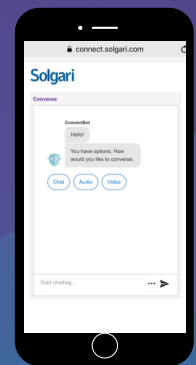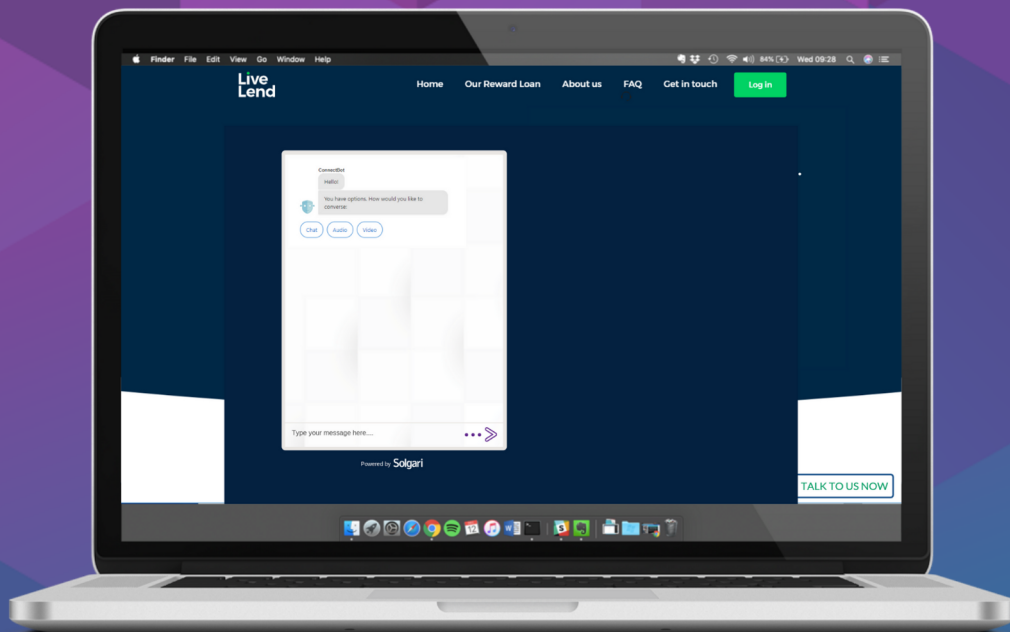# Solgari

Empowering businesses through an all-channel,
all-functionality, cloud communications solution.

Solgari

All-channel communications within Dynamics 365 – voice, video, chat, SMS and more. All without leaving your CRM window.

Empowering businesses through an all-channel, all-functionality, cloud communications solution.

- ✔ All-channels embedded into your Dynamics 365 workflow. Click to call (voice or video), chat, SMS or screenshare. All from within Dynamics 365. Switch channels with ease. Get more from your CRM – more capability, more intelligence and more speed.

- ✔ Increase your team's productivity & performance. Streamline workflows, no switching back and forth between different apps, no additional log-in's. Increase engagement automation and reduce manual entry. All empowered by our cutting edge "Support Me" AI & Machine Learning principle.

- ✔ Delight your customers with faster, smarter service. Allow your customers to connect via their channel of choice and switch from one channel to another as they need. See caller detail pop in Dynamics 365 before you answer the call. Have all you need at your fingertips to deliver faster, smarter, more personal support and service. From any device, through any channel. Make every conversation a personal service.

- ✔ Everything logged, one view, powerful analytics. All customer communications automatically logged in Dynamics 365 with no manual entry required, enhancing performance management and optimisation. Super-simple access to call recordings and quickly skip to the relevant part of the conversation with Solgari's speech search capability.

- ✔ Enabling, fully automated compliance. Achieve automatic compliance through our truly integrated communications solution which provides an accurate viewpoint of all your communication data. This combined with Solgari's Military-grade design, 99.9% uptime SLA, PCI DSS compliant environment and our ISO 27017-certified data centers, means you're fully compliant for GDPR, PCI DSS, MiFID II, HIPAA and more.

- ✔ Super quick to set-up using the Channel Integration Framework (CIF), with our clear documentation and knowledgeable global support team ready to help, via all channels. No hardware required (desktop phones optional).

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What is "all-channel communication"?

All-channel communication is the ability to be able to provide all forms of communication to your customers, whether it be via voice, video, chat, social or even fax, and to be able store and view those communications in one, secure and compliant environment. Solgari's architecture allows us to seamlessly integrate with third party channels, such as social, while also providing our own channels. The power of all-channel communication is in the data, meaning you have a single data viewpoint, as opposed to a disintegrated solution that requires multiple logins.

Voice – Tier-1, crystal clear, call quality, regardless of channel.

Video – One-click, HD, video collaboration through the browser.

SMS – Fully integrated, compliant SMS. 2-way, automated & bulk.

Chat – Integrated, feature rich, compliant. 1-click to voice or video.

**Fax** – Efficient solution working to the needs of your business.

Social Media – All messages captured in single customer view.
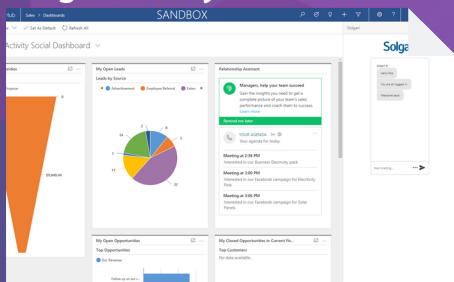
Solgari

Cloud Software & AI Enabled

A suite of software applications that enable all-channel, all-device, all-location communications. Empower your people with access to all the communications functionality they need through their desktop and mobile devices. This coupled with our cutting edge AI & Machine learning leads to increased efficiency, effectiveness and freedom.
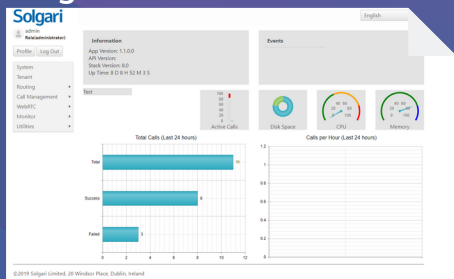
Solgari Connect
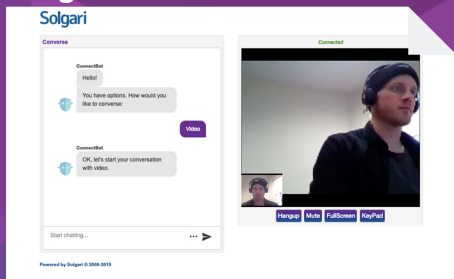
Solgari Connect allows your customers to connect with you seamlessly through the browser enabling our voice, video, chat & co-browsing capabilities across all devices. It utilises Solgari's cutting edge AI & Machine Learning to help identify & recognise your customers in order to improve the customer care or sales experience across all channels.

Solgari for Dynamics 365

Solgari for Dynamics 365 is a powerful integration within the Channel Integration Framework. Simply put, it facilitates all-channel communications for your agents within Dynamics 365. Simple to set-up, your agents can quickly login & get to work answering calls, chats & more, with all records of their activity stored within the CRM.

Solgari Console

Solgari Console gives you access to all of your communications data in one place, allowing to quickly search & retrieve your calls, chats, SMS & video sessions. It also gives you access to your contact centre functionality, detailed reporting, data visualizations & apps such as our Bulk SMS, Wallboards & more.

Data Analytics
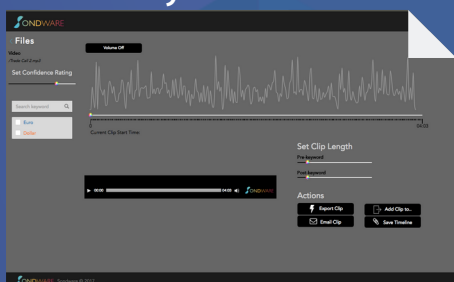
Along with our communications data within Console, we also provide more in-depth analytics in the form of word & phrase search. This powerful tool allows you to search 240 hours of calls in 1 hour, meaning you can quickly respond in relation to compliance requirements or dispute resolutions. It currently works for 26 languages & dialects.

Microsoft

Solgari

☁

Solgari is the first Microsoft ISV to deliver integration across all channels, functions, security, compliance & carrier needs as an end to end cloud solution.

🎧

Solgari's functionality & channels combined with the power of Dynamics 365 gives companies an end-to-end Contact Centre solution, all in the cloud.

🤖

Solgari's use of AI & Machine Learning produces a streamlined customer & agent experience through our "Know Me" & "Support Me" principle.

📊

Solgari offers a fully integrated, single data view, giving our customers more usable & accurate data across all channels.

🔗

Solgari's D365 solution via the Channel Integration Framework gives our users a comprehensive integration, all within the Dynamics 365 portal.

🎛

Solgari's built-in security & compliance capabilities are market leading.

📡

Solgari is a licenced Telco meaning we're the carrier, giving you a truly global solution.

📈

Solgari is multi-tenant, offering our customers greater scalability, lower costs & more.

💷

Simple & transparent pricing compared to legacy quote request system.

Inbound	
ACD	✓
Call Queue Mgmt	✓
CTI	✓
IVR	✓
Skills Based Routing	✓
Omni-channel Routing	✓
Voicemail Routing	✓
Chat & Co-browse	✓
SMS	✓
Video	✓
File sharing	✓

Outbound	
Auto Dialer	✓
Campaign Mgmt	✓
Outbound IVR	✓
Predictive Dialer	✓
Preview Dialer	✓
Progressive Dialer	✓
SMS Marketing	✓
Fax	✓

Blended	
Case & Contact Management	✓
Artificial Intelligence	✓
Barge, whisper & listen	✓

Analysis & Reporting	
Call Monitoring	✓
Customised Reporting	✓
Real-Time Reporting	✓
Wallboards & Dashboards	✓
Call Recording & Archiving	✓
Omni-channel Analytics	✓
Speech Analysis	✓

CRM & Integration Capabilties (D365)	
Data-Driven Routing	✓
Screen pop	✓
Click to dial	✓
Embedded Application	✓
APIs	✓

Security Capabilities	
PCI DSS Compliant	✓
Encryption	✓
Permission Based Access	✓

Carrier Capabilities	
PSTN	✓
PBX	✓

Configuration & Scalability	
True SaaS	✓

Pricing	
Global SaaS Model	✓

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Technology Platform

Solgari is built on the Unified Communications Platform ('UCP'), our SaaS cloud platform that has been continuously developed with the goal of delivering transformative business communication software solutions to our customers.

UCP enables us to deliver multiple service modules, including voice, video, text, chat & SMS to our customers anywhere globally with unlimited scalability and the ability to integrate with existing core IT applications with open APIs.

Global Capability & Latency

Solgari is also a regulated telco. UCP is hosted in ISO 27017-certified data centers and we have global mass interconnect to a number of major international and regional carriers using the Verizon Global Network backbone.

This enables us to route calls through low-latency worldwide points of presence, ensuring call traffic is delivered anywhere at light speed. We continuously run latency tests to make sure we meet our stated target of a maximum 150 milliseconds across all international routes. There is currently no route that is close to our maximum allowed latency.

Voice & WebRTC Video Quality

At Solgari, we help prospective customers perform Quality of Service (QOS) tests on their data connections to ensure they have sufficient broadband capacity to use our services. Crucially, Solgari ensures tier-1 quality voice by allowing only one simultaneous call per 92kb and one simultaneous WebRTC video call per 250kb of broadband capacity.

Security

Solgari also brings military grade security to both protecting the archived communications and encrypting calls as required. Solgari voice traffic is completely encrypted using TLS (Transport Layer Security) and SRTP (Secure Real-Time Transport Protocol) to ensure the highest level of security for our customers. Any call recordings made on UCP are encrypted too. All systems are monitored, in real time, by an array of different solutions that send alerts using an array of different technologies and all systems have n+n power redundancy.

Business Continuity Planning

Solgari runs a hot-hot configuration which ensures an extremely high-availability system. The basis of the configuration is to have a number of live operating systems with heartbeats to each other. If a system detects a failure elsewhere, it takes full responsibility for the overall performance without having to rely on a standby system to come up to speed. In terms of capacity, only 40% load maximum is allowed per system and when one operating system approaches this level, this will be apparent to the other systems with available capacity, which then take on the load.

Solgari Cloud & Data Storage

UCP is hosted inside its own partitioned environment within Verizon data centers. The data center locations are chosen as they are within the guidelines as set down by ISO 27017. Verizon is a global carrier and this enables us to connect our own Comreg licensed carrier environment directly into the wholesale communications network. Verizon are one of the carriers of choice that Solgari uses for wholesale traffic. All archived call, video, chat and SMS data is held in a secure PCI DSS encrypted archive in the Solgari Cloud. Data is encrypted with military grade 1024 bit encryption both at rest and in transit and meets all requirements around FCA, MiFID II and GDPR regulatory. We also host UCP in-country if required to meet local data residency rules.


- SLA of 99.9% uptime for both services and voice telephony. Zero downtime since inception.

- Global carrier. Access PSTN and toll-free numbers in any country and port existing customer numbers from tier-1 carriers.

- All archived call, video, chat and SMS data is held in a secure PCI DSS encrypted archive in the Solgari Cloud.

- All communications data can be held in region for regulatory purposes through our partners.

- Our partners where applicable are all ISO900x and/or ISO27001.

- Data is encrypted with military grade 1024 bit encryption both at rest and in transit.

- All systems conform with ISO 27001 underneath the European Accreditation for Advanced Digital Certificates.

- Solgari is currently undergoing ISO 27001 audit in readiness for a patentable technology we are releasing soon.

- PCI DSS compliant as awarded by Verizon's PCI DSS Security Accreditation Team.

- Solgari's CTO, Vance Harris, is also an ISO auditor, and has achieved ISO 17799 accreditation as well as being the first to achieve an EU Certification for Advanced Digital Signatures for biometric technology.

Microsoft

Typical Solgari Customer Journey →

# Solgari

Customer Journey via Website
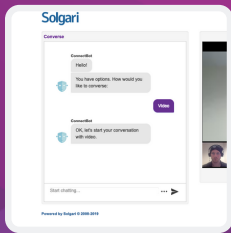
Customer initiates chat on website via Solgari Connect on any device. Solgari's AI engine helps to identify the customer (Know Me) prior to initiating a conversation with the agent.

Agent receives the accepts the chat via a Chat Queue. Solgari's AI & ML supports the agent with relevant data (Support Me) to help solve customers requirement..
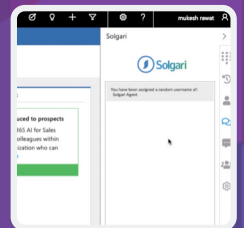
The information passed through by the customer pops the relevant page within Dynamics 365 depending on how they have it configured i.e. Contact, Case, Account or Lead
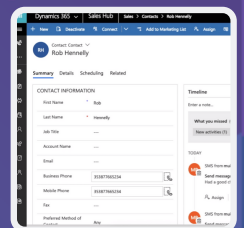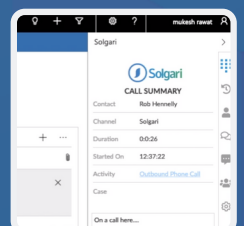

The agent can then escalate the call to audio or video from within Dynamics 365 to provide a better experience for the customer
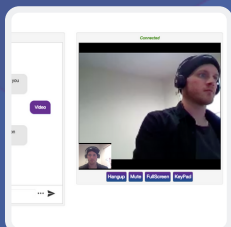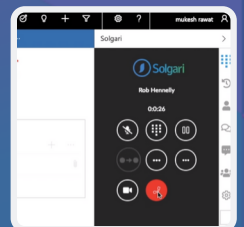
The customer can continue to chat or share documents while on the call giving them great flexibility & control in order to deal with their issue or to make their purchase

At the end of their conversation, the agent can create a post call activity, with all the information & activity recorded within Dynamics 365 for future reference

Microsoft

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