



GOVERNMENT

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

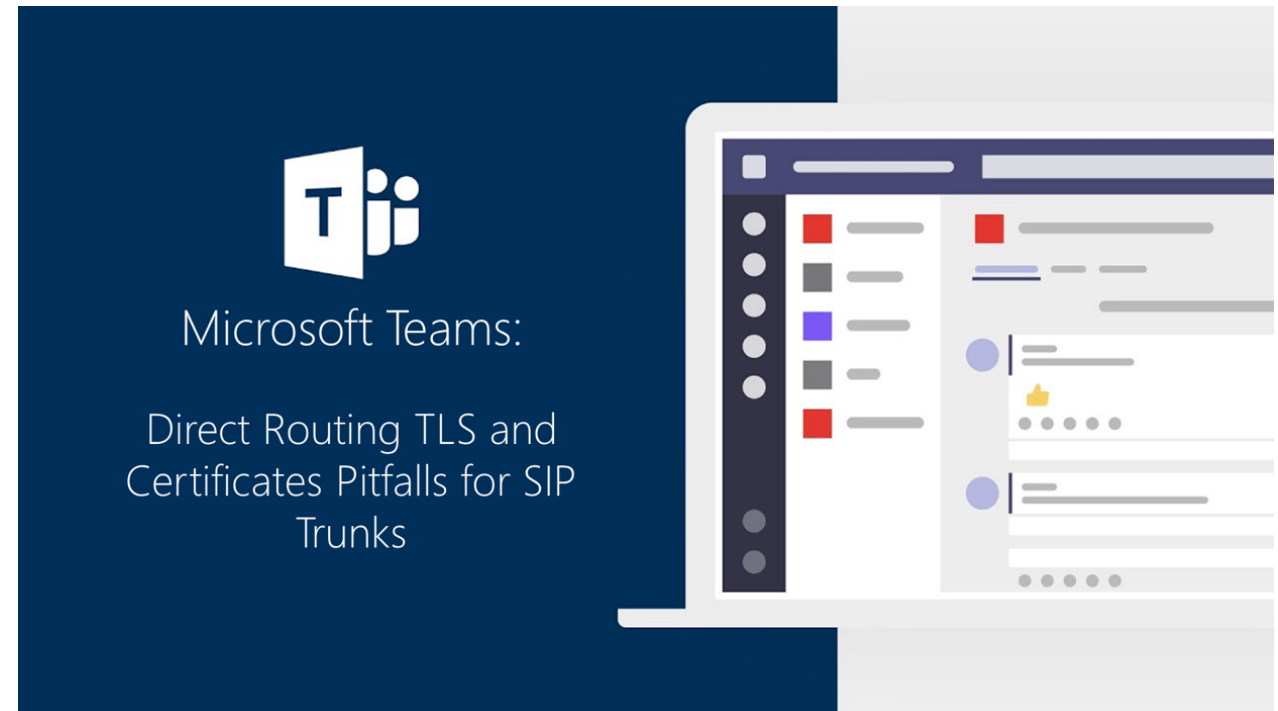


SOFTTEL

TEAMS DIRECT ROUTING FOR GOVERNMENT AGENCIES

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



TEAMS DIRECT ROUTING FOR GOVERNMENT AGENCIES

SOLUTION

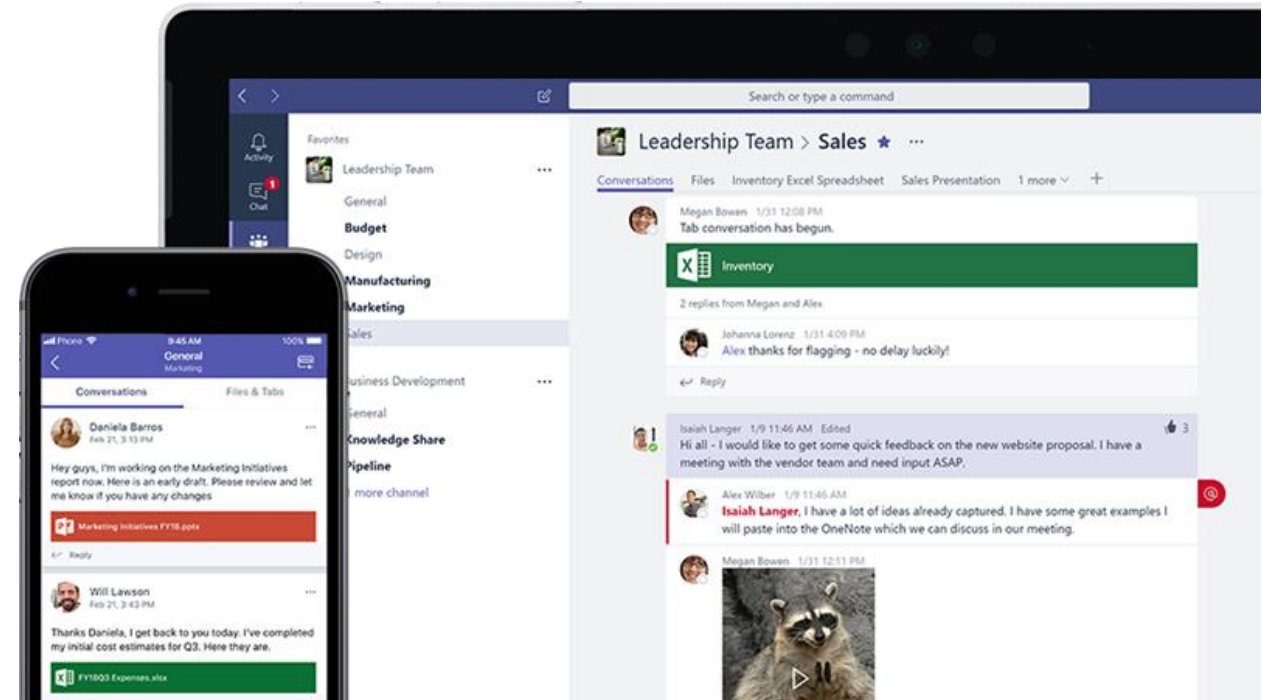
- Full end-to-end migration services from initial discovery to day 1 support
- Advanced call routing workflows to improve customer satisfaction and productivity
- Organization wide Office 365 configuration and voice encryption



TEAMS DIRECT ROUTING FOR GOVERNMENT AGENCIES

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.



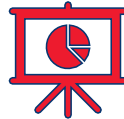
WORK TOGETHER

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





GOVERNMENT

GET MORE INFORMATION

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