

ConnectPro for Microsoft Teams

PRODUCT FACTSHEET

Teleware

ConnectPro is a Microsoft Teams integrated contact centre solution.

When migrating to Microsoft Teams voice, organisations often find that Microsoft Call Queues doesn't have all the features they need, such as real-time stats, agent wrap-up, CRM integration, Power BI reporting and AI voice services to automate and augment customer conversations. Organisations turn to third party contact centre solutions to address these issues but often sacrifice functionality or compromise on licences due to budget constraints. Teleware bridges this gap, by offering advanced capabilities cost-effectively.

ConnectPro offers a tightly integrated experience in comparison to standalone contact centres, which are typically siloed to specific user groups (e.g. customer service team). This improves communication and collaboration between ConnectPro agents and other Teams users.

Microsoft Teams integrated contact centre

- Centralise your telephony strategy, leveraging Microsoft Teams voice.
- With multiple channels including voice, webchat, WhatsApp, SMS and email, your customers can reach you via their preferred method.
- Automate customer conversations and boost customer experience with AI agents.
- Agent Assist augments customer conversations, supporting agents with automated transcription, call summary and call playback in Microsoft Teams.



Who it's for?

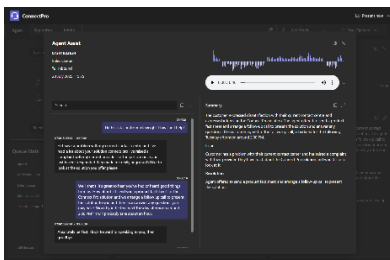
Organisations using Teams for voice or are considering the move and require:

- A fully integrated Teams experience that allows users to work from anywhere on any device.
- Advanced services beyond Call Queues at a cost-effective price.
- AI augmented customer conversations to increase overall efficiencies.
- Cost-effective 24/7 operations by automating routine tasks with AI Agents, freeing up human teams for higher-value work.
- Greater real-time insights to understand customer experience and performance.
- Power BI integration providing easy access to, detailed historic reporting.
- Simplified integration of enhanced data to CRM and other back-office systems to improve customer experience.

Features

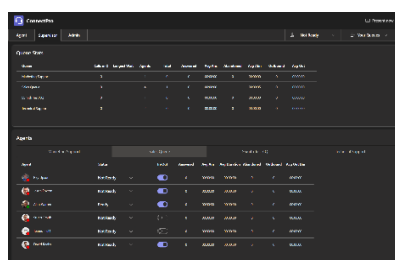
- ConnectPro natively integrates into Microsoft Teams using the Microsoft Extend model.
- Advanced routing and call queuing, supported by self-service features, provide the flexibility to efficiently direct work to the right people across your organisation.
- Instantly transcribes calls, generates summaries and identifies key issues and resolutions.
- AI agents that scale effortlessly to meet demand, delivering natural, real-time conversations tailored to each customer.
- Agent and Supervisor app providing real-time insights including call handling, queues, customer wait times, agent availability and performance metrics.
- Integration with third-party platforms using Power Apps, including CRM (e.g. Dynamics and Salesforce), helpdesk, HR and financial software.
- Customisable wallboards that display key metrics, agent activity and service levels in real-time, accessible from any location to support remote, hybrid or on-site operations.

Agent view



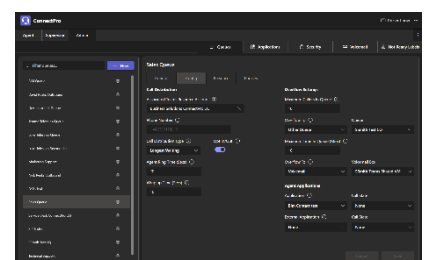
Agent Assist delivers real-time transcription & call summaries. Power App options support CRM & data integration.

Supervisor view



Provides real-time insights including call handling, queues, wait times, agent availability and performance metrics.

Administrator view



Facilitates a self-service approach to agent and team management as well as call distribution.

Benefits

- Enables departments to manage teams in real-time with greater agility. Adds, moves and changes can be done in seconds, freeing up IT to focus on strategic initiatives.
- Improves first contact resolution through better collaboration with experts from the rest of the business.
- Streamlines workflows and enhances data accuracy by connecting systems across the business, reducing duplication and improving service delivery.
- Empower teams with real-time performance data, enabling faster decision-making, proactive support and improved service level management.
- Eliminates manual notetaking which increases productivity, improves accuracy of records and enables faster follow-up through clear actionable insights.
- Ensures consistent, high-quality customer service at any volume, while reducing operational costs and freeing human agents to focus on complex tasks.
- Easy to deploy globally, live within minutes with next to no setup costs.