



Anywhere365 | Solution Overview

# The Enterprise Dialogue Management Platform

Anywhere365 Dialogue Cloud for Microsoft Teams and Skype for Business

*Manage your business communications over any channel, on any device, from anywhere. Empower workforce efficiency and transform your customers' experience into your competitive advantage with Anywhere365.*



Voice



Webchat



Whatsapp



Skype



Email



Bots



Social



Teams



## Key insights

Anywhere365 manages and reports on customer dialogues from initial contact to final resolution across the entire enterprise, resolving customer issues the first time they reach out.

Voice, chat, email, social media, video or bots, the omnichannel Anywhere365 lets customers effortlessly engage businesses over the communications channels of their choice.

Anywhere365 leverages native integration with Microsoft platforms and applications including Azure Cloud and AI, Microsoft Skype for Business / Teams / Office365 Phone System, SharePoint, PowerApps and Dynamics 365, Salesforce and ServiceNow to provide a familiar and cost-effective solution leveraging the investments already done in Office 365 infrastructure.



## Challenge Accepted

Anywhere365 Dialogue Cloud is an omnichannel, truly native Microsoft Teams, Skype for Business and Office365 Phone System contact center solution built exclusively on Microsoft technologies and platforms. Whether voice, chat, email, social media, Whatsapp or bots, Anywhere365 allows businesses to engage customers effortlessly across communications channels while ensuring the context and history of the dialogue always moves with them and receives the appropriate priority and service consistency.



## Business Impact

### Increase first contact resolution

Anywhere365 not only manages customer dialogues at the first point of contact, it also adds context to the interaction from your business applications and extends this functionality to the entire organization. Self-service options include AI capabilities delivered through Azure Cognitive Services to provide real-time language detection, translation and routing for speech and chat. Leveraging powerful Microsoft Teams or Skype for Business Unified Communications (UC) capabilities, Anywhere365 ensures customers get to the best resource the first time they reach out.

### Personalize the customer experience

With integrations with Dynamics 365, Salesforce, ServiceNow and to over 30 other CRM / ERP systems, Anywhere365 turns CRM data into a powerful tool for contact center agents. The Anywhere365 Timeline shows the entire customer journey from initial contact to closing, including interactions transferred outside the contact center, and logs the information into CRM. Agents enjoy efficiency gains and provide greater customer service through an immediate and complete view of the caller's information from their desktop.



## The Challenge

Digital Transformation is changing the way organizations do business. It is no longer good enough to compete with the best product or the lowest price. Progressive businesses are focusing on service quality differentiation as a competitive strategy to attract and retain customers. However, today's customers are better informed, increasingly mobile, and reach out through a myriad of communications channels from various locations and times of day. For many organizations, providing superior customer service to all these touchpoints, while containing costs, can be overwhelming



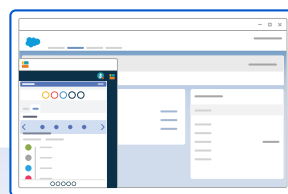
Multi Client



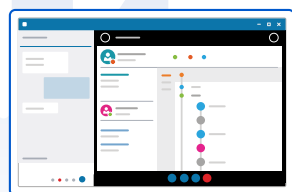
Microsoft teams



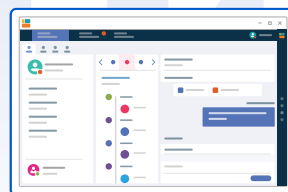
CRM Workers



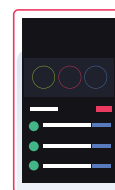
Skype for Business



Anywhere365 native Web Agent



PTSTN and Desktop Phone Agents



↑ 365%

Productivity Results



## Future-proof Microsoft Investment

IT managers appreciate how Anywhere365 natively integrates and leverages existing investments in Microsoft platforms and applications such as SQL, CRM, Exchange, Office365, SharePoint, Power BI, Microsoft Flow and Azure Cognitive Services. Anywhere365 evolves with IT infrastructure priorities thru options for on-premises, cloud or hybrid deployments, and support for

Skype for Business, Office365 Phone System and Microsoft Teams. Contact center managers appreciate extensive reporting, administrative and real-time management capabilities using familiar Microsoft Office tools. Agents, supervisors, employees and mobile workers all use familiar Microsoft Teams or Skype for Business desktop clients reducing the need for training and support.

## Key Features



### IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy to manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 different languages.



### Call and Chat Recording

Record inbound, outbound and internal calls and chats. Tag and track recordings in management reports and CRM systems.



### Flexible and extensible

The Anywhere365 platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services and over 30 other CRM and ERP solutions.



### Smart Routing

Omnichannel dialogue routing allows routing calls based on CLID, Bots, skills, geography, IVR prompts, CRM data, IOT devices, etc.



### Agent Management

Manage agents in real time over multiple contact center groups and skills.



### Call Reporting and Wallboards

Historical reporting and real-time monitoring of contact center KPI's. Microsoft Power BI tools provide deep-dive actionable intelligence.



### Desktop clients

In addition to supporting Microsoft Skype for Business and Teams clients, Anywhere365 turns Dynamics 365, Salesforce and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.



### Outbound Dialing options

From click-to-call to Power-Dialing from contacts or CRM.



### Voice Bots and ChatBots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.

## Why Anywhere365?

With more than **958 customers** in more than **50 countries** across the globe, including 26 members of the Fortune Global 500, Anywhere365 is the largest and most comprehensive native Microsoft Skype for Business and Teams contact centre solution in the market.

## Contact

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