

Streamline org-wide change with Journey Automation

ABOUT SOFTEL

SOFTEL is a Microsoft Gold Partner in Communications and a Microsoft Managed Partner enabled for programs like SLATE, ECIF, and PIE.

At the core of SOFTEL's business is Contact Center solutions and the development, integration, and deployment of Microsoft Teams solutions for the large Enterprise and Government agencies.



See what customers are saying:

"Journey Automation provided an easy process for everything from initial setup questions, key training to complete before migration, the migration itself and ensuring key functionality was working correctly after the migration was complete"

– Undisclosed customer

JOURNEY AUTOMATION

Journey Automation is a Microsoft-centric solution native to Teams. It supports end-users through an enterprise-scale change and helps them move through a process with a step-by-step approach that is completely automated (a 'journey').

Journey Automation is a vendor-hosted solution thought for the large enterprise and Government bodies. It features a fast and simplified deployment model, enhanced Admin interface, and reporting templates for maximum flexibility and minimum infrastructure investment.

Journey Automation belongs to the wider family of products to enhance the capabilities of Microsoft Teams Voice components with DID management, E911 location management, advanced Voice reporting, and Call Quality Analytics.

Why Journey Automation?

Save your company money

Automated, intelligent-driven processes can save up to 80% in time effort to manage complex, repetitive workflows with many users. Journey Automation significantly reduces execution times for any complex workflow and administers it to the right users in a stepped, digestible piece. This saves not only the overall execution time, but also the costs associated with error and remediation.

Scale your business quickly and flexibly

Journey automation allows you to scale and maintain full control of your business processes. The "journey" model allows for full configuration flexibility, meaning that there is no limit to the number of "journeys" that the solution can run. Everything happens in Microsoft Teams, so your users won't have to change interface for different use cases.

Don't compromise on security and compliance

Journey Automation allows you to maintain your data, business processes, and key information in house, so it fits your security and compliance requirements.

Use it how you want it, for how long you need it

The MRC model allows you to extend the usage of Journey Automation to fit different use cases and specific scenarios. With Journey Automation you pay a one-time fee and a monthly recurring fee that gets smaller with a longer commitment.

No infrastructure costs and maintenance

Journey Automation resides in the Vendor's cloud. Once it's configured, usage is simple for your administrators, and you don't have to worry about training them on the complex backend components. SOFTEL will manage the solution for you, constantly update it and patch it, and support you for as long as you're in the "journey".



Microsoft 365 is a cloud-based subscription service that brings together the best tools for the way people work today. Journey Automation combines the power of Microsoft Teams and the Power Platform to deliver a 100% Microsoft technology solution.

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Key use cases



Corporate Communications

Reach all your employees with your messages, in and outside Microsoft 365, get their acknowledgement, and audit each campaign.



Employee onboarding

Guide new employees from their first day at work to when they're ready to work autonomously and in compliance with your policies.



Migrations

Migrate thousands of employees seamlessly from a legacy system to the modern workplace with automated stages and train them on the new solution at the same time.



Proactive, self-service learning

Empower your employees with self-service learning and proactive skills, leveraging the MLS and resources your already have.