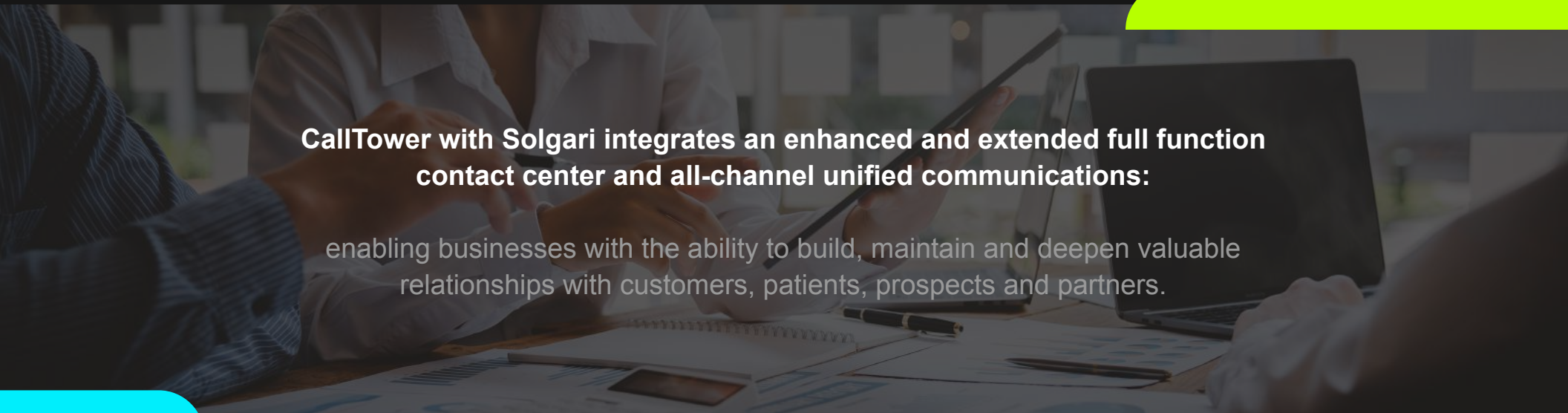
100% Geo redundant in Private Cloud Environment

Analog Devices  
Fax, paging door buzzers, etc.

Delivers Teams Voice via Operator Connect and/or Direct Routing

## Solgari and Teams: A POWERFUL PARTNERSHIP

In a time where staff are no longer bound by borders, unshackled from their desks and empowered to deliver effective customer service from wherever they happen to be, it is more important than ever to equip them with the tools and channels they need, seamlessly and scalably. Solgari has the answer: an all-channel contact center and unified business communication solution, delivered within the Microsoft Teams app.



**CallTower with Solgari integrates an enhanced and extended full function contact center and all-channel unified communications:**

enabling businesses with the ability to build, maintain and deepen valuable relationships with customers, patients, prospects and partners.



## Microsoft Teams worldwide

Teams reached  
**300M+** monthly active  
users in May 2023

Over **1M** organizations  
use Microsoft Teams as their  
default messaging platform

*(Source: Business of Apps)*

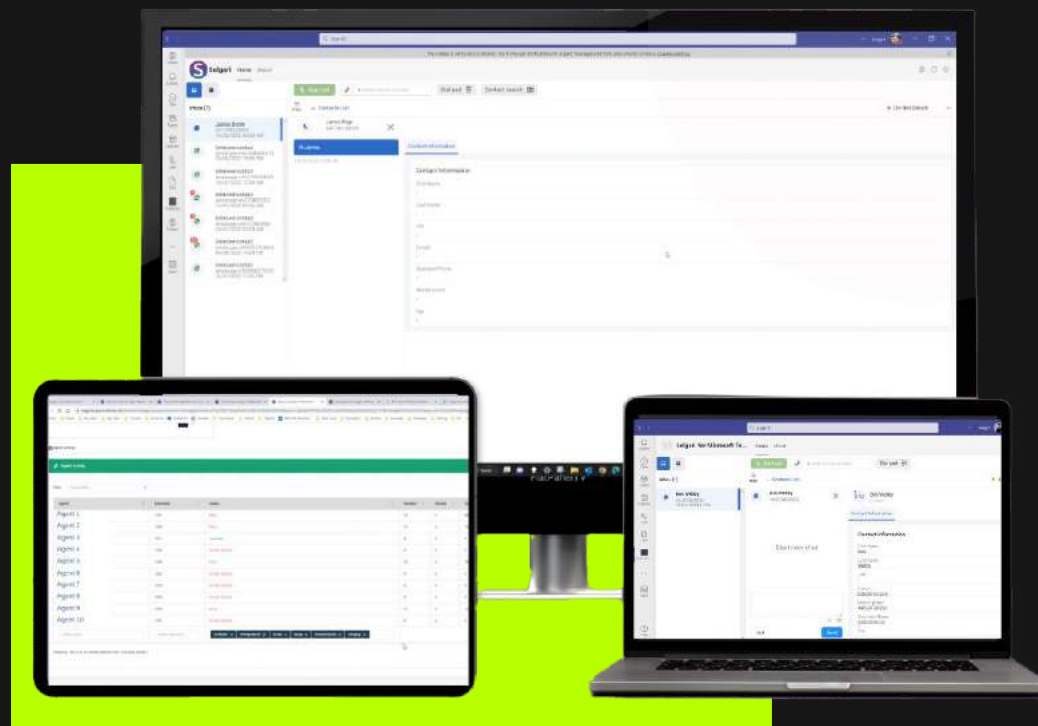
Solgari for Microsoft Teams is a native Teams app, available for download in the Team App Store, and proven at delivering exceptional results for your business. Configured entirely in the cloud, enabling rapid delivery of full-function contact center within Teams in days - eliminating any need for long,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

# CallTower and Solgari Contact Center for Microsoft Teams delivers consistent benefits across a range of industries:

## Healthcare

In the healthcare sector, clear communication could quite literally be the difference between life and death. Solgari for Microsoft Teams aids key communications challenges, including:

- Appointment scheduling
- Automated prescription re-order
- Compliant communication, recording and archiving (e.g. HIPAA, GDPR)
- Outreach to loved ones

## Financial Services

Within the context of the heavy compliance obligations facing financial services, Solgari for Microsoft Teams helps with key operational processes, from sales to consultation and beyond.

- Bank branch of the future
- Omni-channel advisory and consultation services
- Cross- and upsell identification
- Compliant communication, recording and archiving (e.g. MiFID II)

## Manufacturing

Throughout the manufacturing sales lifecycle, clear communication is key, both internally and externally. Solgari for Microsoft Teams can assist with:

- Omni-channel post-sale service and support
- Sales and marketing engagement
- Contextual customer service
- Case management

## Non-Profits

Non-profit organizations can leverage the latest technology to build better donor relationships while also leveraging automation to deliver self-service support where appropriate.

- Digital donor engagement
- Omni-channel critical service access
- Automated and agent-assisted out-of-hours services

## Operations and Tech Support

Solgari for Microsoft Teams ensures that your organization is provided with the operational and technical support it needs to thrive.

- Schedule meetings
- Report system issues
- Real time support for IT
- Deliver Payroll support

## Recruitment and Employee Relations

Communication is key in business. It is vital throughout the hiring process and forges the relationships within your organization.

- Book interviews
- Conduct interviews
- Instant Message (IM) chat for colleagues
- Schedule meetings

# CallTower + Solgari Advantage

## A centralized environment

Integrated Teams contact centers allow you to create a complete, cohesive, centralized hub for all your business communications, directly within Microsoft Teams.

## Future proofing

As MS Teams is growing so rapidly, building your contact center within it primes you for scalability and business growth.

## Customer experience and satisfaction

Solgari for MS Teams provides users – all channels, data, functionality and access to internal and external contacts are right at your fingertips.

## First contact resolution

Fueled with deep integration and interconnectivity between D365 CRM, Salesforce in MS Teams Nuance-enabled Conversational Intelligence.

## Cost reduction

Solgari's all-channel contact center and unified business communication solution enables businesses to rationalize down their list of communication vendors.

## Data and analytics

Solgari for Microsoft Teams helps to bring your contact center into a unified and uniform strategy of data creation and consumption.

## Security and Compliance, anywhere

Azure solution securely records and archives calls to comply with regulations like MiFID II or HIPAA. It also allows for per-user permissioning to restrict unauthorized call playback.

## THE CALLTOWER ADVANTAGE

Full digital journey in the Microsoft Teams Admin Center for simple and quick deployment

Emergency Services

Provision through Connect in minutes and assign phone numbers to your users

Smooth transition from your existing telephony to Teams Phone System

Key add-ons like Operator Console and Call Recording

Carrier-class 24/7/365 technical support and shared service level agreements with Microsoft

No equipment is required on site, including SBC's saving capital expense

Direct Connectivity to Microsoft

Replace multiple local telco contracts to consolidate voice services

Central or local billing for Operator Connect service

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

CallTower Connect – As a self-provisioning portal with Analytics around calling

**Let's Connect**