

# Solgari

Solution certified for  
Microsoft Teams

## The AI Customer Engagement App for Microsoft Teams

Enable every employee to be a customer champion

See [Solgari](#) for Teams in Action



- ✓ Imagine significantly improving customer satisfaction and employee engagement in just days!
- ✓ Solgari intelligently connects customers to the people and the help they need fast
- ✓ Powered by Microsoft AI, integrated within Teams & Dynamics365 and deployed from Azure in minutes



### Customers expect exceptional service

# 80%

of customers expect personalized customer experience<sup>1</sup>



### Employers are more engaged when they have the right tools

# 55%

of service organizations do not have collaboration tools to resolve customer issues faster<sup>3</sup>

<sup>1</sup> Forbes, 50 Stats Showing the Power of Personalization, 2020  
<sup>2</sup> PCG Next Level of Personalization in Retail, 2019

<sup>3</sup> Forbes, 50 Stats That Prove the Value of Customer Experience, 2019

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

# Solgari AI Customer Engagement Solution for Microsoft Teams 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 Centre 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 & Microsoft delivering Converged Communications Solutions

### The Solgari difference for Customers

- ✓ Unmatched Speed to Business Value
- ✓ Simple deployment from within Teams
- ✓ Transactable on Marketplace, billed with existing Microsoft licensing
- ✓ Preferred choice of communication channels Voice, SMS, email or Social

### The Ideal Customer Profile

- ✓ Committed to improving their Customer Service experience & employee Engagement
- ✓ Need Business Results Fast!
- ✓ Committed to Microsoft platform & want to unlock the platform's full business value
- ✓ Want to take advantage of AI today

## Get the app now

Visit the [Azure](#) or [AppSource Marketplace](#) to get started with Solgari's certified solution for Microsoft Teams today

## Talk to us

Contact [sales@solgari.com](mailto:sales@solgari.com) or call [+35312461130](tel:+35312461130) for more information

