

# eMeetings Platform for MS Teams

by ecom

**ecom**

DIGITAL TRANSFORMATION SERVICES

**eMeetings  
Platform**  
for MS Teams

## Bezpłatne spotkania online z Twoim doradcą

Toruń

Szukaj

### Wybierz doradcę

**Marcin Burak**

Dominikańska 9, 87-100 Toruń

Umów

**Michał Jackowski**

Dominikańska 9, 87-100 Toruń

Umów

**Tomasz Ludwiczak**

Dominikańska 9, 87-100 Toruń

Umów

## Dlaczego warto?



usługa bezpłatna



bez wychodzenia  
z domu

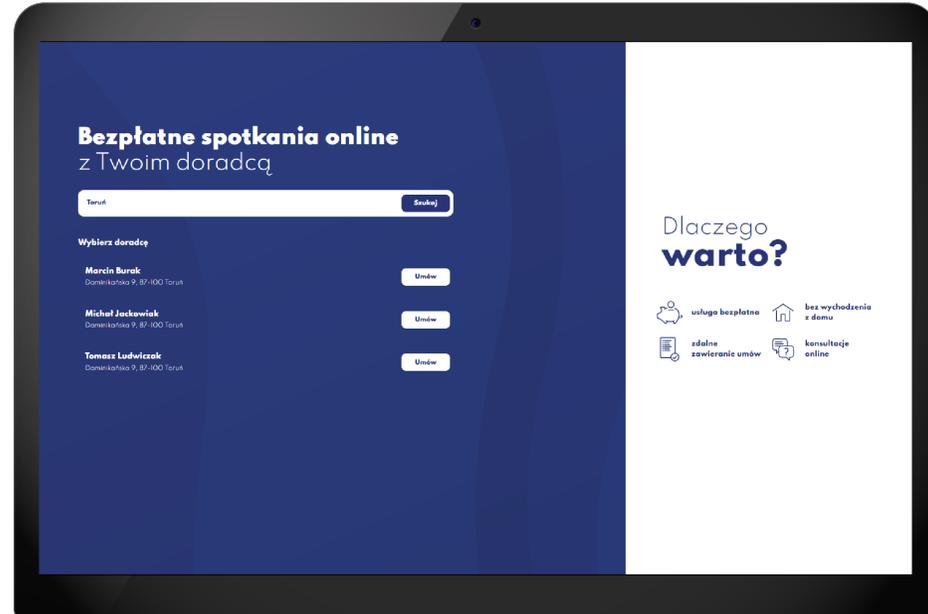


zdalne  
zawieranie umów



konsultacje  
online

# Overview



The consultation & recording software, **eMeetings Platform**, enables secure remote video consultation with the clients, providing a new measure of client service and their history.

Simple proces of **online appointment booking** and **meetings recording** allow you to take care of your customers wherever they are. Thanks to new standards of service and availability, you gain a competitive advantage and become an **attractive point of remote consultations**.

The application uses Microsoft technology. eMeetings Platform is based on the **Microsoft Teams** engine - it is **safe, easy to use and fast to implement**.

## PAY AS YOU GO



Utilization of Microsoft Teams engine optimizes the costs of implementation, customization and maintenance. You can easily predict the cash flow and due to transparent costs: installation fee (time&material model for customization) + user fee (paid per license).

## EASY



Implementation, customization and maintenance is fast and simple. Certified developers configure eMeetings Platform according to your needs. You receive ready-to-use solution that can be extended with additional functionalities at any time.

## AUTOMATIC



Cloud-based architecture drives automation. The notification and synchronization system ensures comfort of work for both enterprises and their clients.

## COMPLIANCE READY



A lot of attention was paid to the issues of security. The online consultation works only if it is recorded. As an organizer, you have access to technical logs, business meetings and recordings archive.

We are ISO 27001 certified, while services based on the Microsoft engine meet all the market's security expectations.

# Remote consultations for Clients

## Free online advice

- > Consulting platform for clients of banks, pharmacies, clinics, insurance agencies, credit advisors and many other consulting services!
- > Care of an advisor at Client's fingertips – without visiting the office
- > Remote handling of issues, eg:
  - > account opening (e.g. bank)
  - > product advice (e.g. credit advice)
  - > service assistance (e.g. renewing a prescription)
- > The service is **free of charge** from the customer's perspective
- > Intuitive design and simplicity of use as key **factors of inclusiveness** - design facilitating use of the platform by the elderly and motor-impaired
- > The client can join the meeting from any device: **computer, laptop, cell phone** - registration takes place on a dedicated website
- > Consultation takes place on a **safe and proven Microsoft Teams engine**, no need to install software



# Remote workplace

Easy and secure remote customer support

- > An app embedded in Microsoft Teams can become part of a broader **work ecosystem** (modern workplace)
- > Answer the **need for security** - you can securely serve customers remotely with **meeting recording**
- > **Remote customer service** and **building loyalty**
- > New customer **service channels** = **New revenue channels** for your business
- > Ability to view **appointments list** and **modify** them - cancel, edit and add consultations
- > Ability to add and edit **the availability** for a consultation
- > Ability to conduct **audio-video consultations**
- > **Recording** and **storing** documents related to the client
- > **Recording** and **storing** audio-video files

The screenshot displays the eMeetings Platform interface within a Microsoft Teams environment. The interface is organized into two main sections: 'Dzisiejsze spotkania (3)' (Today's meetings) and 'Nadchodzące spotkania (5)' (Upcoming meetings). Each meeting card includes a title, status (e.g., 'GOTOWE', 'PRZETWARZANE'), date, and time. Participants are listed under 'Klienci' (Clients) and 'Konsultanci' (Consultants), with their names and email addresses. A 'Szczegóły' (Details) button is visible for each meeting. The interface also features a sidebar with navigation options like Chat, Teams, Calendar, and eMeetings, and a bottom navigation bar with icons for Apps, Help, and a download arrow.

# Boost your Microsoft 365 experience and Teams adoption

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Microsoft  
Partner



Gold Windows and Devices  
Gold Application Integration  
Gold Data Analytics  
Gold Application Development  
Gold Cloud Platform  
Gold Datacenter  
Silver Cloud Productivity  
Silver Collaboration and Content  
Silver DevOps



We are **Microsoft Gold & Silver Partner** and the services we offer are certified.

The consultation platform **eMeetings Platform** is the answer for rapidly changing customer service environment. Online and remote customer service has become a **standard**. Customers expect **digital experiences** and fast as well as easy access to their points of interests. Different industries are currently joining the trend or remote customer services: **banking, healthcare, insurance** and other.

We are **PROSCI® certified in Change Management**. Our experienced specialists know that the successful adoption of Microsoft Teams (thereby eMeetings Platform) represents a change in behavior. It is more than a set of products—it is a **fundamentally different way of customer service**.

That is why we reduce customer business risk and make **eMeetings Platform for MS Teams** adoption process smooth and efficient.

# Compliance ready

- > Access to **technical logs** and **business meetings**
- > **Recordings archive**
- > Safety **notifications, warnings** and **reminders**
- > Access to **meeting logs**
- > Compliance Registration **BOT**
- > Customer sessions are conducted using Office 365 services - a solution fully based on safe **cloud infrastructure**

# Modern Workplace

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**eMeetings Platform for MS Teams by ecom** is an answer to the vision of Microsoft's Modern Workplace.

Our solution uses the existing elements of Microsoft architecture by means of dedicated services and applications and combines them with other, often external, systems crucial for the organization.

- Optimized implementation costs
- Short preparation time
- Easy use
- Business performance increase
- Data security
- Scalability
- Business analytics
- Process automation
- Creativity and innovation
- Potential for further development

# Calendar Consultant's view

Microsoft Teams | Wyszukiwanie

Kalendarz

Dzisiaj < > styczeń 2022

	03 poniedziałek	04 wtorek	05 środa
11			
12		Jan Marcin Burak	
13			
14	Izabela Marcin Burak		
15			
16			

Microsoft Teams | Wyszukiwanie

Spotkania | Dostępność

### Twoje spotkania

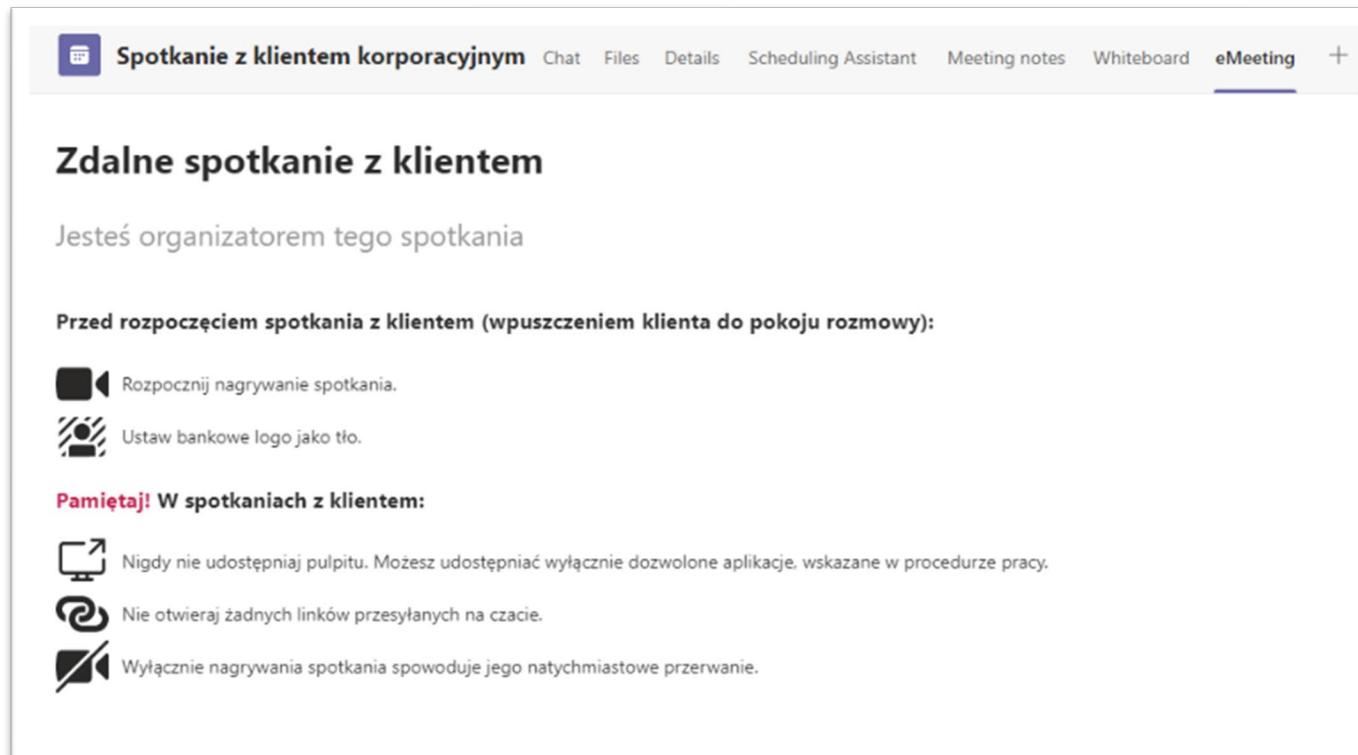
Tutaj możesz zarządzać spotkaniami z klientami

+ Nowe spotkanie

Data spotkania	Osoba	Temat spotkania	Pochodzenie spotkania	
03.01.2022 13:30 - 15:00	Łęcka	Izabela	Własne	<a href="#">Rozpocznij spotkanie</a> <a href="#">Anuluj spotkanie</a>
04.01.2022 12:00 - 13:00	Nowak	Jan	Własne	<a href="#">Rozpocznij spotkanie</a> <a href="#">Anuluj spotkanie</a>

# Compliance

## Need to record a meeting



Spotkanie z klientem korporacyjnym Chat Files Details Scheduling Assistant Meeting notes Whiteboard eMeeting +

### Zdalne spotkanie z klientem

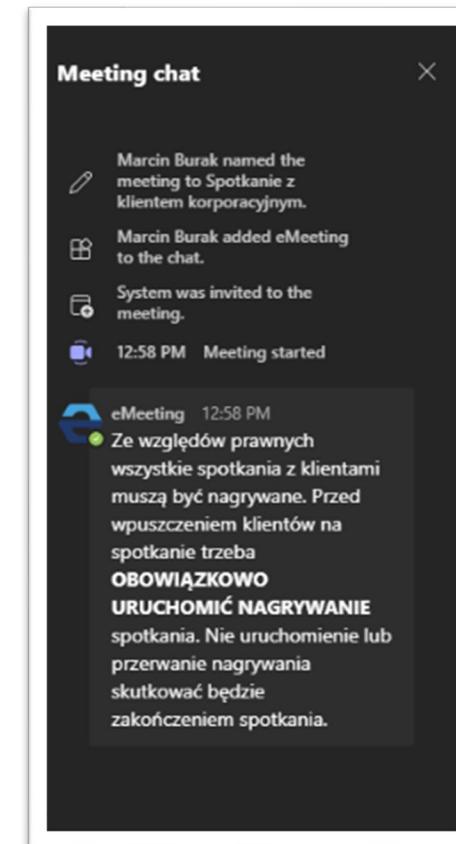
Jesteś organizatorem tego spotkania

**Przed rozpoczęciem spotkania z klientem (wpuszczeniem klienta do pokoju rozmowy):**

- Rozpocznij nagrywanie spotkania.
- Ustaw bankowe logo jako tło.

**Pamiętaj! W spotkaniach z klientem:**

- Nigdy nie udostępniaj pulpitu. Możesz udostępniać wyłącznie dozwolone aplikacje, wskazane w procedurze pracy.
- Nie otwieraj żadnych linków przesyłanych na czacie.
- Wyłączenie nagrywania spotkania spowoduje jego natychmiastowe przerwanie.



Meeting chat

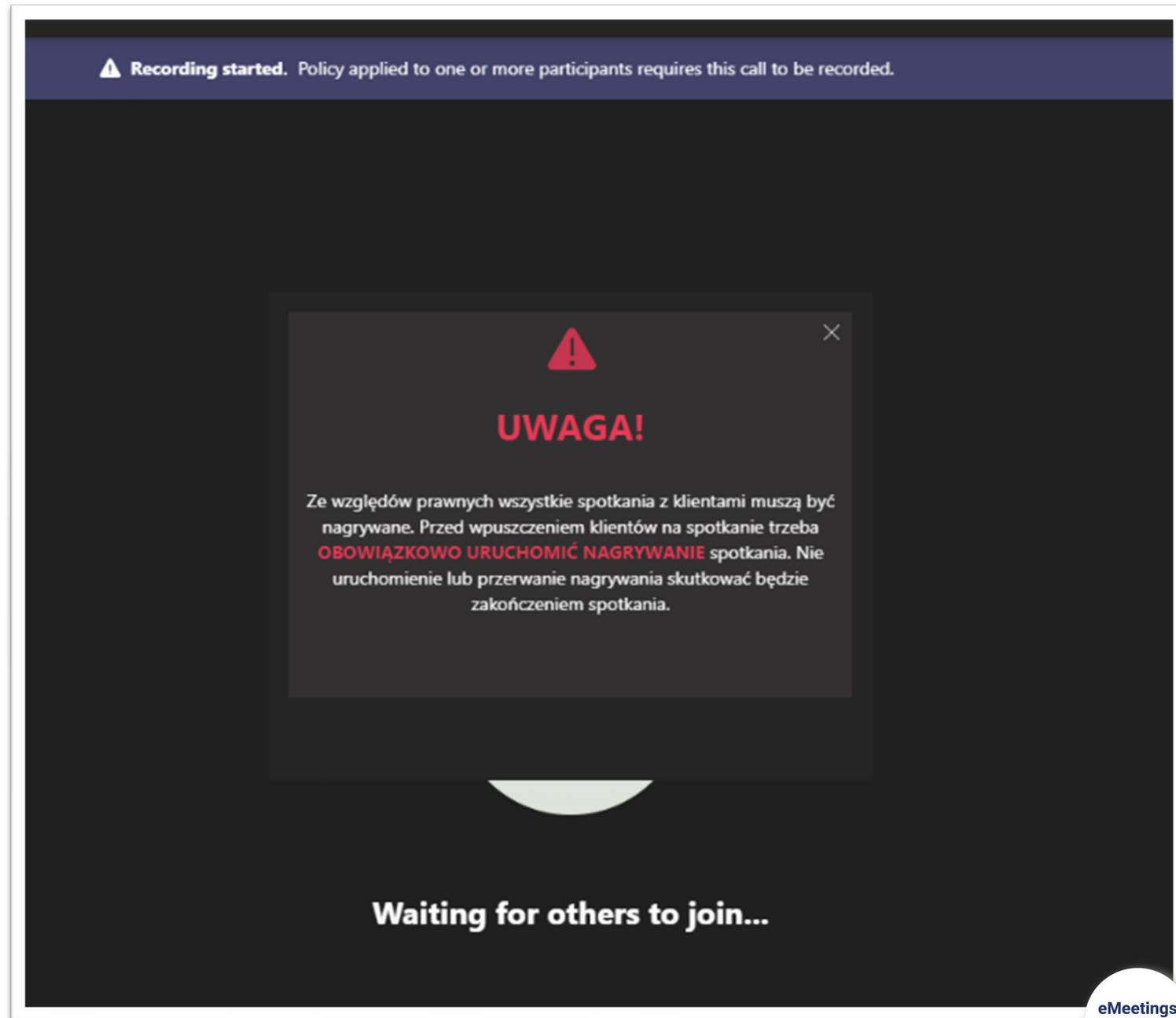
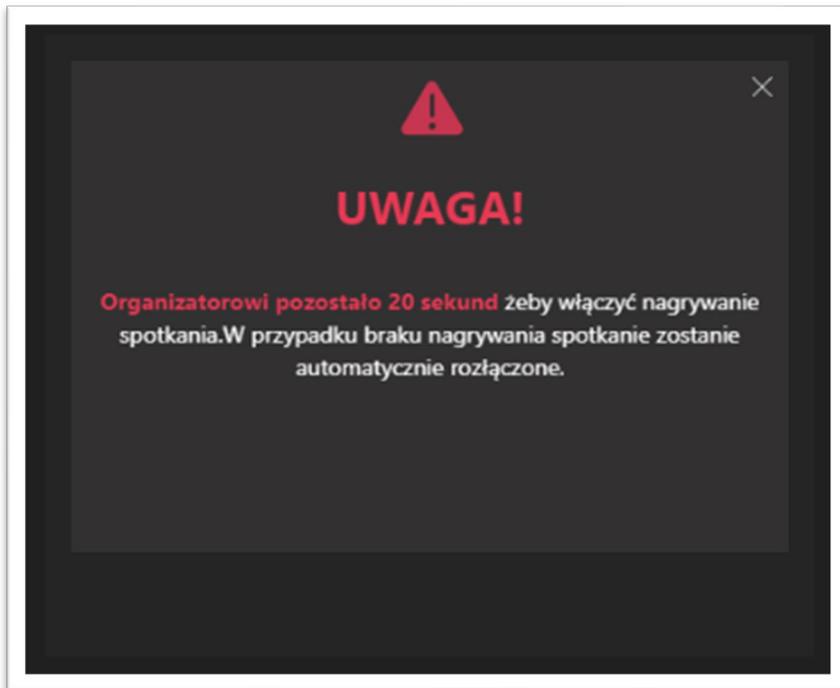
- Marcin Burak named the meeting to Spotkanie z klientem korporacyjnym.
- Marcin Burak added eMeeting to the chat.
- System was invited to the meeting.
- 12:58 PM Meeting started

eMeeting 12:58 PM

**Ze względów prawnych wszystkie spotkania z klientami muszą być nagrywane. Przed wpuszczeniem klientów na spotkanie trzeba **OBOWIĄZKOWO URUCHOMIĆ NAGRYWANIE** spotkania. Nie uruchomienie lub przerwanie nagrywania skutkować będzie zakończeniem spotkania.**

# Compliance

Safety notifications,  
warnings and reminders



# New meetings

- > If the user is assigned to more than **one business line** (eg. Corpo, Private, Retail), the appropriate one can be selected
- > The need to complete **all mandatory fields**
- > Possibility to invite **several customers**
- > Possibility to invite an **additional consultants**
- > By default, the **meeting lasts 0.5h**, which can be changed
- > Errors in the form are **highlighted in red**
- > The newly created appointment will appear in the list on the **home page** and in the **calendar**

### Nowe spotkanie

 Korpo ▼

 Spotkanie z klientem korporacyjnym ✓

 Firma Sp. z o.o ✓

 123456 ✓

 772378835 ✓

 Klient Pierwszy, Klient Drugi ✓

 klient.pierwszy@email.com;klient.drugi@email.com ✓

 konsultant\_z\_mojej\_firmy@email.com ✓

 10.06.2021 13:00 → 14:00

Zamknij Utwórz spotkanie

# BOT automatization

BOT suspends the connection and **sends automatic notifications** to the consultant if the **organizer is not present**

You cannot conduct a meeting **without an organizer**

 By using eMeeting you agree to the [Terms of use](#) and [Privacy](#).

 eMeeting 1:05 PM  
Wyrzucono Cię ze spotkania '**Spotkanie z klientem korporacyjnym**', ponieważ jego organizator '**Marcin Burak**' nie jest obecny na spotkaniu. Do pokoju rozmowy można będzie wejść, gdy na spotkaniu obecny będzie jego organizator.

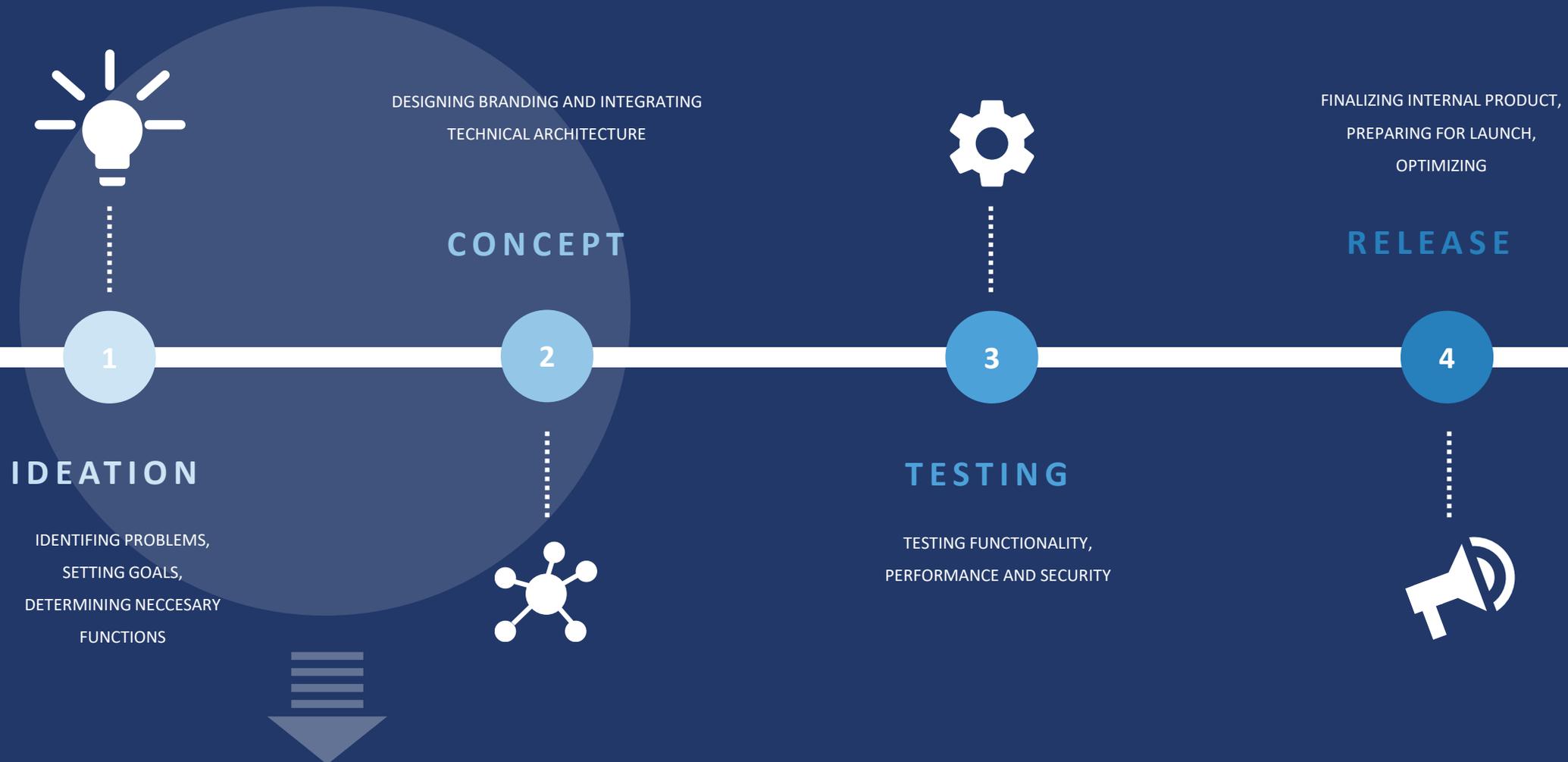
BOT hangs up and **sends automatic notifications** to the organizer if the **organizer fails to start recording**

You cannot conduct a meeting **without starting recording**

 By using eMeeting you agree to the [Terms of use](#) and [Privacy](#).

 eMeeting 1:02 PM  
Wyrzucono Cię ze spotkania '**Spotkanie z klientem korporacyjnym**', ponieważ jesteś jego organizatorem i nie miałeś włączonego nagrywania spotkania w obecności klientów. Dołącz do spotkania ponownie i włącz nagrywanie lub spotkanie zostanie ponownie przerwane.

# Implementation Roadmap





# IDEATION

The **eMeetings Platform** solution is an ready-to-go product that, with minor customization in terms of styles and content, can be implemented in a short time. However, as our customer, you are free to extend the product according to your needs - ask our specialist about the possibilities of platform development.



**FEEDBACK  
SESSIONS**



**MONTHLY COMPANY  
MEETINGS**



**YOUR  
IDEA**



**TEAM  
MEATINGS**



**RECRUITMENT**



**WORKSHOPS**



**YOUR  
IDEA**

Zapewniamy, że rozwijane przez nas funkcje nie mają wpływu na platformę bazową oraz gwarantujemy funkcjonalne współdziałanie z SharePoint i Microsoft 365.

# CONCEPT

The **eMeetings Platform** solution is flexible in terms of branding. We can easily customize styles, colors, logos and fonts according to your needs. Below are sample mockups of personalized skins for the solution.

**ecom**

Twoja bezpłatna porada ubezpieczeniowa:

 **Agata Nowak**  
Specjalizacja:    [zmień](#)

 **12.01.2022**  
wtorek, godzina 09:00 [zmień](#)

Imię

Nazwisko

E-mail

**ecom**

### Znajdź nowe ubezpieczenie z ecom Digital Agents

Skorzystaj z bezpłatnej porady online

 **Kamila Gajewska**  
Specjalizacja:    [Rozpocznij spotkanie online](#)  
[Umów spotkanie](#)

 **Marcin Kania**  
Specjalizacja:    [Rozpocznij spotkanie online](#)  
[Umów spotkanie](#)

 **Agata Nowak**  
Specjalizacja:    [Umów spotkanie](#)

**ecom**

Twoja bezpłatna porada ubezpieczeniowa:

 **Porada zarezerwowana** ×

Wysłaliśmy potwierdzenie rezerwacji na Twój adres email.

Link do spotkania otrzymasz 15 minut przed jego planowanym terminem.

Do zobaczenia!

Nazwisko

Email

Znajdź nowe ub

Skorzystaj z bezpłatnej p

 **Kamila Gajewska**  
Specjalizacja:    [Rozpocznij spotkanie online](#)  
[Umów spotkanie](#)

Twój Digital Agent:

 **Agata Nowak**  
Specjalizacja:   

Wybierz termin porady:

10.01.2021 poniedziałek	11.01.2021 wtorek	12.01.2021 środa	13.01.2021 czwartek	14.01.2021 piątek	15.01.2021 sobota
09:00	09:00	09:00	09:00	09:00	09:00
09:30	09:30	09:30	09:30	09:30	09:30
10:00	10:00	10:00	10:00	10:00	10:00
10:30	10:30	10:30	10:30	10:30	10:30
11:00	11:00	11:00	11:00	11:00	11:00

**Agata Nowak**

Specjalizacja:   

[Umów spotkanie](#)



**INTERESTED TO ACCESS THE DEMO?**

**Contact us!**

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