

# Competella Communication Suite for Teams

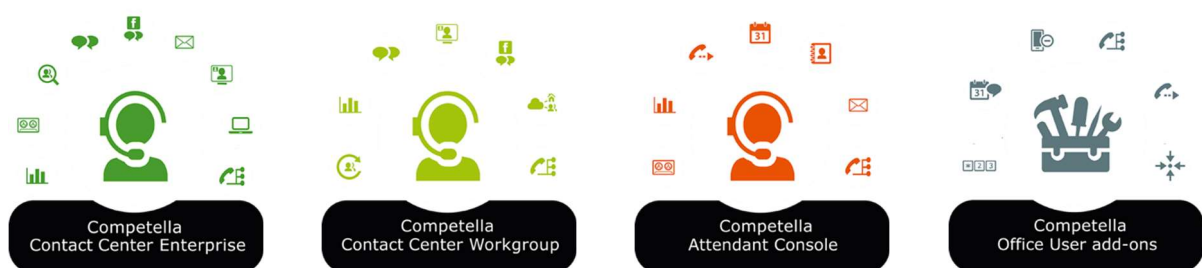
## Add a cloud-based contact center and attendant service to your Microsoft Teams

Competella CS (Communication Suite) for Teams adds an advanced and efficient cloud-based contact center and attendant service for your Teams and Office 365 tenant. The Competella CS provides excellent tools for routing and distribution of incoming calls to the agents in your contact center or attendant service. When the agent answers a call, relevant information about the customer is displayed and access to functions for call control, advanced directory search engine, presence, calendar, e-mail and IM are directly available to provide high level of service to the customers. Since the attendant application is integrated in the contact center you can easy use your contact center team to also provide attendant service.

The Competella Communication Suite is built on Microsoft native Teams API. This means that you can benefit from your existing Microsoft infrastructure to provide contact center services and you are also operator independent since the suite does not require of any specific operator functionality. The Competella Communication is designed to comply with the technical framework and architecture for software development and security that is defined by Microsoft. The product suite adds new values to Microsoft Office and Microsoft Teams and is integrated with other Microsoft products e. g. Dynamic CRM, Azure AD and Exchange.

## Application Suite for Contact Center, Workgroups, Attendants and Office users

The products in the Communication Suite can be used in four typical solutions; Competella Contact Center Enterprise, Contact Center Workgroup, Attendant Console and Office User add-ons. The Competella Communication Suite is modular, which means that you can add extra functionality to the solution over time to improve the customer experience journey and meet the expectations of your customers, users and the organization.



**Contact Center Enterprise**  
Advanced contact center  
Fast and professional service with IVR, automated distribution to best available skill  
Queue, call and agent overview, Call recording  
Realtme call-log utilization  
Excellent organization search  
Ergonomic UX with shortcut-keys, integrated to CRM

**Contact Center Workgroup**  
Hunt group, ACD solution  
Call Queue replacement  
Call distribution for departments  
Simultaneous ring  
IVR  
Mobile agents, Clientless  
Realtme queue overview

**Attendant Console**  
Advanced Attendant client  
Fast and efficient call handling  
Queue, call and agent overview  
Call recording  
Distribution to best available skill  
IVR, Realtme call-log utilization  
Excellent organization search  
View Presence on users  
Administer user keywords  
Easy call message function  
Ergonomic use with shortcuts

**User Add-ons**  
Individual user tools  
Web client with directory search  
Activity Management