



Solgari

Solgari for Microsoft Teams

Enable hybrid workers to deliver
exceptional Customer Experience



Agenda

- ✓ **Microsoft Teams powers hybrid work collaboration**
- ✓ **Extending Teams to drive excellent customer experience**
- ✓ **Why use Solgari for Microsoft Teams?**
- ✓ **Customer Success Story**
- ✓ **Demonstration Video**

Hybrid work is here to stay



of leaders say they plan to make major changes to their flexible work policies ¹



of employees want flexible remote work options to stay ¹

Enhance remote and hybrid worker engagement and empower any employee to deliver exceptional customer experience

Seamlessly connect with customers on their preferred communication channels, voice, email, sms and all popular social channels

Avoid switching across multiple systems and provide a complete 360 degree view of the customer including all live and historic interactions within a single application

Help organizations mitigate security risks to their critical IT systems and maintain compliance with all industry data regulations

25X on average, information workers switch between 10 apps up to 25 times a day ²

¹ Microsoft Work Trend Index Annual Report 2021

² Microsoft Research + Insights Asana Anatomy of Work Index, 2021

Create a collaborative customer service & sales environment in Microsoft Teams

- A single workplace for real-time collaboration and communication, meetings, file and application sharing
- Extend with Solgari for Teams to deliver all your communication channels and full contact center functionality

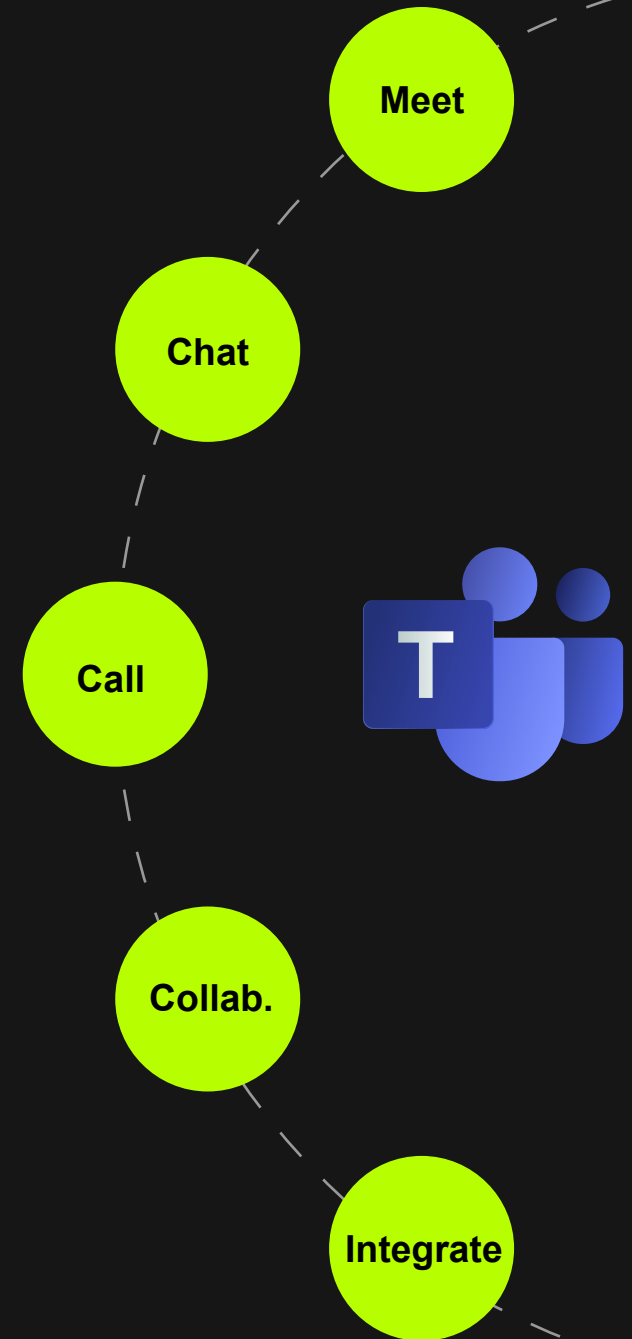
So, why should you use Solgari for Microsoft Teams?

Enable any Employee to Deliver Exceptional Customer Experience

Enhance Microsoft Teams with all communication channels

Deliver full contact center functionality to any employee

Exceptional Speed to Value, Data Security & Compliance



Enhance Microsoft Teams with all communication channels

- Solgari extends Teams with Voice, SMS and social channels inc. WhatsApp, WeChat, FB Messenger and Line
- Maintain existing numbers or create new ones globally
- Leverage your preferred telecoms carrier including Microsoft Direct Routing

The screenshot displays the MS Teams application interface. On the left, a sidebar contains navigation icons for Home, Chat, Calls, Files, and OneNote. The main area is titled 'MS Teams app' and features a 'History (45)' section with a list of recent messages. Below this, a 'Contact List' tab is active, showing a table of 'My Active Contacts'. The table has columns for Full name, Phone, E-mail, and Job. The contacts listed include Alex Kaha, Aliaksandr Kakhovich, Bob Webby, James Brown, James Page, FirstName LastName, PeterUpdate3 McGrath, Yana Test Perth, John Doe, John Doe, Bruce Wayne, Joe Bloggs, and Yvonne McKay (sample). The interface also includes a search bar at the top and a 'Do Not Disturb' button on the right.

| Full name | Phone | E-mail | Job |
|-----------------------|---------------|-----------------------------|--------------------|
| Alex Kaha | 375292595376 | - | |
| Aliaksandr Kakhovich | 12345 | test@it.ru | |
| Bob Webby | 64220000333 | bob@kiwi.co.nz | |
| James Brown | +42344322322 | - | |
| James Page | 447749134099 | - | CEO |
| FirstName LastName | - | - | |
| PeterUpdate3 McGrath | 08712345678 | peter.mcgrath@solgari.com | |
| Yana Test Perth | 37066863534 | yana@gmail.com | test1 |
| John Doe | - | - | |
| John Doe | - | - | |
| Bruce Wayne | +353860273243 | anton.kazlouski@solgari.com | |
| Joe Bloggs | - | joe.bloggs@solgari.com | |
| Yvonne McKay (sample) | 555-0100 | someone_a@example.com | Purchasing Manager |

Deliver full contact center functionality to any employee

- Multi-session, inbound and outbound, agent-assisted or automated interactive voice response (IVR)
- Modern skill-based routing plus call recording, analytics & reporting
- Solgari has deep CRM integration to perform effective Case Management

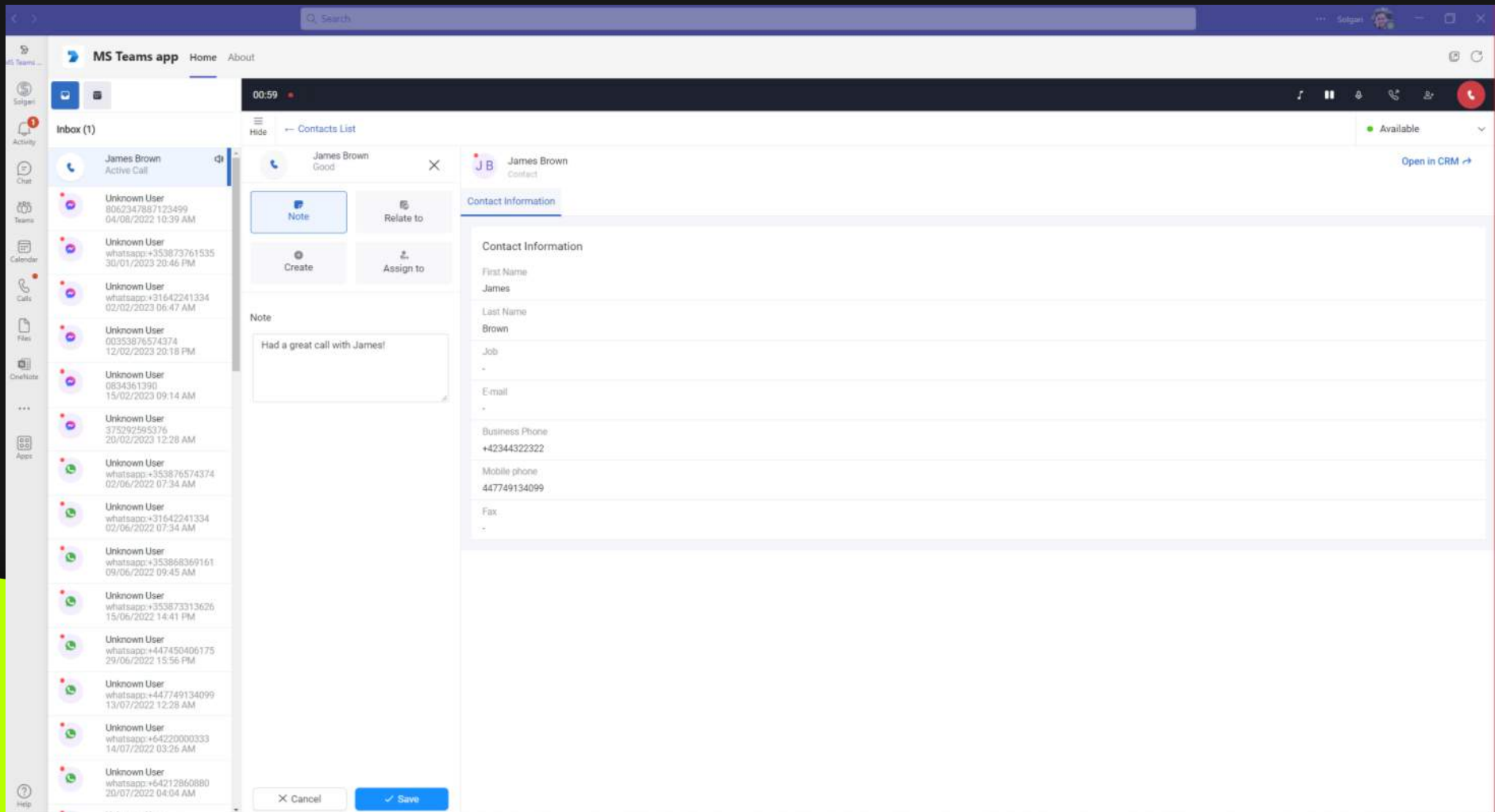
The screenshot displays the MS Teams app interface, which is configured for contact center functionality. The left sidebar contains navigation icons for Solgari, Activity, Chat, Teams, Calendar, Calls, Files, OneNote, and Apps. The main window is divided into three sections:

- Inbox (45):** A list of incoming messages from 'Unknown User' with various phone numbers and timestamps.
- Chat Window:** A conversation with 'Unknown User' showing a sequence of messages: 'How are you', 'Good thanks and you?', 'Great', 'Can you talk?', 'Yes', 'Hi there', and 'Hi there'. The chat includes a 'Start call' button and a 'Send' button.
- My Active Contacts:** A table listing active contacts with columns for Full name, Phone, E-mail, and Job.

| Full name | Phone | E-mail | Job |
|------------------------|---------------|-----------------------------|--------------------|
| Alex Kaha | 375292595376 | - | |
| Aliaksandr Kakhonovich | 12345 | test@t.ru | |
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Exceptional Speed to Value, Data Security & Compliance

- Download Solgari for Teams from the Microsoft Marketplace and Configured in Hours
- Instant compliance with regulations including GDPR , PCI DSS , HIPAA and MiFID
- Access Controls and Auditing ensure sensitive data is only accessible to authorized users



Personas in this demo

- Customer Service Agent
- (or) Sales Representative
- (or) Contact Center Agent

Enable any Employee to Deliver Exceptional Customer Experience

- Enhance Microsoft Teams with all communication channels
- Deliver full contact center functionality to any employee
- Exceptional Speed to Value, Data Security & Compliance

Business Context in this demo

This demonstration shows agents can use Solgari for Microsoft Teams to manage cases natively within whatever CRM they are using, including Microsoft Dynamics 365



Why CallTower?

1

Global Hybrid MSFT Teams, Webex and Zoom Environments with key integrations, including contact center

2

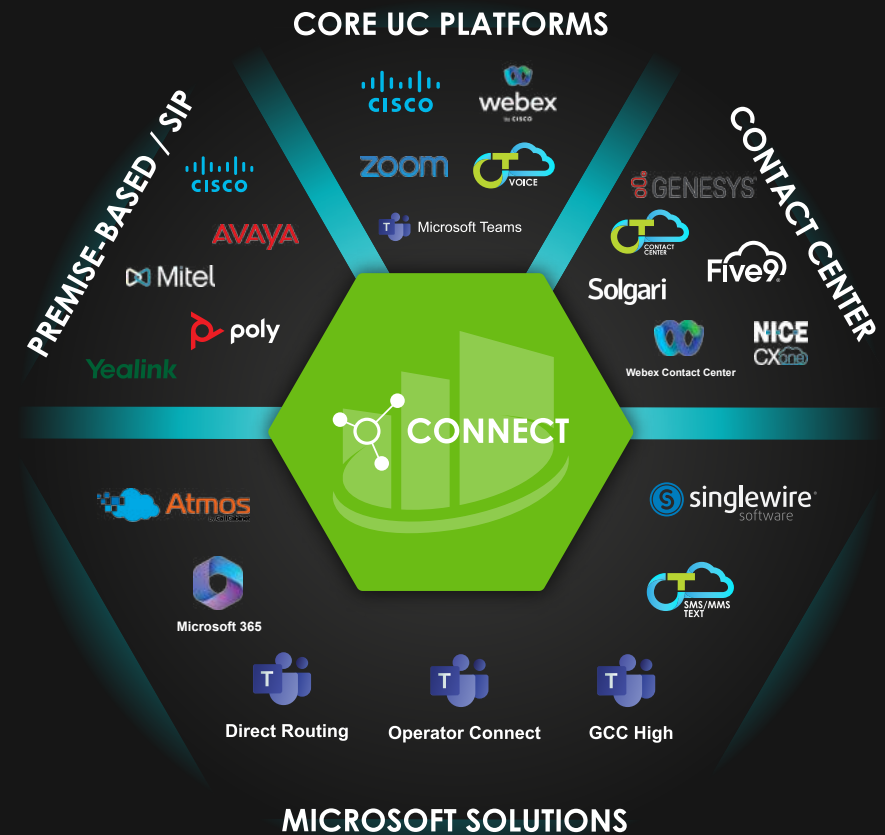
White-glove implementation ensuring a gradual shift in solutions enabling adoption

3

Scalable / Flexible / Customizable

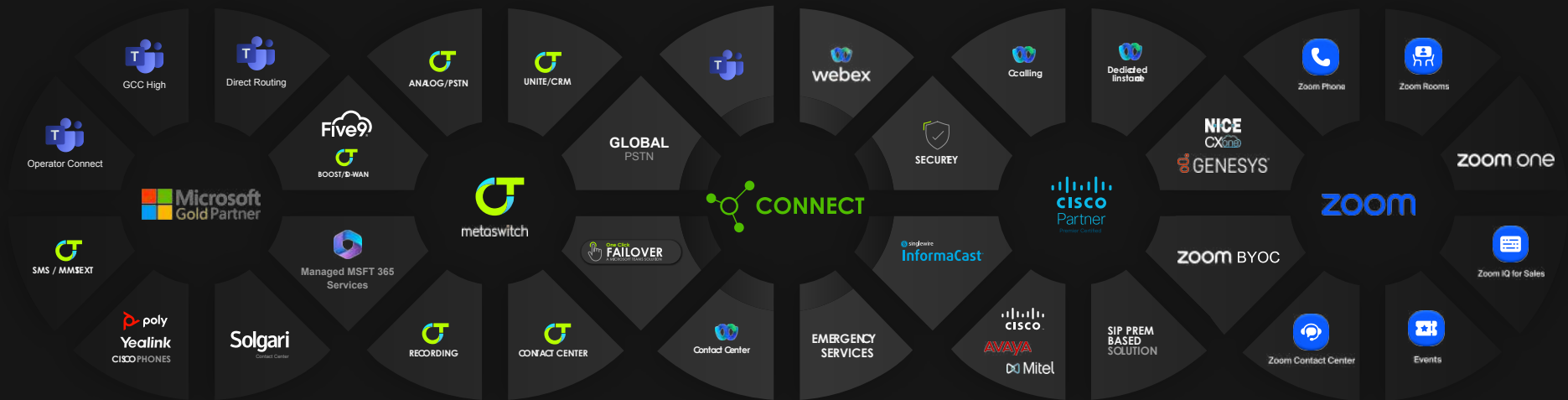
4

CallTower Connect - Provisioning portal with 25+ APIs



CallTower Advantage

Global voice solutions provide businesses with the ability to communicate seamlessly across borders.



CallTower is the perfect partner to elevate your MS Teams and Solgari experience, providing a winning combination for your business communication needs. With CallTower, you'll enjoy seamless integration and top-notch customer support services that are second to none. Their team of experts is dedicated to ensuring your collaboration tools are running smoothly and efficiently, so you can focus on what truly matters - growing your business. By choosing CallTower, you're not only harnessing the power of Microsoft Teams and Solgari, but also gaining access to a committed support team that's always ready to address your concerns. Opt for CallTower to enhance your communication experience with Microsoft Teams and Solgari.

Let's Connect