

Anywhere365 Attendant Console for Microsoft Teams

Attendant Console App update

November 2021

Anywhere365



ANYWHERE365

Van Nelleweg 1 Hal B
3044 BC Rotterdam

Tel +1 206 338 7450
www.anywhere365.io
info@anywhere365.io

November 2021, Version 1

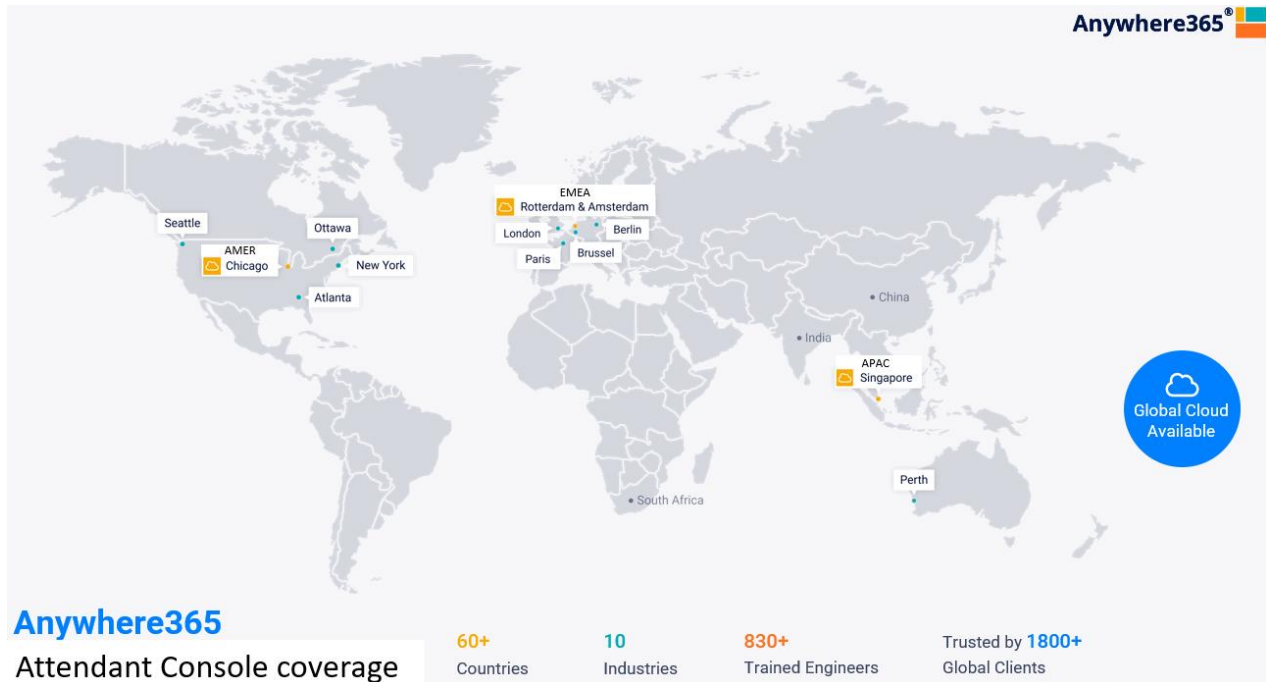
Author: Anywhere365

This document contains confidential and proprietary information which may be legally privileged. It is intended only for the original recipient. Any form of reproduction, dissemination, copying, disclosure, modification, distribution and or publication of this material is strictly prohibited without the explicit consent of ANYWHERE365. All products mentioned in this and associated documents are the property of their respective owners.
All rights reserved © 2020 ANYWHERE365

Important Note

Anywhere365 Attendant Console service is now available over 3 Azure regions:

- EMEA (Europe, Middle-East and Africa)
- AMER (North, Central and South America)
- APAC (Asia Pacific)



In order to benefit from these services our Teams Attendant Console App needs to be updated.



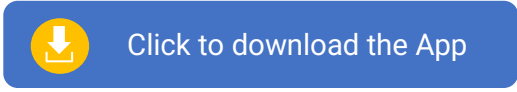
Your version must be at least version **2.0.1**

Please do the following steps to update to the latest Attendant Console App and check its version. Those steps must be performed by your Teams Administrator.

Note: the web version, available at <https://attendant.anywhere365.io/> is not affected by this change.

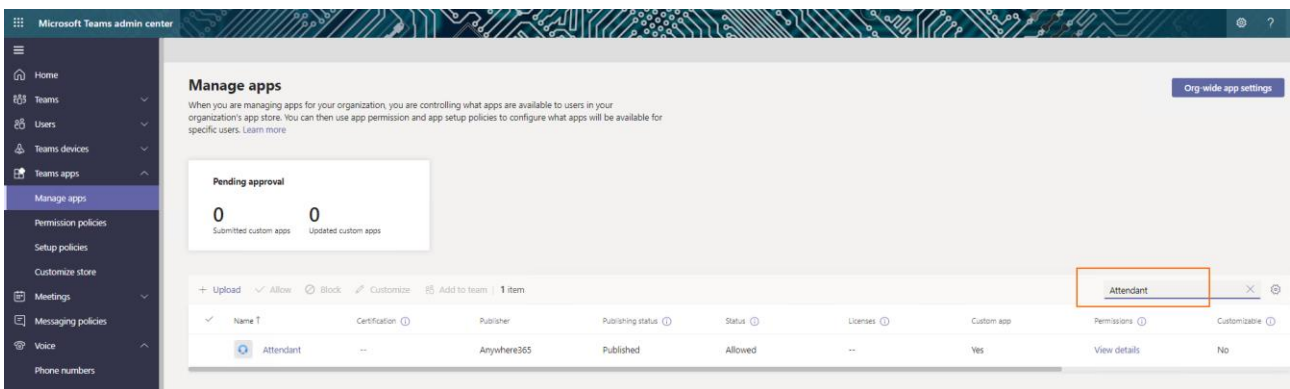
Attendant Console App update process

Download the latest Anywhere365 Attendant Console App (available on Golive attendant configuration page too):

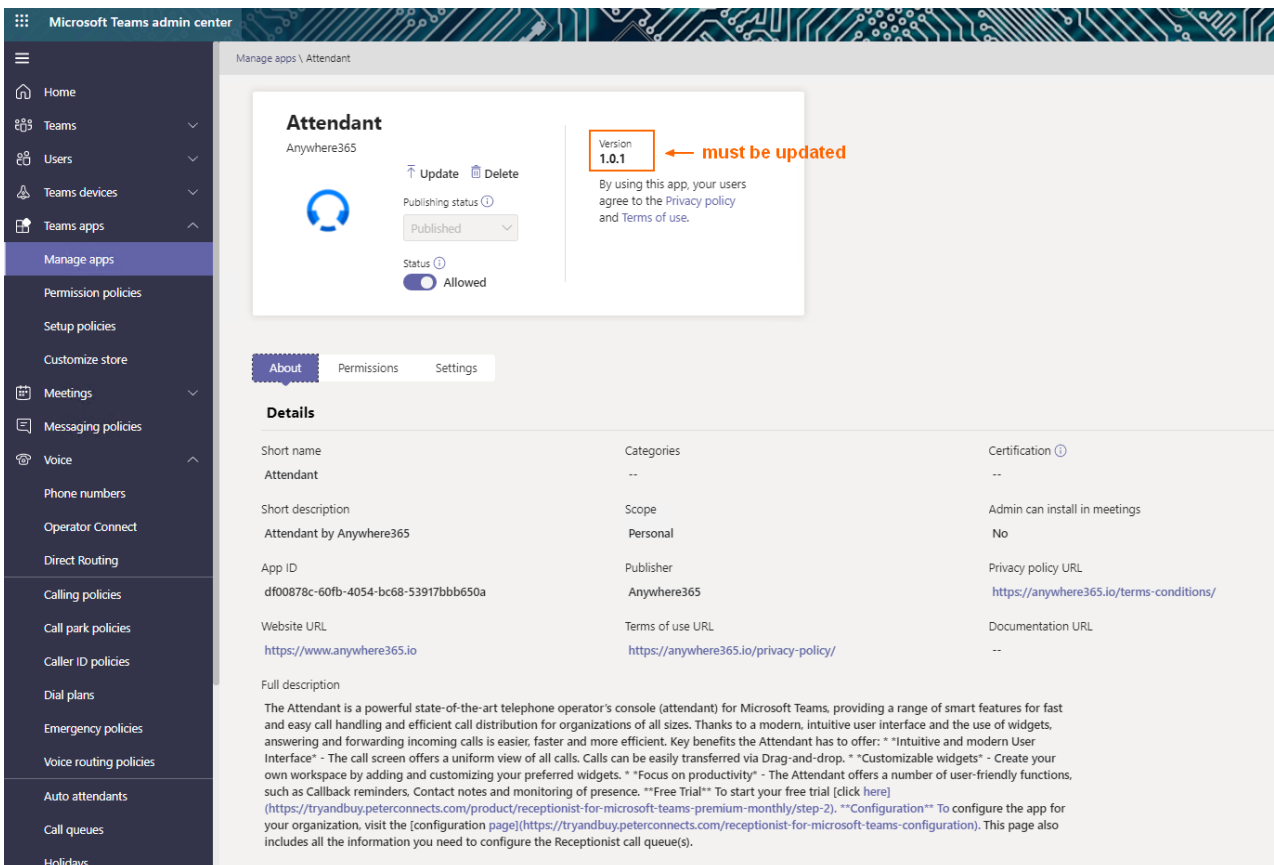


Manage the apps

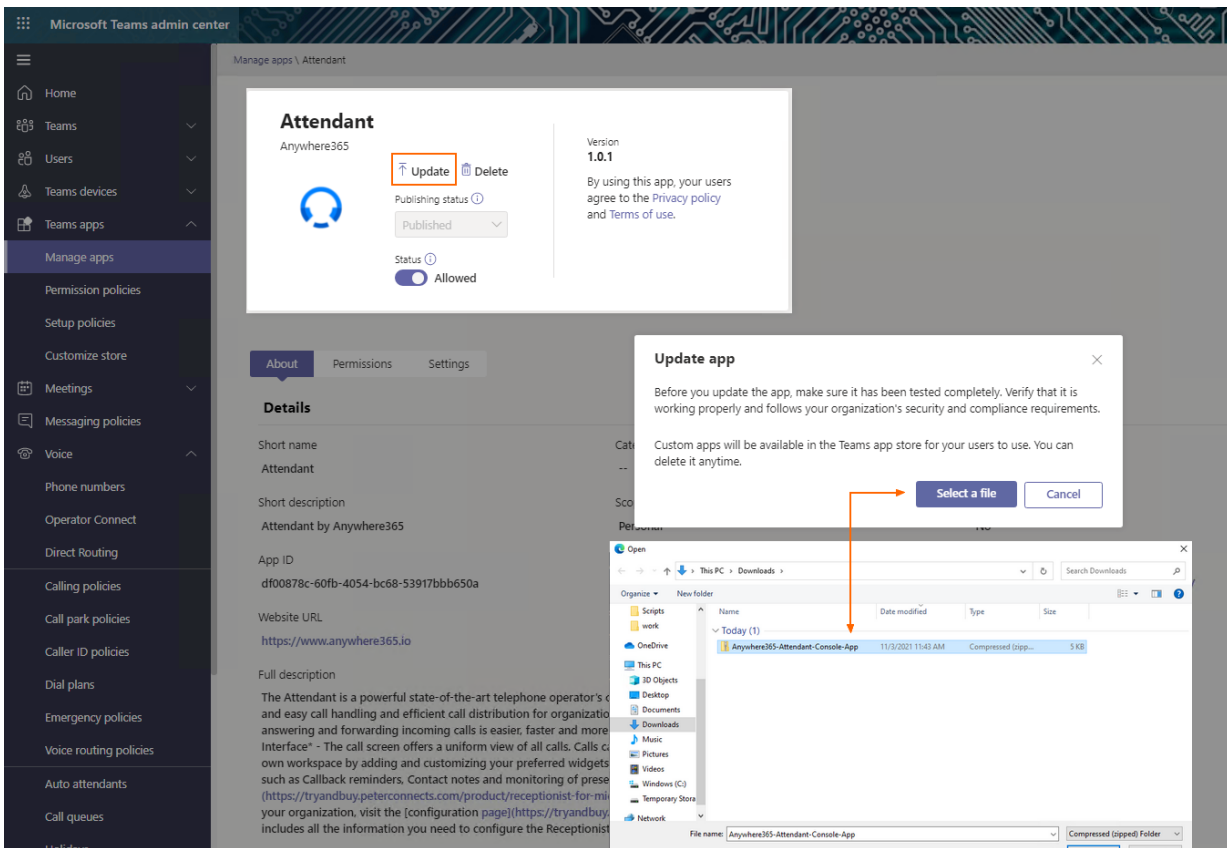
From Teams Admin Center, go to the Manage apps menu and Search for "Attendant"



Click on the Attendant App to get details: the App Version is displayed. If your version is **lower than 2.0.1** (e.g. 1.0.1) please **Update** it.

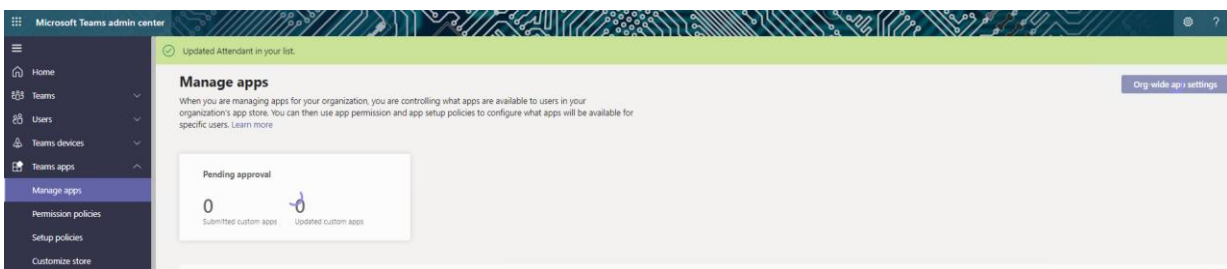


Click on **Update** and select the new Anywhere365 Attendant Console App zip file (do not uncompress it)



A message  will indicate the new Attendant App is updated.

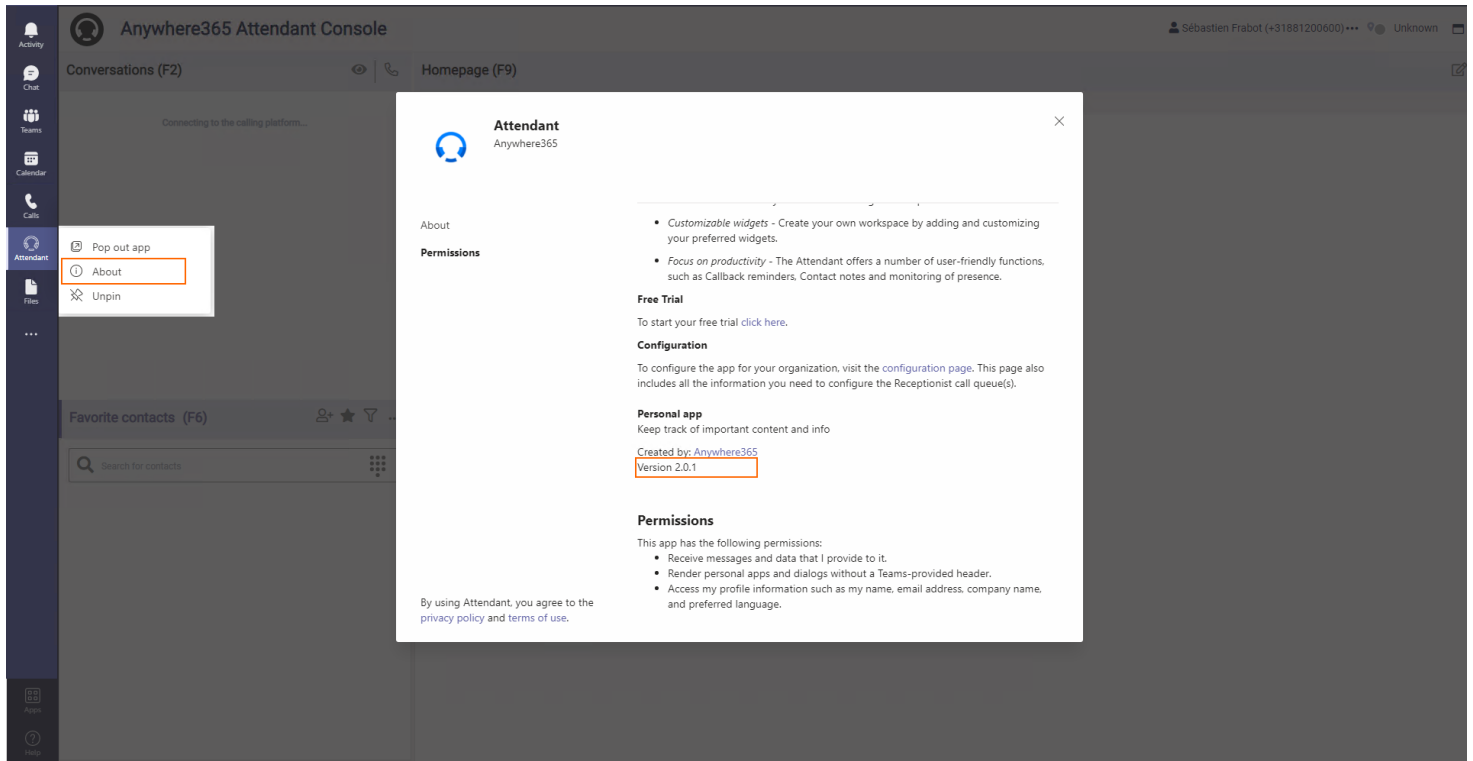
You can **check the version by repeating the process.**



It may take few hours (Microsoft synchronisation delay) to be distributed. Check the version on your Teams attendant user client to validate the new publication.

Check your Attendant Console App version

From your Teams Desktop Client, right-click on the Attendant Icon tab and select **About**. Drop down the text and check the version.





Anywhere365 Dialogue Cloud

Anywhere365 Dialogue Cloud delivers the reliability and security modern omni-channel contact centers demand while allowing you the flexibility to easily integrate your back-office systems and the latest technologies into your agents' workflows.



Smart routing

Omnichannel dialogue routing allows routing calls based on CLID, Bots, skills, geography, IVR prompts, CRM data, IOT devices, etc.



Chat- and Voicebots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.



IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy to manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 different languages.



Business Applications

In addition to supporting Microsoft Skype for Business and Teams clients, Anywhere365 turns Dynamics 365, Salesforce and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.



Integrations

The Anywhere365 platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services and over 30 other CRM and ERP solutions.



Reporting and Dialogue Intelligence

Historical reporting and real-time monitoring of contact center KPI's. Microsoft Power BI tools provide deep-dive actionable intelligence.

More resources

GoLive!

The GoLive! site <https://golive.anywhere365.io/>
Explains in detail all aspects of installing, customizing, maintaining or using the software.

Anywhere365 website

<https://anywhere365.io/>


Social media

Follow us on

 [LinkedIn](#)

 [Twitter](#)

Watch our product demo's on

 [YouTube](#)



Teams Attendant Console App Update

ROTTERDAM - BRUSSELS - LONDON - MANCHESTER

ATLANTA - OTTAWA - SEATTLE