

Competella Communication Suite for Teams

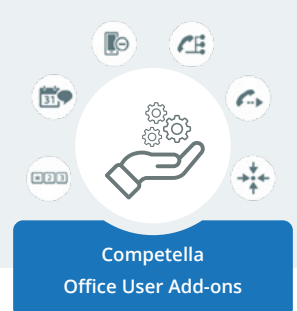
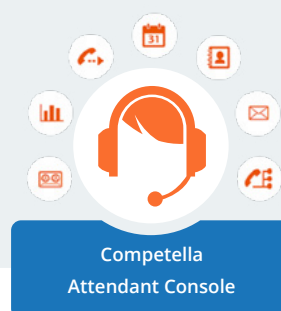
Add a cloud-based contact center and attendant service to your Microsoft Teams

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 easily 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 Suite 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. Dynamics 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
 Realtime call-log utilization
 Excellent organization search
 Ergonomic UX with shortcuts, integrated to CRM

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