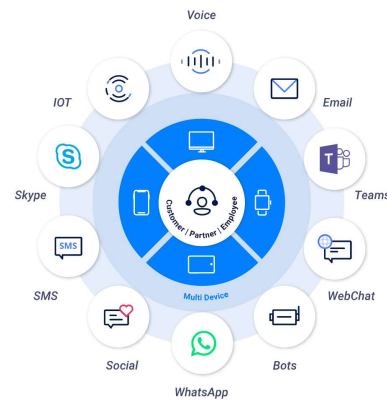


1/28/2021

Microsoft Teams Cloud Contact Center

Solution Presentation



**Great
Place
To
Work®**

Best Workplaces™

BELGIUM

2019

Xylos

1/28/2021



XYLOS INSPIRES PEOPLE
WITH TECHNOLOGY
TO CONTRIBUTE TO THE SUCCESS
OF THEIR COMPANY



Xylos

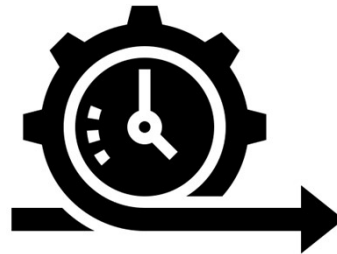
Value proposition

Microsoft Teams Cloud Voice

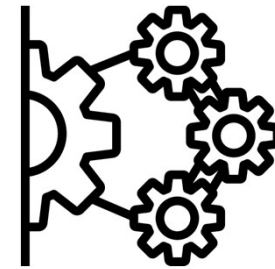
Challenges on the actual As-Is TELEPHONY SOLUTION



Flexibility



Agility



Integrations



Reporting



Innovations



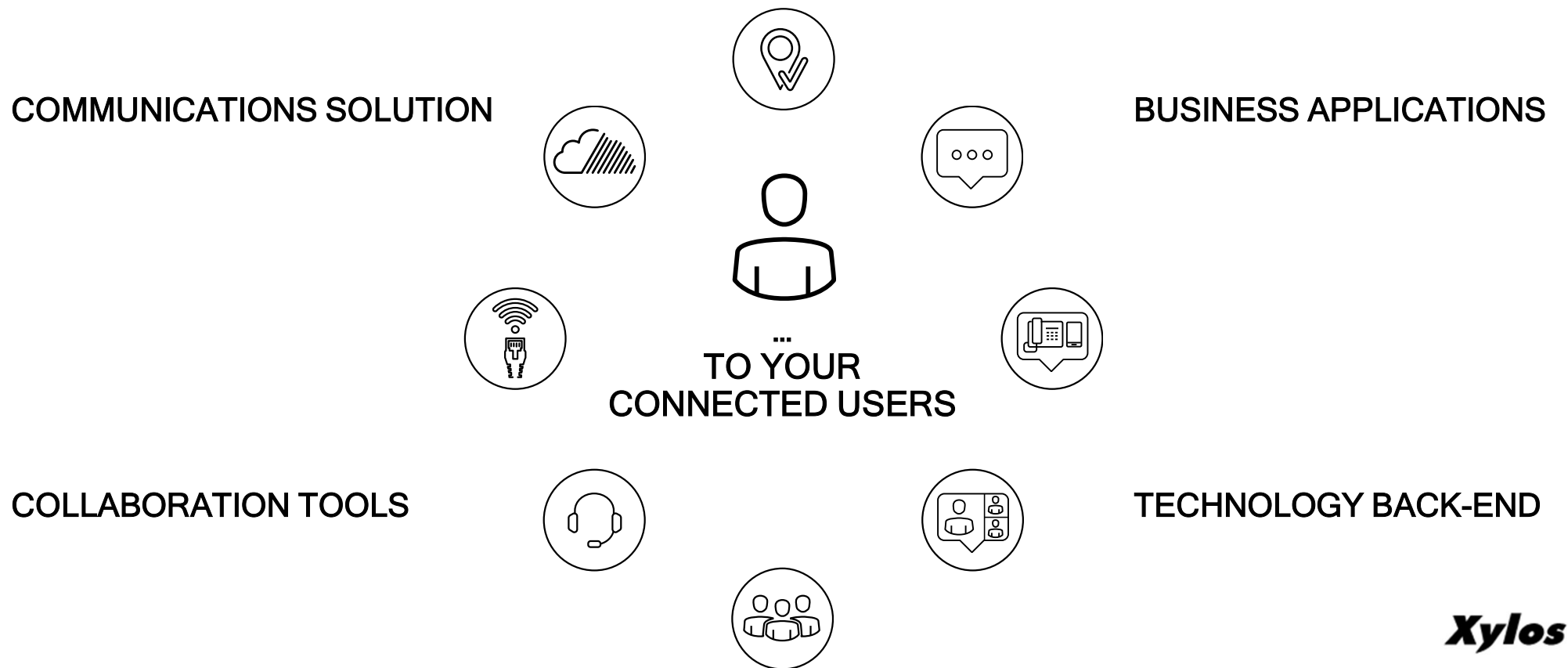
Legacy
Architecture

Providing the Power of an Intelligent Communications Platform



Xylos

Providing the Power of an Intelligent Communications Platform



Microsoft 365

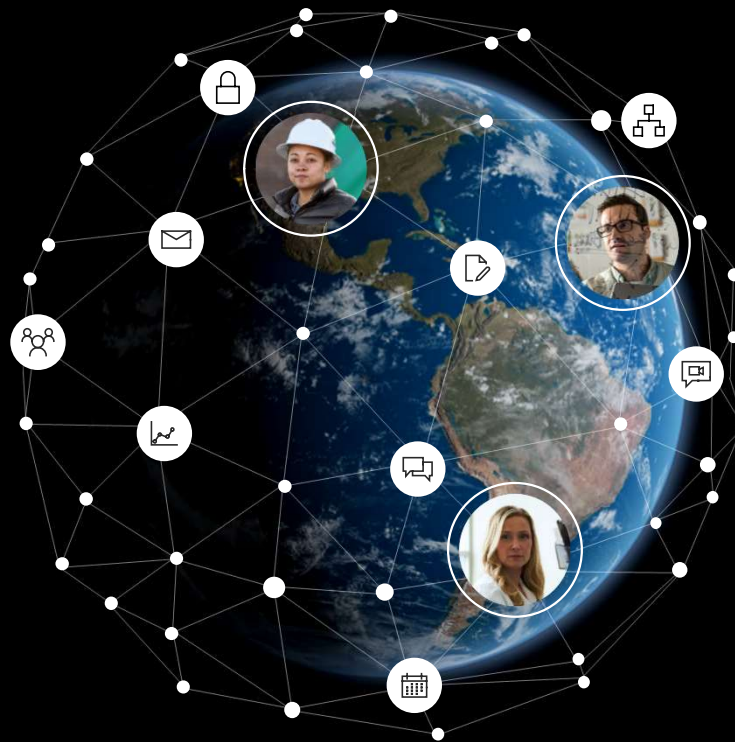
The world's productivity cloud

COMMUNICATIONS SOLUTION

BUSINESS APPLICATIONS

COLLABORATION TOOLS

TECHNOLOGY BACK-END



Microsoft Teams


is the hub for teamwork in Microsoft 365

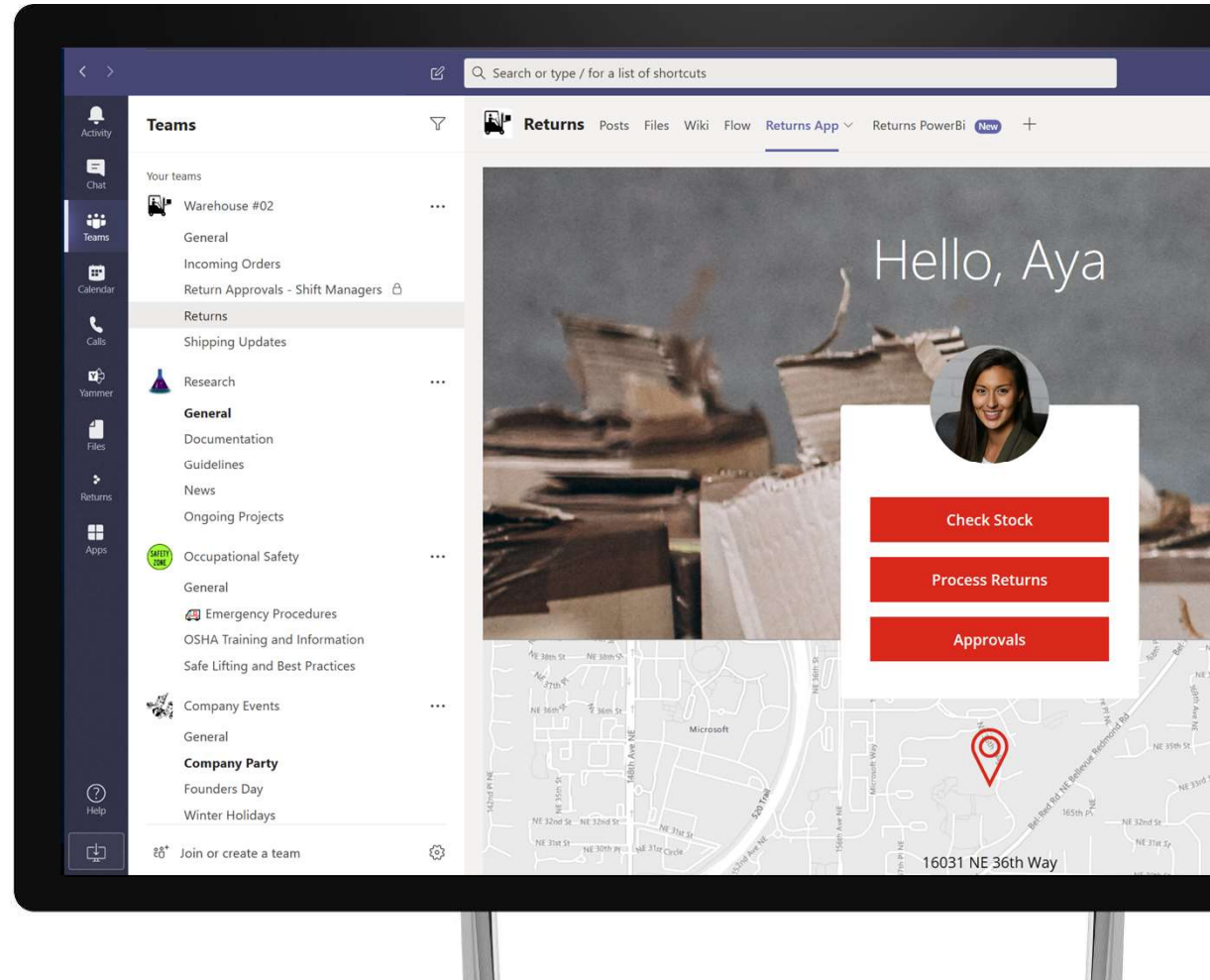
 Chats

 Meetings

 Calls

 Files

 Apps and workflows



Teamwork across spaces and devices

United by Microsoft Teams



Individual Workspaces

Individual office or dedicated workspace
On the go or in transit
At home



Group Workspaces

Small, medium and large meeting rooms
Huddle/Focus spaces and touchdown spaces
Collaboration workspaces



Personal Devices



Audio & Video
Peripherals

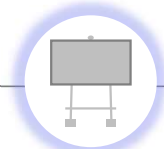


PCs and Mobile



IP Phones

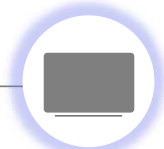
Shared Devices



All-in-one
Collaboration Devices

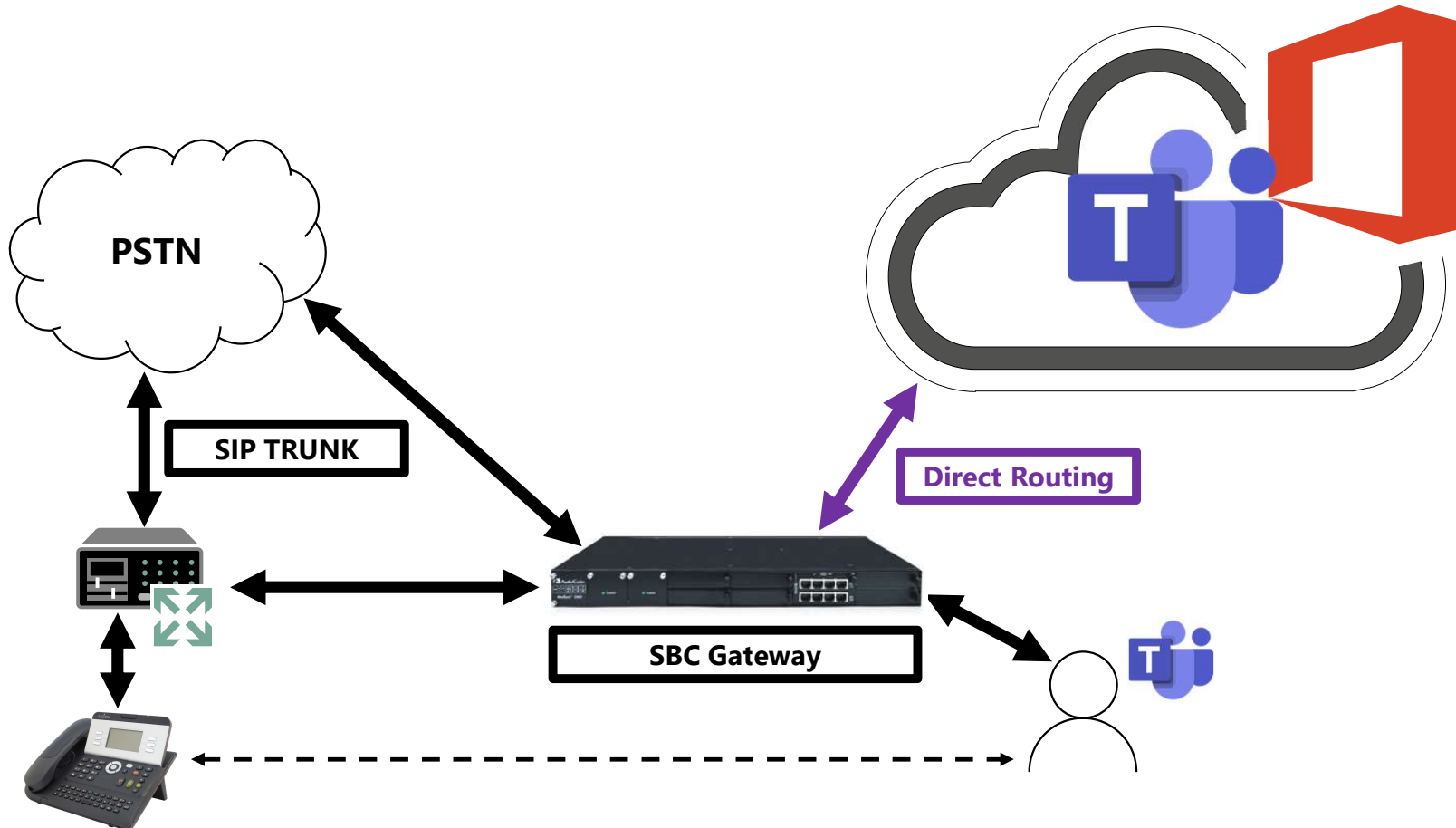


Room
Systems



Large Screen
Displays

Telephony migration to Microsoft Teams



Advanced Dialogue Management with Teams Cloud Contact Center

Xylos

Enhancing Microsoft Teams with Advanced Communications

Anywhere365 

Anywhere365 provides an advanced **dialogue management** platform for the **business enterprise**, leveraging the Skype for Business and Teams infrastructure.



CONTACT
CENTER



GLOBAL
SERVICE DESK



ATTENDANT
CONSOLE



ENTERPRISE ROUTING,
RECORDING & REPORTING



ADVANCED
FEATURES

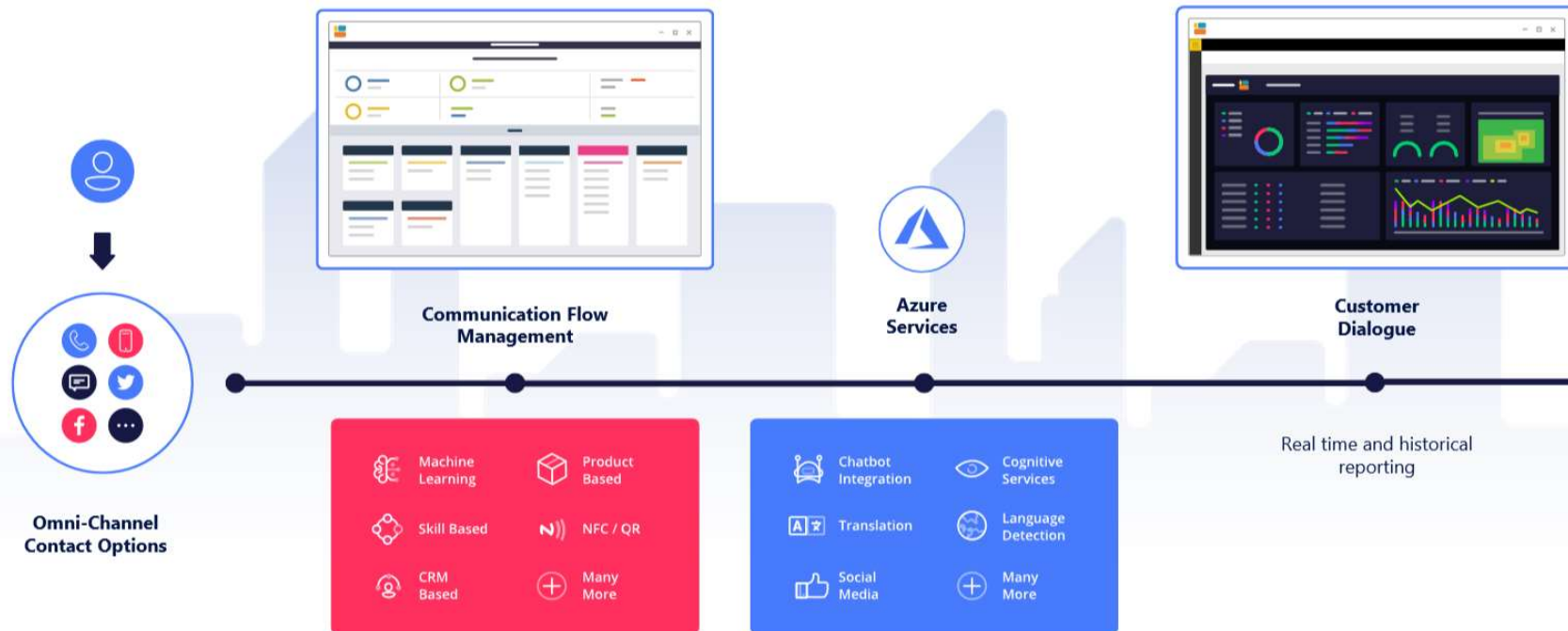


WEBCHAT, VIDEOCHAT
& MOBILE APPS

Xylos

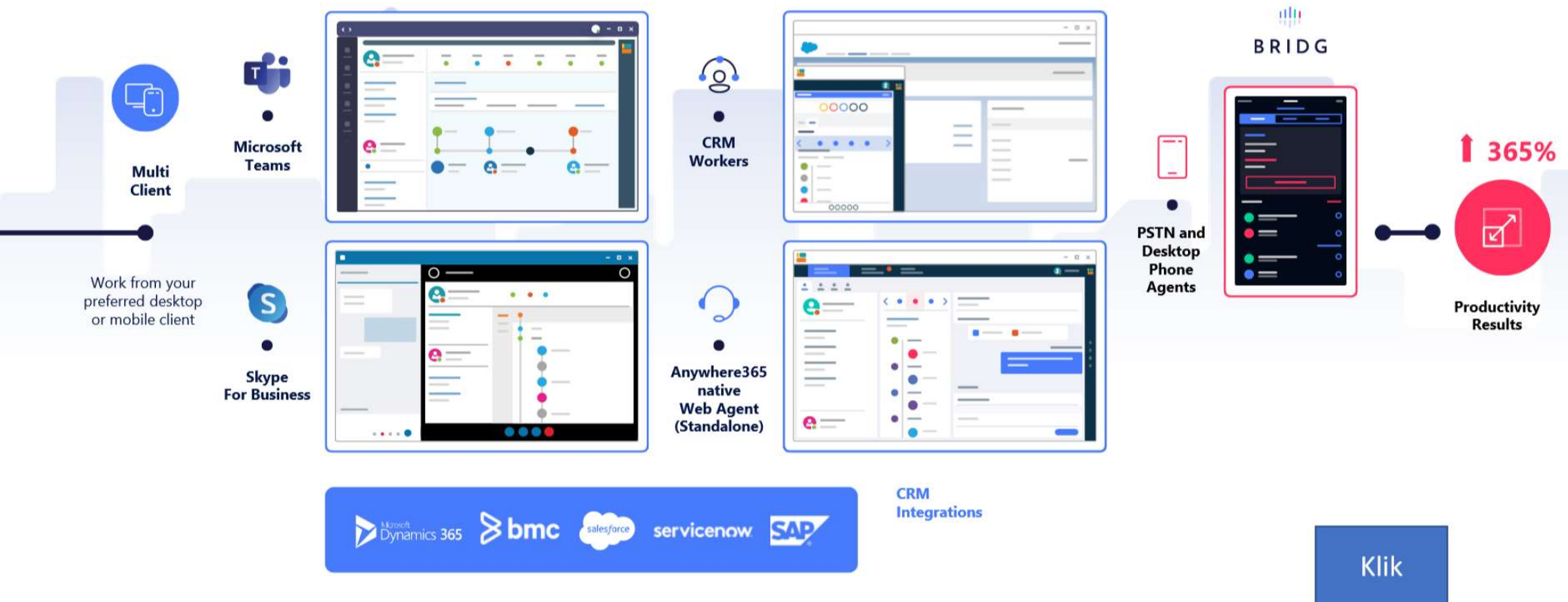
Anywhere365 Core Solution Overview

Anywhere365®
Route Dialogues with Intelligence



Anywhere365 Core Solution Overview

Anywhere365®
Route Dialogues with Intelligence





Teams Extension Window

CRM AND BACKOFFICE INTEGRATIONS

Anywhere365

NEW



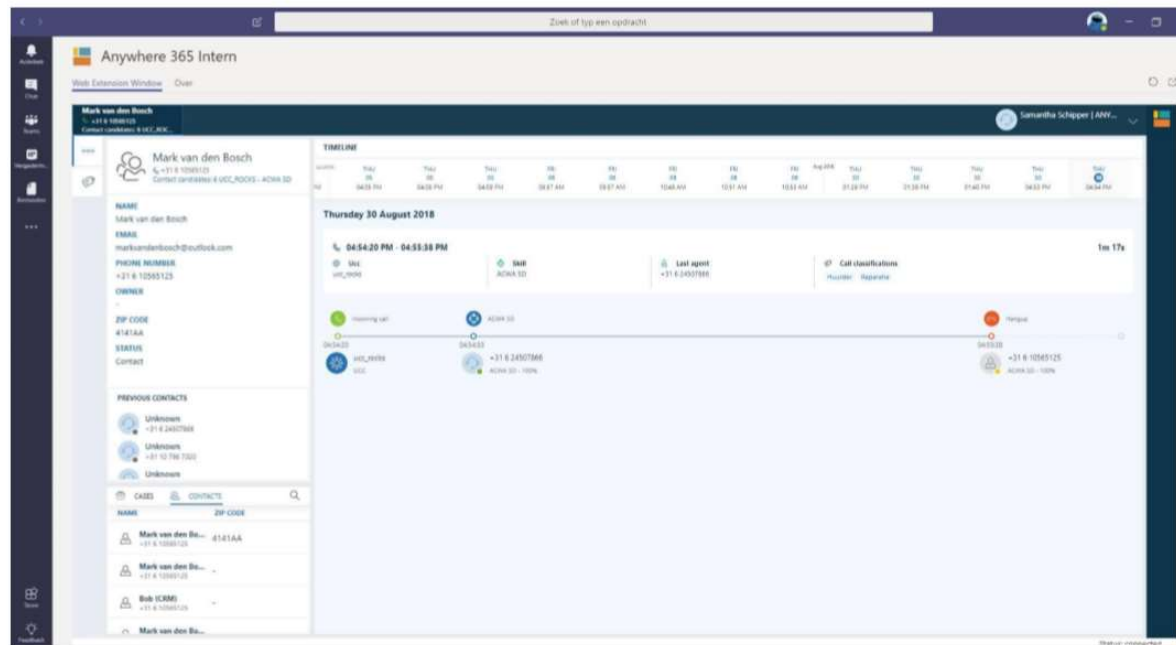
Timeline

See the customer journey from accepting to forwarding and closing the call.



Call Classification

Classify / label a dialogue. Enhancing management information for Dialogue Intelligence.



CRM Integrations

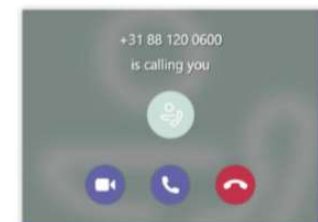
Display information from your CRM and Back Office services.



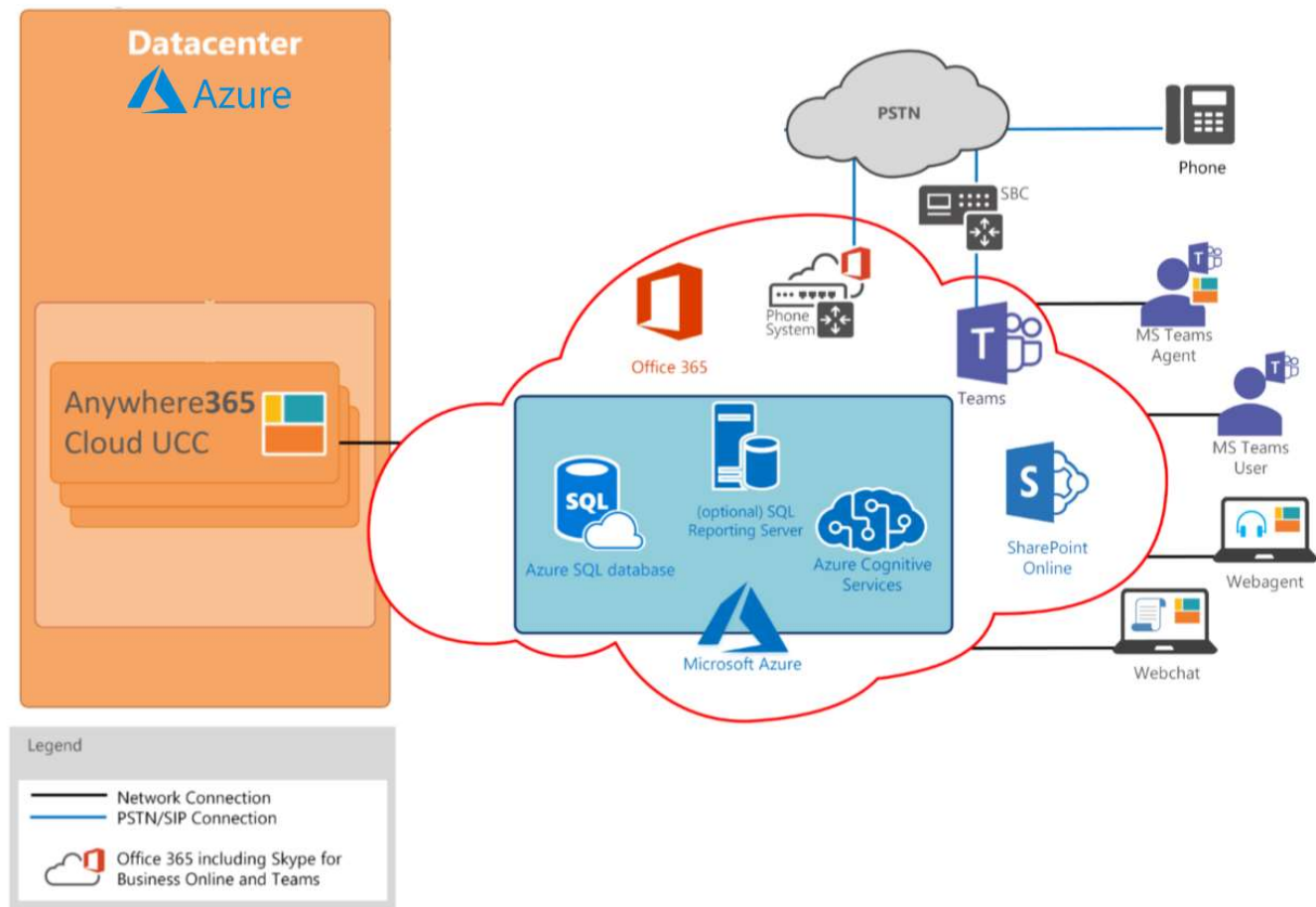
Tabs

Enrich the Extension Window further with custom tabs to match your business needs.

Significantly improve the **service** provided to a caller and the **productivity** of Agents.



HIGH LEVEL SOLUTION OVERVIEW

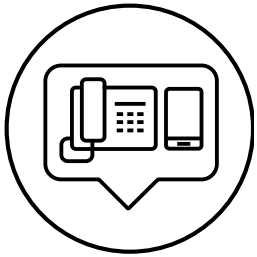


- **Bring your own Trunk / SBC**
- **Customer's Azure SQL**
- **Customer's Power BI**
- **Customer's Office 365**
- **Customer's Azure Services**
- **Customer's E5 Teams/Skype**

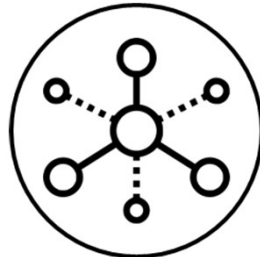
Anywhere365 Dialogue Management Deep Dive

Xylos

Why Anywhere365 drives your digital transformation?



Omnichannel
dialogues



Advanced
dialogue
management



Enable
your workforce



To measure
is to know



Flexible
deployment
options

Xylos



Omnichannel dialogues





Omnichannel dialogues



Why Omnichannel dialogues are important for your business?

Omnichannel dialogues | Why important to your business?

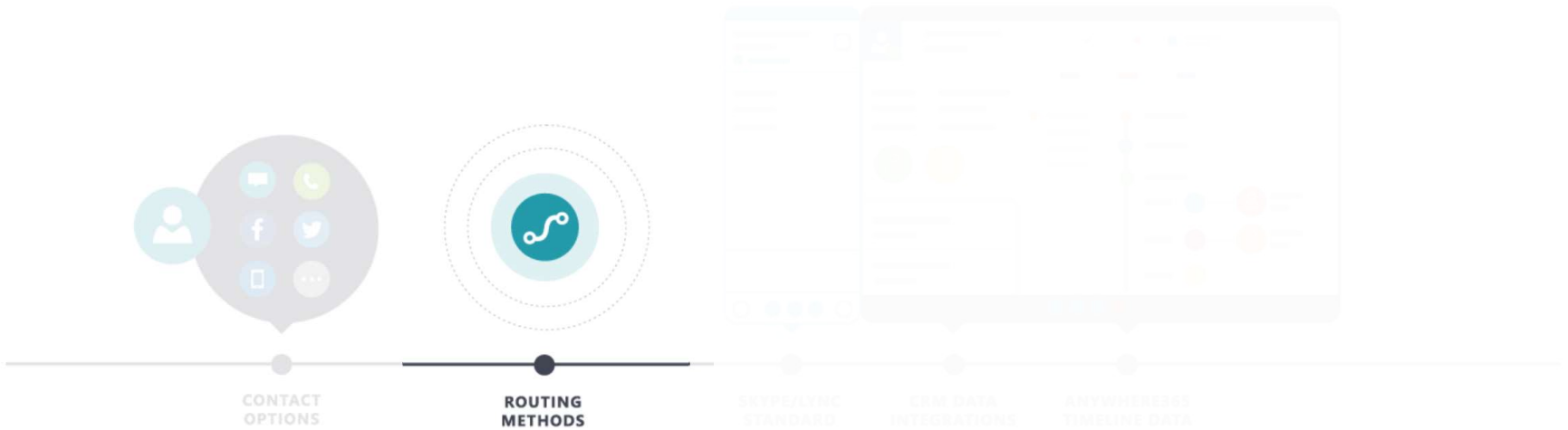
- Ease of doing business
- InsightOut & OutsightIn
- Multichannel vs Omnichannel
- Enhance self-service
- 360° insights

Successful businesses are always going out of their way to figure out how to improve the overall Customer eXperience

Xylos



Advanced dialogue management





Advanced dialogue management | Ease of Use



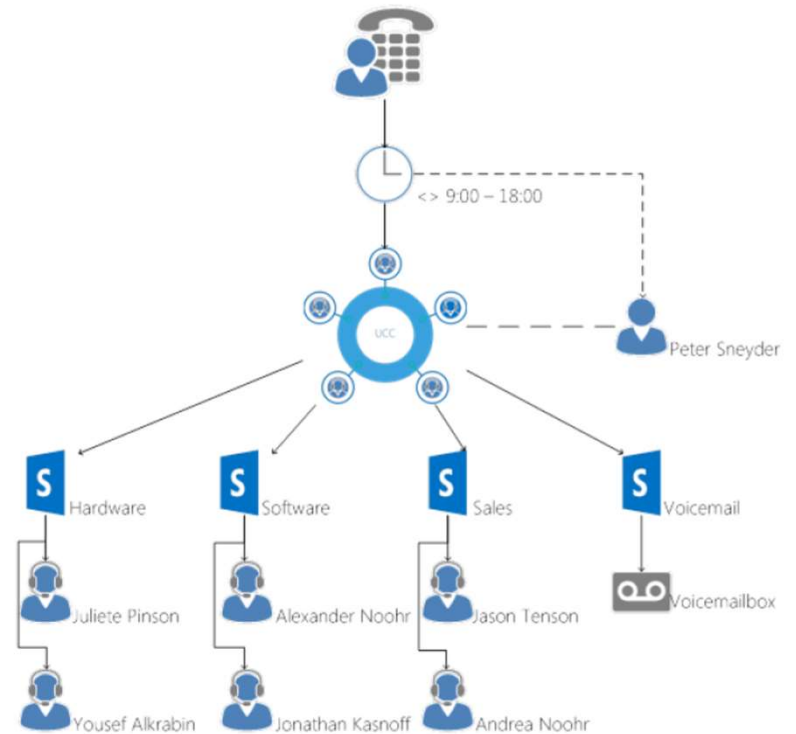
- **Agents** → Everybody can be an agent
 - Contact Center
 - Support
 - Business (Sales / Marketing / Backoffice / ...)



- **Skills**
 - Channels (voice, chat, email, ...)
 - Language (EN, NL, FR, ...)
 - Expertise
 - ...



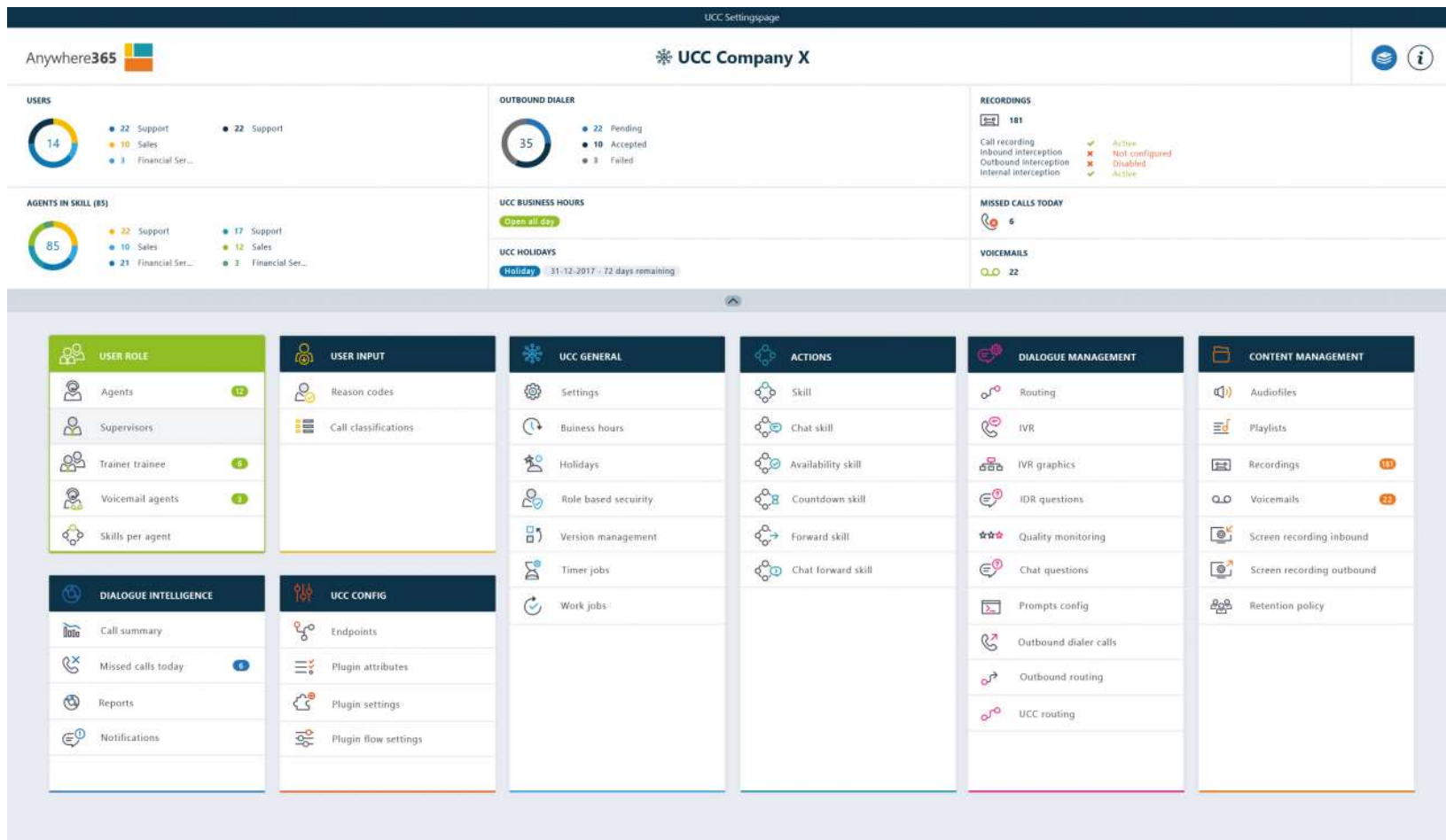
- **Routing method**
 - IVR based on choice/input
 - CRM based routing
 - ...



Xylos



Advanced dialogue management | Ease of Use



Xylos



Advanced dialogue management | Specific Role Models

Student / Teacher aka C-level / Employees

- **Specific use case**
 - Teacher wants to limit accessibility for students
 - Teacher needs to be always accessible for colleagues
- **Solution**
 - The teacher is assigned its own UCC with the flexibility to set up the behavior
 - Students will be able to make direct interactions via chat during specific hours
 - The number of concurrent chats will be limited to no more than 3
 - All dialogs need to be stored and available to search
 - When chat conversations are upgraded to voice calls, recording is needed
 - Colleagues will have the option to reach the teacher UCC directly by phone
 - For maximum availability the UCC will automatically forward incoming calls to the mobile phone number if the teacher is not available





Enable your workforce | Everybody is a contact center





Enable your workforce | Everybody is a contact center

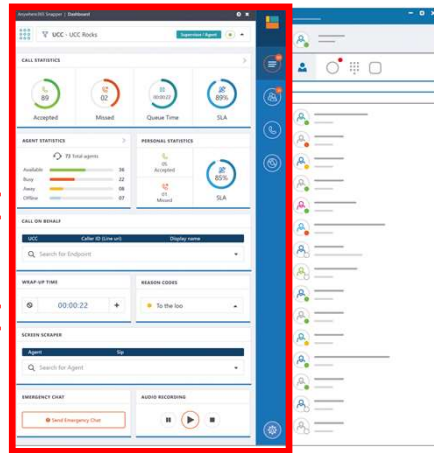
AnyDevice



Everybody is a contact center

Since we believe that everybody is a contact center, the license model was designed to reflect this as well.

Snapper application

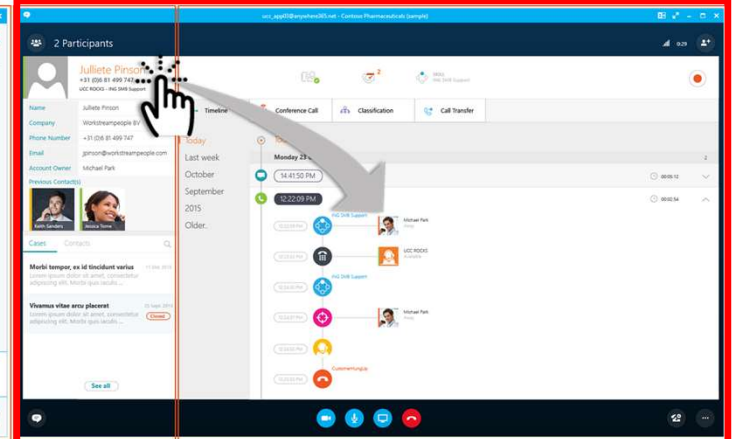


Skype for Business



CRM, ServiceNow,
Salesforce or others...

Anywhere365 Timeline data



Extension window

Familiar SfB/Teams client with Smart Enhancements

Xylos



Enable your workforce | Extension Window Teams



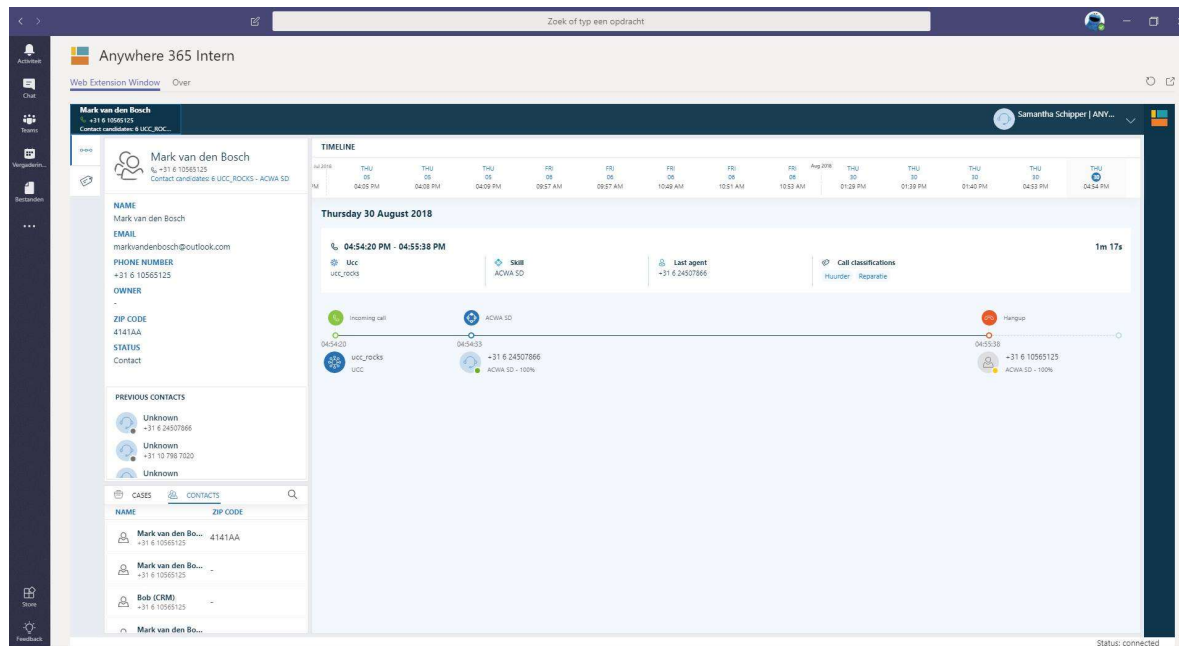
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CRM Integrations

Display information from your CRM and Back Office services.



Tabs

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Xylos



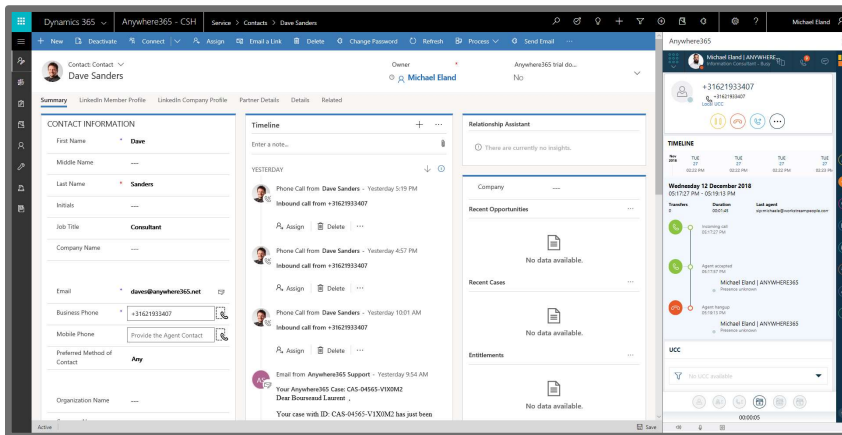
Enable your workforce | Specialized Applications



Reception Attendant



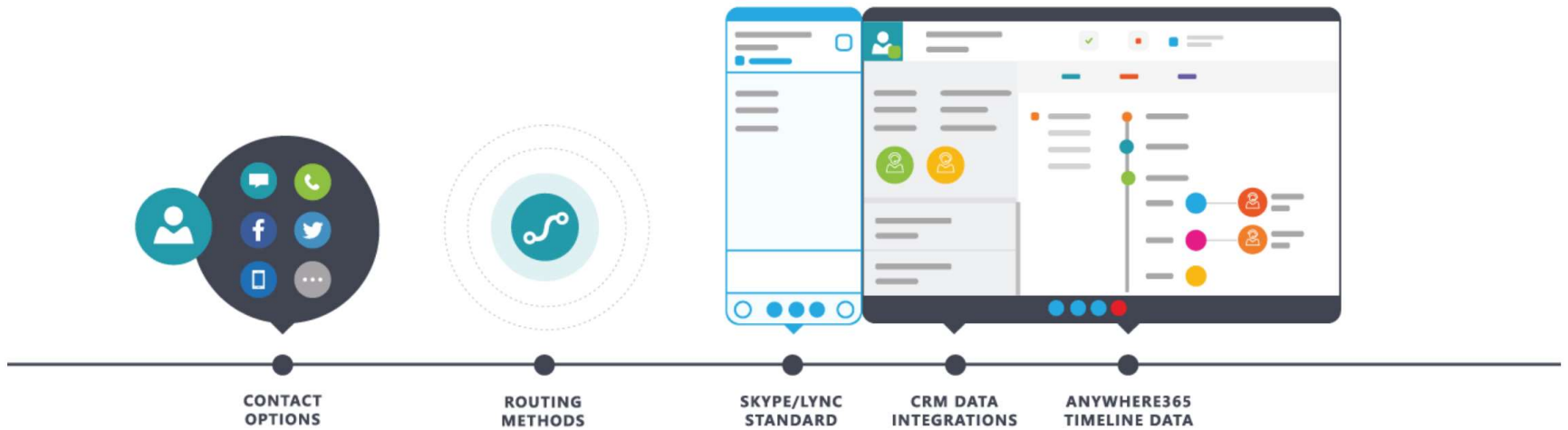
WebAgent



Xylos



To measure is to know

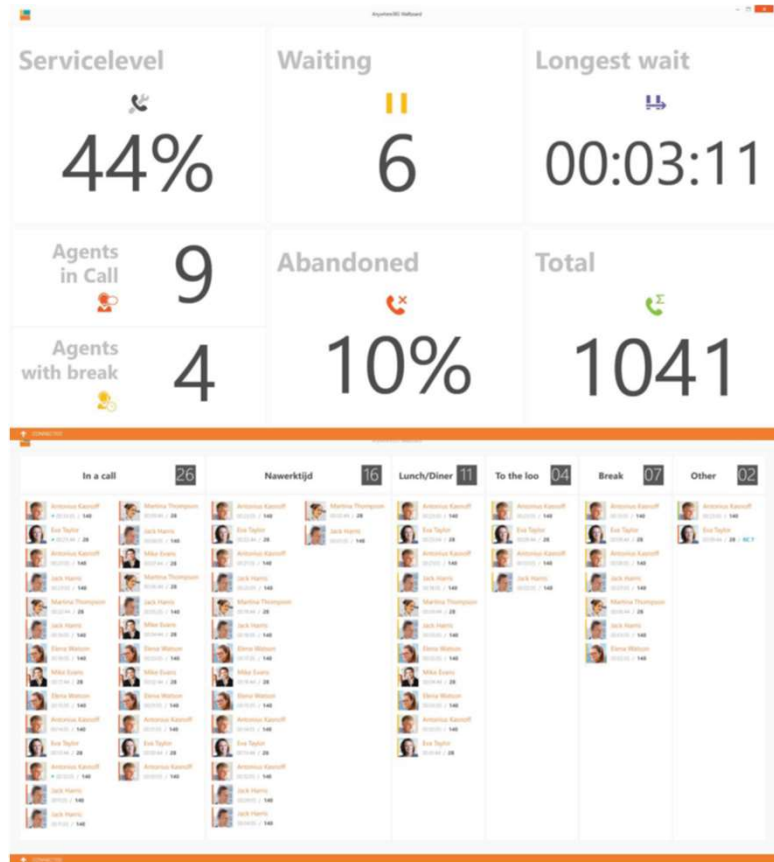


Xylos

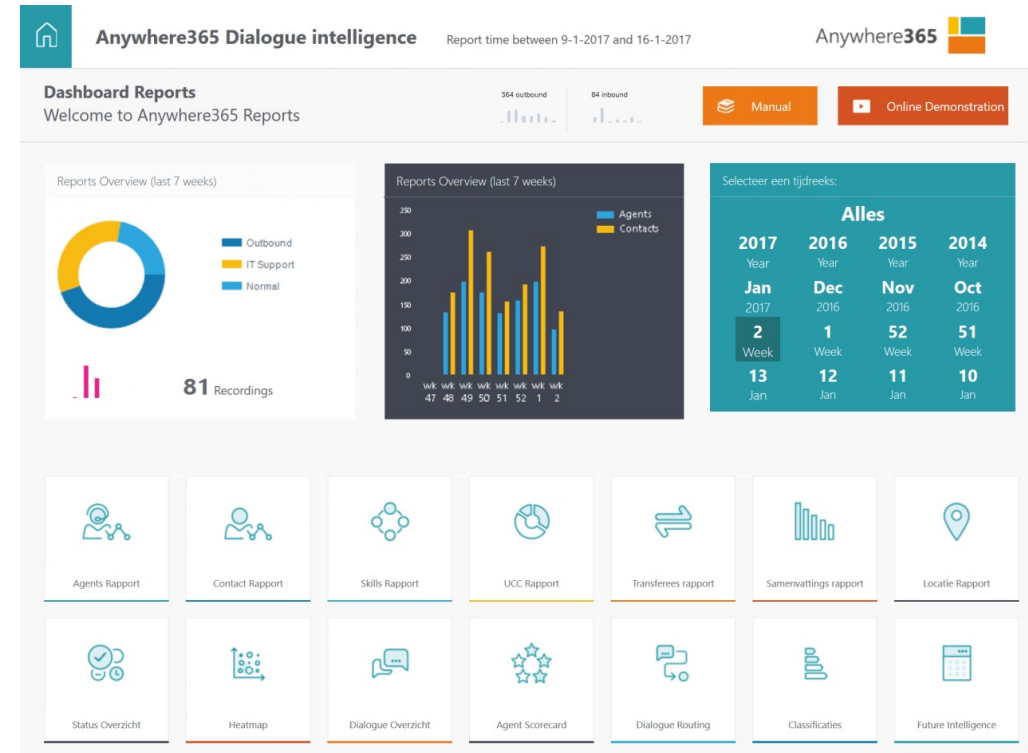


To measure is to know | Dialogue Intelligence

Realtime reporting



Historical reporting

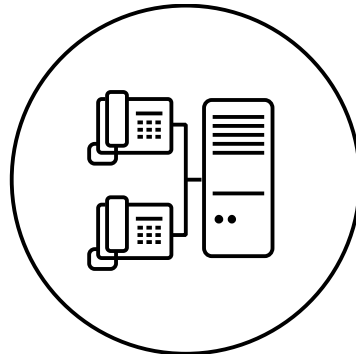


Xylos

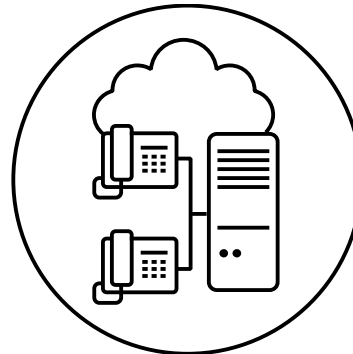




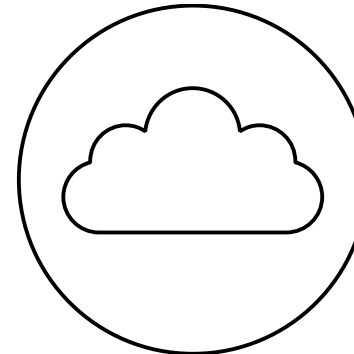
Flexible deployment options



Server

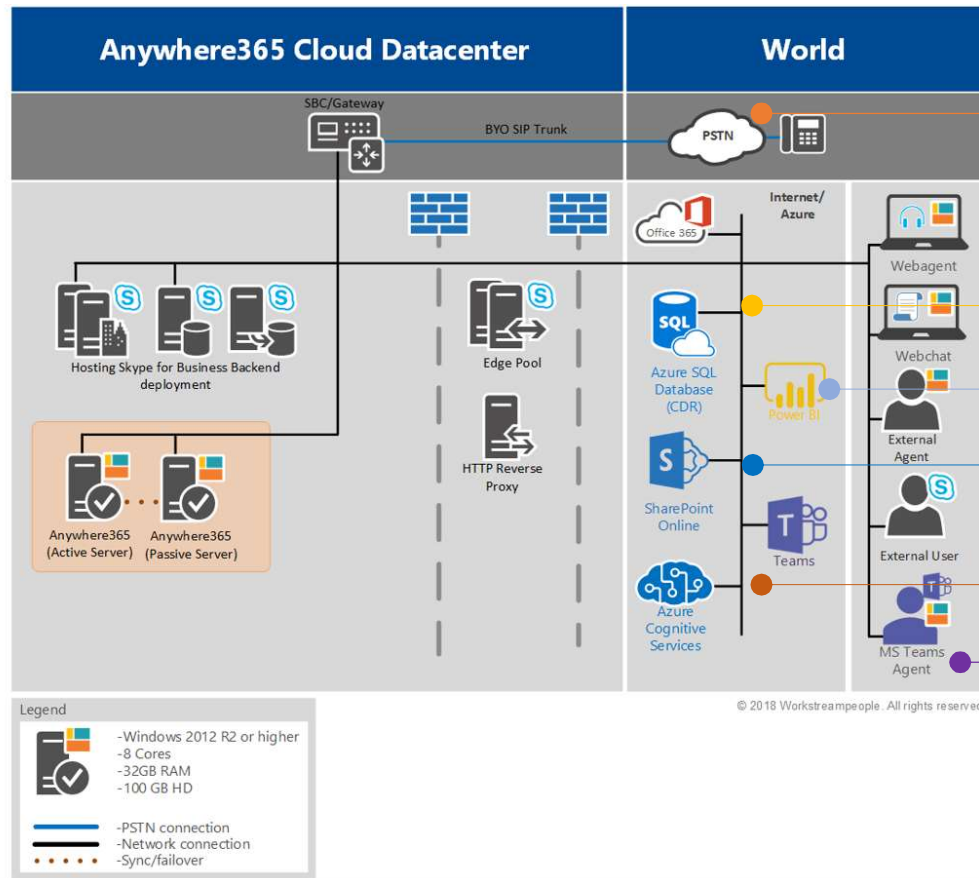


Hybrid



Cloud

Flexible deployment options | Server/Hybrid/Cloud/Federation



Bring your own Trunk / SBC

Customer's Azure SQL

Customer's Power BI

Customer's Azure Services






Customer's Office 365

Customer's E5 Teams/Skype

Xylos



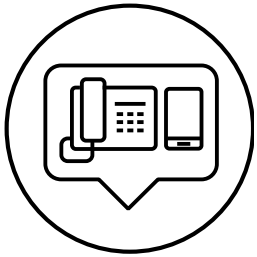
Flexible deployment options | Anywhere365 Server Editions

					
	Workgroup	Small Business	Corporate	Enterprise	Enterprise+
Features	1 UCC	2 UCC's	8 UCC's	Unlimited UCC's	Unlimited UCC's
Reception Attendant compatible	✓	✓	✓	✓	✓
IVR & Skill Based Routing	✓	✓	✓	✓	✓
Wallboard & Advanced Dialogue Intelligence	✓	✓	✓	✓	✓
Skill Based Chat Routing & Webchat	✗	✓	✓	✓	✓
Unlimited IVR Depth	✗	✗	✓	✓	✓
CRM Integration Compatible	✗	✗	✓	✓	✓
Supervisor Listener	✗	✗	✓	✓	✓
Reason Code Per Skill	✗	✗	✓	✓	✓
Email Dialogue Management	✗	✗	✓	✓	✓
Inbound Call Recording & Group Voicemail	✗	✗	✓	✓	✓
Outbound and Internal Call Recording	✗	✗	✗	✓	✓
Callback & Interceptor	✗	✗	✗	✓	✓
Webvoice + Webvideo	✗	✗	✗	✓	✓
Failover Compatible	✗	✗	✗	✓	✓
Smart Routing Table	✗	✗	✗	✓	✓
Caller Specific IVR & Routing	✗	✗	✗	✓	✓
Anywhere365 SDK Compatible	✗	✗	✗	✗	✓
Cross-Independent UCC Services	✗	✗	✗	✗	✓
Nested UCC Failover	✗	✗	✗	✗	✓
Social Media Dialogue Management	✗	✗	✗	✗	✓
Azure Service Integration *	✗	✗	✗	✗	✓
Anywhere365 Bot Framework	✗	✗	✗	✗	✓
Anywhere365 GridChat & Bridg Compatible	✗	✗	✗	✗	✓

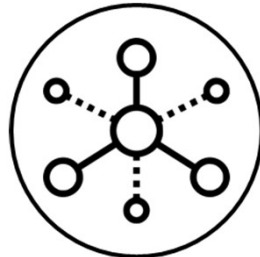
* Azure integration requires Azure subscription (not included)

Xylos

Anywhere365 drives your digital transformation



Omnichannel
dialogues



Advanced
dialogue
management



Enable
your workforce



To measure
is to know



Flexible
deployment
options

Xylos

Anywhere365 Dialogue Management AI Innovations & Mobile Experiences

Xylos

The Challenges

Lots of Dialogues

Human Interaction = expensive

Not all Dialogues need Human Interaction

Some people don't expect Human Interaction

Solution

Eliminate unnecessary Dialogues

Optimize your Dialogues

Enhance the Customer eXperience

Use Human Interaction when **Emotions** involved



Anywhere**365** 

Real-Time Translation during Chat / Audio and **Transcript** to Backoffice

CASE

Car is broken in Germany - Customer speaks no German - Customer calls for assistance to Call Center agent in Belgium and needs assistance - Agent don't speak German to coordinate the local assistance in German.

CHALLENGE

- Real-time communication understood by all parties (German – French)
- Transcript the Audio/Chat conversation into the CRM
- Act efficiently



Anywhere**365** 

Real-Time Translation during Chat / Audio and **Transcript** to Backoffice

SOLUTION

- Real-time translation to enhance the communication
- Transcript the Chat/Audio Dialogue & store into CRM
- All parties avoid unnecessary Dialogues

Technical - solution supported with the MS Azure Cognitive Services



Use BOTs

CHALLENGE

- Human Interaction is expensive
- Simple Dialogues don't need Human Interaction.
- What Skill to help the customer
- What Dialogues can be automated

SOLUTION

- BOTs automate the Identification/Authentication process
- BOTs enhance the transfer to the skilled agent
- Avoid unnecessary Dialogues
- Agents interact for the more advanced questions

Technical - Bot support language, photos or mood



Anywhere**365** 

Machine Learning Routing

CHALLENGE

- Webchat offer a selected menu to connect
- Avoid unnecessary Dialogues
- Enhance the Customer eXperience

SOLUTION

- Collect specific information: Transcript, Initial Agent, Skill chosen
- Combine that information with Machine Learning
- Predict what the correct Skill or preferred agent could be
- Route to the right destination based on customer's input



Anywhere**365** 

Image Based Routing

CHALLENGE

- Reduce customer interaction to a minimum when sending goods
- When request assistance the Identification questions are time consuming

SOLUTION

- Image recognition from MS Azure is incorporated into A365

**** Movie ****



Bridg

CHALLENGE

- Mobile agents need all information when in Dialogue
- Today it is almost impossible to provide that info when mobile

SOLUTION

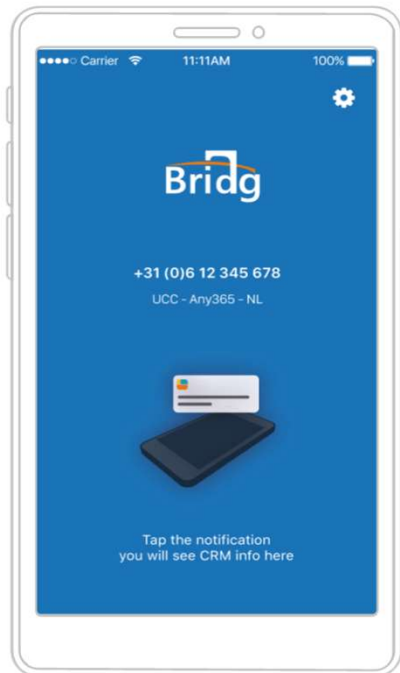
- Real-time back end information about Dialogue & Cases
- Insight CRM cases presentation
- No need to repeat the case, enhance Customer eXperience

Anywhere**365** 

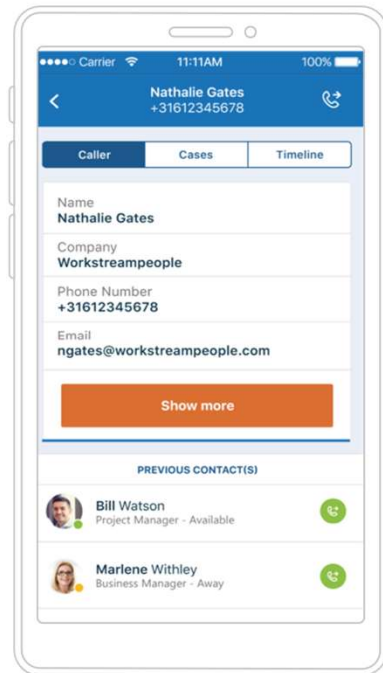
BRIDGING THE GAP WITH MOBILE

Anywhere365 

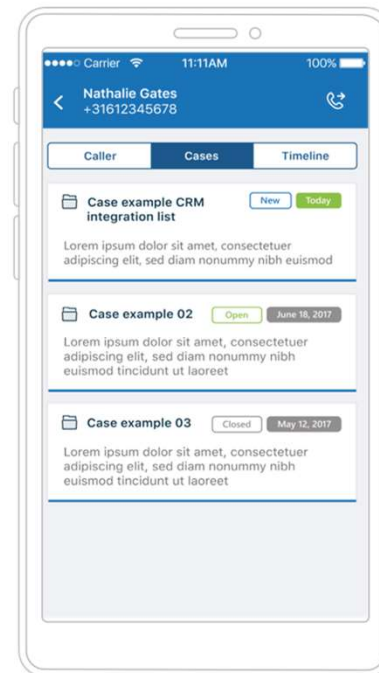
CRM, Timeline and Transfer on mobile



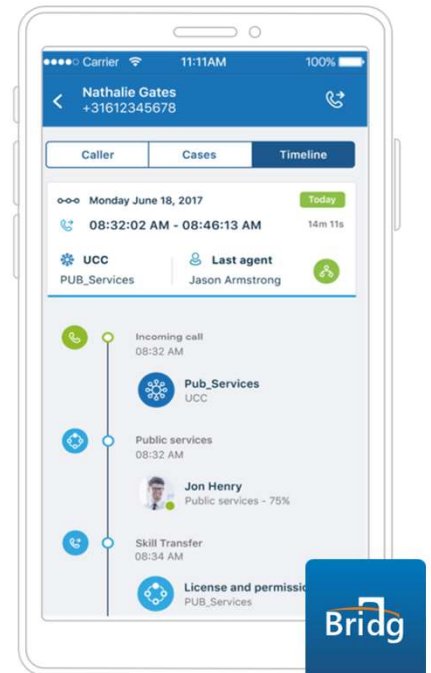
Call Classification



Caller information

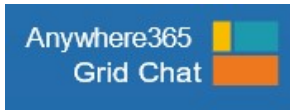


Transfer call



Timeline

- A1** Te veel klikken voor alleen tekst. anders oplossen?
Author; 25/05/2018



Grid Chat

CHALLENGE

- Webchat end-users require a choice of contact departments
- Limited resources to answer Webchats
- How to offer uniformed Webchat Dialogues when outsourcing agents

SOLUTION

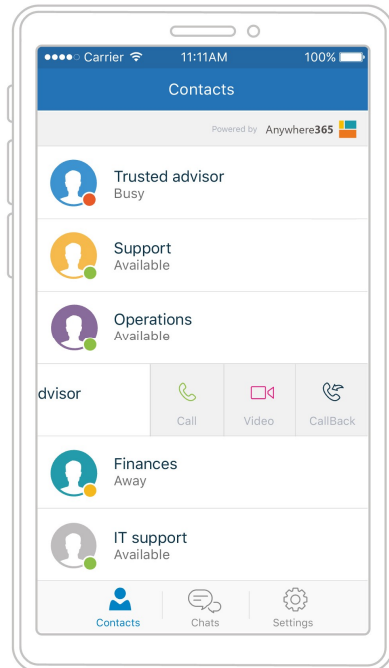
- First END-USER application that can be branded
- Real-time Webchats with available service
- Include all type of internal or outsourced agents

REAL-TIME COMMUNICATION ELEMENTS

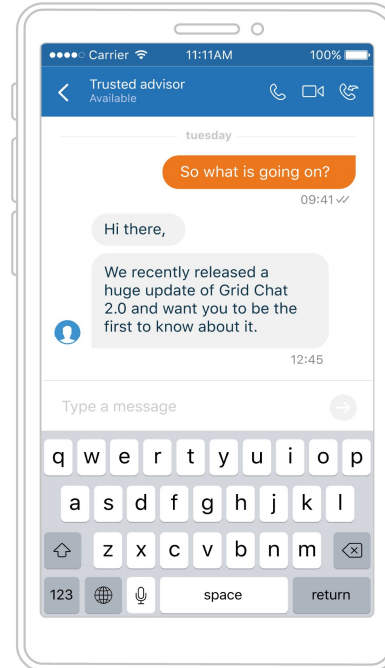
Add real-time communication to apps



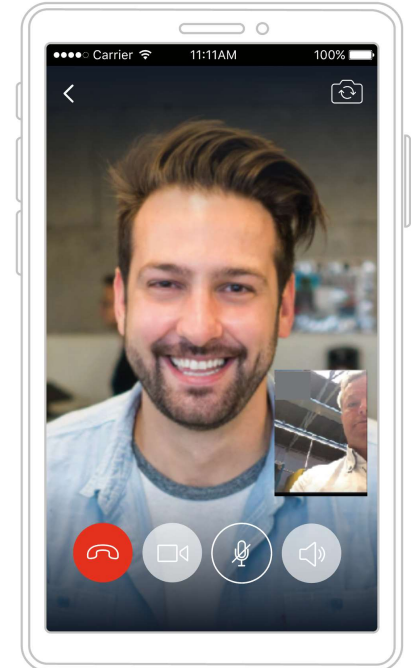
Speech and video



Call me back



Branding



Available SDK

A2 te veel klikken voor alleen tekst. aanpassen
Author; 25/05/2018

Anywhere**365**
for Skype for Business



Let's **GoLive**

ROTTERDAM - BRUSSELS - LONDON - SEATTLE

WORKSTREAMPEOPLE®

care.grow.passion.

Xylos