



Connecsy | Cloud™

# Attendant Console

*For Microsoft Teams*

Connect  
Collaborate  
Innovate

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# Attendant Console

For Microsoft Teams

We connect Teams with customers

Whether your business is large or small, efficient communication is always a challenge. Companies are being increasingly confronted with different types of contact channels. So how personal and efficient is the contact with your customers? And how accessible are your employees?

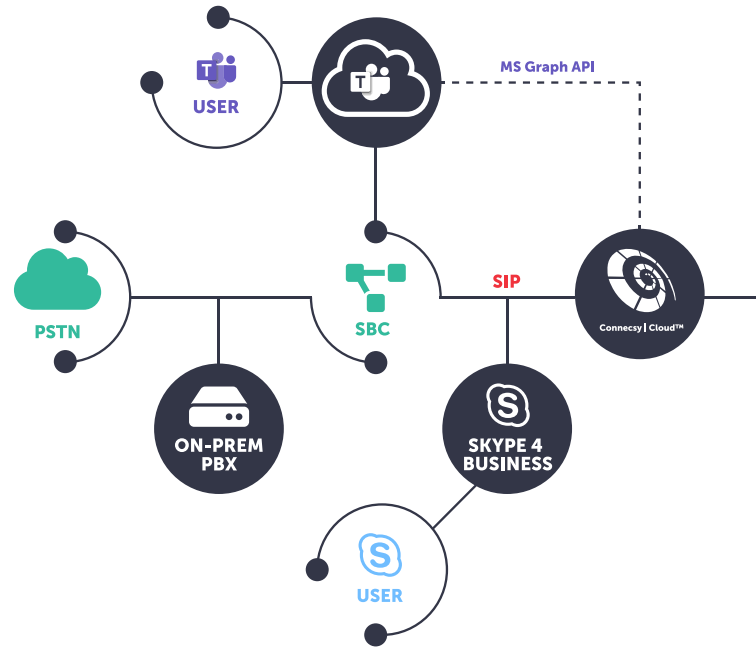
## Basic features

- Make attendants more efficient and satisfied
- Manage the queues in realtime
- Chat with customers and colleagues
- One glance presence from multiple sources and colleague availability
- Easy call handling between multiple locations
- Use the existing telephony infrastructure
- One solution that supports multiple UC platforms
- Cloud or on-premise implementations
- Designed for Microsoft Teams

## CONNESY | CLOUD™ FOR TEAMS: THE SOLUTION

In order to do business efficiently, you want be able to guarantee a fast response to customer queries. The modern Connecsy | Cloud™ for Microsoft Teams not only makes it easy for your employees to answer and forward telephone calls and handle chat, it also helps them to handle contact with customers very professionally, thanks to the additional customer information it provides. Connecsy | Cloud™ users can view all the necessary availability and accessibility

information at a glance, without having to switch between screens. Attendants can use chat, mail and options to pass on call information to individuals or groups in the organisation, or easily take over calls from other locations during busy hours. Improve your communication and your business performances and increase customer satisfaction.



“CLOUD, PREMISE & HYBRID BRIDGING PLATFORM FOR MULTI-VENDOR CONTACT CENTER AND MICROSOFT TEAMS AT THE BACK-END”

## FAMILIAR & EASY TO USE

Pridis has been developing and supplying attendant consoles for more than 20 years. Connecsy | Cloud™ for Teams is the result of very close cooperation between users, such as receptionists, call center agents and supervisors. With its user interface similar to Skype for Business and Microsoft Teams, users can define the layout and information they need to optimize their workflow. Decide which panels to display, how many queues are displayed, favorite persons, search options and more. In the user profiles, all the settings can be designed specifically for each individual user.

## EFFICIENT CONTACT HANDLING

Connecsy | Cloud™ for Microsoft Teams makes employees accessible, no matter how mobile they are. For an extra personal approach, the user can quickly search (Find-As-You-Type) for internal and external contacts using extra information such as notes, public and private information, local numbers and availability on different platforms. Reduce search time with the Intelligent Lookup. The persons who the caller previously spoke to, are directly visible for selection. Use easy drag and drop to transfer the call. Handy shortcuts on the keyboard means that mouse movements are no longer necessary for common functions.

## PRESENCE AT A GLANCE

As an essential part of customer communication, your attendants need all the information they can handle to answer the callers or give them feedback.



Use the integrated calendar to quickly see appointments of colleagues, or use the multi-source presence information to get an available employee while searching. Use the favorites panel to get the presence of VIP's in a quick glance. Easily see or take notes during the call, that are visible for colleagues when the call is transferred.

## OMNI-CHANNEL

Attendants will get all the familiar Skype for Business and Microsoft Teams functionality. On the same work screen used to handle incoming and outgoing calls, users can start a chat or group instant messaging or sent an email. Use the built in templates to automatically include name, number and time for a call-back request for rapid responses.

## VIP: THE BENEFIT FOR THE CUSTOMER

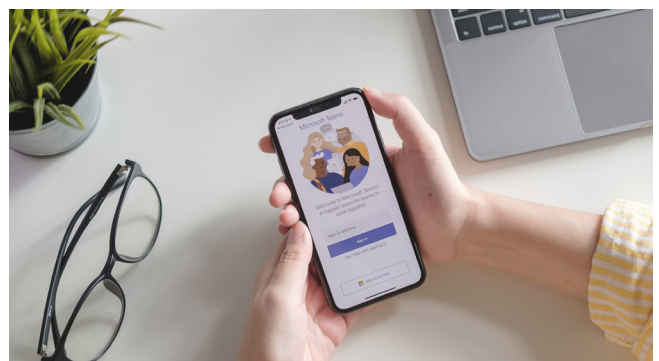
The customer never has to wait for long thanks to the option for different queues and for preferential treatment, where the telephonist decides which call will be handled next (VIP) and will be announced with or without an introduction.

## FLEXIBILITY

Combine other applications like a webcam or barrier control into a panel in the flexible layout. Connecsy | Cloud™ supports integration of third party as well as tailor-made applications.

## Solution benefits

- We support Multiple Vendors
- Continue to handle customer calls, even when Microsoft Teams is unavailable
- Connecsy | Cloud™ for Microsoft Teams can connect on E3 and E5 cloud platforms
- Use any of the Microsoft Teams certified SBC's (session border controller)
- Can be used for multiple UC platforms at the same time, a hybrid configuration
- Always up-to-date phonebook by syncing it with Microsoft Teams directory

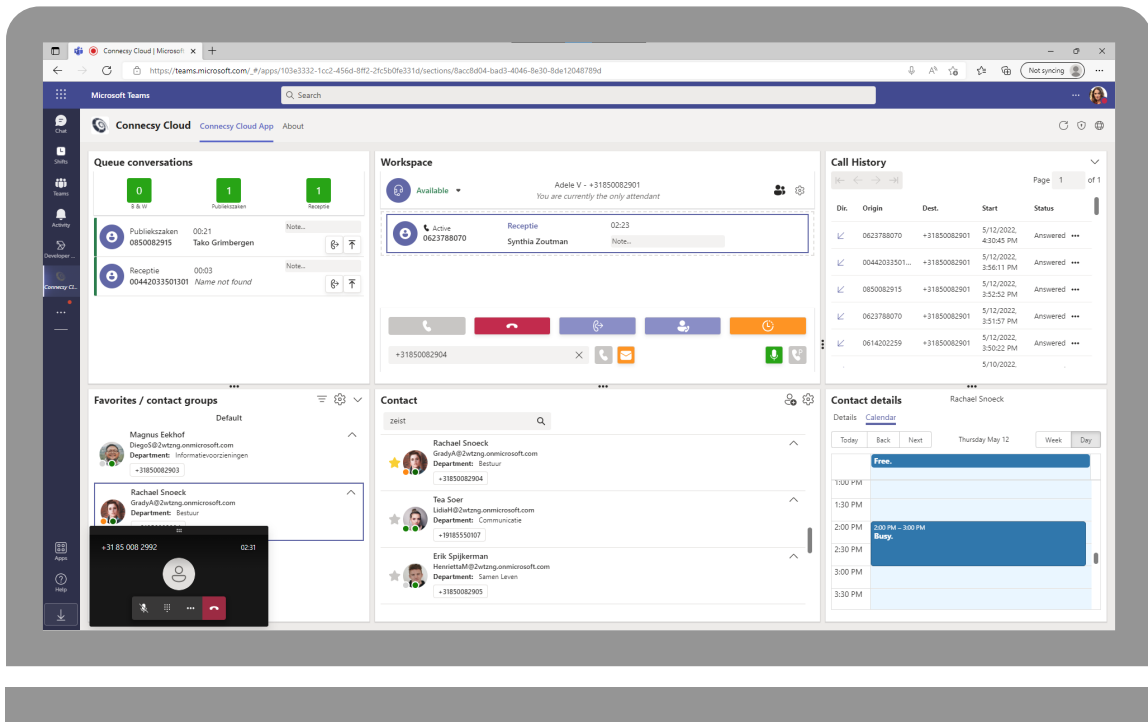


## CONNESY | CLOUD™ AVAILABLE AS WEB CLIENT

The main advantage of the Connecsy | Cloud™ web client is that attendants can handle incoming business communications directly from their browsers. Attendants are therefore no longer dependent on software running on the computer. Depending on the underlying communication platform, the functionality of the web client is the same as for the desktop client. Of course, Pridis will keep the desktop client available and up-to-date, so users can choose for themselves which client they prefer. An additional advantage of the web client is that users become even less dependent on the location and the device they work with. Pridis expects that in the future the mobile workplace will play an even more prominent role in business and therefore responds to the changing market with the web client.

## Web client benefits

- No physical installation required
- Always available on the internet
- Ideal for flexible workplaces and mobile workers
- Scalable solution for customer services, info desks, support desks and attendants
- Subscription based, SaaS solution
- Easily add integrations by API connections
- Tailor-made functionality on request



## KEY FEATURES & BENEFITS

### QUEUE MANAGEMENT

- Number of queues
- Workflow / skill management
- Availability based on calendar settings

### QUEUE PARAMETERS ROUTING / OVERFLOW

- Based on number
- Longest waiting
- Rerouting by closing queue
- Open and closing time

### MESSAGING

- Skill based chat routing
- Send attachments
- Message history

### PRODUCTIVITY

- Colleagues calendar (Google calendar, M365, Exchange)
- Make and send notes
- Easy transfers
- Favorites / VIP's
- Multiple presence sources

### ANALYTICS

- Historical call statistics
- Real time presentations

### CALL DISTRIBUTION

- Round Robin
- Random
- Manually queue picking
- Waiting time based
- Voice logging

## ADD-ONS

### • VOICELOGGING

Automatically record both sides of the conversations

### • BRAILLE

Add vocal and braille control for visual impaired attendants.

### • ACTIVE DIRECTORY CONNECTOR

Keep your phonebook up to date with your teams directory.

### • MESSAGING

Add a chat channel for your customers and route chats towards backoffice employees.

*"The Connecsy | Cloud™ is great to work with because I can decide for myself which information I want to display. So it's easy on the eye as well as handy for quickly forwarding calls from customers."*

**Get in touch to get a free demonstration of our Connecsy | Cloud™ attendant console for Microsoft Teams.**



**Pridis**

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