Solgari

Solution certified for Microsoft Teams

AI Powered All-Channel Customer Engagement Solution for Microsoft Teams

Make Every Employee a Customer Service Champion

Introduction to Solgari

Our Purpose

To enable every employee to become a customer service champion and democratise the delivery of exceptional customer engagement – fast!

Overview

o Solgari is the only Microsoft certified AI powered All-Channel Customer Engagement solution that *'natively extends'* Microsoft Teams

o Solgari is a Globally managed Microsoft ISV and a key enabler of Microsoft's Converged Communications and Digital Contact Center Strategy

o Transforms customer satisfaction and employee engagement in just days

o Globally available and delivered instantly from within your secure Microsoft Cloud

o With marquee customers and scale partners operating today in 46 countries

What Are We Solving For?

Solgari

What are we solving for?

Customers expect exceptional and personalized service

96% of customers would leave a business if they deliver a bad customer experience[1]

38% of Gen Z and millennial customers say they're likely to give up on resolving a customer service issue if it can't be resolved in self-service[2]

80% of customer service and support organizations will be applying generative AI by 2025[3]

Service organisations are often not equipped to deliver it & staff are disengaged

53% of agents do not have proper visibility of information to understand the customer context[4]

49% of customer care employees report growing attrition in past 12 months[5]

20-30% of agents could be replaced by Gen AI by 2025[3]

Organisations can take advantage of current trends to deliver great customer experiences

Customer Experience is everyone's responsibility

AI helps delivers great Customer Service

CCaaS delivers speed to value & reduces risk

Hybrid working is here to stay

Customer's demand security of their data

IT skills shortages make complex SI projects slower, costlier and riskier

Customer experience can no longer be driven by the frontline sales representative or even a dedicated customer experience team — everyone in your organization has a role to play.

Harvard Business Review
April 06, 2023

Customer Experience Is Everyone's Responsibility
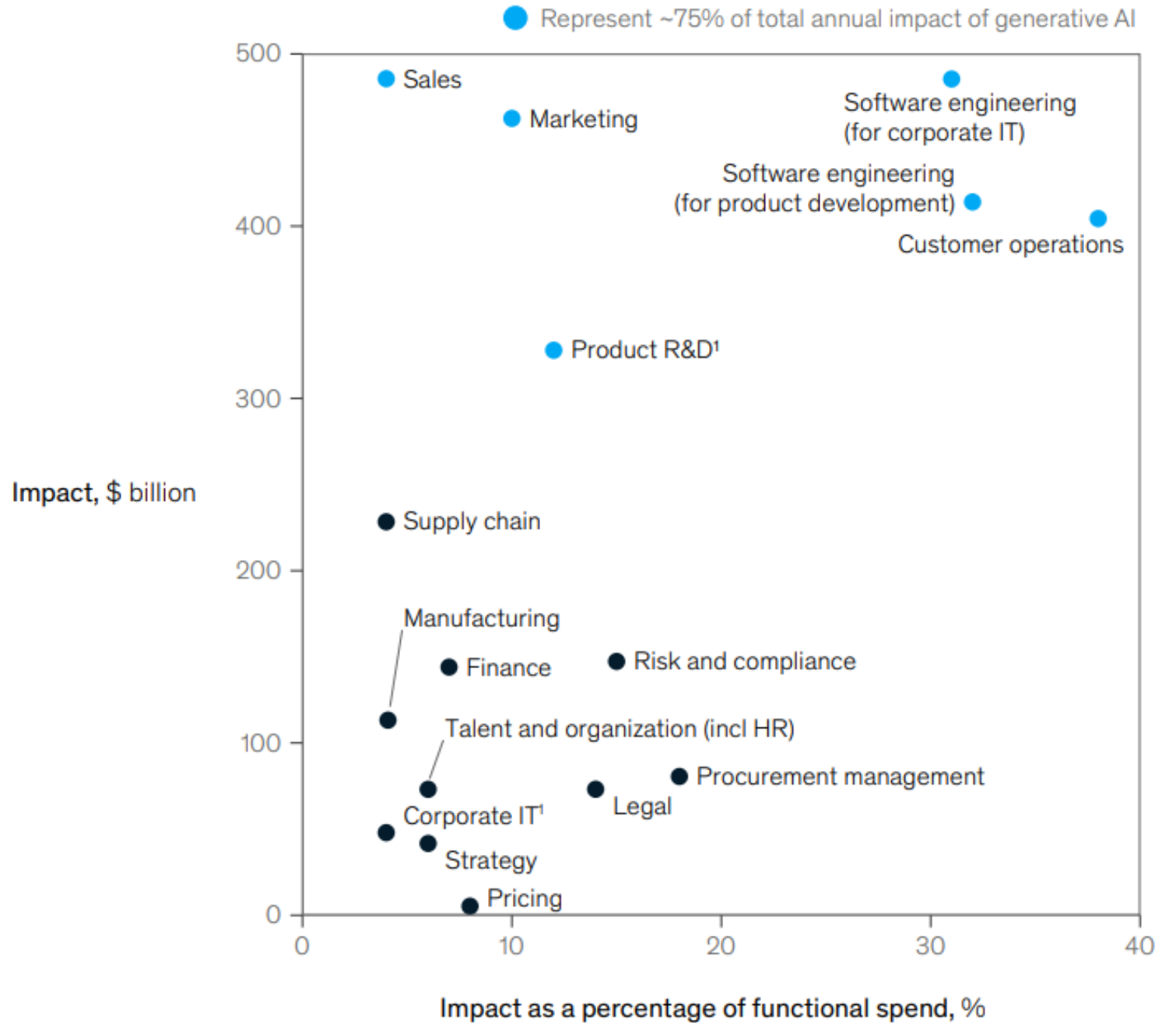
by Rebecca Hinds and Sarang Gupta

April 06, 2023

Using generative AI in just a few functions could drive most of the technology's impact across potential corporate use cases

McKinsey & Company
The economic potential of generative AI
June 2023

● Represent ~75% of total annual impact of generative AI

Impact, $ billion

- Sales
- Marketing
- Software engineering (for corporate IT)
- Software engineering (for product development)
- Customer operations
- Product R&D[1]
- Supply chain
- Manufacturing
- Finance
- Risk and compliance
- Talent and organization (incl HR)
- Corporate IT[1]
- Procurement management
- Legal
- Strategy
- Pricing

Impact as a percentage of functional spend, %

Customers are consolidating Collaboration, Communication & Lines of Business workloads on Microsoft Teams

300 million

Teams monthly active users

17 million

Teams Phone PTSN users

45% YoY Growth!

1,900

Apps in the Teams app store

"We continue building momentum in Microsoft Teams across collaboration, chat, meetings, and calling.

We now have more than 1,900 apps in Teams app store. And companies in every industry, from British Airways, to Dentsu, to Eli Lilly and Manulife, have built over 145,000 custom lines of business apps, bringing business processes directly into the flow of work."

- Satya Nadella, CEO, Microsoft, July 2023

Solgari & Microsoft Unique Value Proposition

Solgari is natively built on the capabilities of the Microsoft cloud, including Azure OpenAI

Solgari creates the AI contact center for Microsoft Teams and Dynamics:

- **Generative AI infused across the Solgari platform:**
  - Conversational AI Chatbots, IVR
  - AI Omni-channel Routing across Voice, SMS, Email, Social
  - AI-powered Copilots for Agent Assistance
  - AI-enhanced Analytics & Reporting

- Deployed from Azure Marketplace

Immediate benefits in:

Customer Satisfaction	Employee Productivity	Speed to Value	Regulatory Compliance

YouTube video link here

Solgari AI Customer Engagement for Microsoft Teams, Dynamics 365 & SFDC enables every employee to be a customer champion

Customers

Choice of Voice channels including Teams Calling, Operator Connect and Direct Routing

Choice of SMS, email and Social Channels

AI enabled Self-service; Biometric ID, Chatbots, IVR and intelligent skills-based routing

Contact Center Agents & Specialists

Customer engagement, call recording, payments handling and outbound campaigns in Teams

Full case management in D365 or other CRM

AI enabled – AI generated summaries & suggestions

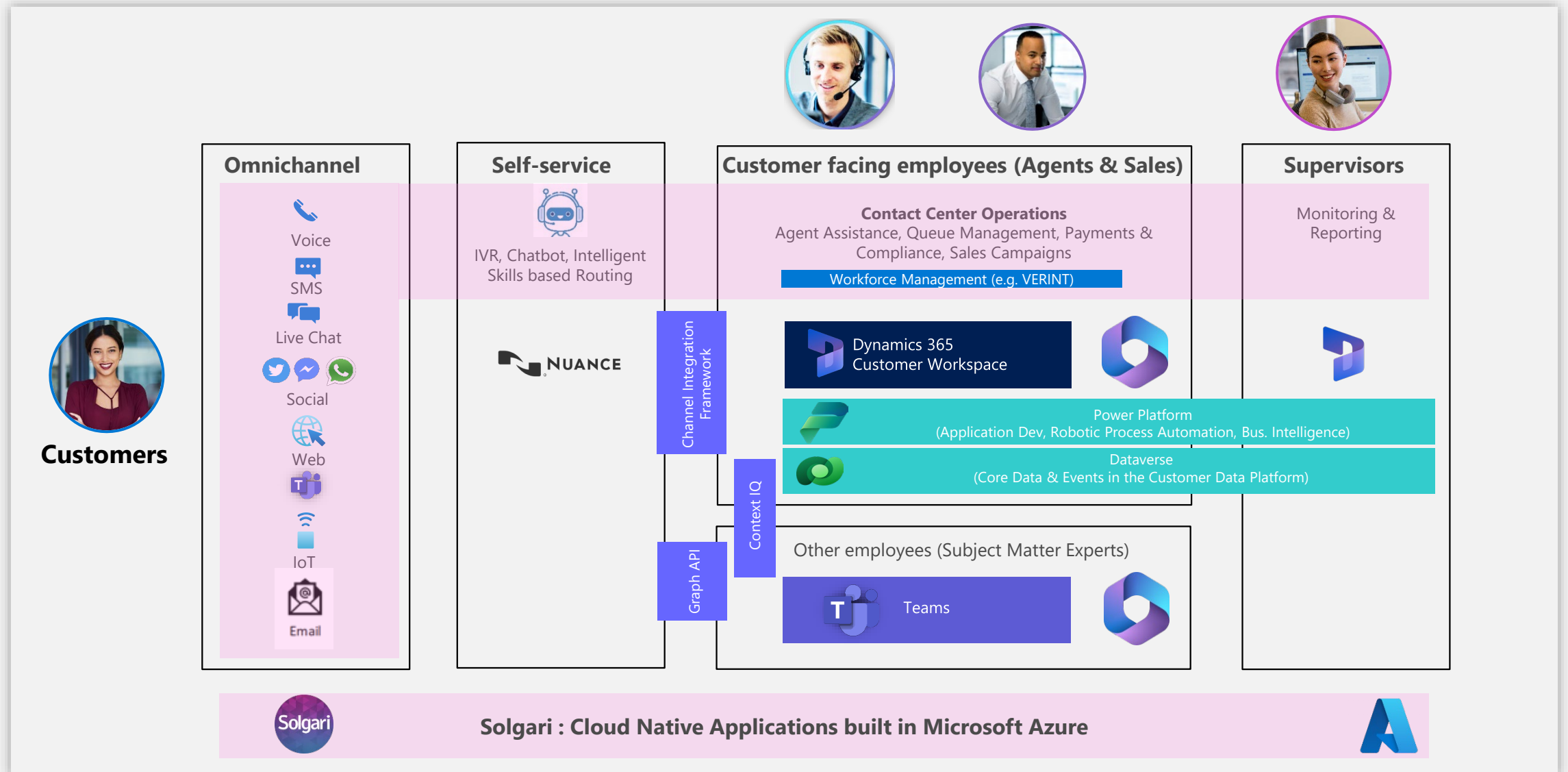Solgari Copilot for Dynamics 365 and Teams

Supervisors

Agent Assistance, Queue management, Real-time Monitoring, KPI Dashboards, SLAs & Reports

AI enabled analysis

Solgari AI Customer Engagement for Dynamics 365 and Teams

Omnichannel

Voice

SMS

Live Chat

Social

Web

IoT

Email

Customers

Self-service

IVR, Chatbot, Intelligent Skills based Routing

NUANCE

Channel Integration Framework

Context IQ

Graph API

Customer facing employees (Agents & Sales)

Contact Center Operations
Agent Assistance, Queue Management, Payments & Compliance, Sales Campaigns

Workforce Management (e.g. VERINT)

Dynamics 365 Customer Workspace

Power Platform
(Application Dev, Robotic Process Automation, Bus. Intelligence)

Dataverse
(Core Data & Events in the Customer Data Platform)

Other employees (Subject Matter Experts)

Teams

Supervisors

Monitoring & Reporting

Solgari : Cloud Native Applications built in Microsoft Azure

Microsoft enabled Solgari to build our Customer Engagement Copilot
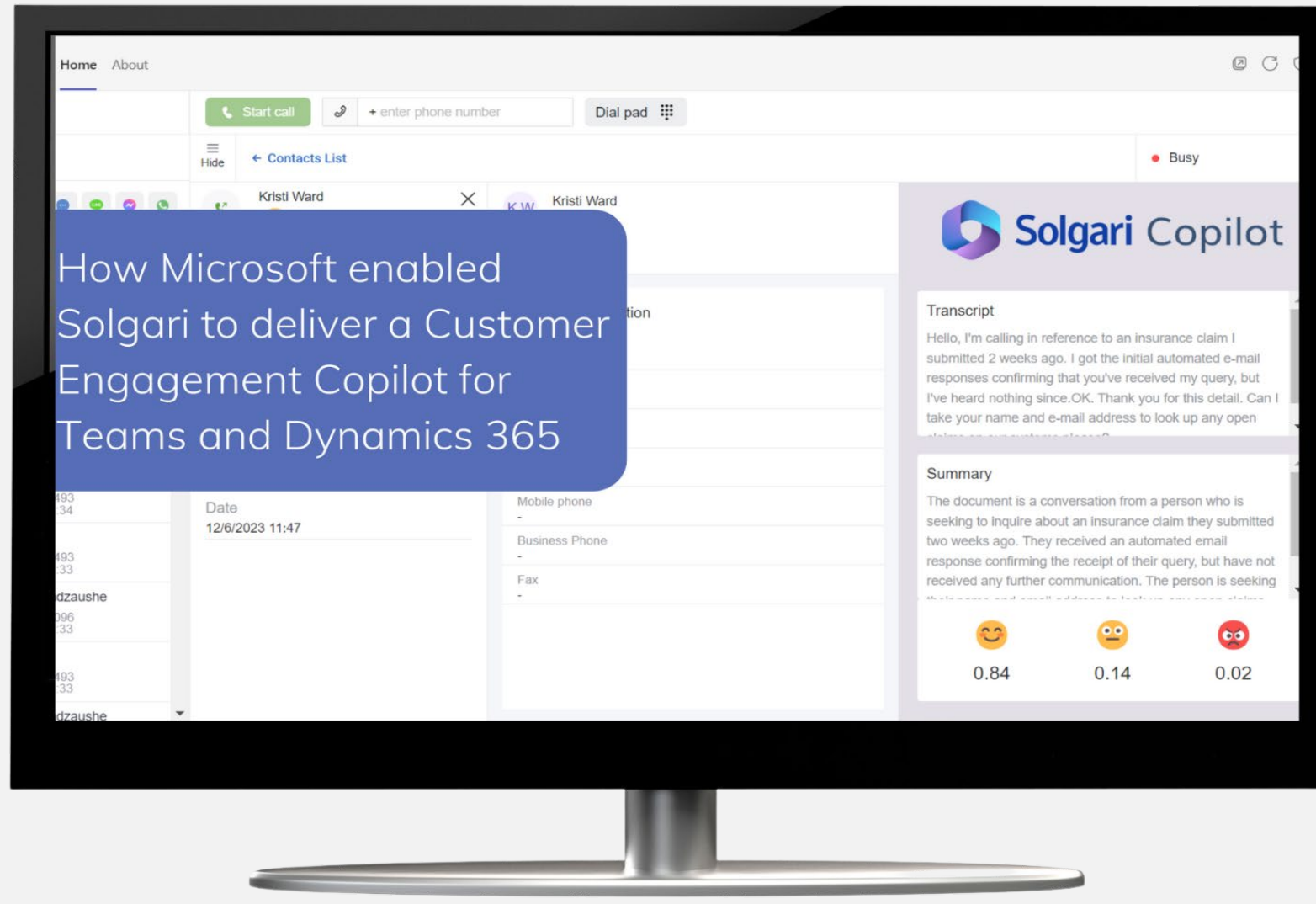
Build your own copilot

Solgari Copilot

- Available in Solgari for Teams and Dynamics apps
- Provides agents with real-time sentiment analysis across any channel
- Provides real-time conversation transcription and summary
- Developing multiple agent and supervisor assist capabilities
- Powered by Azure OpenAI Service

Solgari Copilot for Microsoft Teams

YouTube video link here

Customers want to buy recommended solutions on Microsoft Marketplace

Cloud Marketplaces will exceed $10B in throughput by the end of 2023, and $50B by the end of 2025

tackle.io
Learnings, predictions, and insights into the state of Cloud Marketplaces in 2022

Microsoft | Azure Marketplace

Solgari Contact Centre for Microsoft Teams

By Solgari

All-Channel Communications and Contact Center Solution - powering Digital Contact Center Platform.

Microsoft Preferred Solution

Get it now

Solgari Core Value Proposition & Differentiation

Microsoft Integration ✓

- Natively integrated with all 3 Microsoft Clouds and with the Teams platform using the Extend Model.

- Leverages Azure Open AI and Cognitive Services, integrates with Nuance, Power Platform, and Dynamics 365 using CIF 2.0.

- By natively integrating with Microsoft's suite, users stay in a secure and compliant environment

Easy Setup ✓

- Set up is incredibly simple and fast.

- Users simply download the App from within Teams or CIF within the relevant D365 apps, and the user is configured in hours to meet their specific business needs.

- No complex, risky and lengthy systems integration IT project is required.

Flexible Pricing ✓

- Customers are only charged for the services they need and use.

- Organizations benefit from an extremely simple, transparent and competitive pricing model

Business Impact for Customers

Solgari

Winning Customer Profile

Size and Industry

o Organisations between 10-1,000 knowledge workers

o Healthcare, FSI, Manufacturing, Retail, Local Government & Housing

Business Priorities, the customer needs:

o Business Results Fast!

o Significantly improve their Customer Experience & Employee Productivity in delivering customer service

o Want to unlock the full investment in their Microsoft estate

Current IT Environment (In Priority Order):

o Using Teams Phone (17M users)

o Using Microsoft Teams and investigating UCaaS Solutions inc. Teams Phone (283M users)

o Using or want to use Dynamics 365 for CRM

o Licensed for but not currently using Teams – investigating UCaaS Solutions inc. Teams Phone

o Not licensed for Teams – investigating UCaaS Solutions

High-Profile Customers and Scale Partners in 46 Countries to Date
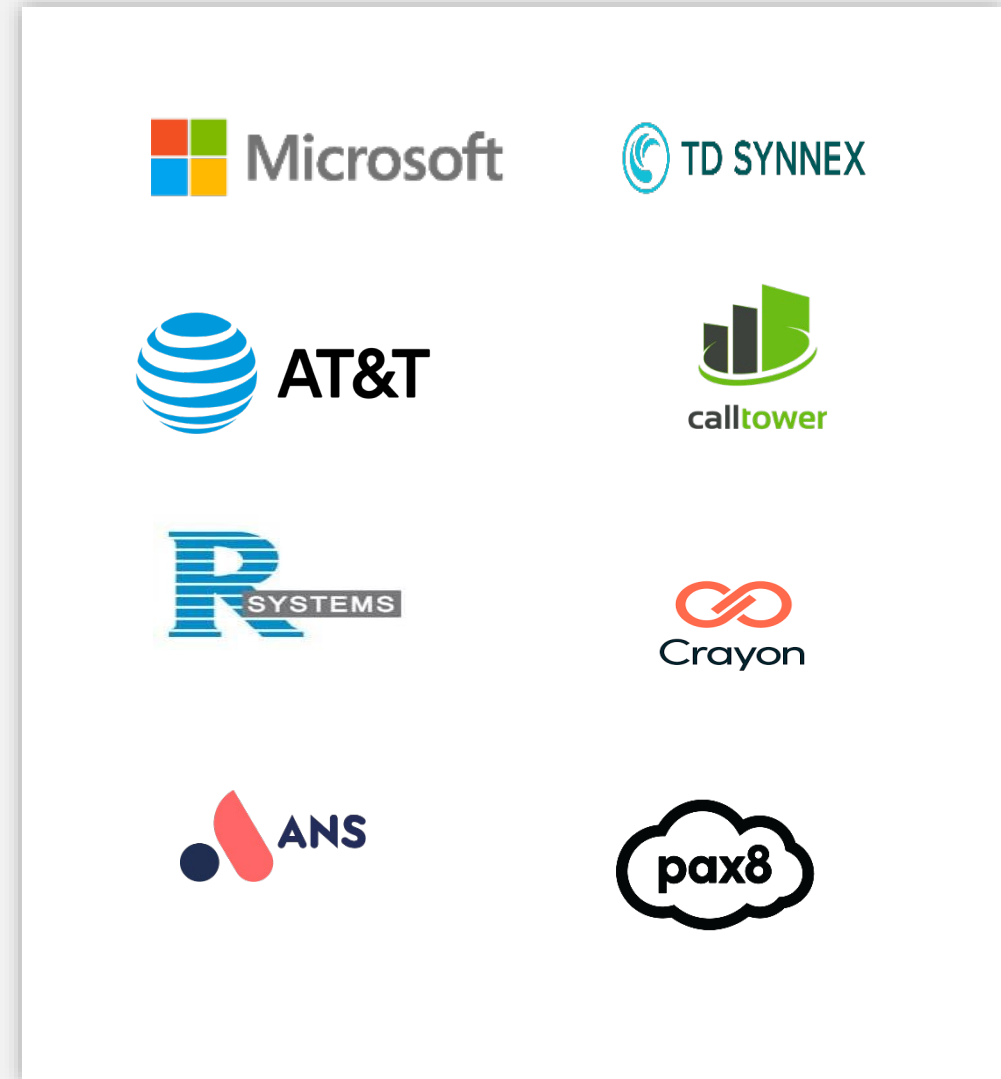
Solgari enables swift digital transformation for Mimaki with a comprehensive cloud-based Contact Center solution

Results ✓

- Customized IVR call-flows to identify their unique inkjet printing machines.

- Robust case management features enable Mimaki to efficiently identify inbound callers

- Providing a secure, de-risked route to digital transformation

- Secured Microsoft stack and accelerated journey to the Microsoft Cloud

Mimaki®

"We're using Solgari for Microsoft Teams and Dynamics 365 to provide a single, consistent, joined-up customer experience across all the channels. We're leveraging the data we hold in Dynamics 365 to provide effective Case Management and Contextual Customer Service.

As a full SaaS solution, configured in Azure and integrated seamlessly into our existing Microsoft investments, The speed at which Solgari configured and launched our solution was incredible – accelerating our speed to value and opening the door to market-leading innovations in AI and Conversational Intelligence." -

Houa Yang, Remote Support Service Manager, Mimaki

Leading Communication Service Providers partnering with Solgari

"We are excited to provide our customers with a fully integrated contact center solution for Microsoft Teams voice, along with advanced contact center capabilities, all within a single interface." William Rubio -Chief Revenue Officer, CallTower

"All the consultants must know Solgari, it's part of voice transformation in the contact center and a key technology that's very hot in the industry" David Hart – Director, Unified Communications, AT&T

Get the app now

Visit the Azure or AppSource Marketplace to get started with Solgari for Microsoft Teams today

Talk to us

Contact sales@solgari.com or call +35312461130 for more information