



MANUFACTURING

MICROSOFT TEAMS
DIRECT ROUTING



WHO IS SOFTTEL?

We are a Communications Integrator

We enhance communications experience across the contact center and beyond.

We Connect the Unconnected

Integrating devices, applications & processes and unifying people, functions & businesses.

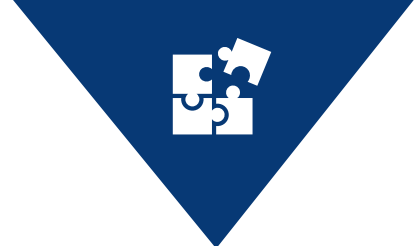
SOFTEL Communications: Services, Solutions and Next Generation Cloud Software for the UC & CX Industry

Unified Communications

Contact Centers

Customer Experience

Services & Packages



Development & Integrations

Deployments & Migrations

Transformation & Digitization

Management & Support

Engage
with you and
your client

Assess
the needs of
your client

Qualify
deliveries for
success

Package
delivery &
planning

Deliver
projects &
programs

Manage
solutions &
platforms

Support
client
operations

Transform
platforms &
operations



Healthcare



Energy



Government



Finance



Retail



Education



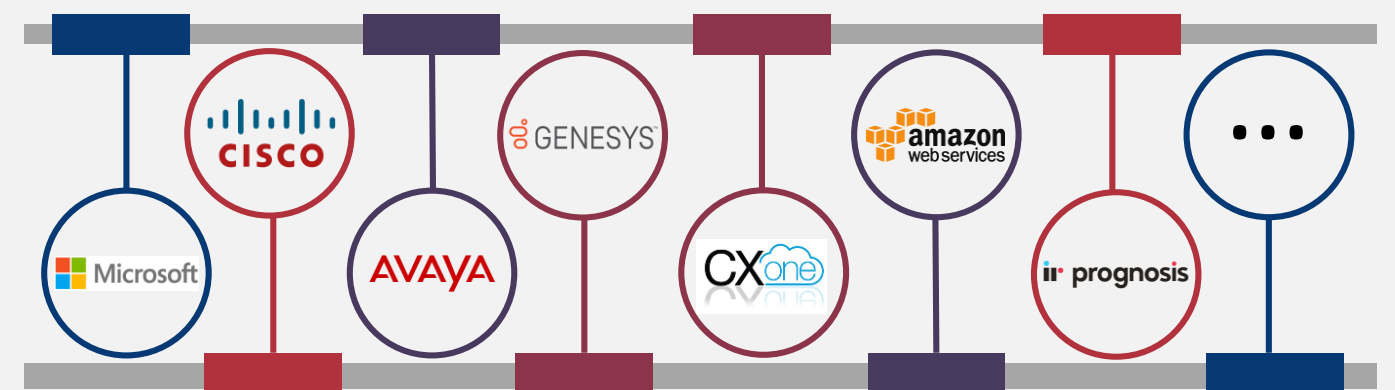
Security



Transport



Automation



TEAMS DIRECT ROUTING FOR MANUFACTURING

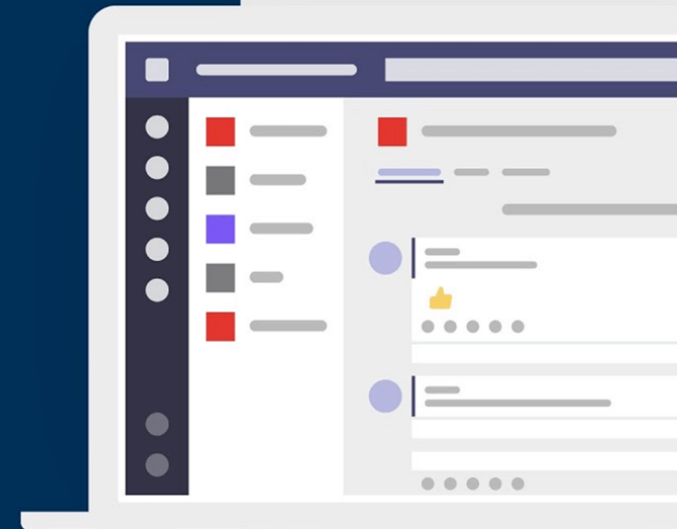
CHALLENGE(S)

- Siloed and disparate voice channels across the organization
- Poor customer experience stemming voice channels not being integrated
- On out dated software that is nearing end of life (Skype for Business)
- Require greater call visibility and end-to-end monitoring to improve customer satisfaction



Microsoft Teams:

Direct Routing TLS and
Certificates Pitfalls for SIP
Trunks



TEAMS DIRECT ROUTING FOR MANUFACTURING

SOLUTION

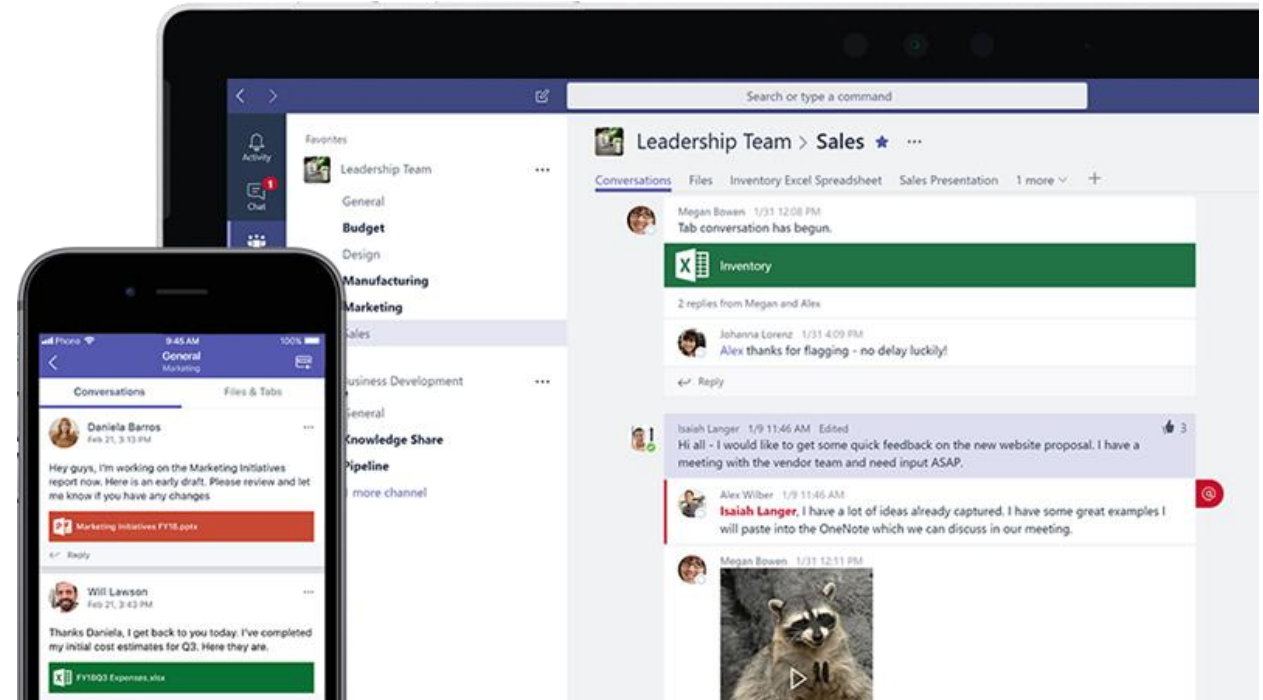
- Full end-to-end migration services from initial discovery to day 1 support
- Advanced call routing workflows to improve customer satisfaction and productivity
- Organization wide Office 365 configuration and voice encryption



TEAMS DIRECT ROUTING FOR MANUFACTURING

OUTCOME

- Removal of independent PBX systems and centralized telephony with a single managed solution
- Implementation of proactive monitoring/reporting to track/monitor customer SLAs on infrastructure uptime and service performance
- Deployment of central on-demand call recording solutions that's compliant with industry and regional privacy laws



WHY SOFTEL?



DRIVE INNOVATION

SOFTEL's processes support the translation of business goals and ideas into viable services, creating new business opportunities.



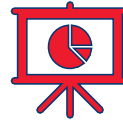
WORK TOGETHER

SOFTEL's cooperative approach means they work alongside the client towards common goals all while adding business value.



BUSINESS TRANSFORMATION

SOFTEL's process of change and transformation enhances existing solutions, extending business services.

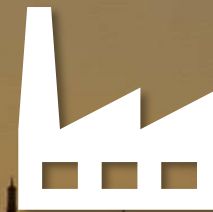


DELIVER RESULTS

SOFTEL's experience allows them to apply an efficient and proficient process to ever engagement which leads to successful results for our clients.

A SELECTION OF SOFTEL PARTNERS





MANUFACTURING

GET MORE INFORMATION

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