



calltower

Solgari

When is Teams More Than Teams?

When it's a Contact Center!

Microsoft Teams has become a standard fixture in most businesses. It's so much more than a collaboration platform—users worldwide are managing files, integrating add-ons, and achieving deep productivity 'flow' all in a single screen.

300M

1000%

300

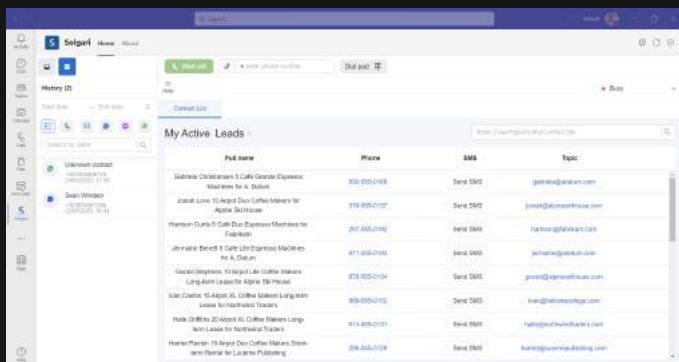
91/100

Microsoft Teams has 300M daily users

Teams' video calls have increased by 1000% since 2020

300 conversations are happening on Teams every minute

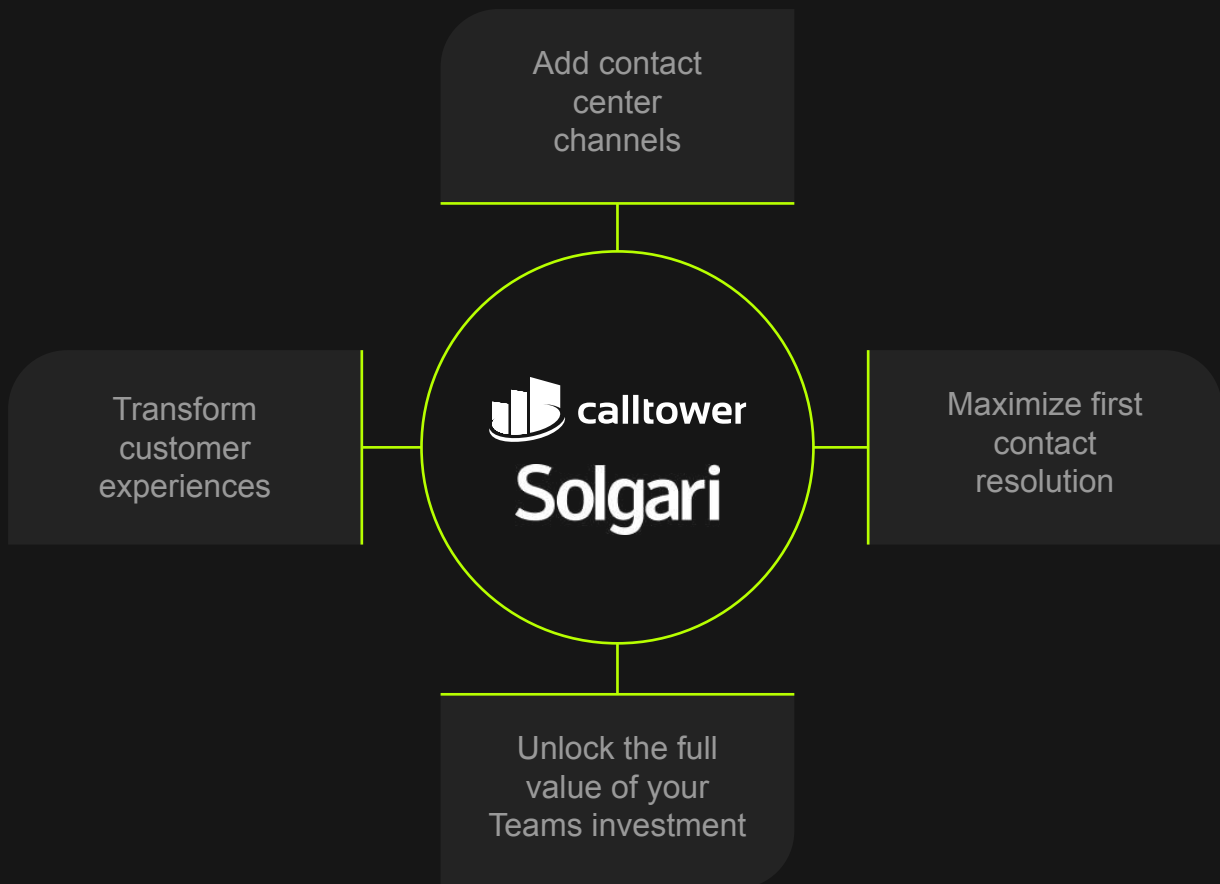
91 out of 100 Fortune companies are using Teams



Turning Teams into a Contact Center with Solgari

Solgari is a native add-on for CallTower's Operator Connect for Microsoft Teams --enhancing and extending it into a full-function omni-channel contact center . This allows you to build, maintain and deepen valuable relationships with customers, patients, prospects and partners.

Solgari for Microsoft Teams allows you to:



Why Solgari for Microsoft Team?

Solgari for Microsoft Teams delivers tangible business benefits and real improvements to customer engagement

Deep integration

Solgari for Microsoft Teams is a native Teams add-on, available on the Azure Marketplace, AppSource and Salesforce AppExchange.

All-channel solution

Blend voice, video, chat, SMS, WhatsApp, and social media into Teams so your customers can have one, holistic conversation across the channel(s) they prefer.

Quick deployment

Live in days, eliminating any need for long, risky and expensive implementation projects.

Contextual service

All customer data including open cases, previous orders and historic interaction available via deep CRM integration.

Realize the full value of your Microsoft investment

Solgari stands up rapidly, eliminating the delay of implementation projects that prevent agents from using and realizing the value of your investment. Additional benefits include:



Follow-the-sun support

with a range of options to suit every business



Future-proofing

SaaS solution continuously updated to leverage latest technology



AI & CI

advanced conversational intelligence



Industry compliance

including MiFID II in FSI, HiPAA in Healthcare, and GDPR

Ready to get started?

What are you waiting for? Solgari with Microsoft Teams offers you increased flexibility, scalability and the ability to enable omni-channel customer communication through a single pane of glass.

Get in touch with us today to trial the expansive communications benefits of our omnichannel solution.

Let's Connect