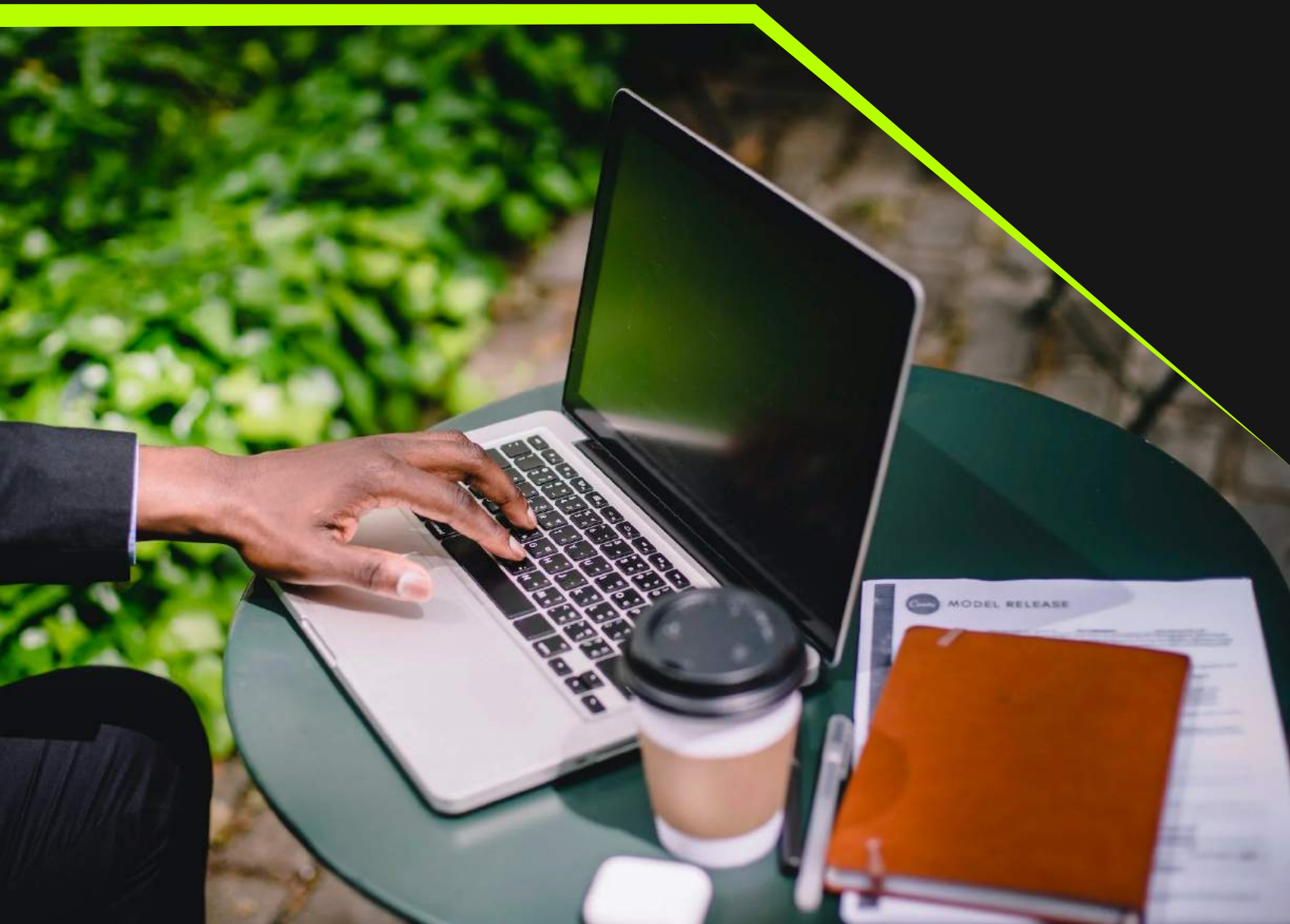




Unleashing the Power of Omnichannel Communication

Solgari Integration with Microsoft Teams

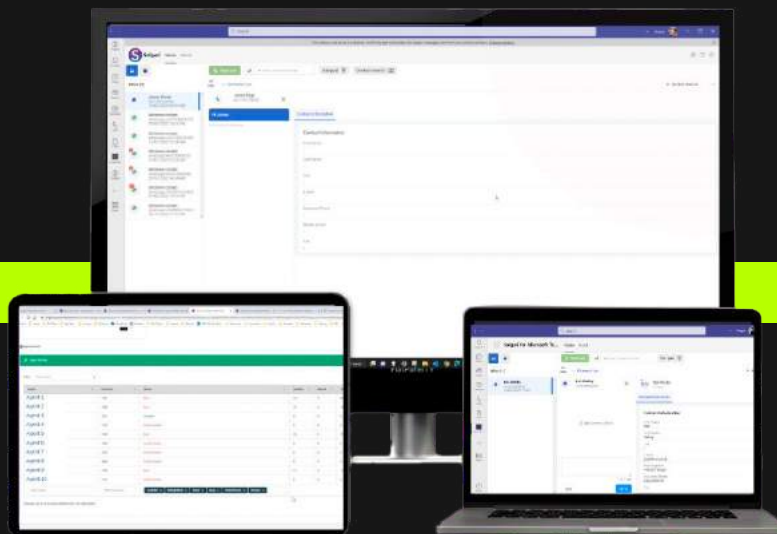


Collaboration and communication are the heart of every successful organization. As companies continue to explore new ways of boosting their productivity, many are turning to advanced technologies to enhance their teams' collaborative efforts and streamline communication. Microsoft Teams has emerged as one of the most innovative communication and collaboration platforms available, providing users with a seamless experience across all devices.

With CallTower's integration with Solgari, we can deliver Microsoft Teams in-application contact center and communication capabilities.

Solgari's Microsoft Teams Integration

Solgari is a cloud-based telephony and communication contact center platform that allows businesses to engage with their customers via an omnichannel approach. (voice, SMS, web chat, etc.)



Solgari Integration works by integrating with Microsoft Teams to provide a complete communications solution for businesses. It enables voice and SMS messaging within the Teams platform and provides modern communication functionalities, including automated voice recording and voice to text transcription.

Why CallTower's Microsoft Teams and Solgari?

1

Enhanced Communication

One of the primary advantages of using CallTower's Teams and Solgari integration is the **ability to amplify communication opportunities**. Microsoft Teams provides messaging, audio and video calls, and virtual meeting rooms, while Solgari provides more advanced communication features like high-quality voice calls and instant messaging. This combined platform helps create a new way of communicating across the company, with more fluid conversations, and better-quality audio and video calls. Moreover, Solgari's advanced communication features also enable better customer communication and engagement.

2

Streamlined Customer Engagement

With the integration of CallTower's Teams and Solgari, customer engagement becomes more seamless. Solgari's Cloud Contact Center capabilities integrate deeply with Microsoft Teams, bringing valuable functionalities like call routing, IVR, CTI, and digital channels like SMS and Email into the Teams environment. This integration enables organizations to integrate different departments' customer services, including sales and support, into a single hub to offer a consistent omnichannel experience to customers, which ultimately leads to better engagement and satisfaction.

3

Increased Productivity

Combining CallTower's Teams and Solgari also results in increased productivity. With the integration, team members can make calls, send messages, and join conference calls from the same interface, making it easier to switch between communication channels. Solgari's advanced technology and real-time reporting make it easy to monitor customer interactions, which leads to faster and more accurate decision-making and ultimately leads to better customer satisfaction.

The Omnichannel approach provided by Solgari delivers customers with the best possible experience. Customer requests are automatically routed to the right team member, who can respond through Microsoft Teams. This integration also enhances the coordination of support requests, enabling faster resolution of customer issues.

The integration of Microsoft Teams and Solgari offers businesses a powerful communication and collaboration platform. The combined solution ensures high-quality communication, streamlined customer engagement, and ultimately enhanced productivity, leading to better customer satisfaction and improved business outcomes. With these benefits in mind, it is no wonder that more and more businesses are looking to Microsoft Teams and Solgari to revolutionize their communication and collaboration processes.

Microsoft Teams Benefits

Network and Platforms completely optimized for voice

Direct Connection via Azure = Low latency + control

Highly Scalable to grow or contract to meet your business needs

Low Cost Rates for affordable Domestic and International

Multi redundant, robust global links; enterprise grade routes

Number portability, keep your numbers

POPs in 24 Locations, for low latency pathways

24/7/365 support

Geographic DIDs available 100+ countries

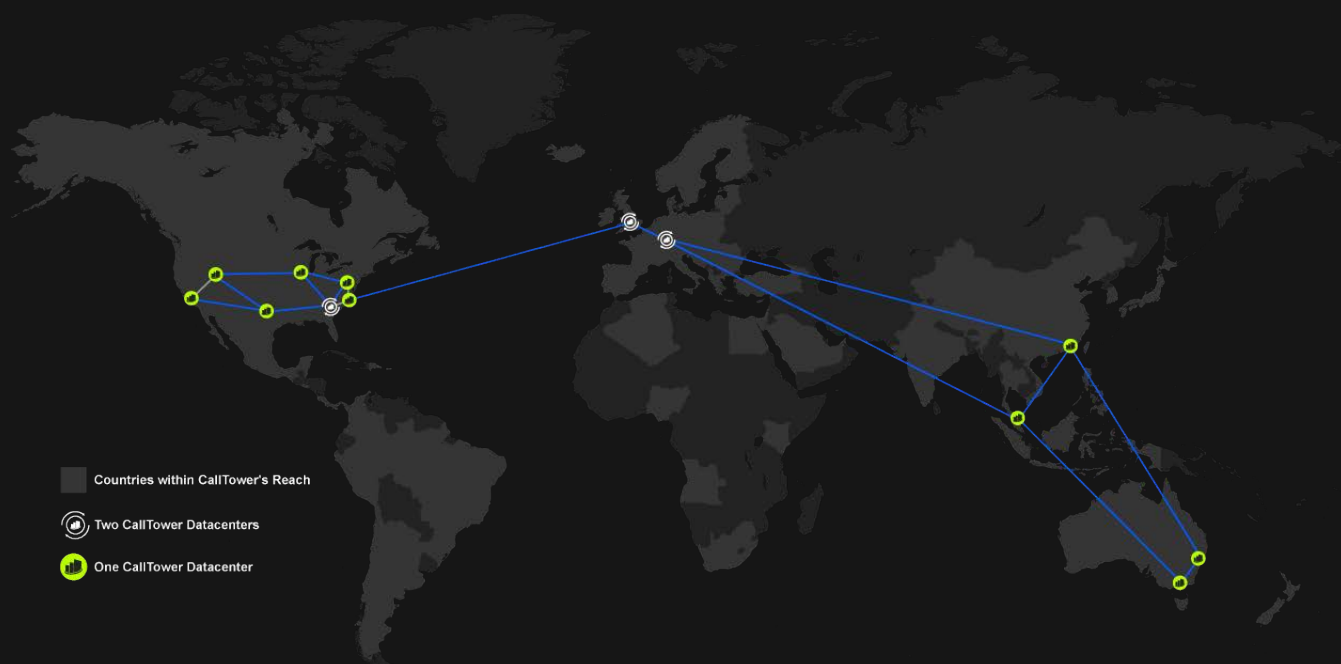
Rapid Global Deployment with our platform agility

Quality assured CLI routes, highest quality International routes

Making Your World Smaller

Multi national companies struggle unifying their communications globally. CallTower's multinational Microsoft Teams Phone System unifies your global sites onto a single platform.

CallTower's multinational Microsoft Teams Phone System offers a single unified and secure Global Phone System for Microsoft Teams, with over **75+ Countries** and ultra competitive international call plans. Now your team can communicate using a single system, with a single provider, rather than using different Phone Systems and a different provider in each country.

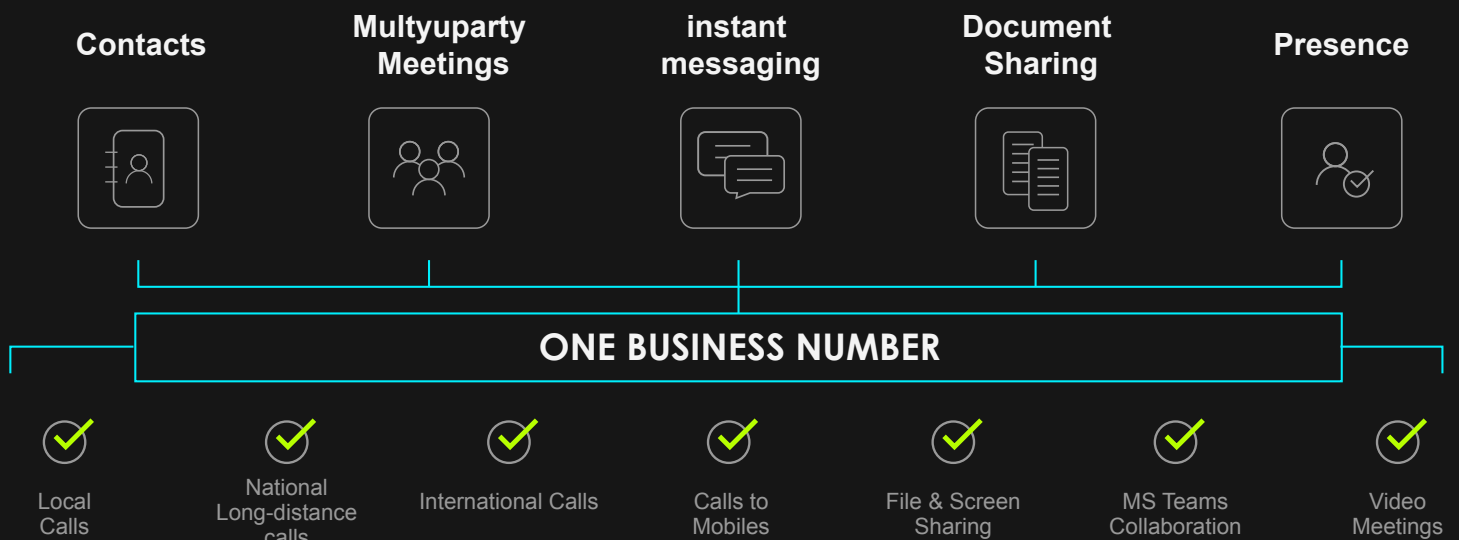


Office 365 on its own is a powerful enabler, but extending it using CallTower's multinational Microsoft Teams Phone System brings your world together.

CallTower's multinational Microsoft Teams Phone System connects calls to landlines, mobiles or international destinations from a single, dedicated geographic number through Teams to anywhere in the world.

You can keep your existing PSTN Phone numbers. Number portability allows you to move existing numbers to your new system, or you can choose to allocate new numbers. You can now truly deliver and manage your business communications from a single, integrated platform regardless of where you are.

The Power of One United Workspace



The CallTower Advantage

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