Attendant Console for Microsoft Teams

Feature List
December 2021
Anywhere365

WORKSTREAMPEOPLE BV
Van Nelleweg 1 Hal B
3044 BC Rotterdam

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

December 2021

Author: Anywhere365

✓ Standard call controls: Answer/End/Call/Transfer/Hold-Resume (using teams audio window)
✓ List current Queue Calls
✓ Multiple Attendant queues (up to 20 per operator)
✓ Queue Call Selection
✓ Call details (Waiting time/queue label/Caller Recognition)
✓ Default Music on Hold
✓ Add new contacts from calling number
✓ Per Queue Overflow settings

✓ Keyboard shortcuts
✓ Microsoft Teams App Store integration
✓ Modern Web interface
✓ Contrast Themes/Mode
✓ Date/Time format
✓ Multi-languages
✓ Support Certified Teams phone/headset

✓ Microsoft Account SSO
✓ Layout personalization
✓ Pop-out in separate web window
✓ Incoming Audio Alerting

✓ Administration portal
✓ SMTP server configuration
✓ Office connectors configuration
✓ User Privileges restriction

✓ View call details Widget
✓ Webpage Widget
✓ Twitter Widget

✓ Blind (cold) transfer internal/external
✓ Consulted (warm) transfer internal/external

✓ Azure AD Directory
✓ Contact details AAD full attributes
✓ Personal Directory
✓ Favorites
✓ Shared Notes

✓ Search contacts
✓ Most Recently used contacts
✓ Filter by contact type
✓ Favorites sort position (drag/drop)
✓ Up to 20 Customized saved filters

✓ Dialpad
✓ Dial internal contact
✓ Multiple contact number
✓ Dial E.164 external contact (PSTN OUT)

✓ Office 365 Calendar
✓ Google Suite Calendar
✓ Send email
✓ Email template

✓ Contact informations widget
✓ Contact Note widget
✓ Webpage Iframe widget

✓ Automatic Presence monitoring
✓ "Do Not Disturb" state
✓ "Out of Office" state
✓ "Busy" status (in a call/in a meeting)

✓ Anywhere365 Desktop Integrator
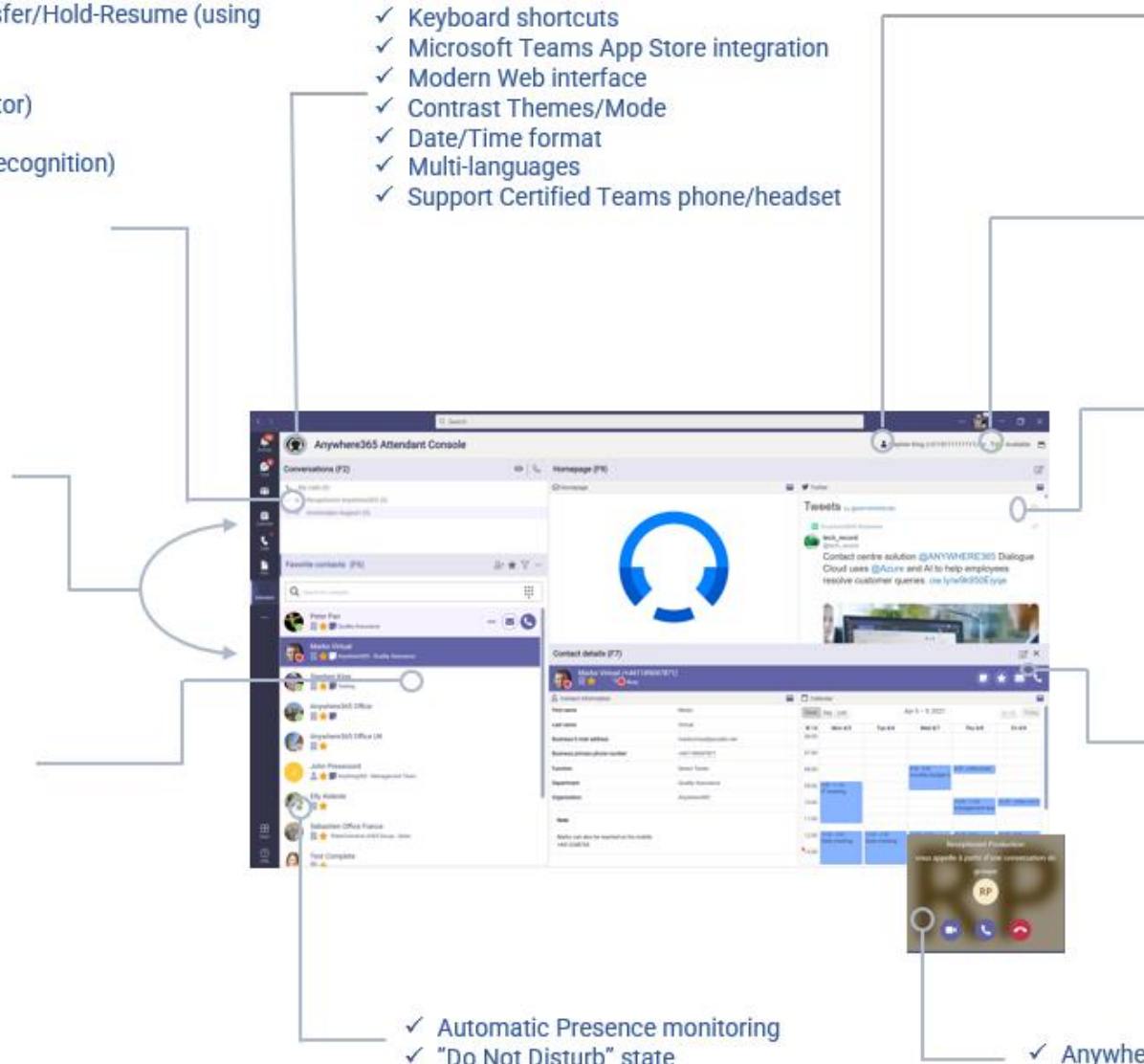
Engage customers with the smartest experiences

Anywhere365 intelligently routes customers to the best available agent, knowledge worker or employee; eliminating unnecessary dialogues and ensuring first contact resolution of their inquiries.

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.

Attendant Console GoLive section

GoLive with Anywhere365 Attendant Console

Anywhere365 website

https://anywhere365.io/

Social media

Follow us on

in   LinkedIN

🐦   Twitter

Watch our product demo's on

▶   YouTube

Anywhere365® | Feature list