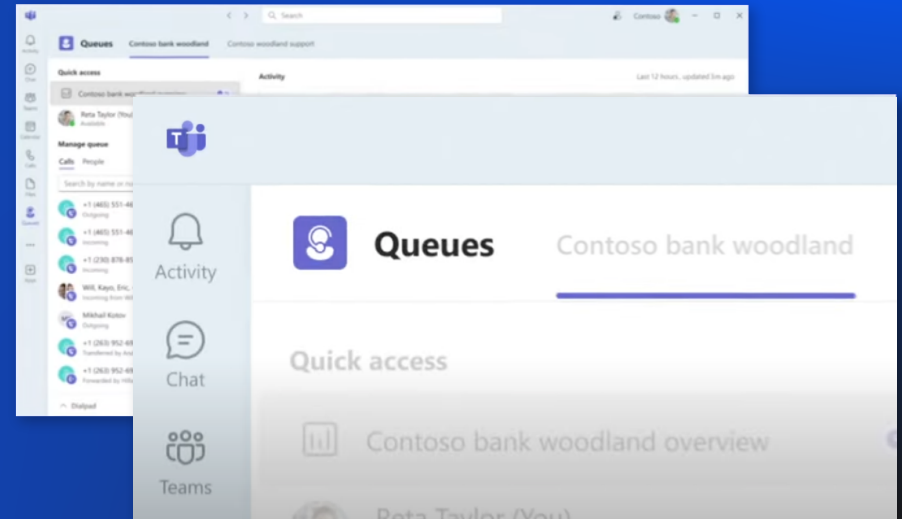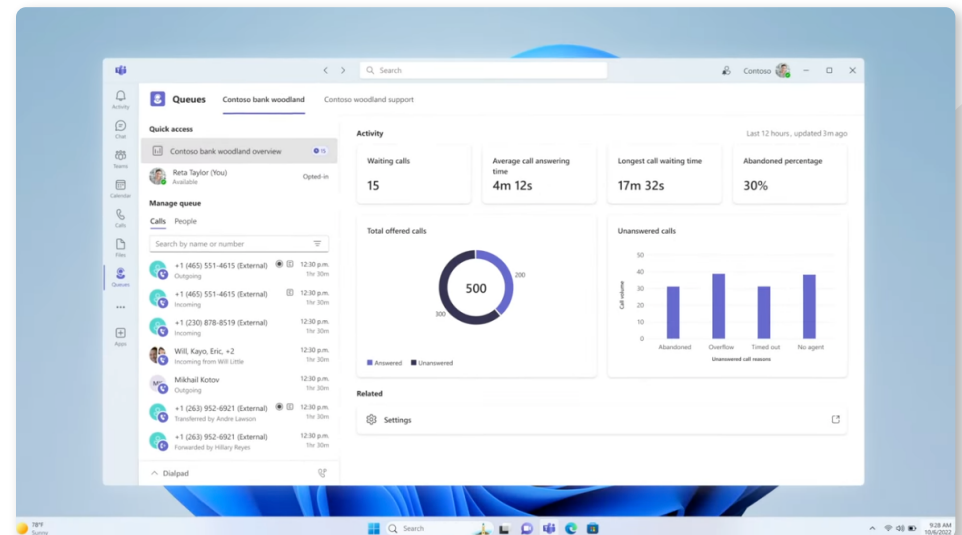**calltower**

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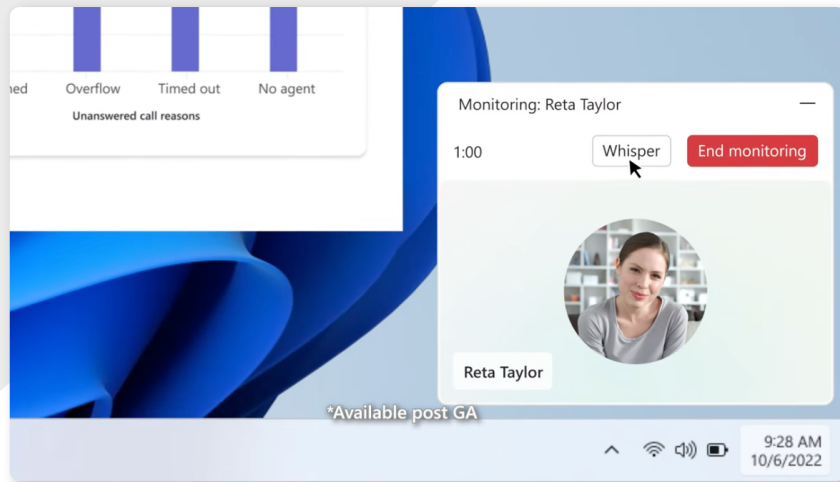
Queues App
for Microsoft Teams

The Microsoft Teams **Queues App**, delivered by CallTower, empowers organizations with advanced communication tools to streamline call management and enhance collaboration.

By combining Microsoft Teams' functionality with a range of cutting-edge features, businesses can provide seamless experiences to both team members and customers.

Advanced Call Management Features

The platform includes powerful features designed to optimize communication workflows:
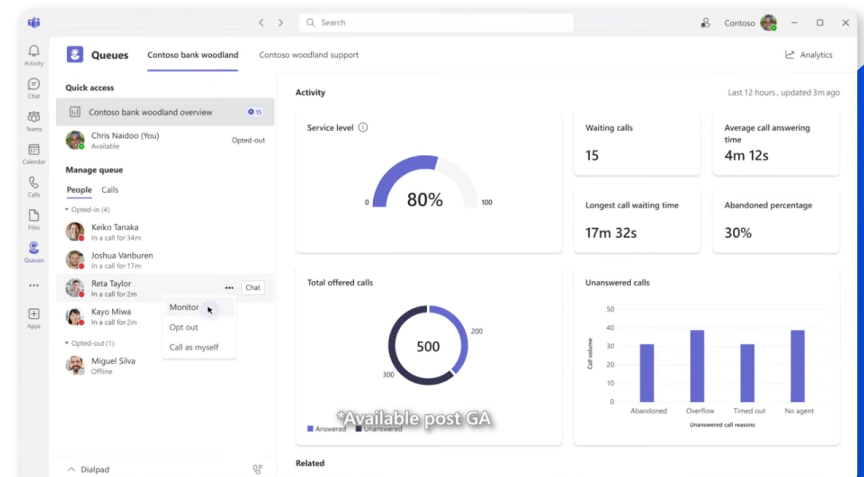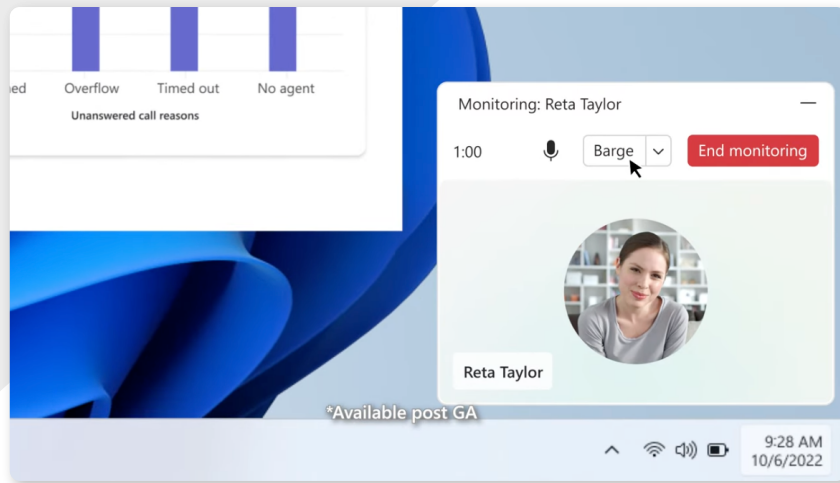
Whisper

Supervisors can provide real-time coaching during an active call without the external caller hearing, enabling improved agent performance and customer satisfaction.

Listen

Managers can discreetly monitor calls for quality assurance or training purposes, ensuring high standards of communication.
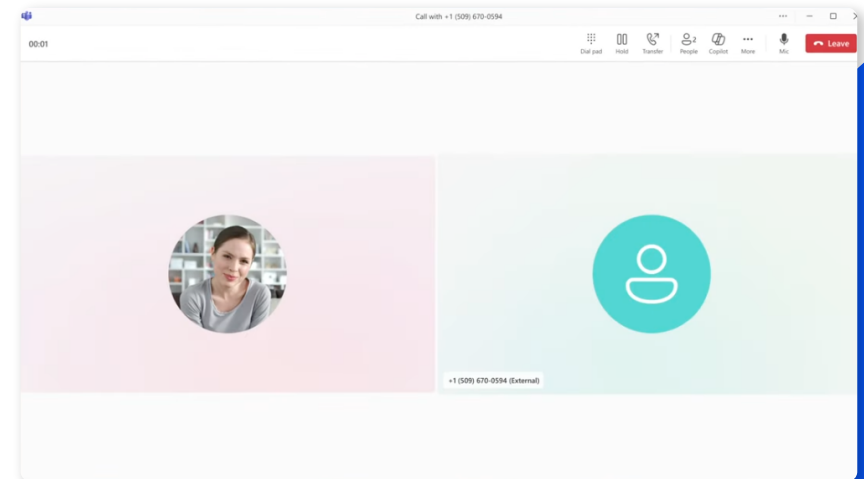
Barge

When escalation is necessary, supervisors can join ongoing calls to provide immediate support, facilitating problem resolution and boosting customer confidence.

Call Recording

Conversations are securely captured for compliance, quality assurance, and training purposes, supporting transparency and operational improvements.

For more information on Queues App features, watch the explainer video:

Watch Now

Benefits for Organizations

These features equip businesses with the tools needed to maintain exceptional customer service and internal collaboration. By incorporating whisper, listen, and barge functions, managers and supervisors gain better oversight and control, fostering consistency in communication quality. Call recording supports compliance with industry regulations while providing valuable insights for staff training and performance reviews.

Microsoft Teams PSTN and Queues App aligns perfectly with modern business needs by:

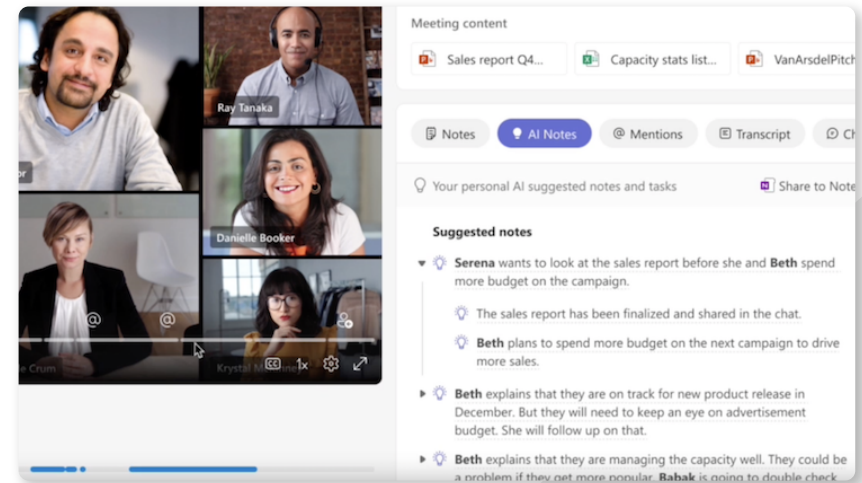| Ensuring Efficient Call Routing and Management	Reduces Response Times	Increases Productivity	Creates Reliable Communication Infrastructure

With CallTower's robust integration, organizations can enhance collaboration across departments, empower their teams, and remain competitive in a fast-paced marketplace. By leveraging these advanced functionalities, your business can foster stronger connections, drive operational efficiency, and deliver exceptional service, one call at a time.

The Microsoft Teams Queues App is included within the **Teams Premium** package, which offers a suite of advanced features designed to elevate collaboration and productivity.

Beyond call management, Teams Premium includes capabilities such as **meeting customization with branded backgrounds, advanced meeting protections like watermarking and end-to-end encryption, and AI-powered tools like intelligent recap and live translations.**

These features, combined with the Queues App, provide organizations with a comprehensive solution to enhance communication, improve security, and deliver a more personalized and efficient user experience.

Ready to Learn More?

Let's Connect