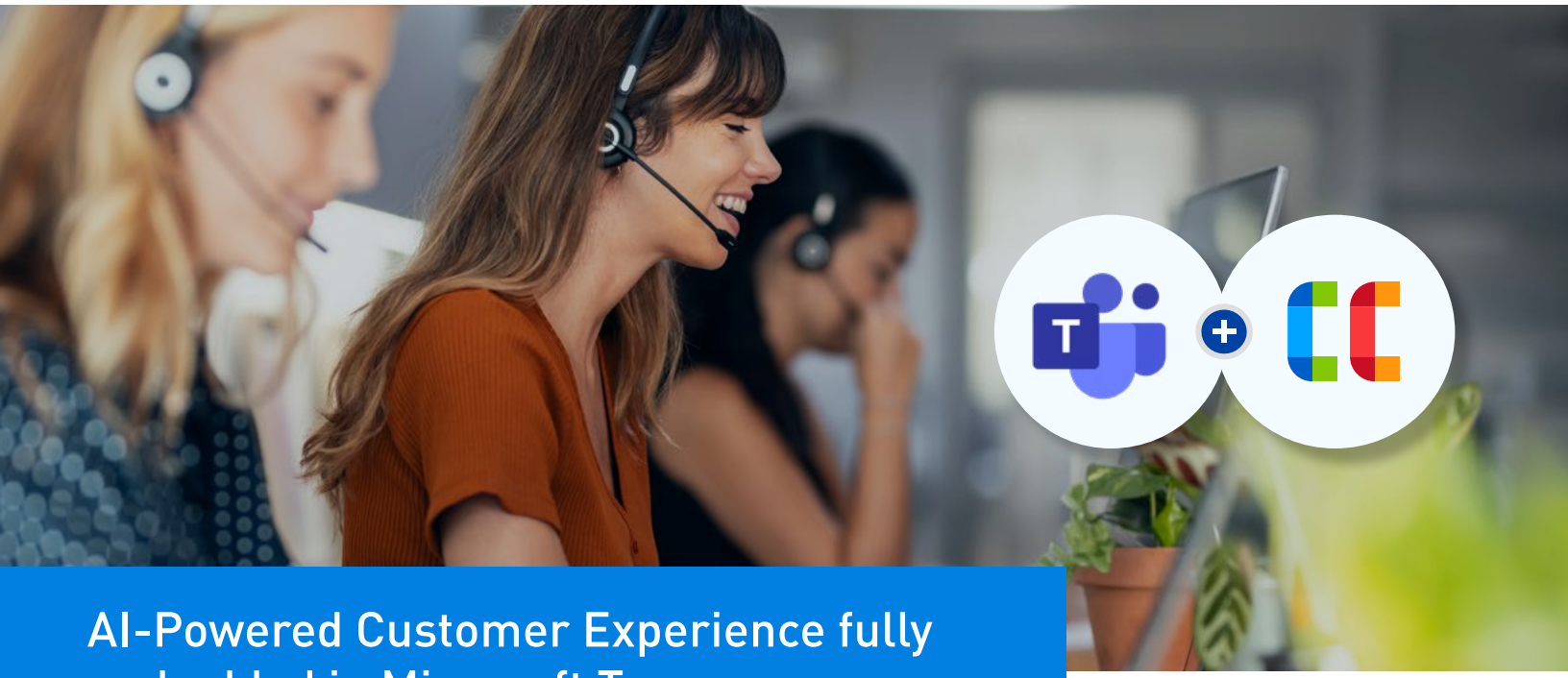


AI-Powered Customer Experience fully embedded in Microsoft Teams

All In One App
Manage customer calls, chats, emails, and texts in Teams

AI-Powered Customer Experience
Smarter interactions through AI insights for agents and supervisors

Simple Pricing
No additional Teams Phone license required

Deliver exceptional customer experiences from a single, unified workspace. With AI-powered Contact Center built into Microsoft Teams, your team can respond to every customer channel without switching apps—resulting in smoother workflows and quicker resolutions.

INTELLIGENT CONTACT CENTER FOR CUSTOMER EXPERIENCE:

Use Contact Center for Teams to support customer interactions using their preferred communication channel and use AI Call Insights, advanced reporting, and analytics to ensure you're meeting customer expectations.

TEAMS FOR COLLABORATION. SOFTPHONE FOR VOICE AND SMS:

Use MS Teams for chat, file sharing, and video meetings. Make enterprise-grade calls and send SMS with our included softphone, or integrate your own carrier to meet specific needs.

SEAMLESS COLLABORATION FOR FASTER RESOLUTIONS:

When agents need help from other teams, they can reach out through Teams chat or video without leaving the customer conversation. Everyone stays in sync, and customers get answers faster.

HOW UC, CONTACT CENTER, AND TEAMS WORK TOGETHER

ADD-ON

FEATURES	USE TEAMS FOR	USE CC FOR
Chat/Instant Messaging	●	
Video Meetings	●	
File Sharing & Cloud Storage	●	
Enterprise Softphone or Bring Your Own Carrier		●
Unlimited Calling (Domestic + 33 countries)		●
Archiving for Teams and Communications Data (Retention options up to 10 years)		●
Call Monitor, Barge, Whisper		●
Mobile App		●
3rd Party Integrations (Salesforce, ServiceNow, NetSuite, and more)		●
Dashboard & Reports		●
Advanced Reporting and Analytics		●
Omnichannel Support (Voice, SMS, Chat, Email)		●
Intelligent Call Routing		●
Call Queuing		●
Interactive Voice Response (IVR)		●
Customer Self-Service Tools		●
Outbound Customer Engagement (Voice, SMS, Email)		●
AI Interaction Summary		●
AI Sentiment Analysis		●
Real-Time Agent Management		●
AI Workforce Engagement		●
AI Quality Management		●
Post-Call Survey		●

QUESTIONS? CONTACT US TODAY!

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