Enghouse

Competella SaaS
For Teams
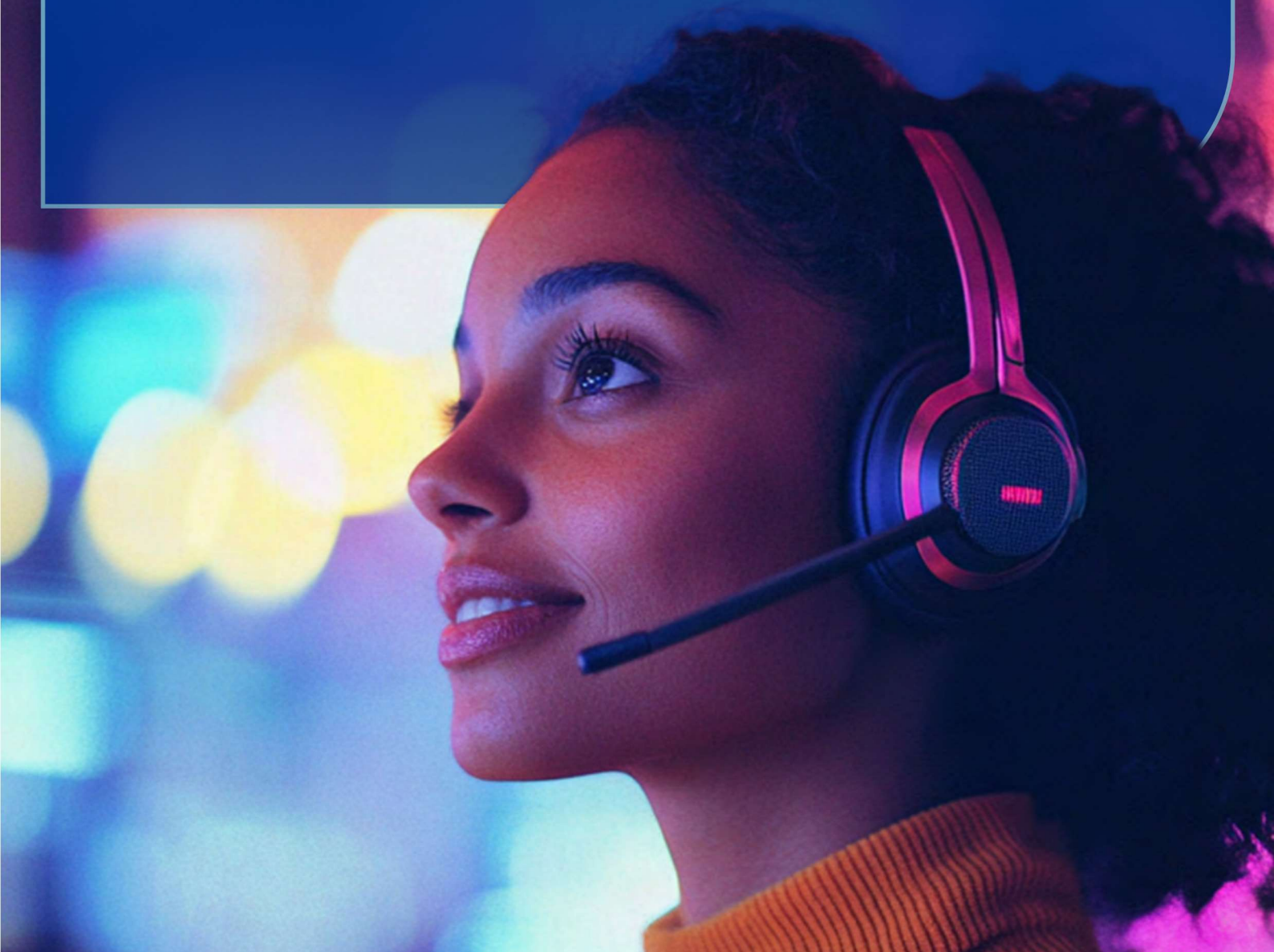
Enghouse Interactive

Delivering the Ultimate in Customer Experience

Competella SaaS for Teams is an advanced and efficient cloud-based contact center and attendant service for your Teams and Office 365 tenant. Certified with Microsoft Teams and fully integrated with Microsoft´s extend model.

Helping to improve customer experience (CX) by utilizing your investment in Microsoft Teams with a Contact Center or an Attendant solution.

Competella SaaS for Teams provides advanced yet simple tools for routing and distribution of inbound calls to contact centre agents and switchboard attendants. It integrates call control with advanced directory search, providing access to presence, calendar, e-mail, and IM. The system adds queuing and media control handling functionality to Microsoft Teams beyond the level found in legacy PBX's.

Competella SaaS for Teams is natively built on the Microsoft infrastructure and is designed to leverage their technical framework and architecture. The product suite adds new capabilities to Microsoft Teams and is designed to integrate with other Microsoft Office products like Dynamics CRM and Exchange as well as Salesforce CRM-system.

Competella SaaS for Teams 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.

Certified with Teams

Competella SaaS for Teams is deployed in Microsoft Azure and assists organizations with consolidating their legacy telephone system with a Microsoft telephony solution. Customers benefit from reduced complexity with a simplified and high-performance Microsoft Teams cloud solution. Competella SaaS for Team works with Microsoft Calling Plans and Direct Routing or a mix of both as well as with Microsoft Operator Connect.

Microsoft Azure Optimized - Competella SaaS for Teams is developed to run within a public cloud infrastructure within Microsoft Azure providing the ultimate in scalability and reliability.

Public Cloud / CCaaS / SaaS - Offered as a subscription based SaaS solution, you only pay for what you need. For existing customers using the server based Competella suite, we offer a migration-path to Competella SaaS for Teams.

Key Features

Offering a superior customer service with a 360° overview Competella Contact Center Enterprise for Teams' is fast and easy to implement and activate, empowering your agents and the organization with the required information to provide the ultimate in customer service and to easily optimize resources.

With its advanced distribution of inbound calls to the best available agents across the organization, agents can, with multi-queue access, receive calls that leverage their specific experience, skills, and capabilities. Agents can benefit from a 360° overview of the customer journey to better understand what the customer has already gone through to provide a superior customer experience. This overview includes agent status, queue status, calls in queue, contact journey, contact history, subject matter expert presence and the option to leverage even more insight into the customer, with integration to their CRM system.

The Competella Contact Center Workgroup for Teams is an advanced hunt group solution built on Microsoft Teams and used by companies that need functionality beyond the level provided by Microsoft Teams Call Queue. The advantages are many. Using the Competella Contact Center Workgroup as an example, the Agent app is located inside Teams – where all call handling can be managed via the native Teams client. It provides easy access to reporting, analytics, and statistics as well as real time service level wallboards as part of the solution. The Competella Workgroup Contact Center provides agents with more flexibility with simultaneous ring – calls can be offered both in Teams and on the agent's mobile phone.

The Competella Attendant Console for Teams is designed and developed in collaboration with receptionists. It is the solution that helps them deliver excellent service for all incoming calls. With a complete view of incoming calls, calls waiting, and logged-on receptionist status synchronised with the company´s Microsoft Teams, Exchange calendar and mobile presence. As a result, receptionists can easily focus on their main task: to deliver exemplary customer experience (CX) through professional yet personal engagement.

Your receptionists are the face of the company - Callers ask for specific individuals, departments and much more. The receptionist is typically bombarded with inbound calls that must be handled quickly, efficiently, and accurately. Routing a caller to the wrong person or department is not acceptable. Competella's Attendant Console has a comprehensive directory that seamlessly integrates to Azure Active Directory providing a wide range of advanced search features that enable the receptionist to find the right person quickly.

The Competella IVR Express is an administrator friendly solution with a web based graphical user interface. The web-based administration capability enables you to build your menu-structure and make the workflows smooth and easy. Unlimited workflows give the administrator the freedom to quickly solve the business owner's issues.

Improve collaboration between your remote, hybrid, mobile and office employees **with Competella Mobile Presence Gateway** and Teams by federating Service-provider mobile line indicators with the Competella Communication Suite. The Competella Mobile Presence Gateway is integrated with select Service providers in Northern Europe and typically requires a subscription with the service provider. Your customers and employees can save time and avoid unnecessary calls with the Mobile Presence Gateway from Competella as your agents will be able to see the mobile line state directly within the Competella Agent before they call.

Without a **Competella Quality Monitor** wall board you might not know when calls are backing up in your Contact Center queues. The Quality Monitor is web based and easy to configure with a wide range of easily set parameters that help you supervise and optimize your Contact Center queues – in real-time. Results can be shown on multiple screens or projectors to keep your agents updated on their status. This live overview and callboards will reduce "down-times" and help to maintain and even increase the level of service from your Contact Center and queues.

It is not easy to manage a Contact Center department and perform workforce management without statistics to rely on. **Competella' s web-based statistics** enable customized reporting which can be used to focus on the performance of your queues and agent service levels. These Competella Statistics reports will give you the insights needed to easily determine how many agents you should have on duty at any given time. If you analyze agent stats, you will also be able to spot the star performers in each department and you can easily share best practices across your workforce to increase utilization and customer service.

About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre software, services, and video solutions, serving thousands of customers for over 35 years. Enghouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact centre from a cost centre into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse Interactive's reputation for consistently honouring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

Contact Us
to Learn More

With over 35 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at **enghouseInteractive.com**

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More information about
Competella SaaS For Teams

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