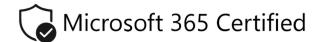


**Built for Microsoft Teams** 



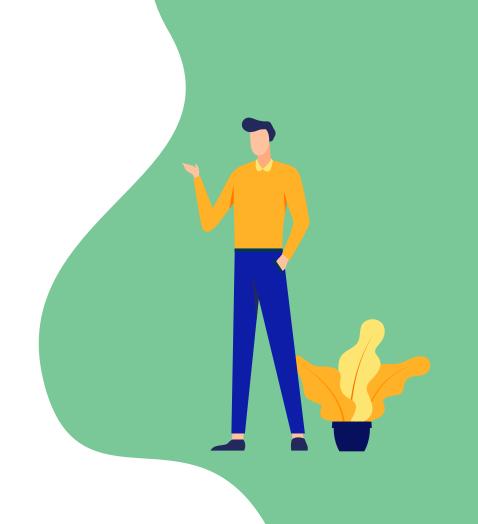


# Simple, Powerful For Customers, for Agents and for IT team.

# Capitalize on Microsoft 365 investment

Move easily Contact Centre to Microsoft Teams:

- Native Attendant Console and Call Centre solution for Microsoft Teams.
- Setup in <u>ONE HOUR</u>
- Supports Direct Routing, Calling plan and Operator Connect



#### A complete customer experience solution

100% Teams Native



### Heedify brings true contact center to Teams

#### **Microsoft Teams**

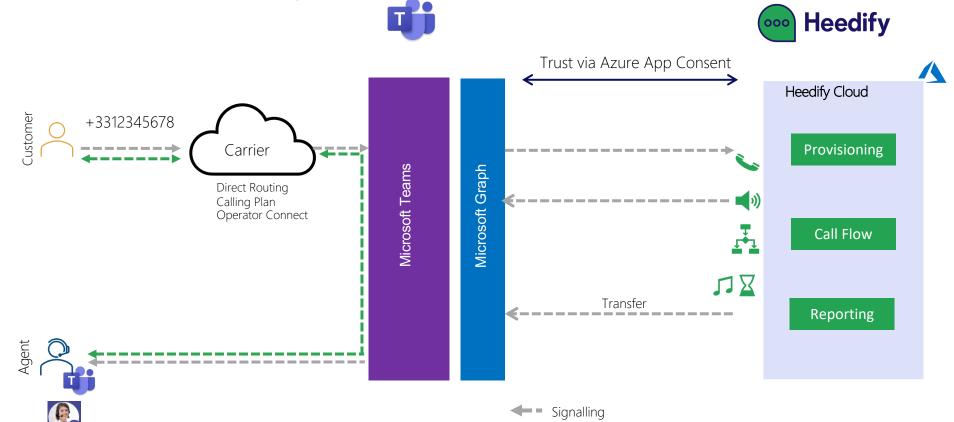


- Realtime monitoring
- Skill based routing
- No third party integration
- Admin access required for any change

#### **Microsoft Teams + Heedify**

- Position announcement, VIP, SLA per queue
- Realtime dashboard and call analytics, A year data retention
- Skill based, time based routing Number identification with regex
- ServiceNow, Salesforce, any REST API
- Functional admin access and delegation

## **Heedify Architecture overview**



Media