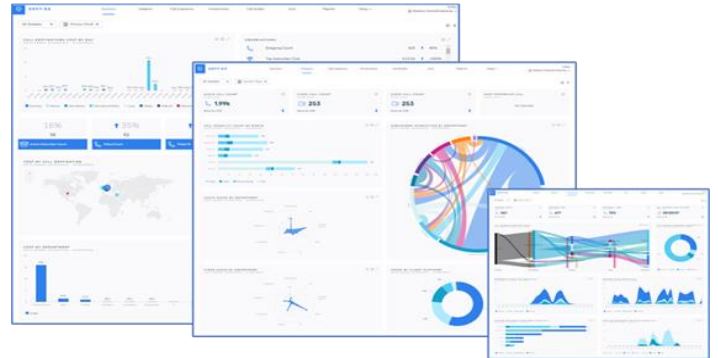


Soft-ex Performance Optimization for Microsoft Teams

SAAS Voice Management & Optimization Solution to drive Teams Performance & Collaboration

Soft-ex is a global Microsoft partner, delivering real time performance analytics, configuration and DDI management. This enables enterprise communications to work more efficiently while also rationalizing incumbent systems, delivering cost and resource savings.

Soft-ex can integrate data from multiple and diverse UC platforms, including legacy IP pbx, into a single interactive dashboard with intuitive KPI widgets to optimise infrastructure and centralise intelligence across all UC activity.



Delivered in real-time to support operational SLA's to enterprises' clients:

- Auto attendant and Call Queue reporting
- Calls waiting, answered/unanswered/abandoned.
- Agent status & call statistics
- Enhanced customer experience.

Voice Configuration & DDI Management

Soft-ex simplifies and reduces the time required to migrate and manage your voice platform:

- Role based access to create /manage auto attendant & call queue workflow, inclusive of menu choices and agents
- Visualisation of voice platform
- Eliminate scripts, manual interventions and errors
- Deliver cost savings.

Assign your Teams enterprise voice policies with Soft-ex:

- Configure and auto-provision DDIs
- Available DDI numbers & licenses assigned
- Easily on/off board employees
- Delegate administrative tasks to users without granting O365 tenant administrative rights.



Benefits to the MSP

- Low-touch sale, complimenting Microsoft Teams
- Enhanced CX & retention of enterprise customers
- Innovative value-add enterprise voice analytics & transition tool
- Incremental high margin revenue

Benefits to the Enterprise

Performance Management

Provides powerful insights, trends & observations with proactive alerting & customised data retention to better manage voice platforms & meet compliance requirements:

- Configurable dashboard on Teams usage and adoption
- Quality of Service
- Out of bundle alerting
- Tariffing-direct routing/operator connect/calling plans
- Channel and device utilisation
- Inbound Call Flow Management

When to sell this solution?

- New licence sale for TEAMS Voice
- Customer Contract renewal

For more information, please contact us at: sales@soft-ex.net