

Turn Microsoft Teams or Dynamics 365 into your AI-powered, omnichannel contact center.

Solgari brings voice, messaging, intelligent routing and AI assistance directly into the familiar Microsoft tools your teams already use. No rip-and-replace. No lengthy integrations. Customers get better service. You get faster results.

We know Microsoft customers want to:



Maximize and extend existing Microsoft investments



Speed up time-to-value in customer experience



Stay at the forefront of innovation by leveraging AI

Solgari is the only contact center built natively for Microsoft Teams and Dynamics 365

Extending your existing Microsoft investments.



Employees can deliver exceptional customer service across all their teams, locations and devices without ever having to leave your familiar Microsoft tools.

Delivering value in a matter of minutes.



Download, go live and start improving customer experience from day one without the need for complex integration projects.

Keeping you at the leading edge of AI.



Capture all customer insights in Solgari's AI-ready database or your CRM and unleash our powerful AI capabilities straight out of the box.

"Partnering with Solgari and being able to merge the Microsoft stack of Teams and Dynamics 365 to create a single, seamless pane of glass for agents to operate in has been key."

Devin King, IT Director of Client Services,
AMB Sports and Entertainment.

[Click here to see it in action](#)

Supporting 200+ additional private events totalling over 2 million guests

Providing a superior service to 1.8 million ticketed attendees across email, SMS, and voice at 50 major events in 2024

Launching new promotions in minutes, rather than weeks or months

How we achieve this:



Engage customers in their familiar Microsoft tools

All customer service channels, including voice, SMS, WhatsApp, Facebook Messenger, Line, WeChat, chat and email are delivered pre-integrated into Microsoft Teams and Dynamics 365.



Deliver 24/7 customer care

Solgari provides a 24/7 chatbot leveraging Generative AI for immediate assistance, escalating to a human agent when and if required.



Solve queries faster with AI assistance

AI-powered, skills-based routing within Solgari connects customers to the most suitable agents for faster resolution and greater satisfaction.



Get instant visibility into performance

Solgari hub is the easy to use home for all contact center operations, reporting and insights.

Solgari in Action

See how Solgari powers customer engagement across the organization.

Inbound service

Resolve customer issues on the first call – users are provided AI assistance that radically improve both customer engagement and internal team collaboration.

[Click here to see it in action >](#)

Outbound sales

Drive revenue-generating calls faster with native dialers inside Teams and Dynamics 365, keeping sales in flow and boosting connection rates.

[Click here to see it in action >](#)

Field service

Empower field engineers to resolve issues on-site with Solgari's mobile-ready Teams and Dynamics 365 integration.

[Click here to see it in action >](#)

Subject matter experts

Serve customers in any language with real-time chat translation built natively into Teams and Dynamics 365.

[Click here to see it in action >](#)

Would you like to hear more? Contact us



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[Request a demo](#)

