



CONTACTCENTER4Teams enhances Microsoft Teams with features and add additional functionality to use Microsoft Teams as a full Contact Center solution. CC4Teams adds features such as cold and warm transfer, call-recording, IVR, operator attendant, historical and real-time reporting (integrates with Microsoft PowerBi), wallboards, home workers, and many more.

The intuitive CC4Teams user interface, designed for Microsoft teams, offers the same user experience you're accustomed to with the CC4Skype client. Your Contact Center agents will learn to use the software in no-time. Our Contact Center software is designed in close collaboration with people who actually use it. The user interface is easy to use and easy to manage. This translates into a boost in your Contact Center productivity.

COLLABORATION DOWN TO A TEE

The screenshot displays the CC4Teams interface with a sidebar on the left containing navigation icons and a list of contacts. The main area shows a contact queue and waiting calls.

Media	Caller	Waiting	Status	Queue	Operator	Agent
	0771079558	00:00:32	Assigned	Demo Voice	slipgerjan.cooden@cc4sky...	slipgerjan.cooden@cc4sky...
	0771079558	00:00:32	Assigned	Demo Voice	slipgerjan.cooden@cc4sky...	slipgerjan.cooden@cc4sky...
	0771079558	00:00:32	Assigned	Demo Voice	slipgerjan.cooden@cc4sky...	slipgerjan.cooden@cc4sky...
	0771079558	00:00:32	Assigned	Demo Voice	slipgerjan.cooden@cc4sky...	slipgerjan.cooden@cc4sky...

Media	Caller	Waiting	Status	Queue	Type	Call pickup
	Social Media	00:02:54	-	Demo-social	Waiting	
	Voicemail	00:02:54	-	Demo-social	Waiting	
	John Doe	00:02:54	-	Demo-social	Waiting	
	0771902020	00:02:54	-	Demo-social	Waiting	

Transfer	Name	Reason	Phone	Mobile phone	Company
	Anne Marie Condo	Meeting	0232456456	0771078888	NNN Company
	Anne Marie Condo	Meeting	0232456456	0771078888	NNN Company
	Anne Marie Condo	Meeting	0232456456	0771078888	NNN Company
	Anne Marie Condo	Meeting	0232456456	0771078888	NNN Company

CC4ALL originally started as a native Skype for Business solution. Microsoft is evolving, and SfB is slowly moving to the background, leaving the spotlight on Teams. Teams make collaboration and communication a second nature to all teams. CC4ALL recognizes the power this will give to your teams. And so we developed CC4Teams. To provide your Contact Center agents with even more tools to communicate and collaborate like a pro! And of course, when you are ready to make the switch from SfB to Teams, we make sure that this transition is effortless and smooth.

Endless integrations, all in the same screen

There are so many integrations possible its mind-boggling.

Pull up a webpage directly on a team page or any Office 365 applications, Word, Excel, OneNote, PowerPoint...

Show historical or real-time reports or build even more powerful PowerBi reports — anything your agents need to be even more productive and confident. The Contact Center of the future is here now.

The possibilities are endless when Microsoft Teams meets CC4Teams



Customer Contact Transformation

Although most incoming conversations are still by telephone, Web Chat and Social Media are on the rise. Therefore, an excellent Omni-Channel solution is crucial for the transformation of customer contact.



The Contact Center of the future is already here

With integrated Artificial Intelligence, text and speech can be analyzed. This offers a unique insight into all customer contact and agent efficiency.



First time right solution

Being transferred to the wrong agent is the No1 reason why customers drop a call. We take call routing seriously, all channels; voice, email, web chat and Social Media, are routed with the same powerful engine so that all conversations will be transferred to the right agent, the first time.

Why choose CC4TEAMS?

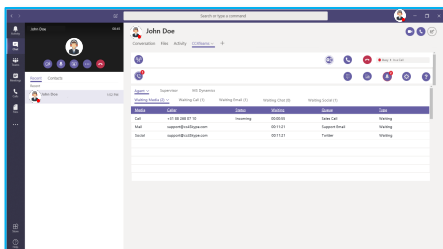
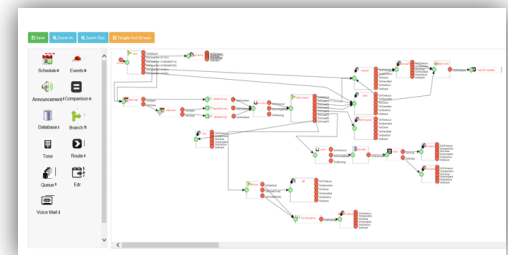
- Certified by Microsoft
- Native Teams Solution
- Full Omni-Channel solution
- In the cloud, on premise or hybrid
- All functionality in one client/screen
- Intuitive client and VR
- Quick and easy implementation

CONTACTCENTER4Teams is built with collaboration and communication in mind.

CC4Teams adds functionality that a Contact Center agent needs. Together this allows for many new and efficient ways for your Contact Center teams and groups to collaborate and improve performance by, for instance, the ability to access the team's complete knowledge base or use the Teams chat and converse on topics between agents. All of the agents' conversations with team members remain available in one place for fast reference. Finding the right answers fast maximizes agent efficiency.

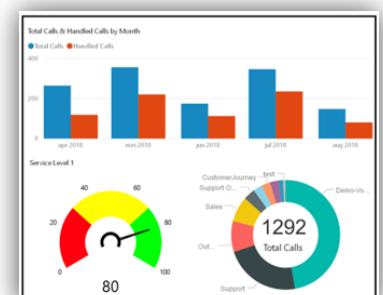
Call Routing

To be put on hold, only to be connected incorrectly subsequently, is one of the biggest frustrations amongst customers. **CONTACTCENTER4Teams**, therefore, takes call routing seriously. Routing can be Skill-based or by the longest available agent.



Omni-Channel

CONTACTCENTER4Teams offers Omni Channel Contact Center capabilities, and all are managed from one central administration tool and one client. The addition of extended Web Chat and Social Media features make **CONTACTCENTER4Teams** the most complete, versatile and flexible Omni-Channel Solution in the Microsoft UC Contact Center market today.



Reporting

Professional real-time dashboards and historical reports are included for Voice, Web Chat, Email and Social Media and the recent implementation with Microsoft Power Bi add's a complete and easy to read full dashboard functionality.