

Product Overview



ContactCentre4Teams enhances Microsoft Teams with additional features and functionality, enabling Microsoft Teams to operate as a full Contact Centre solution. Some of the key CC4Teams features are “cold and “warm” transfer internal/external, adhoc or permanent call-recording, IVR, membership management, listen-in, call barge-in, historical and real-time reporting (integrates with Microsoft Power BI) wallboards and many more. The features can be defined by role, being Operator, Agent Plus or Pro and Supervisor.

CC4Teams enables companies to interact more effectively and efficiently, both internally and externally. This is achieved by routing voice, email, web-chat and social media communication to the most appropriately skilled employee within the company.



Seamless customer experience



Lower service costs



Easy to use in your home or office



Microsoft Certified



3rd party integration; ticketing systems, WFH, CRM and ERP applications



Completely integrated with Microsoft Teams, accessible anywhere, anytime



Graphical IVR Call Flow

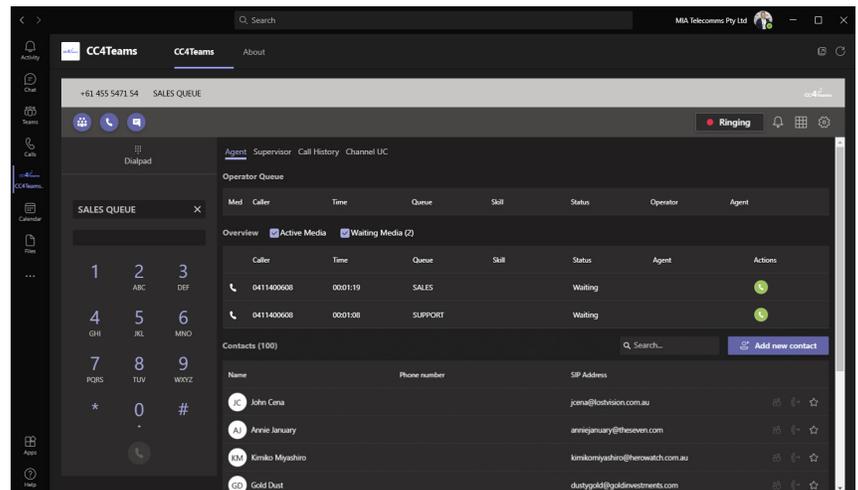


Voice, Web-chat, Email & Social Media queues

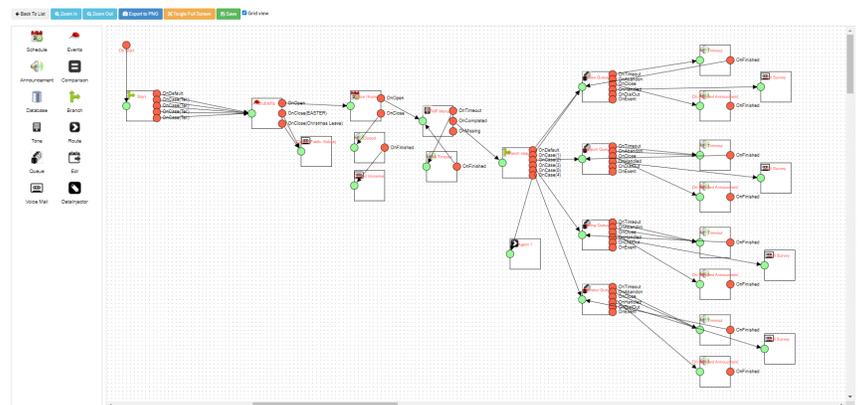


Speech Recognition

CC4Teams Interface



Admin Centre IVR Call Flow



Agent Plus (voice only)



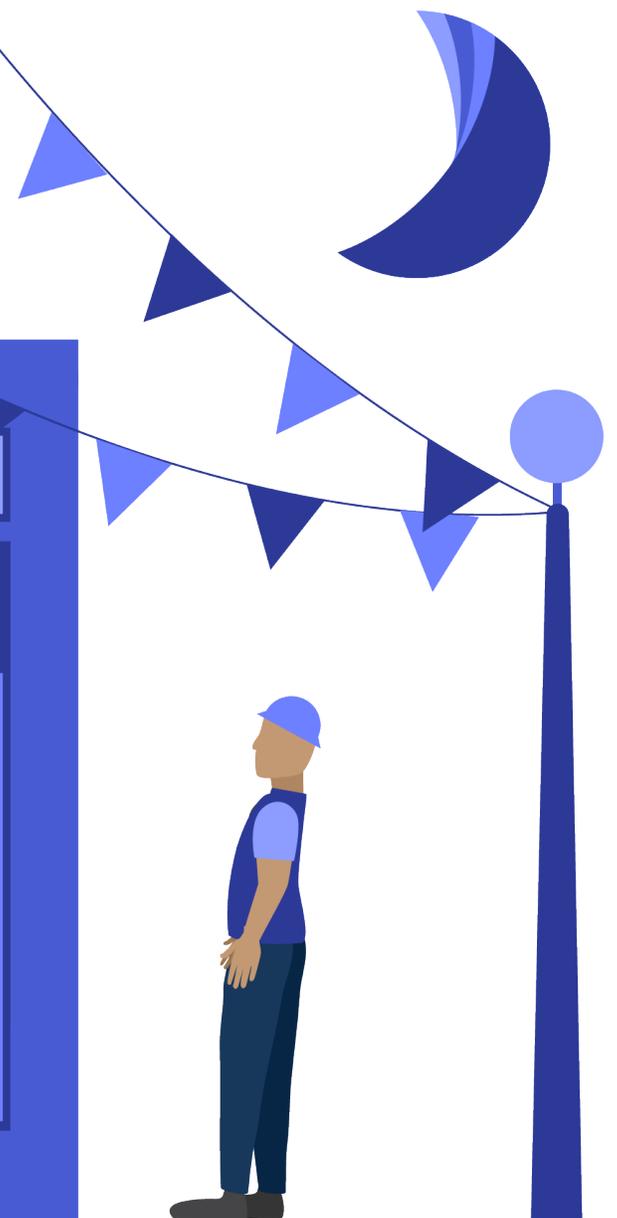
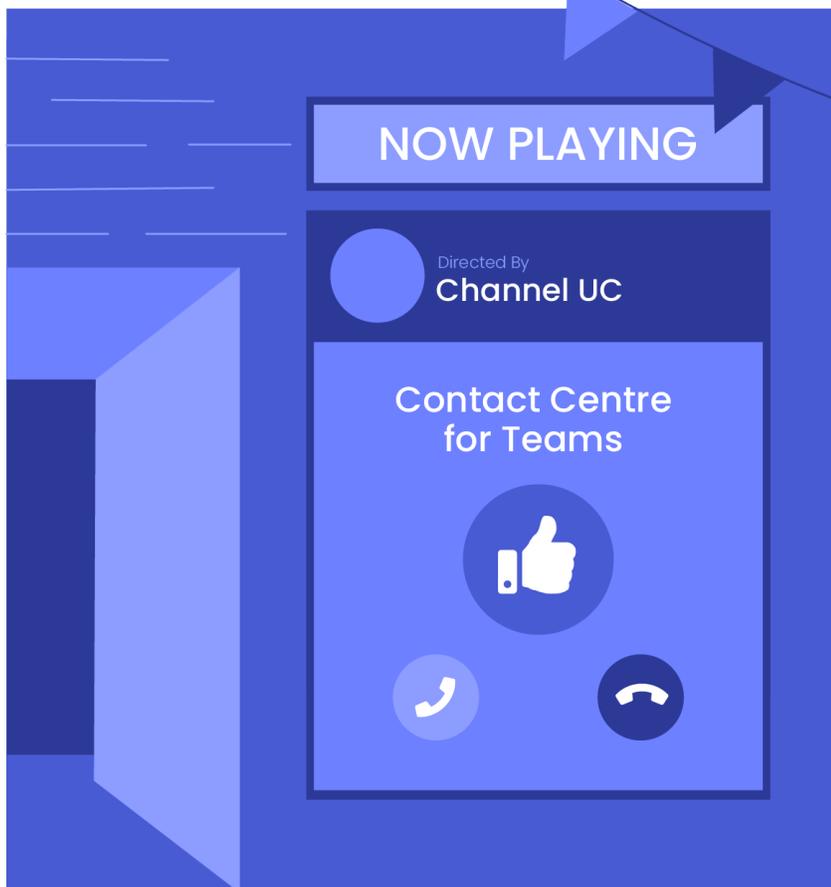
- ✓ Immediate (cold) transfer internal/external
- ✓ Join multiple queues (only voice queues)
- ✓ Automatic status update when call unanswered
- ✓ Variable wrap-up time per queue
- ✓ Information about caller
- ✓ Instant search in address book – for transfer
- ✓ Permanent call recording



Operator (reception desk)



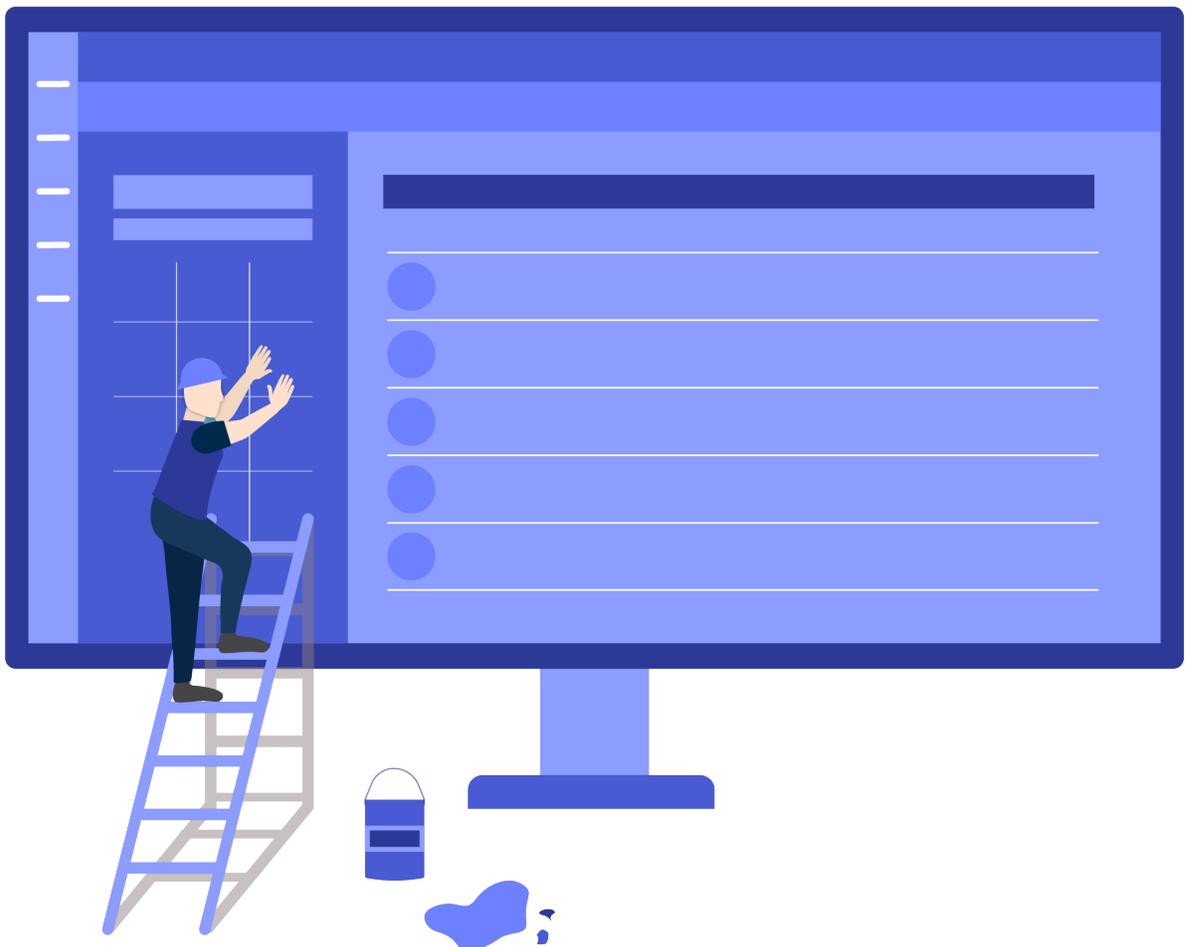
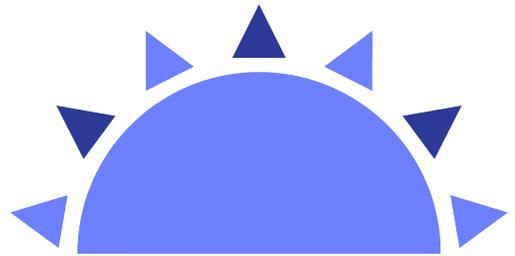
- ✓ Operator interface
- ✓ Operator status
- ✓ Call on-hold and retrieve
- ✓ Call park and retrieve
- ✓ Consulted (warm) transfer internal/external numbers
- ✓ Immediate (cold) transfer to internal/external numbers
- ✓ Waiting queue
- ✓ Quick transfer - search name -> press enter -> transfer complete
- ✓ Sign in/out of operator group
- ✓ Send originating call ID to the destination with a call transfer
- ✓ Ability to add entries in directory
- ✓ Ad hoc call (queue) recording
- ✓ Permanent call recording
- ✓ Call back message note template
- ✓ Create own address list (VIP)
- ✓ Pick a call from the waiting queue
- ✓ Send template message with call variables



Agent Pro (Voice, Email, Web-chat, Social Media)



- ✓ Agent interface
- ✓ Additional DND statuses
- ✓ Additional busy statuses
- ✓ Immediate (cold) transfer internal/external numbers
- ✓ Consulted (warm) transfer to internal/external numbers
- ✓ Call history
- ✓ Selective call pick-up (cherry picking)
- ✓ Extended company directory and contact list
- ✓ Real time statistics dashboard
- ✓ Ability to join or leave a queue
- ✓ Click-To-Call – Q3/Q4 2021 Release
- ✓ Join multiple queues and or multiple media channels
- ✓ Automatic status update when call unanswered
- ✓ Variable wrap-up time per queue
- ✓ Wrap-up codes
- ✓ Information about caller
- ✓ Instant search in address book – for transfer
- ✓ Outbound dialing with number selection
- ✓ External tab(s)
- ✓ Waiting calls
- ✓ Pick a call from the waiting queue



Supervisor



- ✓ Supervisor interface/ Client or Web interface
- ✓ Online supervisor with real time dashboard
- ✓ Includes an Agent Pro Licence
- ✓ Key performance indicators for real time reporting (service level, number of waiting calls, waiting times, abandoned calls)
- ✓ Historical reporting on handled and abandoned calls (reporting available in Excel and PDF)
- ✓ Real time and historical overview on waiting times per queue
- ✓ Monitor the waiting queue and active call list
- ✓ Monitor the agent status and timer
- ✓ Change the agent status
- ✓ Send automated alerts to active and inactive agents, in- and outside the contact centre (per e-mail)
- ✓ Wallboard display functions
- ✓ Report scheduler (available for all reports)
- ✓ Online reporting interface
- ✓ Active call options: listen-in, call whisper and call barge-in
- ✓ Ability to join and or leave a queue

Network Map

