

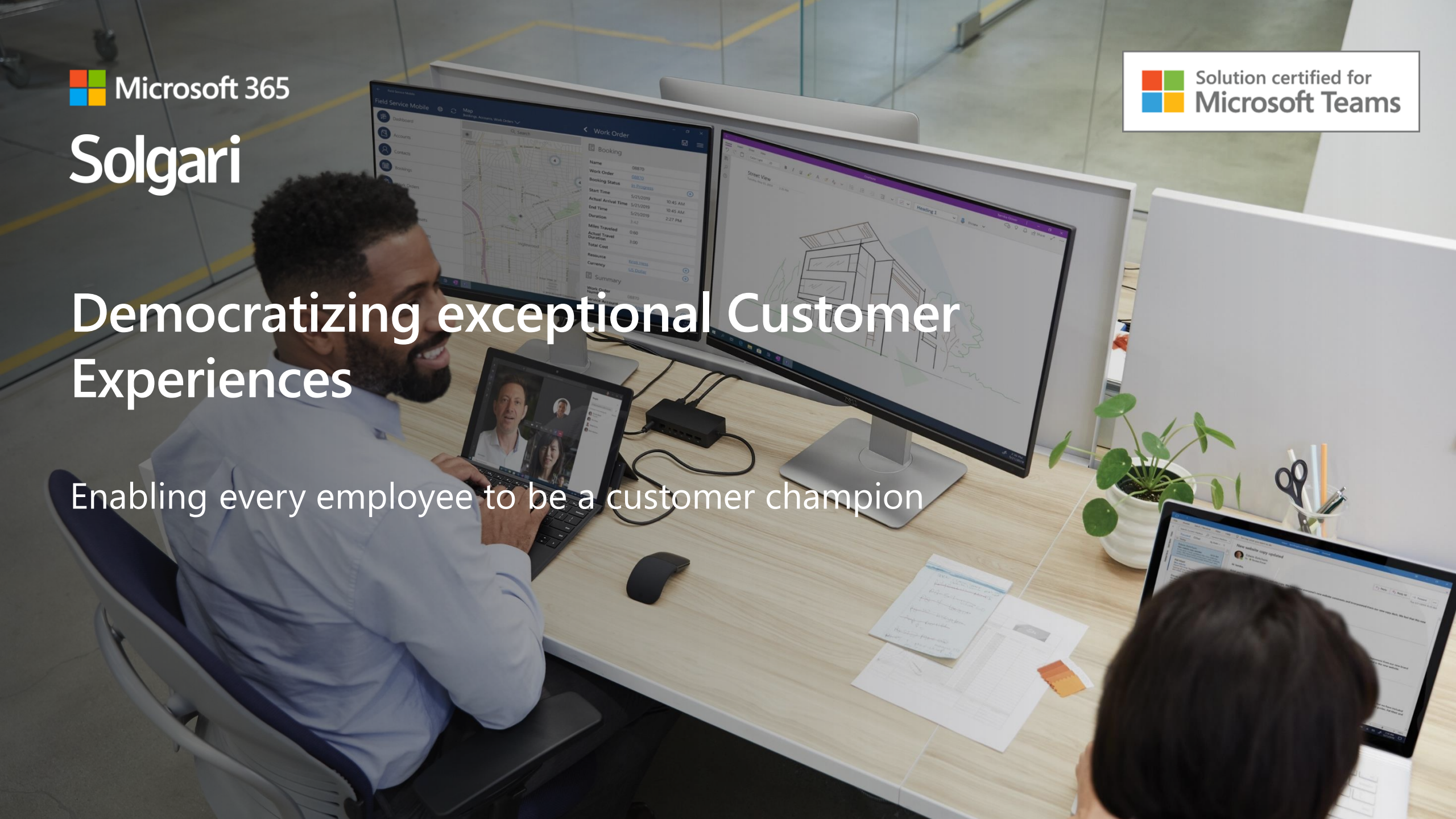
 Microsoft 365

Solgari

Democratizing exceptional Customer Experiences

Enabling every employee to be a customer champion

 Solution certified for  
Microsoft Teams



# Introduction

**Our Purpose:** To enable any employee to be a customer service champion

## Our Promise:

- **Unparalleled speed to value - clients go live in hours**
  - Simply '*extend*' your existing Microsoft or Salesforce platform with AI-powered customer engagement functionality
  - User adoption is instantaneous within their existing and preferred application
- **Reduced risk**
  - Pre-integrated natively within Microsoft Teams, Dynamics 365 or Salesforce – removes the need for a risky SI project
  - Certified by Microsoft delivering on the 'secure by design' promise
- **Future proofed**
  - Practical and immediately impactful AI use cases out of the box with the Solgari copilot
  - Comprehensive Generative AI roadmap built on and seamlessly integrated into the Microsoft AI stack



Solgari for  
Microsoft Teams



Solgari for Microsoft  
Dynamics 365



Solgari for  
Salesforce

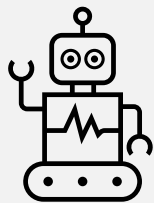
# Key Trends driving the democratisation of Customer & Employee Experience



Customers expect exceptional, personalised experiences



Engaged employees drive exceptional customer experiences



Generative AI is a game changer in Customer Service

zoom



Organisations are consolidating & *extending* familiar platforms



# The Microsoft Teams Contact Center powered by Solgari

## Enabling every employee to be a customer champion

Solgari significantly improves both customer experience and employee experience, delivering AI-powered customer engagement functionality 'out of the box'.

Available natively in Microsoft Teams, Dynamics 365 and Salesforce and delivered from the cloud, Solgari provides unparalleled speed to value with customers live in hours.

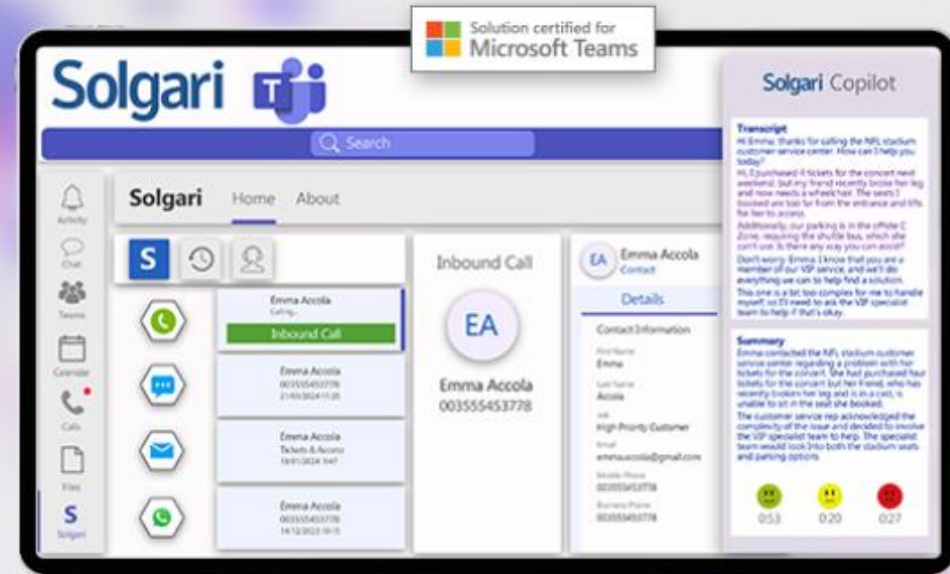
See how Solgari intelligently connects customers to the help they need - fast!



[Use case videos](#)

[Plans & Pricing](#)

[Arrange a demo](#)



Solgari for  
Microsoft Teams

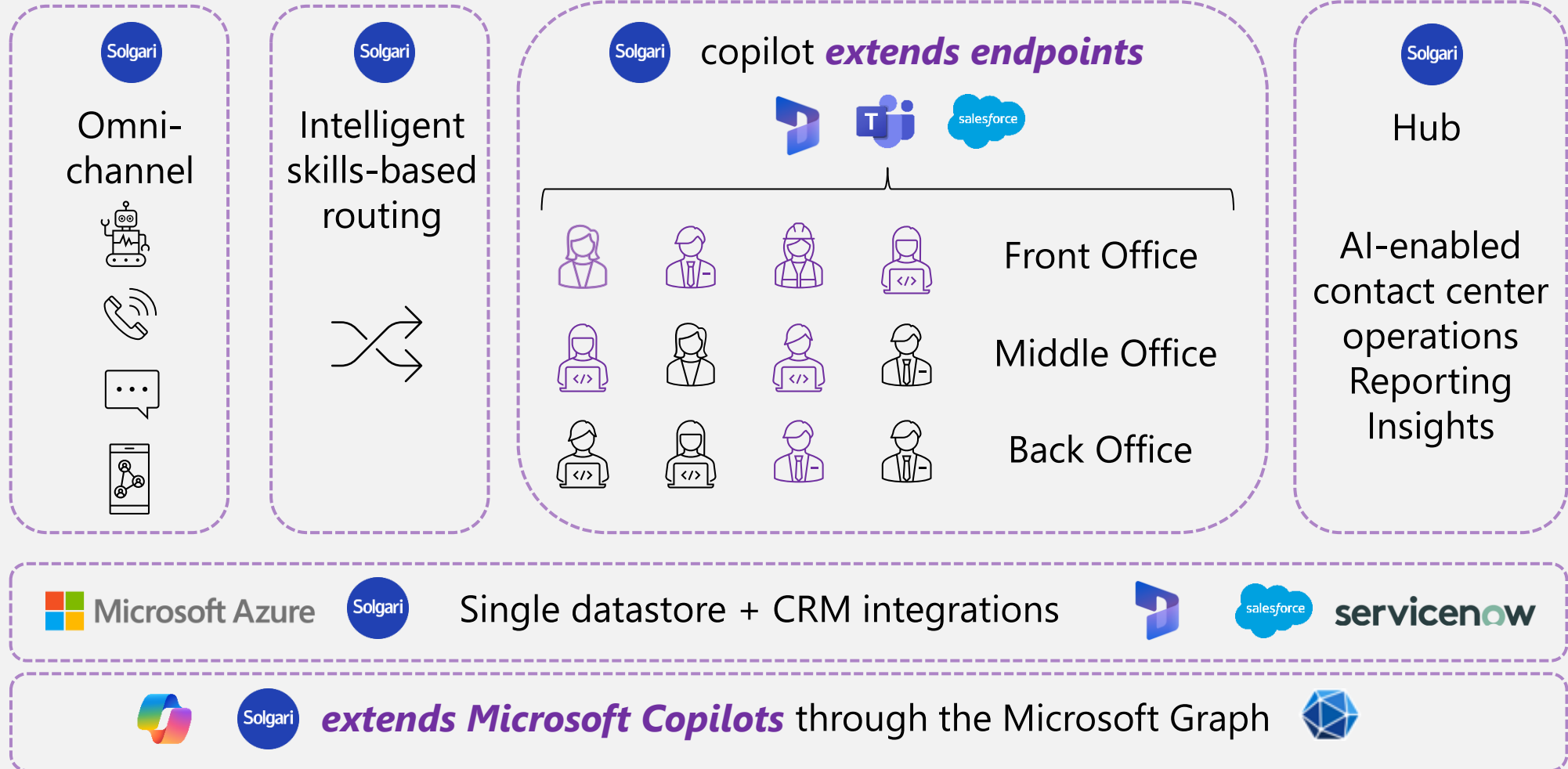


Solgari for Microsoft  
Dynamics 365



Solgari for  
Salesforce

# Solgari *natively extends* Microsoft Teams, D365 and SFDC with AI-powered customer engagement functionality *for all customer facing roles*



# 2024 Work Trend Index Report: The State of AI at Work from Microsoft and LinkedIn

## Findings

- Employees want AI at work – and won't wait for companies to catch up.
- For employees, AI raises the bar and breaks the career ceiling.
- The rise of the AI power user – and what they reveal about the future.

## Key Takeaways

The opportunity ahead for leaders is to channel employee enthusiasm for AI into business transformation. This will look different for every organisation, but here's how to get started.

**Identify a business problem, then apply AI:** There are efficiency gains to be had across every function – the key is to pick a process and apply AI. For example, start with customer service and focus on improving call-handling time. Global advertising network [dentsu](#) applied AI to its creative development process. [Estée Lauder](#) is using it to reimagine product development and customer experience.

**Take a top-down, bottom-up approach:** Going from experimentation to transformation requires engagement at every level of the organisation, from the CEO to the entry-level employee. Business gains will come when you enlist your business line leaders to activate teams around AI. As we've [rolled out](#) Copilot at Microsoft, we've relied on internal champions at all levels to model and spread AI enthusiasm and aptitude.

**Prioritise training:** AI power users aren't doing it on their own – they receive ongoing training, both on universal tasks and uses more tailored to their role and function. [LinkedIn Learning](#) is a great place to start to skill up, and the [Copilot Scenario Library](#) provides use cases for specific roles and functions.

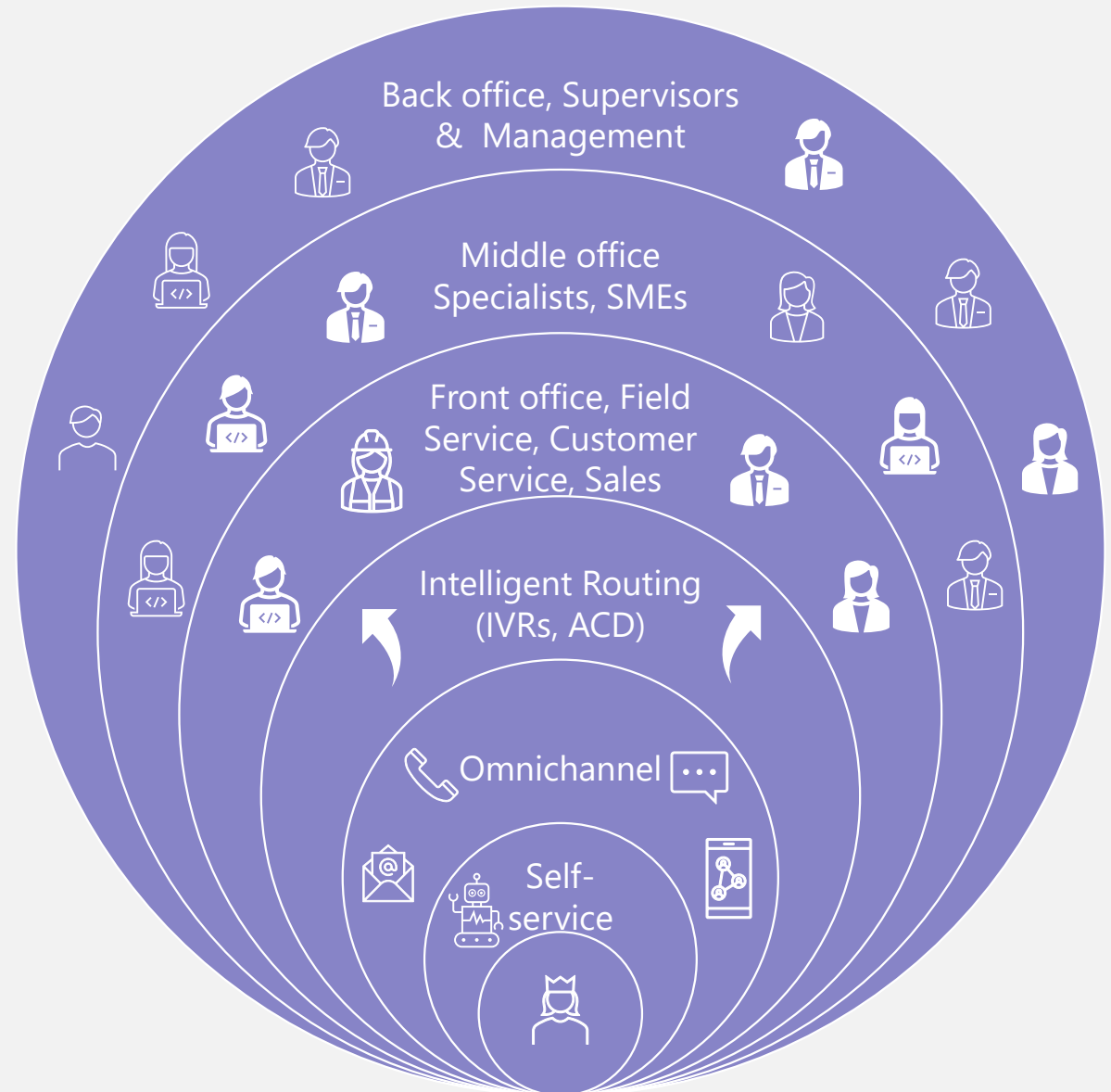
# Identify a business problem, then apply AI

“For example, start with customer service”

**Step 1.** Identify customer facing roles in your business already using Microsoft Teams

**Step 2.** Extend Microsoft Teams with AI powered Contact Center functionality including self-service chatbot, Solgari copilot assistance plus reporting & rich insights

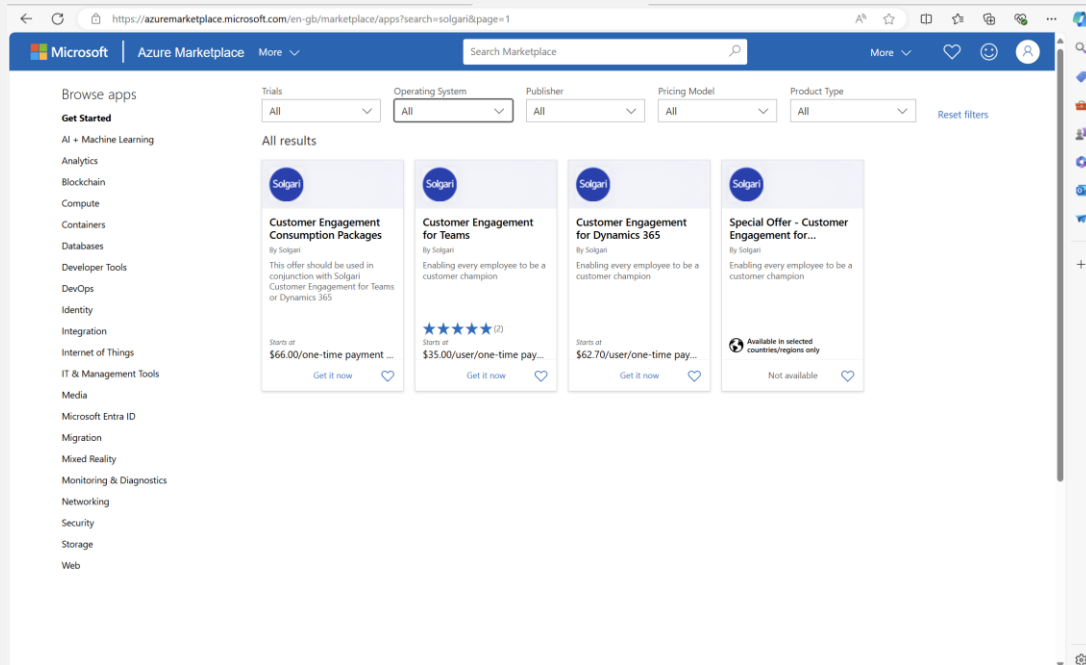
**Step 3.** Use Microsoft Copilot for Sales extended with the Solgari omnichannel data



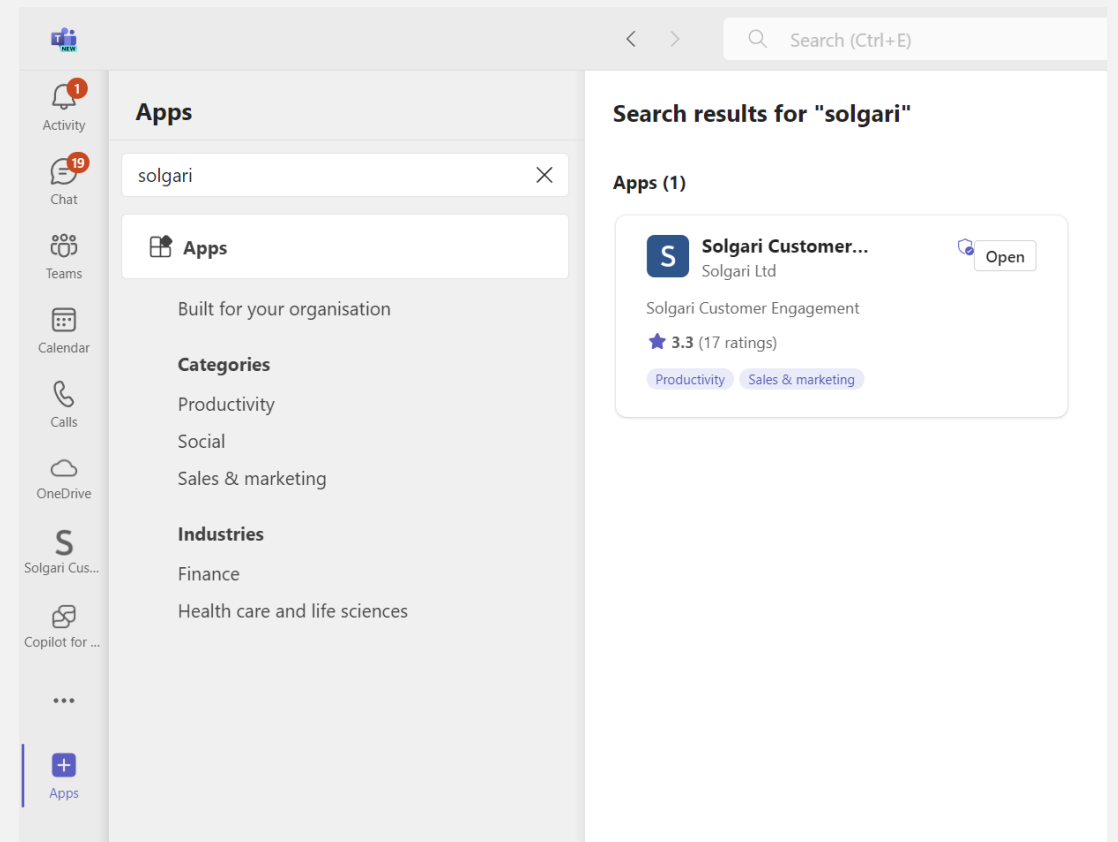


# Step 2. Extend Microsoft Teams with Microsoft Certified AI powered Contact Center functionality

Sign up for a subscription through the Microsoft Azure Marketplace



Download within Microsoft Teams from the Microsoft Teams App Store



# Global Customers delivered through Scale Partners

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GIG CYMRU NHS WALES

Mimaki®

Hastings INSURANCE

WESLEYAN  
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AMB SPORTS+ ENTERTAINMENT

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FALCON

STRABAG

FESTI

UPMC | AUT EVEN HOSPITAL

Microsoft

TD SYNEX

AT&T

calltower

pax8

SOFTTEL

ANS

NKUSI-IT

Crayon

R SYSTEMS

# The Solgari difference

- ✓ Rapid speed to value
- ✓ Reduced risk
- ✓ Future proofed

 Solution certified for  
Microsoft Teams



# Customer Use Cases

# Ideal Customer Profile

## Organisation Profile

- SMB to Enterprise
- Want to significantly improve Customer Satisfaction & Employee engagement
- Need to improve the productivity of their customer service organisation
- Need Business results fast and can move quickly

## Technology Profile

- Microsoft Teams users
- Looking to get more from their existing Microsoft investments
- Interested in extending Microsoft Teams and Dynamics 365 for Unified Communications and Customer Engagement for both inbound & outbound communications
- Interested in using AI
- Microsoft Dynamics 365, Salesforce, ServiceNow or other for Database and Case Management



Customers and Partners  
are buying Solgari  
Transactable apps 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



Azure Marketplace

App Name	Description	Price
Customer Engagement for Teams	Enabling every employee to be a customer champion	\$35.00/user/one-time pay...
Customer Engagement for Dynamics 365	Enabling every employee to be a customer champion	\$62.70/user/one-time pay...
Customer Engagement Consumption Packages	This offer should be used in conjunction with Solgari Customer Engagement for Teams or Dynamics 365	\$66.00/one-time payment ...

# AMB Sports & Entertainment's Move from Avaya to Solgari's AI Customer Engagement Solution for Microsoft Teams and Dynamics 365

Solgari



Microsoft

- AT&T recommended Solgari for Teams
- Solution handling fan engagement for all AMB owned sports teams including Atlanta Falcons NFL Team
- Using Voice, SMS and email channels, Solgari copilot
- Inbound and outbound fan engagement across 135 AMB staff on Teams
- Bought through Microsoft Marketplace as a Private Offer





# See Solgari Customer Engagement for Microsoft Teams for AMB Sports

Click [here](#) to watch Solgari for Teams customer service and swarming use case

## Native Application Extending Microsoft Teams with;

- Generative AI Self-Service Chat
- Omnichannel (Voice, SMS, email, Social Channels)
- Solgari Generative AI copilot assistant

## Customer Service Use Case for Concert Ticket Sales at Mercedes Benz Stadium

Purchased from Microsoft Marketplace

The screenshot displays the Solgari application interface within a Microsoft Teams environment. At the top right, a badge indicates "Solution certified for Microsoft Teams". The Solgari logo and a Teams icon are visible in the top left. A search bar is located below the logo. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Solgari.
- Top Navigation:** Shows "Solgari" and "Home About" tabs.
- Customer List:** A list of customer records for Emma Accola, including contact details and call timestamps.
- Inbound Call Panel:** Displays the customer's name, phone number, and a circular avatar with the initials "EA".
- Contact Details Panel:** Provides information for Emma Accola, including her first and last name, job title (High Priority Customer), email address, and mobile and business phone numbers.
- Solgari Copilot Panel:** Features a "Transcript" section with a chat history and a "Summary" section with a generated overview of the customer's issue. At the bottom of this panel are three feedback icons (smiley, neutral, frowny) with associated time values (0:53, 0:20, 0:27).



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

