tendfor™

Voice of
the future

ACTIVE CALL
Larry Wickersham - Global Voice » Sphere Support Customer ID

Pop MS CRM (Web)

Home   Contacts   Agent   Agents

Favorites

Andrea Wolf
Eric Johnsson
Erika Fisher
Kayla Adams
Mark Peters
Noah Westman   back tomorrow 08:00

Nick Smith
Olga Van Halen

Larry Wickersham - Global Voice
00:18

Larry Wickerhsam - Global Voice

Solution certified for
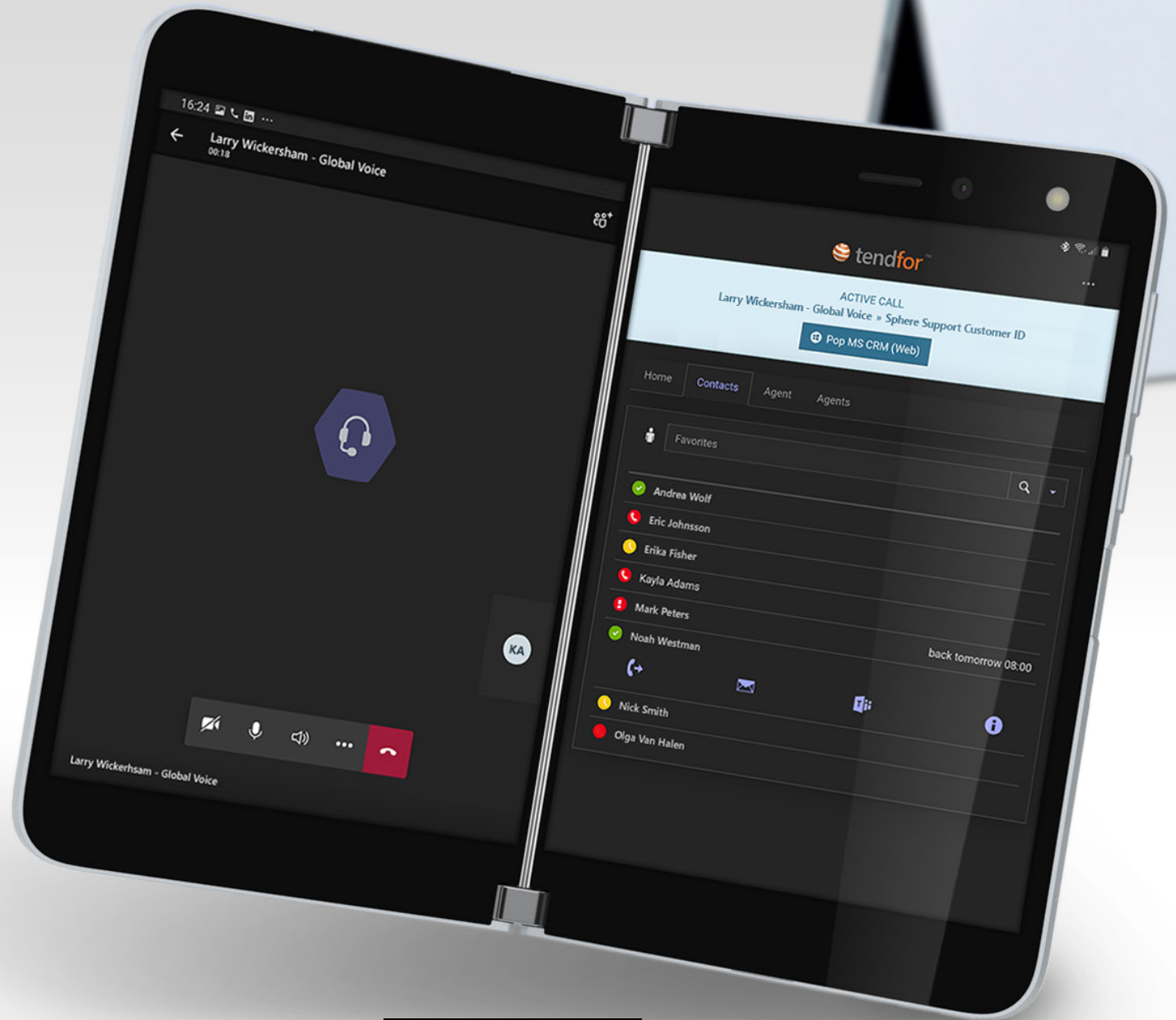Microsoft Teams

TENDFOR TEAMS CLOUD

BENEFITS

- Designed exclusively for Microsoft Teams

- Certified solution for Microsoft Teams, and Microsoft 365 certified Azure platform; the gold standard for reliability, privacy and security

- Modern scalable micro service-based multitenant HA SaaS delvered 100% in Microsoft Azure

- Unmatched record of stability and reliability of service

- Architecture based on Microsoft components and tools throughout
  - Entra ID for M365 Single Sign On with role-based rights management
  - Graph Cloud Communications API for Teams Presence and native Teams call handling
  - Infrastructure based on Azure Service Fabric, Azure Service Bus, and Azure SQL

- Optimized for IT departments with Microsoft ecosystem knowhow

- Setup and administration by staff with Microsoft infrastructure knowledge, mitigates the need for dedicated telecom consultants

- Unique Nordic mobile first features*

FEATURES

- Professional multi-language phrase handling throughout Tendfor (interaction queues, IVRs/visitor flows/personal auto attendant etc.)

- Audio files and/or advanced Microsoft text-to-speech functionality for phrases with truly global language support

- Full support for multiple time zones (scheduling, contact calendar, personal auto attendant etc.)

- Advanced CRM integration
  - Choose between screen pop and advanced standard module integration for platforms like Dynamics 365 and Salesforce

- Visitor flows/graphical IVRs
  - Simple handling of multiple languages in the same IVR with audio files and/or TTS
  - Advanced phrase control for things like avalanche messages
  - Touch tone menus with default/timeout option
  - Advanced "check open" control based on schedules or queue state
  - CRM integration using standard modules for major CRMs
  - Generic possibility to create advanced integrations with all URL-based CRMs etc.; offers unique features like having custom commands for agents to create new contacts or cases with prepopulated fields without any coding required
  - Web Service integration for advanced integration with external systems
  - Integration with Power Automate/Logic Apps for limitless advanced custom configuration and automation options
  - Modules for caller identification via caller ID, customer number
  - Caller ID and customer ID-based routing, as well as routing based on external systems/databases
  - Read back dynamic data/information with text-to-speech; for example read back a caller's telephone number, greet them with their name/company name in the welcome phrased based on their caller ID, read back dynamically updated emergency information/service statuses from external databases, etc.
  - Easy routing to other visitor flows/IVRs, including directly to any node within another IVR

- Professional queues
  - Easily configurable queue phrases, including welcome messages and up to three recurring phrases
  - Standard number of agents serving, queue position, and queue waiting time phrases in all supported languages (for welcome and recurring messages using audio files or TTS)
  - Fully configurable agent ring back tone/music, music in queue and music on hold
  - Possibility to use dialogues and touch-tone options while waiting in queue; for example to offer callers the option to be rerouted to another queue, voicemail or external answering service
  - Flexible agent hunt methods: longest idle, serial, parallel, round robin, and advanced skill-based routing
  - Easily configurable closed, no agent, max queue time and max queue length behavior
  - Quarantine time for non-responsive agents
  - Wrap up time for after call work

- Dynamic scheduling
  - Schedules can be applied to any number of queues and visitor flows/IVRs for easy central management
  - Powerful storefront window style schedules with standard opening hours and exceptions
  - Custom alternative closed message phrases for time periods such as holidays and campaigns
  - Support for schedules in multiple time zones
  - Early announcement of alternative phrases
  - Smart tool for testing of schedule rules

- External contacts
  - Fully Entra ID compatible configurable fields for searches, such as skills, department etc.
  - Full functionality for attendant handling for things like consulted transfers with external contacts
  - Seamlessly integrate consultants, supply chain partners, and external contractors into the contact center/attendant service for transfers, warm handovers, and subject matter expert consultation

- Personal contacts
  - Agents' personal Outlook contacts can be included in Tendfor Windows Client searches

- SLA Profiles for queues
  - Monitor SLA compliance for any period in reporting tool

- Advanced call handling from all interfaces
  - Safe transfer; transferred calls disregards diversion and returns to queue with preference for transferring agent on no reply from contact, with no risk of ending up in user voicemail.
  - Optional blind transfer which follows diversion
  - Warm hand-over/Internal consultation with transfer
  - Teams presence-based camp-on busy/transfer with call waiting when contact is busy; after set time, call returns to queue with preference for transferring agent

- Skill-based routing
  - Advanced queue internal escalation to skills groups based on no available agent and/or time
  - Unique agent side priority skill-based routing, allows individual agents or groups of agents to prioritize VIP calls or calls in certain languages etc.

- Copy interaction queues, visitor flows/IVRs, and schedules to save time and simplify testing procedures

- Professional agent/supervisor functionality
  - Detailed control over what agents and supervisors can and cannot do (e.g. log on and off individual interaction queues)
  - Comprehensive real-time overview of everything happening in the contact center for supervisors, including agent absence and work modes, queue status and wait times, KPIs etc.

* Partly carrier/service provider dependent functionlity

- Advanced supervisor call monitoring and training features
  - Listen-in
  - Whisper
  - Barge-in
  - Full information on ongoing agent calls shows duration etc. making it easy to decide which calls to monitor

- Easy escalation from listen-in to whisper or barge-in
- Professional fully automatic callback
  - One-click administration for new or existing queues
  - Callers are offered to get a call back instead of waiting in the queue
  - Agents are automatically handed out-

bound calls when it is the caller's turn
  - Full phrase scripts are available, but also customizable
  - Activate callback anywhere in a call flow, not only while waiting in a queue
  - Full reporting available for callback feature
- Set custom retention for GDPR/pri-

vacy related data

- Mobile line state in all interfaces*

- Single sign-on with Microsoft 365 logon in all interfaces
  - No other authentication or credentials of any kind in Tendfor

TENDFOR WINDOWS CLIENT

BENEFITS

- Unparalleled work environment for fully professional switchboard attendants and contact center agents

- Suppresses Teams active call window for perfect ergonomics
  - Work environment is not interrupted by big Teams call screen pop-up on top on every call
  - Keeping focus on the interface for instant call handling with full keyboard shortcut support is key to high volume attendant console users
  - Also enables focus on the dynamically presented view in CRMs, e.g. caller contact card, for high volume contact center agents

- Unique modern and ergonomic UI
  - Offers full replacement for the most advanced legacy style attendant consoles and contact center interfaces
  - Concentrates all vital information to small area of screen
  - More space for secondary information means important data is always visible and contact card is seldom needed
  - Office suite users feel at home with compact or full ribbon menu, and right-click for available options in all panels, helps temporary staff, and assist in early adoption
  - Full hotkey support for all functionality for fastest and most ergonomic experience for true professionals

- Customizable modular design
  - The user can adapt the work environment to the task at hand

- Save and retrieve personal layouts at any time
- Swiftly change between layouts/work environments for different tasks, even during calls
- Go from focused layouts utilizing maximum space for one specific task to layouts offering full overview of everything in the system dashboard style
- Full utilization of multi-screen setups, with possibility to save and recall multi-screen layouts
- Unique touch screen support for searches and call handling

FEATURES

- Free seating for modern workplace flexibility

- Advanced call handling
  - Call hold
  - Direct transfer
  - Warm hand-over/Internal consultation with transfer
  - Easy handling of outbound calls using external contacts, typed in numbers, dial pad, and click-to-call from Windows and web applications; with quick selection of presented identity
  - Secure transfer with status monitoring, on no reply from contact, call returns to queue with preference for transferring agent, call does not end up in contact's voicemail
  - Teams presence-based camp on busy/transfer with call waiting when contact is in a call, after wait time, call returns to queue with preference for transferring agent
  - Transfer and warm handover/consulted transfer to Teams, mobile, landlines,

external contacts and Cloud Voicemail or other VM

- Professional search panel
  - Responsive Teams presence monitoring for all contacts/agents
  - Search as you type with progressive search in designated fields according to custom configuration
  - Unique dynamic phonetic search helps agents expand searches to similar spellings without having to retype search string
  - Professional hotkey support using search accelerators for combination searches
  - Full status shown for agents with logon status/work mode and engage state
  - Advanced status shown for queues, with presence color showing opening/closed state, and number of agents serving, queue length and queue waiting time visible in search results
  - Unique exchange integrated absence/personal auto attendant with return time visible in search results; pre-defined and customizable absence codes such as meeting, gone for the day, and vacation
  - Contact pictures in searches
  - Possibility to set easily editable notes/reminders on contacts, visible only to other agents
  - Clickable links in search results makes it easy to find contacts with the same title, in the same department, with the same skills, and so on, even on touch devices
  - Easily configurable favorites list for frequently used contacts, also visible in other Tendfor interfaces
  - Contacts can be pinned at the top of all search results, as a reminder or for continuous availability status monitoring of key contacts

- Search lock and Automatic search (details below)
- Integrated e-mail and Teams IM functionality; Text/SMS via gateway

- Calendar and contact card panel
  - Search panel contact selection controls view
  - Monitor general Outlook meetings and Tendfor absence (what is available and shown is configurable on system level and in client)
  - Calendar view can show multiple contacts' calendars, to find available times for groups
  - Set and remove absence for contacts and agents directly in calendar view
  - Full contact card with information presented as clickable links for new searches, starting calls etc.

- Real time queue information
  - The queues panel shows if queues are open or closed and whether they are on a schedule
  - Displays the timing of the next opening or closing event for queues on a schedule
  - Open or close queues temporarily (until next opening/closing event) or permanently
  - Use the queues panel to filter the agent and interactions panels (to only show agents serving and interactions in queue for the selected queue)

- Real time agent information
  - The Agent panel displays and manages work mode and role statuses for agents
  - Shows agent's Teams presence, Tendfor absence with return time and engagement/quarantine status

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- **Advanced filtering options**
  - Allows for functionality such as automatic filtering to show only the interactions waiting for logged-on agent's roles
  - Apply filter to show only interactions waiting in a certain queue, and/or agents serving that queue, with a quick click on the queue in the queue panel
- **Configurable keyboard hotkey layout**
  - Manually assign any hotkey combination to any Tendfor function
  - Download full keyboard hotkey layouts from other systems to shorten learning curve and simplify setup
- **Use in combination with mobile/ cellular phone as answering device for agents on the move or working from home***

- **Touch tone macros for functions such as opening of doors**
- **Automatic search with search lock**
  - When a call to a queue is handled by an agent, searches can automatically be limited to only a subset of the AD, such as a company/subsidiary, department, or skill
  - Everyone within the subset can also be automatically displayed as search results when the call is answered, meaning for example, that all the employees in a department can be automatically shown when a call to the department's queue is answered
  - Can be activated for redirected calls, so that if a call is redirected to the switchboard via the personal auto attendant when a contact is not available, everyone with the same title as the contact will be automatically displayed in the search panel

- The search lock can be manually activated (hotkey or button) after any search, so that any subsequent searches will only produce hits within the subset resulting from the initial search
- **Intelligent phonetic search**
  - Can be activated via hotkey or button to expand/contract searches to spellings that are close – without requiring the search string to be retyped
- **Boss/secretary functionality**
  - Configure functionality such as secretary groups, white-lists of numbers that go through to bosses, possibilities for bosses to handle their own calls on demand etc.
- **Call park functionality**
  - Easily set up queues for automatic or manual handling of parked calls

- **Advanced call history**
  - Lists for calls answered by agent, abandoned calls to the queues service by agent, outbound calls by agent, and all incoming calls to queues serviced by agent, including calls answered by other agents
  - Possibility to mark abandoned calls the agent has called back to as handled, with visibility for all other agents/supervisors in any Tendfor interface
- **Command profiles for call-back emails**
  - Fully configurable command profiles for functions like missed call emails with standard messages including variables for number to call back etc.

TENDFOR TEAMS APP, WEB APP AND MOBILE APP

BENEFITS

- Teams app conveniently available in the left-hand side navigation bar in the Teams client for all agents
- Use in any web browser
- Standalone apps for Android and iOS
- Modern and simple for agents to use – with minimal training required
- Use the same Microsoft Teams themed interface on any unit/device
- Advanced absence handling, phone book with call handling, agent sta-

tus settings and call history always at your fingertips

FEATURES

- **Tab based interface**
  - Decide on system-wide basis which tabs should be visible, and which tab should be the default/starting tab
- **Absence handling**
  - Set user specific default behavior for all absence codes for simple fast handling of absence from any device
  - Cancel absence from any device
- **Phone book for searches and call handling**
  - Advanced department searches etc.
  - Skill searches

- Start calls, email conversations or Teams chats/calls from the search results
- Display your favorites as the default view before making other searches
- Full Teams presence monitoring in searches
- Presence with extra clear illustrations for absence and busy in a call to assist agents
- Mobile line state show in presence*
- Return time displayed in searches for contacts/agents using Tendfor absence handling
- Contact card with picture and full contact information
- Full information for active calls (caller ID, transfers, and queue)
- CRM integrations visible, activation via button
- Direct and consulted/warm handover transfers with simple toggle and hang-up functionality

- **Agent status handling**
  - Monitor and set agent logon status (logged on/paused/logged off)
  - Monitor and set individual roles/queues serviced
  - Set answering device (Teams and/or mobile/cellular phone)
  - Monitor and handle the status of other agents servicing the same roles
- **Advanced call history**
  - Lists for calls answered by agent, abandoned calls to the queues service by agent, outbound calls by agent, and all incoming calls to queues serviced by agent, including calls answered by other agents
  - Possibility to mark abandoned calls the agent has called back to as handled, with visibility for all other agents/supervisors in any Tendfor interface

TENDFOR LEARN PORTAL

BENEFITS

- Offers detailed information about

changes/news, feature documentation, advanced setup guides and more

* Partly carrier/service provider dependent functionlity

TENDFOR ADMIN

BENEFITS

- Web based

- Simplifies setup and maintenance of advanced functionality like agent management, visitor flows and touch-tone menus

- Allows for full administration of contact center and attendant console functionality, without M365/Teams admin rights

- Advanced rights management

allows for delegated admin of items like specific interaction queues, schedules, and external contacts

- Can be used in Teams client and mobile/cellular phones

FEATURES

- Unified user-friendly administration portal for handling of:

  - Reporting
  - Call recordings
  - System settings

- Batch jobs
- Absence codes
- Access control
- Bots
- Endpoints
- Visitor flows/graphical IVRs with touch tone-menus
- Interaction queues
- SLA profiles
- Event handlers for exceptions
- Skill-based routing escalation groups
- Agent roles
- Agents

- Schedules
- Wallboards
- AD contact search
- External contacts
- Skill tags

- Context dependent "info bubbles" available throughout the admin interface

  - Instant information about any feature or function in the Tendfor admin portal, right where administrators need it

TENDFOR CALENDAR MONITORING WITH ABSENCE INTEGRATION

BENEFITS

- Microsoft 365 calendar monitoring offers switchboard attendants and

contact center agents perfect overview of contact availability

FEATURES

- Allows agents to monitor contacts' calendars in real time directly in

search results

- Granular control of what calendar information is visible to agents

TENDFOR PROFESSIONAL ABSENCE HANDLING AND PERSONAL AUTO ATTENDANT

BENEFITS

- Allows contact center agents and switchboard attendants to focus on an organization's main number

- Automatic handling of agent availability/absence, with quick setting of default agent behavior and duration based on reason for absence

- Handle agent availability easily from Teams, or any device, including mobile devices

- Full integration with wallboard and reporting functionality for monitoring of live and historical availability of all agents

- Supervisors know reason for absence as well as when an agent will be available to take calls again at all times

- Tendfor personal auto attendant can handle calls to contacts when they are busy, on vacation, in a

meeting and so on.

- Spoken referrals with return time and reason for absence automatically read to callers

- IVR lets caller chose between:

  - Leaving a voicemail
  - Being connected to the switchboard

- Personal auto attendant profiles (visitor flows dictating how calls to agents and staff should be handled)

- True multilanguage support with standard phrases in 10 languages
- Profile for external and internal calls (so that reasons for absence are not read back to external callers for instance)
- Profile for international calls (so that international callers may be greeted and get information in another language automatically)
- Global profile handling adjusts information about return time to the right time zones

- Full integration with Cloud Voicemail

TENDFOR REPORTING PORTAL

BENEFITS

- Web based

- Advanced reporting of all vital contact center parameters for queues

and agents

- Includes agent availability data based on log-on/work mode and absence statuses

- Interactive charts make it easy to zoom in and decide what data is shown directly in the graphs

- Interactive data grid makes it easy

to "drill down" for more detailed information on the data set

- Integrated interaction retrieval tool offers detailed information on

individual interactions (see more below)

- Handy Excel export of grid data for

further data mining and analysis in other reporting tools

- Full live raw data integration/sync

with systems like Power BI

- Can be used in Teams client and mobile/cellular phones

TENDFOR INTERACTION AND RECORDING RETRIEVAL TOOL

FEATURES

- Dynamic retrieval of full information on any past interaction in the system

- Intuitive retrieval, download, and playback of recorded calls

- Clear text information on things like
  - Queue waiting time

- Time assigned to agent
- Time answered
- Talk duration
- Caller ID
- Queue
- Agent
- Transferring agent
- Consulted transfers/Warm handovers
- Endpoint
- Customer input, e.g. customer ID

- CRM information like caller name
- Call recording information and playback

- Filter searches to find exactly what you are looking for by using (and combining) parameters like:
  - Time of interaction
  - Queue
  - Agent
  - Only recorded calls

- Only missed calls
- Transferring agent
- Teams endpoint
- Caller ID
- Custom fields/CRM integrations like customer ID
- Database ID

- Display raw system logs for specific interactions, for simple error detection and configuration checks

TENDFOR CALL RECORDING

BENEFITS

- Unique call recording feature based on Microsoft policy-based recording for compliance in Teams

- Record all calls per queue, or per agent

- Only records calls coming in through Tendfor interaction queues,

not private agent calls or meetings

- Stored in the customer's Azure tenant

- Easy retrieval, download and playback from the Tendfor statistics portal

TENDFOR WALLBOARD

BENEFITS

- Web based

- Simple central administration

- Widget based with configurable widgets

- Always based on live data and instant status updates

- Works directly in browsers on modern smart TV

- Multiple layouts for landscape and portrait orientation screens

- Bright and dark theme

- Automatically adapts to standard resolutions up to 4K

- Traditional widgets for agents and queues

- Productivity based widgets for a bit of pulse and friendly competition in contact center teams

- Statistics/Reporting widgets for real time reports and visualization of KPIs and trends that are always up to date

- General widgets for things like current time in different global offices

- Can be used in Teams client and

mobile/cellular phones

- Grant permissions to view wallboards to any user in your organization

* Partly carrier/service provider dependent functionlity
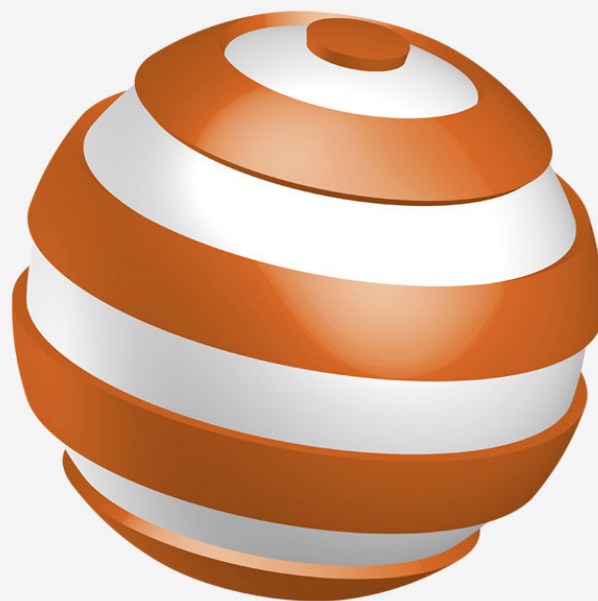
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