



RETAIL

MICROSOFT TEAMS
DIRECT ROUTING

SOFTTEL

WHO IS SOFTTEL?

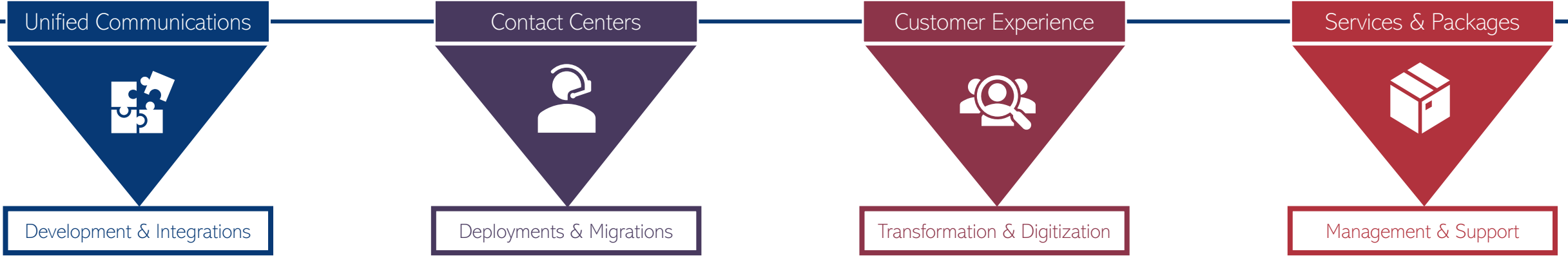
We are a Communications Integrator

We enhance communications experience across the contact center and beyond.

We Connect the Unconnected

Integrating devices, applications & processes and unifying people, functions & businesses.

SOFTEL Communications: Services, Solutions and Next Generation Cloud Software for the UC & CX Industry



Healthcare

Finance

Security

Energy

Retail

Transport

Government

Education

Automation



TEAMS DIRECT ROUTING FOR RETAIL SERVICES

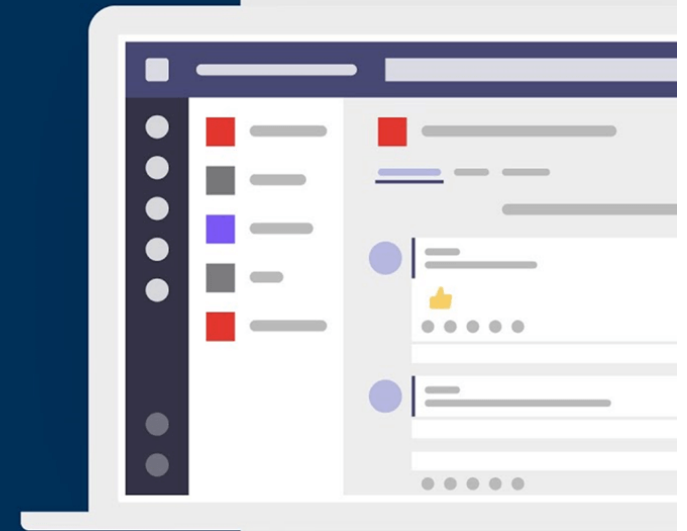
CHALLENGE(S)

- Siloed and disparate voice channels across the organization
- Poor customer experience stemming voice channels not being integrated
- On out dated software that is nearing end of life (Skype for Business)
- Require greater call visibility and end-to-end monitoring to improve customer satisfaction



Microsoft Teams:

Direct Routing TLS and
Certificates Pitfalls for SIP
Trunks



TEAMS DIRECT ROUTING FOR RETAIL SERVICES

SOLUTION

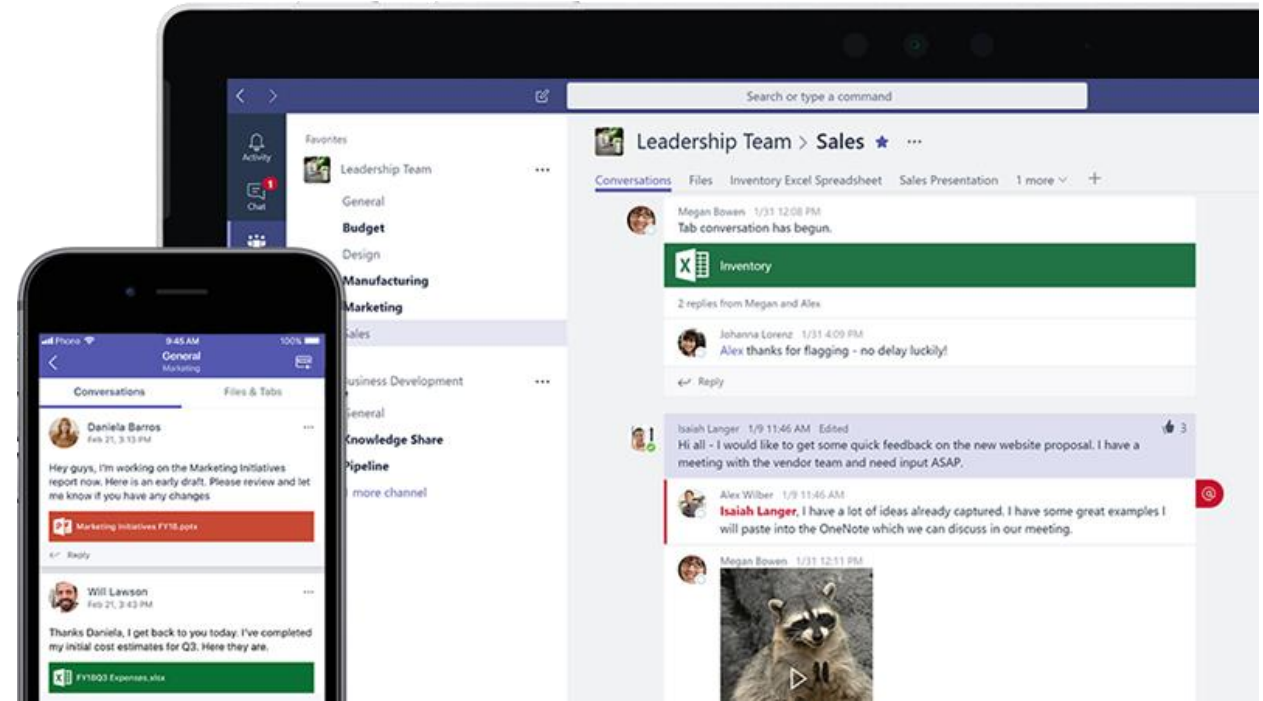
- Full end-to-end migration services from initial discovery to day 1 support
- Advanced call routing workflows to improve customer satisfaction and productivity
- Organization wide Office 365 configuration and voice encryption



TEAMS DIRECT ROUTING FOR RETAIL SERVICES

OUTCOME

- Removal of independent PBX systems and centralized telephony with a single managed solution
- Implementation of proactive monitoring/reporting to track/monitor customer SLAs on infrastructure uptime and service performance
- Deployment of central on-demand call recording solutions that's compliant with industry and regional privacy laws



WHY SOFTEL?



DRIVE INNOVATION

SOFTEL's processes support the translation of business goals and ideas into viable services, creating new business opportunities.



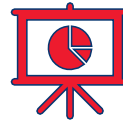
WORK TOGETHER

SOFTEL's cooperative approach means they work alongside the client towards common goals all while adding business value.



BUSINESS TRANSFORMATION

SOFTEL's process of change and transformation enhances existing solutions, extending business services.



DELIVER RESULTS

SOFTEL's experience allows them to apply an efficient and proficient process to ever engagement which leads to successful results for our clients.

A SELECTION OF SOFTEL PARTNERS





RETAIL

GET MORE INFORMATION

www.SOFTEL.com

North America – +1.877.4.SOFTEL | Europe - +44 20 3880 0220 | info@SOFTEL.com
303 Perimeter Center North, Suite 300, Atlanta, GA 30346

