

Anywhere365® Dialogue Cloud Next Gen Cloud Communications Platform for Microsoft Teams

What if you could reduce a significant percentage of your unnecessary customer dialogues and gain more productivity in your contact center? And what if we'd tell you that at the same time, you can create a top notch customer experience, score higher performance in your contact center and reduce your IT costs?

Anywhere365® is the world's leading omnichannel Dialogue Management Solution and Virtual Contact Center for the Microsoft ecosystem.



Voice



Webchat



Email



Bot



WhatsApp



1 Native to Microsoft Teams

Customers don't have to change their workforce systems. Gartner recognized Anywhere365® as the powerful CPaaS platform, native to Microsoft Teams. Already over 1800 global enterprises securely manage their workforce from home, leveraging existing investments in the Microsoft stack.

3 Secure and Modern Cloud Contact Center

Anywhere365® runs in Microsoft Azure, as a reliable, secure and modern cloud contact center. It gives customers the flexibility to integrate the latest technologies into workflows. Anywhere365® can easily incorporate future business requirements without significant overhead.

5 AI and Agents Work Together

Agents and artificial intelligence support customers together. Voice bots and chat bots will handle all routine requests, routing more complex dialogues to live agents. AI and machine learning help assess, route and translate inquiries from across the world and on all channels.

“Everybody is a contact center. You only have to empower them”

- Gijs Geurts, CEO of Anywhere365

2 No more switching between point solutions

Thanks to the integration with over 30 of the world's leading CRM and ITSM platforms, agents can access CRM data, monitor service levels and easily transfer calls. This will result in a faster call handling, saving costly time and over-delivering to the customer's expectation.

4 Language Processing and Translation

Voice, chat, email, social media, video or bots: provide customer service effortlessly across any channels, from any location and at any time. Anywhere365® has real-time speech-to-text and text-to-speech processing and translation in over a dozen languages.

6 Business intelligence with Data mining

Comprehensive business intelligence tools help customers to improve customer service and streamline operations. Sophisticated data mining and pattern tracking solutions allow for the detection of dialogue patterns, capacity bottlenecks or compliance violations.

7 Drag and Drop Dashboards in PowerBI

Power BI reports are available in an intuitive user interface. Supervisors and call center manager can make their own dashboards in any style or form. Simply connect to the database and drag and drop the graphics in to place.

Serve all stakeholders and users



WebAgent for CRM workers & remote agents

Dock over 30 CRM integrations, e.g. Microsoft Dynamics 365, Salesforce or ServiceNow. The Dialogue Cloud provides any Microsoft Teams Business users with the critical information they need, regardless of device.



Report & Dialogue Intelligence for supervisors

Comprehensive business & dialogue intelligence by using data mining techniques to monitor realtime agent, caller and queue performance and lets supervisors take immediate corrective action when service affecting issues occur.



Realtime overview with Inflight Snapper

The Anywhere365® Inflight Snapper extends the most crucial information from Anywhere365® to the Microsoft Teams client of any agent or supervisor: the UCC dashboard, with realtime overviews of agent availability and of all current dialogue, including queued calls.

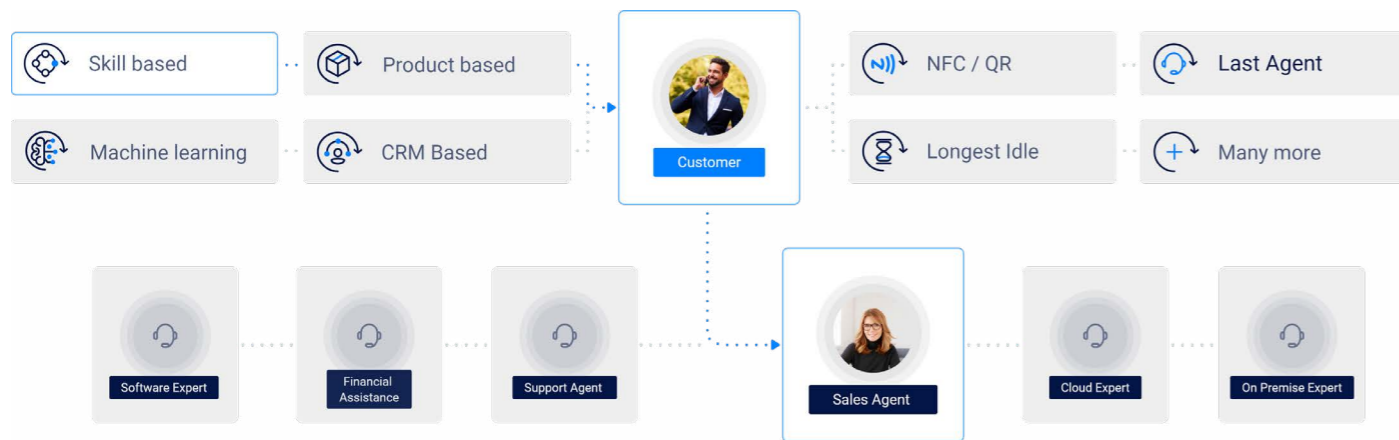


Indialogue bot for API & Bots

Leverage the AI capabilities of Microsoft Azure to reduce IT costs and improve customer experience. Process and answer routine interaction in self-service voice and chat applications, leaving the more complex dialogues to be handled by human agents.

Smart routing will connect the customer to the right agent.

Anywhere365® intelligently routes customers to the best agent, knowledge worker or employee; eliminating unnecessary dialogues and ensuring first contact resolution of their inquiries.



Anywhere365® Key Features



IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy to manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 different languages.



Smart Routing

Omnichannel dialogue routing allows routing calls based on CLID, Bots, skills, geography, IVR prompts, CRM data, IOT devices, etc.



Desktop clients

In addition to supporting Microsoft Skype for Business and Teams clients, Anywhere365® turns Dynamics 365, Salesforce and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.



Call and Chat Recording

Record inbound, outbound and internal calls and chats. Tag and track recordings in management reports and CRM systems.



Agent Management

Manage agents in real time over multiple contact center groups and skills.



Outbound Dialing options

From click-to-call to Power-Dialing from contacts or CRM.



Flexible and extensible

The Anywhere365® platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services and over 30 other CRM and ERP solutions.



Call Reporting and Wallboards

Historical reporting and real-time monitoring of contact center KPI's. Microsoft Power BI tools provide deep-dive actionable intelligence.



Voice Bots and ChatBots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.



Deployment: CPaaS or CCaaS



Contact Center as a Service

Create and run your own service offerings and application integrations.



Communication Center as a Platform

Don't need all that power? Choose for flexible OPEX pricing, easy scalability and centralized reporting.

Anywhere365® Dialogue Cloud offers deployment models to suit any business, based on the enterprise requirements for customization, workflow integration and advanced features.

More resources

GoLive!

The GoLive! site <https://golive.anywhere365.io/>
Explains in detail all aspects of installing, customizing, maintaining or using the software.

Anywhere365 website

<https://anywhere365.io/>

Social media

Follow us on

 LinkedIn

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Watch our product demo's on

 YouTube