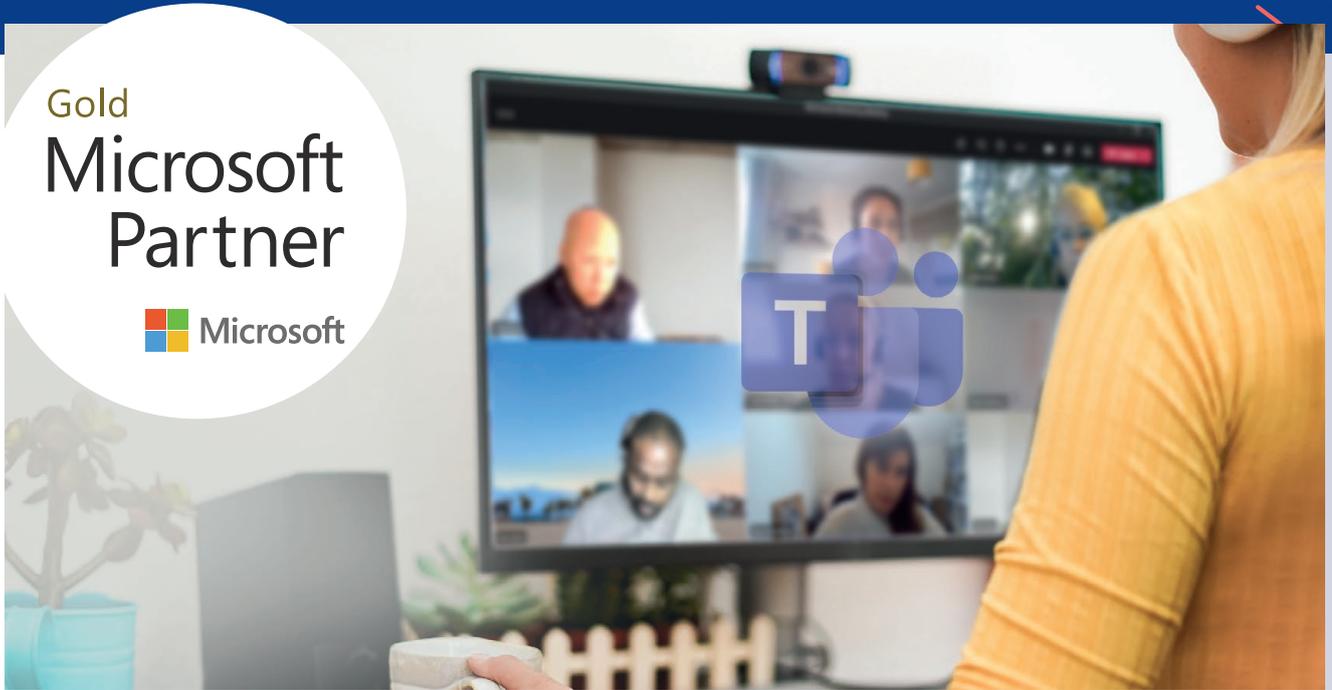




Maximise your Microsoft Teams investment

Combine Microsoft Teams and Netcall Liberty to boost your team's productivity and improve your customer experience performance.

Gold
Microsoft
Partner



Teams & Liberty

Focus on CX. Reduce the number of distracting screens front line agents need to use. Connect your front and back office, and close the gaps in identifying process and service inefficiency.

Improving customer experience relies on focusing attention on the needs of the customer. Organisation wide collaboration connects the front and back office to making best use of that attention. Success demands invisible connections, smooth integrations and non-stop information transfers.

Connecting Netcall Liberty with Microsoft Teams offers a powerful path to more effective collaboration and improved productivity. The good news is that the (native) integration with Netcall's Liberty platform is designed to do just that. And, we have direct routing telephony capability that can save you costs too.

Rapid resolution

Connecting agents with the right back-office experts, accelerates every customer towards their ideal query resolution, faster. The outcomes are better for everyone:

- ✓ **Universal working:** enhance dialogue and share tasks between colleagues without the need to retrain.
- ✓ **Open customer access:** exceed today's customer expectations. Make self-service fast and easy across all channels.
- ✓ **Removal of bottlenecks and silos:** new flexible processes run from end-to-end. Keep everyone informed, including the customer.
- ✓ **Focus on CX not the pinch points:** use real-time information to put teams ahead of problems. Free everyone to focus on the delivery of great CX.
- ✓ **Reduce telephony bills:** our direct routing alternative to Microsoft Calling Plans, has inclusive call minute bundles, so you can maximise your existing Microsoft 365 license costs.



Why use Netcall Liberty?

Seamless collaboration: everyone wins as back and front office work together. It's easy to set-up and maintain.

Real-time reporting: design exactly the reports you need for display or email, and download the data to your BI tool.

Standardised omnichannel handling: uniform channel management including interaction history, snippets, wrap-up codes and recording.

Anywhere working: agents can work from anywhere on any device. Supervisor support, is only a simple button click away.

Flexible tailored self-service: craft easy-to-use self-service on any channel. You can use drag and drop IVR menus, class leading speech recognition, or deploy Web Assistants, and Chatbots too.

End-to-end journey: create tailored processes using the magic of our low-code. You'll deliver amazing CX every time.

Shifts and rotas: lose those inaccurate spreadsheets. Instead quickly meet customer demand as you tailor shifts and rotas that reduce overtime costs.

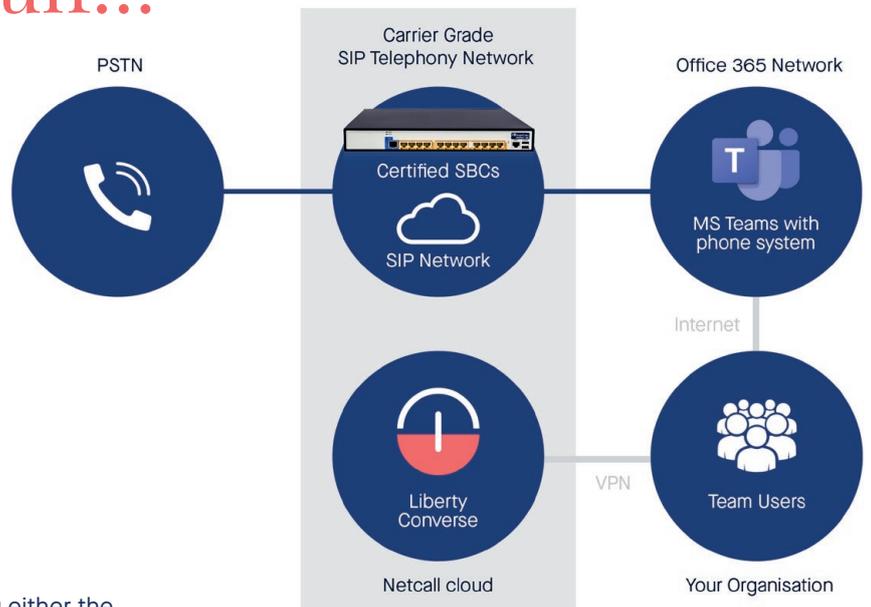
Integrated call-back: reduce call abandons and match the reply call with agent availability, with our patented call back.

Agent evaluation: contact recording and easy to tailor performance evaluations make quality reviews fast, transparent and supportive.

The technical stuff...

WORKING TOGETHER

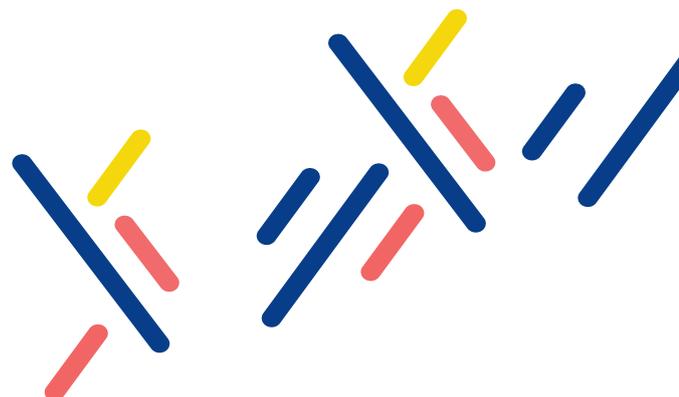
The diagram alongside shows how Teams is connected to Liberty Converse using a session border controller (SBC).



What agents can do:

Immediate functionality includes:

- **Call routing:** calls to agents over Teams, using either the integrated Softphone, or a PSTN number.
- **Presence:** agents are able to see colleagues Teams presence. No more transferring calls when a user is busy on another call or conference.
- **Busy codes observed:** as an agent changes presence their busy code is updated, and calls are not routed to them.
- **Peer collaboration:** agents are able to launch a Teams chat with another agent.





Telephony Direct Routing

If you are currently using Microsoft Teams for internal collaboration, we can support you to take a cost-effective step to enterprise grade telephony. Benefit from a fully cloud-based UC solution from our partner Gamma. This alternative to Microsoft Calling Plans allows you to make and receive calls external to your business from Microsoft Teams.

Benefits of Direct Routing for Teams:

- ✓ Voice enablement: for Microsoft Teams
- ✓ Full PSTN breakout to the public telephone network with Teams Direct Routing
- ✓ Trusted Provider: Gamma, is the UK's leading SIP trunk provider
- ✓ Lower telephony bills: combine direct routing and Microsoft 365 to maximise the value of your Teams investment
- ✓ No CAPEX required: the telephony is cloud based so there is no expensive outlay.

What's required to enable Teams Direct Routing?

- Microsoft 365 or Office 365 license including Teams
- Microsoft Phone System add-on
- An internet connection.

Teams and Liberty, makes it easier for IT and digital teams

The easy contact centre integration reduces the support burden on IT teams. Our open integration policies, includes our RPA solution, which accelerates any deployment. Liberty's low-code offers organisations the transformation potential as they are able to include the right team members at the right time in cross functional business teams. Netcall has over 20 years' experience in working with IT leaders deploying customer experience solution. It's your deployment and your choice, you can deploy on premise, a cloud, or hybrid solution.

Push the boundaries of your CX and dream big

Liberty is our all-in-one customer experience platform. You get all the tools you need to make your customer experience slick, seamless and satisfying.



LIBERTY CONVERSE optimise and manage your customer experience and employee engagement.



LIBERTY CONNECT build a better CX with a joined up view of customer interactions.



LIBERTY CREATE helps you automate process and ensure a seamless customer service.



LIBERTY RPA drives robotic process automation to free up people from repetitive tasks.

Take a deeper dive

Contact us today for a demo visit
netcall.com

Or call us on **033 0333 6100** and say
"Transforming Engagement"

Netcall's Liberty compliments your Microsoft Teams investment to deliver CX excellence and so much more, for customers, and all your colleagues.

