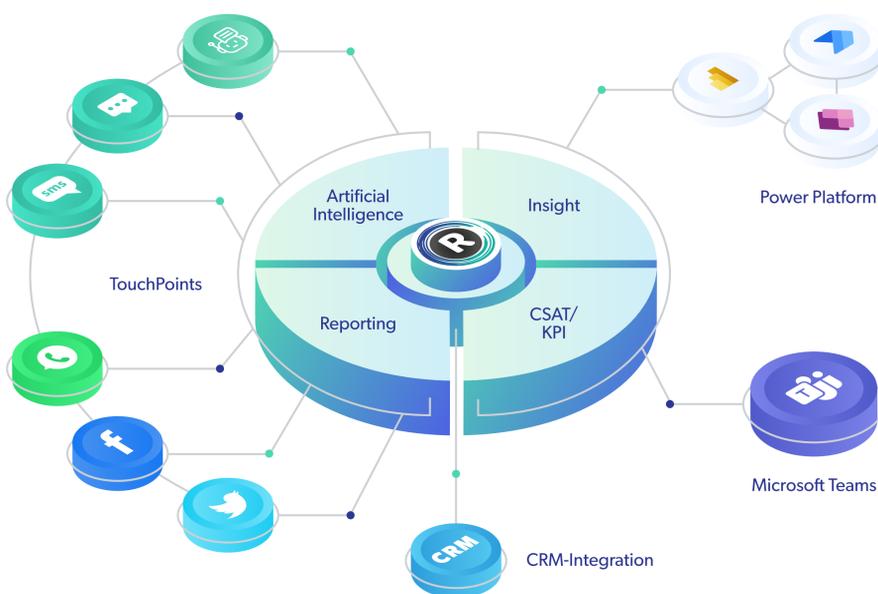
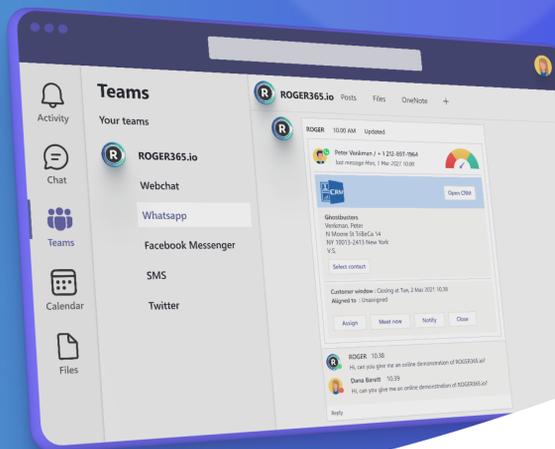


# Customer Engagement

ROGER365.io supports your business by seamlessly integrating Microsoft Teams to centralize and homogenize all your communications and by adding AI technologies to improve efficiency and productivity.



## Digitalization

Digitalization directly impacts how work gets done and transforms how customers and companies engage and interact. However, digitalization does not mean that your communications must be cold and impersonal. ROGER365.io helps to ensure that your digital business transformation is smooth, allowing your organization to become more productive and efficient without alienating your customers.

## Communication Consolidation into Microsoft Teams

ROGER365.io centralizes all communications regardless of their point of origin. Whether it's a web-based chatbot, mobile text message, WhatsApp, or through social media such as Twitter and Facebook, all interactions are qualified, logged, and managed through the familiar Microsoft Teams interface.

Seamless Microsoft Teams integration avoids the need to install and maintain additional software while providing the opportunity for increased collaboration, including voice and video conferencing. This allows Microsoft Teams to be the core communications client for your entire organization.

## Efficiency

Deploy AI technologies like chatbot to give your customers the opportunity to reach out to your organization in a fast, simple, and efficient way. ROGER365.io compares user questions 24x7 with your Frequently Asked Questions database and responds immediately with appropriate and meaningful information. In that way, ROGER365.io reduces unnecessary conversations and allows your agents to focus on more valuable work.



## Line of Business integration & Robotic Process Automation

For many businesses, critical data and business process logic is stored in the Line Of Business (LOB) application. By using the Microsoft Power Platform option, automated workflows can be triggered and customer information can be retrieved or automatically updated in real time. Robotic Process Automation (RPA) can be performed by the same platform and easily programmed to perform repetitive tasks across different applications.



## Secure

Integration with Microsoft 365 User & Security Management dramatically reduces administration and your users can get up to speed quickly because all communications are handled within Microsoft Teams.

## Compliance

It's important to properly identify and accurately log all of your interactions in order to maintain compliance. ROGER365.io uses Microsoft Teams as its central communication client and associates all customer interactions with a specific person, ensuring that you meet your legal responsibilities with full GDPR compliance.



## Get your 360-degree customer view

Instantly give your agents a detailed overview of the customer that they're working with by parsing the information available in your Microsoft Dynamics 365 or CRM system. Not only do you know the current status of a customer but also the journey that they've taken, allowing you to avoid repetitive questions, minimize call times, and provide efficient, quality service.



## Know more?

Want to know more about the ROGER365.io platform? We will gladly show you in a non-binding demo.

[Schedule Demo](#)