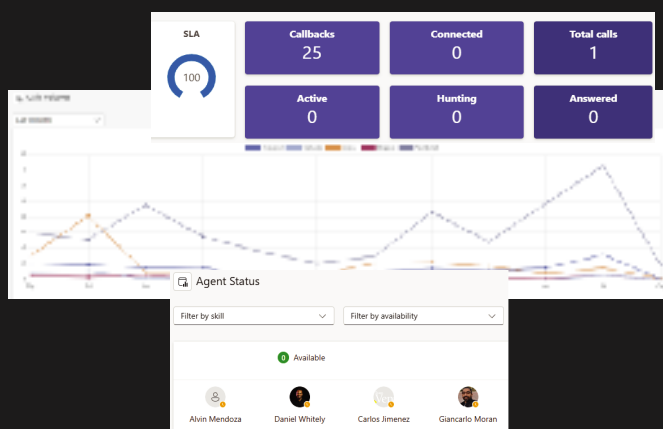




A full customer experience engine
for Microsoft Teams

Deliver a better customer experience

Get live caller data, analytics, and intelligent routing. Turn every conversation into a strategic advantage, helping you manage real-time interactions, identify callers instantly, and ensure every call goes to the right person.



Benefits

- ✓ **Real-time Visibility:** Instantly see live call volume, team availability, and missed calls
- ✓ **Accurate Call Delivery:** Route calls precisely based on availability, skillset, or priority
- ✓ **Screen Calls:** Get immediate pop-ups with caller details from your CRM or helpdesk
- ✓ **Secure Integration:** Built with native Microsoft Teams technology

Why Teams PowerPack – CX?

Built natively for Teams

Powered by Azure Bot Services, extends Microsoft Teams Voice within your Microsoft 365 ecosystem.

Supercharge everyone

Equip sales, support, and operations teams with advanced call features

The data you need when you need it

Your crucial call analytics reports delivered straight to your inbox

CRM integration (coming soon)

Auto-display customer details (like call history) during calls with a third party integration

Your success is our purpose

Team Venti is based in Austin, TX. We are a remote-first, cloud-first Microsoft Solutions Partner with over 15 years of experience helping clients achieve successful business outcomes through smart implementation and support of Microsoft Cloud offerings.



The functions behind a premium customer experience

Real-time Monitoring & Management

Feature	Function	Benefits
Live Call Wallboard	Shows real-time information about incoming customer calls and your team's availability	Monitor your customer service workload and call activity in real time to ensure customers get quick responses
Desktop Notifications	Notify team members on their computers when customers are calling	Stay productive on other tasks while being ready to help customers immediately
Grab Calls from Wallboard	Lets you manually assign or take over unanswered calls in real time	Route calls to the right person manually, without waiting on automatic routing
Availability Report	See who's swamped and who's free, so you can share the work evenly and keep wait times short	Spot bottlenecks fast, balance workloads, and make sure no customer gets stuck waiting
Available Agents	Shows which team members were available when a call came in	Pinpoint why calls were missed, so you can fix gaps in coverage or training

Reporting & Analytics

Feature	Function	Benefits
Core Reporting	Creates easy-to-read reports about your customer conversations over any time period	Understand call trends and help your team with clear information
Calls X-Ray	Shows exactly how customer calls move through your team until they're resolved	Spot problems in your customer service process and fix them quickly
Track Abandoned Calls	Tracks calls that customers hang up before reaching your team	Stay ahead of demand and make sure you have enough people available when customers need help most
Not Handled Calls	Shows which customer calls weren't picked up by your team	Make sure no customer gets ignored and improve your response times
Dropped Calls	Identifies calls that end within seconds of connecting with your team	Spot technical issues or training needs to improve customer interactions
Scheduled Reports	Set up automatic reports to email daily, weekly, or monthly—with your chosen date range and recipients	Keep key stakeholders informed periodically with an automated process

CRM & Application Integration

Feature	Function	Benefits
Screen pop with application integration	Show customer account information and history during calls with the CX Sidekick	Personalize every customer interaction, solve customer problems faster with their information at your fingertips and eliminate wasted time on manual lookups

Call Routing & Distribution

Feature	Function	Benefits
Call Routing Methods	Select different methods to send incoming calls to the best available team member	Customers reach the right person faster, and your team's workload stays balanced
Skill Opt In/Out	Let team members choose when they're available for different types of customer requests	Users can prevent receiving calls while working on other duties, and improve callers and user experience
Score-Based Routing	Set up your team in order of who should take calls first	Make sure more experienced people handle customer calls first
Discrete Presence-Based routing	Route calls based on different team member availability statuses	Maximize your team's availability and minimize customer wait times
Cloud Auto Attendants	Create custom phone menus that direct customers to the right department	Give customers a professional first impression and faster problem resolution
Cloud Call Queues	Manage wait times with custom messages	Keep customers informed and reduce hang-ups with transparent wait experiences
Auto Attendant Bypass	Send calls straight to specific teams without menu navigation	Get repeat customers to the right place instantly for faster response

Customer Interaction & Communication Channels

Feature	Function	Benefits
Call Back & Voicemail capabilities	Let customers leave messages and request callbacks when your team is busy	Never lose a customer opportunity, even when everyone is occupied
PSTN Call-Recording	Record customer calls for training and compliance purposes	Improve service quality and protect your business with calls records
Music On Hold	Play music of your choice or messages while customers wait	Keep customers engaged and reinforce your brand during wait times

Platform & Infrastructure

Feature	Function	Benefits
Built for Microsoft Teams	Built with native Microsoft Teams technology, so it's just as secure as the rest of your Teams tools	Use the familiar Teams interface your team already knows to make better your customer service
Hubs	Handle multiple phone numbers and locations from one central system	Manage all your customer touchpoints efficiently from a single interface
Scalable	Add or remove users as your team grows or changes	Stay flexible and scale operations without disruption. Get started in as little as a day. Add or remove team members anytime.
Multi-Device Ready	Works across desktop and mobile	Let your team help customers whether they're at their desk or on the go
Secure & Private	Built with Azure Bot Services and Microsoft-grade security	Keep call data safe while meeting enterprise security standards
Global Time Zone Config	Show reports and schedules in your local time zone regardless of location	Work efficiently across different locations with accurate local time displays