



Office 365 Contact Center

Office Contact Center for Skype for Business & Teams by Landis Technologies

DATA SHEET

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1 Minute Simple & Fast Setup.

The software is literally minutes to install. Because there are no server component requirements this results in less IT involvement in the process to roll out. If IT wants to roll out settings centrally, standard GPO can be used leveraging IT's existing expertise.

Familiar Skype for Business & Microsoft Teams User Interface

Office 365 Contact Center looks and feels just like Office 365 so there is a very little learning curve for both administrators, managers and agents. Visual integrates with your Office 365 Skype for Business or Microsoft Teams to appear as one unified solution.

Realtime Wallboards & Modern Reporting

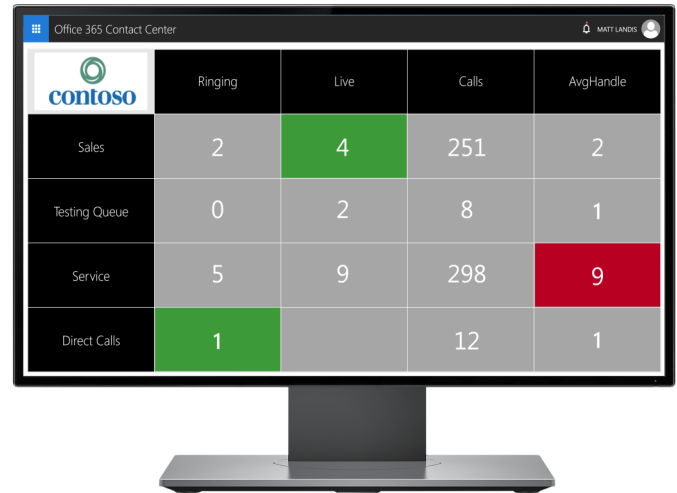
Office 365 Contact Center brings live wallboards to your contact center. Easily configure wallboards to show just the queues or response groups that are important to your agents. Visually brand the wallboards with an image.

Live Sentiment Powered by Microsoft Cognitive Services

Office 365 Contact Center by Landis Technologies can act as a virtual coach by indicating to agent when they are using language with negative sentiment. Managers can also monitor agent's calls visually and can "barge in" if they need to assist with a call.

Gamified, Fun & Productive User Experience

Gamification makes the call center experience fun for agents by automatically generating engaging leaderboards. Users can compete with their colleagues based on a granular security.



contoso	Ringing	Live	Calls	AvgHandle
Sales	2	4	251	2
Testing Queue	0	2	8	1
Service	5	9	298	9
Direct Calls	1		12	1

Key Benefits

- Instantly add contact center functionality to Office 365 Phone System
- Easily add advanced features like Call Recording, Barge In to Office 365 in minutes
- Reports that get just the data your call center managers need
- Everything secured by an elegantly simple but powerful, hierarchical permission structure.

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User Interface Features

- Looks and acts just like Skype for Business/Lync client
- Skype for Business 2016, 2015, Microsoft Teams & Microsoft Lync User Interface
- Familiar & Intuitive Interface means low training time
- User pictures
- Keyboard, mouse or touch support
- Multilingual user interface including Arabic, Chinese, Czech, Danish, Dutch, English, French, German, Italian, Japanese, Hebrew, Korean, Lithuanian, Malay, Nor-

wegian, Portuguese, Romanian, Russian, Spanish & Swedish

- Multilingual F1 Help: English, German & French.
- Resizable fonts for easy reading

Wallboards

- Configure unlimited custom wallboards
- Designate custom group of Queues to display
- Show direct calls to agents
- Branding

Call Recording (USB Devices)

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- MP3 or WAV
- Auto upload recordings to secure Azure portal for web based manager listening
- Granular security structure

Reporting

- Calls Per Hour
- Agent Details

- Call Details
- Group Call Details
- Agent Summary
- Wrap Up Answers Summary
- Queue Calls Chart
- In vs Out Call Chart
- Call By Day Chart

Barge In

- Ability for managers to view their agents calls and barge into the call
- Manager just requires the Office 365 Contact Center web portal and Skype for Business running
- Can visually monitor the sentiment and join the call if desired.

Live Sentiment Analysis

- Ability for managers to
- Powered by Microsoft Cognitive Services

Basic & Advanced Search Features

- Search multiple fields/criteria in one field
- Saved searches
- Advanced Search lets you search contacts in EWS GAL, EWS Public Folders & CSV files downloaded locally

Full Delegate Support

- Incoming delegated calls
- Outgoing Call as another user or RGS
- Optimized 1-click delegate call as UI

Analytics Dashboard

- Attendant user insights dashboard
- Key performance indicators and call statistic charts and graphs

Definable Shortcut Keys

- Answer, Hold, Retrieve Hold, Disconnect/ Hangup, Park, Grab Focus, Blind, Safe, Consult Transfer, Add Participant, Park For, Select Dial & Start/Stop Recording.
- Shortcut keys can be application or global scope

Skype for Business/Lync Client Control Features

- Suppress Active Call Window: Skype for Business Active Conversation Window kept out of way
- Suppress Call Toast/Alert: Suppress the Skype for Business Incoming Call Toast if

your not using it

Instant Message

- Initiate instant message from current call
- Initiate instant message from any contact

Response Group Service Integration

- Supports RGS/Call Queue incoming calls
- Response Group Queue Monitoring
- RGS Agent group status (Calls Waiting, etc)
- See/Change signed in status for formal groups
- Color code RGS/Call Queue calls
- Color code specific Callers

Communication Enabled Business Processes

- Setup Dynamics 365 or URL based Incoming Call Pop in just 1 Minute
- Display an URL on incoming call
- Transform incoming phone number using REGEX pattern if needed

Call Recording (USB Device Only)

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- MP3 or WAV
- Auto upload recordings to secure Azure portal
- Granular security structure

Quick Access Shortcuts

- Create 1-Click Shortcuts to common tasks: Call Forwarding, Call/Transfer to a Contact, Run EXE or URL, Speed dial plus DTMF, Conference Call, saved Instant Message & More
- Assign hotkey to any shortcut

Accessibility

- Designed to be accessible for visually impaired & blind users.
- Compatible with tools for interaction with computers: JAWS Screen Reading Software (Freedom Scientific)

Setup Features

- 1 Minute Install Process
- No additional server components for installation on server
- Click-Once Installer or MSI installer
- Automatic updates
- Built-In SfB/Lync Server Redundancy pro-

vides attendant console Redundancy

- Centrally manage Attendant Pro settings via Group Policy Objects using existing Windows server expertise

Device Support

- Supports Lync Phone Edition devices with Better Together USB
- Supports Lync Qualified devices with Better Together over Ethernet (Polycom VVX, Yealink, Audiocodes)
- Skype for Business Optimized Headsets
- Works with Skype for Business, Lync & Office 365 & Office 365 Cloud PBX.

Application Integration

- Microsoft Dynamics 365
- SEFAUTIL Server Enterprise functionality surfaced in Attendant Pro: Change another user presence/note



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