

Anywhere365 provides an advanced dialogue management platform for the enterprise, leveraging Teams infrastructure



Everybody is a Contact Center



Attendant Console



Enterprise routing
Recording & reporting



Global Service Desk



Webchat, videochat & mobile apps



Advanced Features

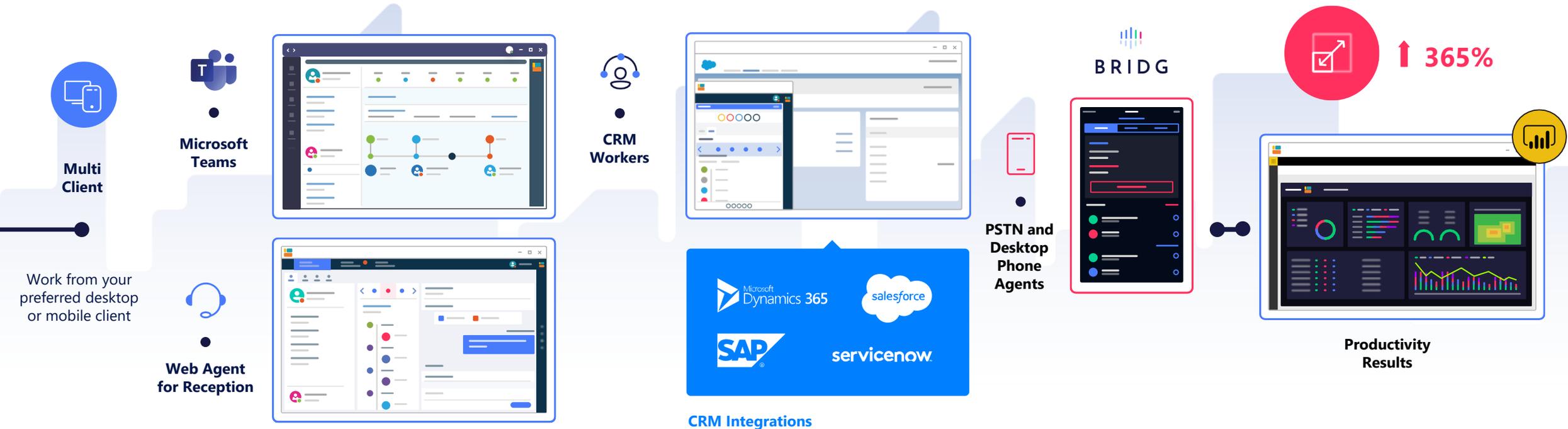
Omni-channel Dialogue Management



Anywhere365 Core Solution Overview



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WebAgent for Microsoft Teams



CRM and Back Office Integrations
Significantly improve the service provided to a caller and the productivity of Agents.



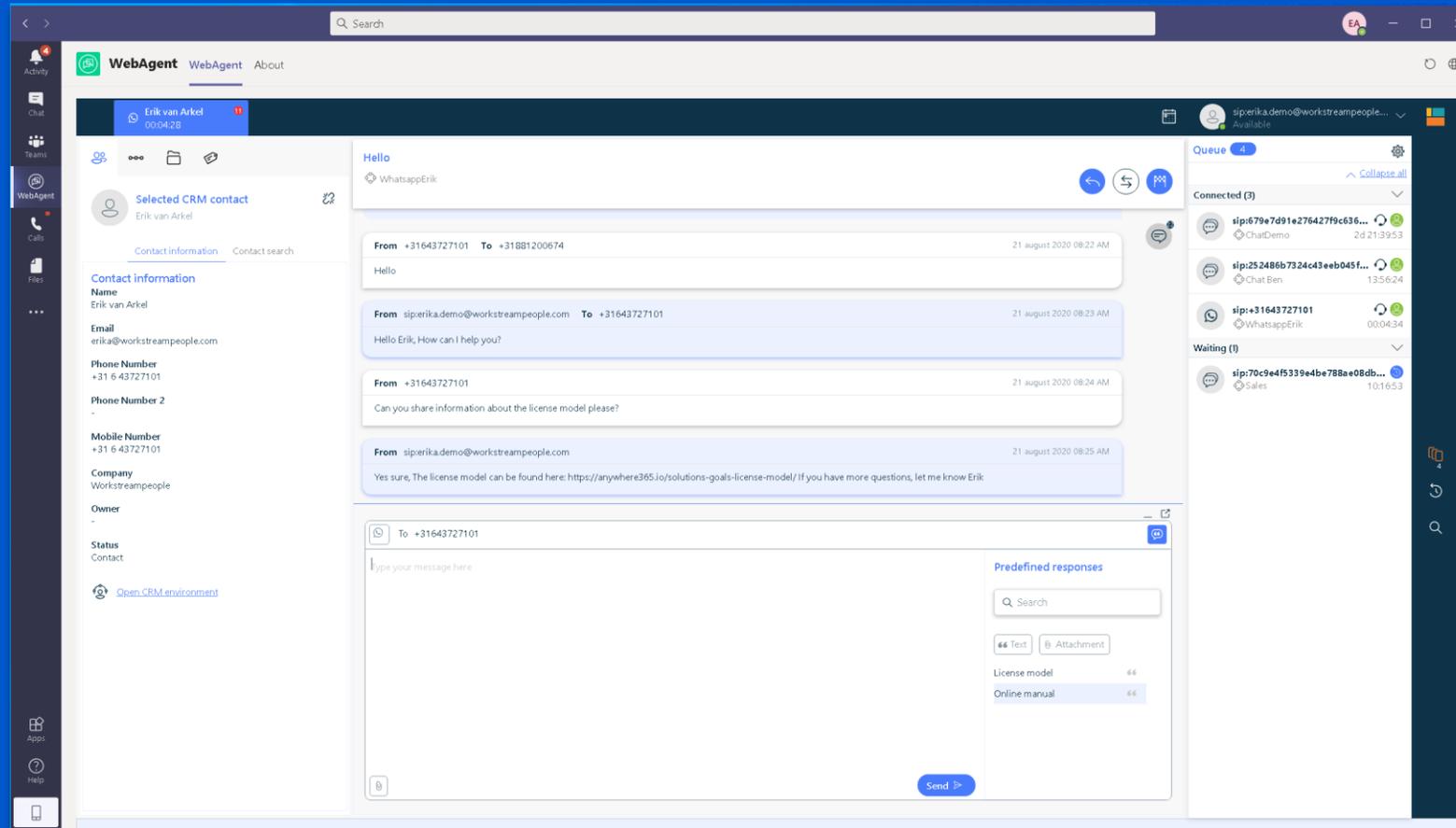
Timeline

See the customer journey from accepting to forwarding and closing the call.



Call Classification

Classify a dialogue. Enhancing management information for Dialogue Intelligence.



CRM Integrations

Display information from your CRM and Back Office services.



Tabs

Enrich further with custom tabs to match your business needs and handle multiple conversations.

Dialogue Intelligence in PowerBI

Realtime reporting using data mining techniques,
enabling comprehensive Business & Dialogue Intelligence



Dialogue Journey

The dialogue journey gives the supervisor a complete insight in the customer journey from start to finish.



Deep dive insight

Zoom in from global information to specific parts to complete your information needs.



Reporting

Reporting gives a clear and extended view on the UCC's historic data.



Customer Experience

Explore the customer journey with ability to zoom in to the smallest detail.

