Heedify

Built for Microsoft Teams

Microsoft 365 Certified

Simple, Powerful
For Customers, for Agents
and for IT team.

Capitalize on Microsoft 365 investment

Move easily Contact Centre to Microsoft Teams:

- Native Attendant Console and Call Centre solution for Microsoft Teams.

- Setup in <u>ONE HOUR</u>

- Supports Direct Routing, Calling plan and Operator Connect

A complete customer experience solution

100% Teams Native

Easy setup

Bots

Secure

Recording

Integration

Heedify
Customer Experience
for Microsoft Teams

Analytics

Multichannel

Attendant Console

Heedify brings true contact center to Teams

Microsoft Teams	Microsoft Teams + Heedify
✗ Basic queueing	✓ Position announcement, VIP, SLA per queue
✗ Realtime monitoring	✓ Realtime dashboard and call analytics, A year data retention
✗ Skill based routing	✓ Skill based, time based routing Number identification with regex
✗ No third party integration	✓ ServiceNow, Salesforce, any REST API
✗ Admin access required for any change	✓ Functional admin access and delegation

Heedify Architecture overview