ROGER365.io

The customer engagement hub for Microsoft Teams

ROGER365.io makes Microsoft Teams the central communication hub in your organization through seamless integration with Microsoft Teams calling or social communication channels such as WhatsApp, Facebook, Twitter, SMS (text messaging), Webchat, QnA chatbot, and more!

Provide your first line worker employees with the tools they need to communicate efficiently with only one system, avoiding the need to install and maintain additional software
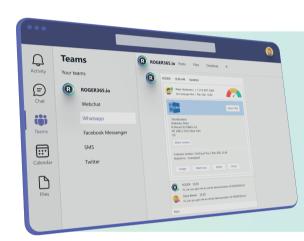
Contact Center

Leverage the power of the Microsoft Teams calling platform by adding the ROGER365.io Contact Center solution, providing a natively integrated Microsoft Teams contact center experience.

Social Messaging

Fully utilize the Microsoft Teams platform by adding social messaging channels such as WhatsApp, Facebook Messenger, Twitter, and text-based messaging (SMS).

Get your 360-degree customer view

Instantly give your agents a detailed overview of the customer that they're working with by parsing the information available in your Microsoft Dynamics 365, Salesforce, TOPdesk, or CRM system. Not only do you know the current status of a customer but also the journey that they've taken, allowing you to avoid repetitive questions, minimize call times, and provide efficient, quality service.

● Data-driven Decisions

Making the best use of available technologies such as Microsoft BI gives you the opportunity to make data-driven decisions that really help your business to provide the best customer service possible. Getting feedback from customers during and immediately after a contact with your business and including that data into your reports is a valuable resource.

● Line of Business integration & Robotic Process Automation

For many businesses, critical data and business process logic is stored in the Line Of Business (LOB) application. By using the Microsoft Power Platform option, automated workflows can be triggered and customer information can be retrieved or automatically updated in real time. Robotic Process Automation (RPA) can be performed by the same platform and easily programmed to perform repetitive tasks across different applications.

● Compliance

It's important to properly identify and accurately log all of your interactions in order to maintain compliance. ROGER365.io uses Microsoft Teams as its central communication client and associates all customer interactions with a specific person, ensuring that you meet your legal responsibilities with full GDPR compliance.

● Efficiency

Deploy AI technologies like chatbot to give your customers the opportunity to reach out to your organization in a fast, simple, and efficient way. ROGER365.io compares user questions 24x7 with your Frequently Asked Questions database and responds immediately with appropriate and meaningful information. In that way, ROGER365.io reduces unnecessary conversations and allows your agents to focus on more valuable work.

Improve Customer Engagement	Optimize Business Processes	Limit Operational and Compliance Risk

Know more?

Want to know more about the ROGER365.io platform? We will gladly show you in a non-binding demo.

Schedule Demo