Landis

Contact Center

for Microsoft Teams

Simple | Familiar | Powerful | Open | Trusted

Transforming Customer Interactions with Microsoft Teams

Landis Technologies LLC

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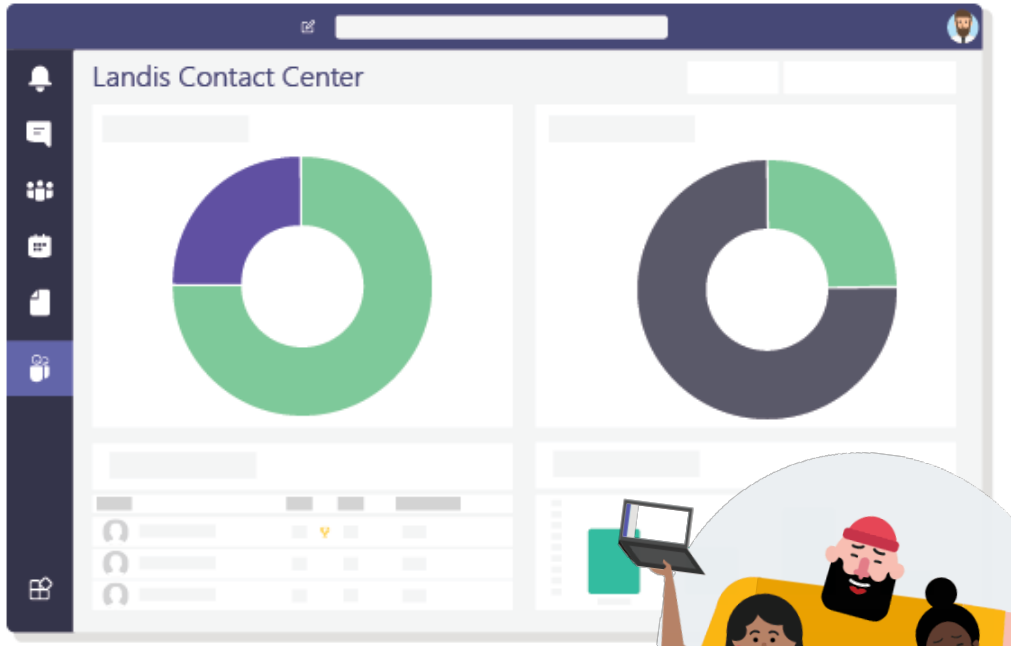

Transforming Customer Interactions with Microsoft Teams

Landis Technologies LLC

About Landis Technologies

Focused on developing solutions around Microsoft voice platforms

Long and deep partnership with Microsoft Unified Communication

Global network of over 400 premium Microsoft UC voice partners

Serving clients in 6 continents and 60 countries for over 20 years

Microsoft Gold Certified Partner

Landis Technologies LLC

Landis Contact Center Design Vision

Microsoft Teams **First** Contact Center

Simple

Simple and fast to purchase, deploy and operate

Familiar

Looks and feels like Microsoft Teams and Office 365

Powerful

Common contact center features such as live wallboards, reporting and recording

Open

Designed to integrate with Microsoft Power Apps, Power Automate, and Power BI

Trusted

Teams native solution built on Azure that Just Works

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Landis Contact Center Design Vision

Microsoft Teams First Contact Center

Teams POWER Solution

Built directly on Teams platform via native Communications APIs utilizing existing Microsoft Calling & Direct Routing trunks.

vs

Teams CONNECT Solution

Integrated to Teams using Direct Routing. Depends on call routing through external service.

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Landis Contact Center Design Vision

Microsoft Teams First Contact Center

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vs

Teams CONNECT Solution

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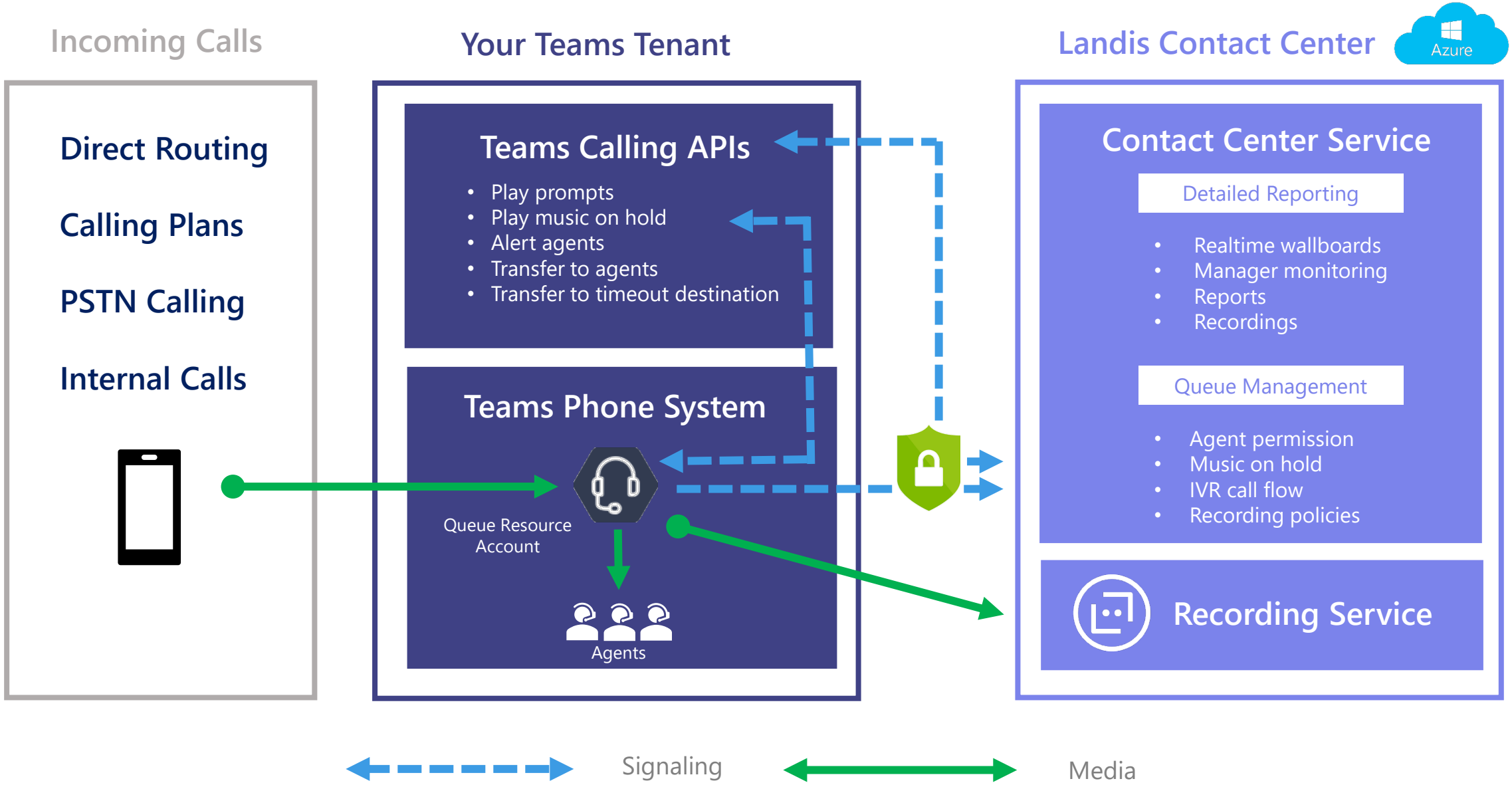
POWER Architecture



Agent Experience

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Agent Experience

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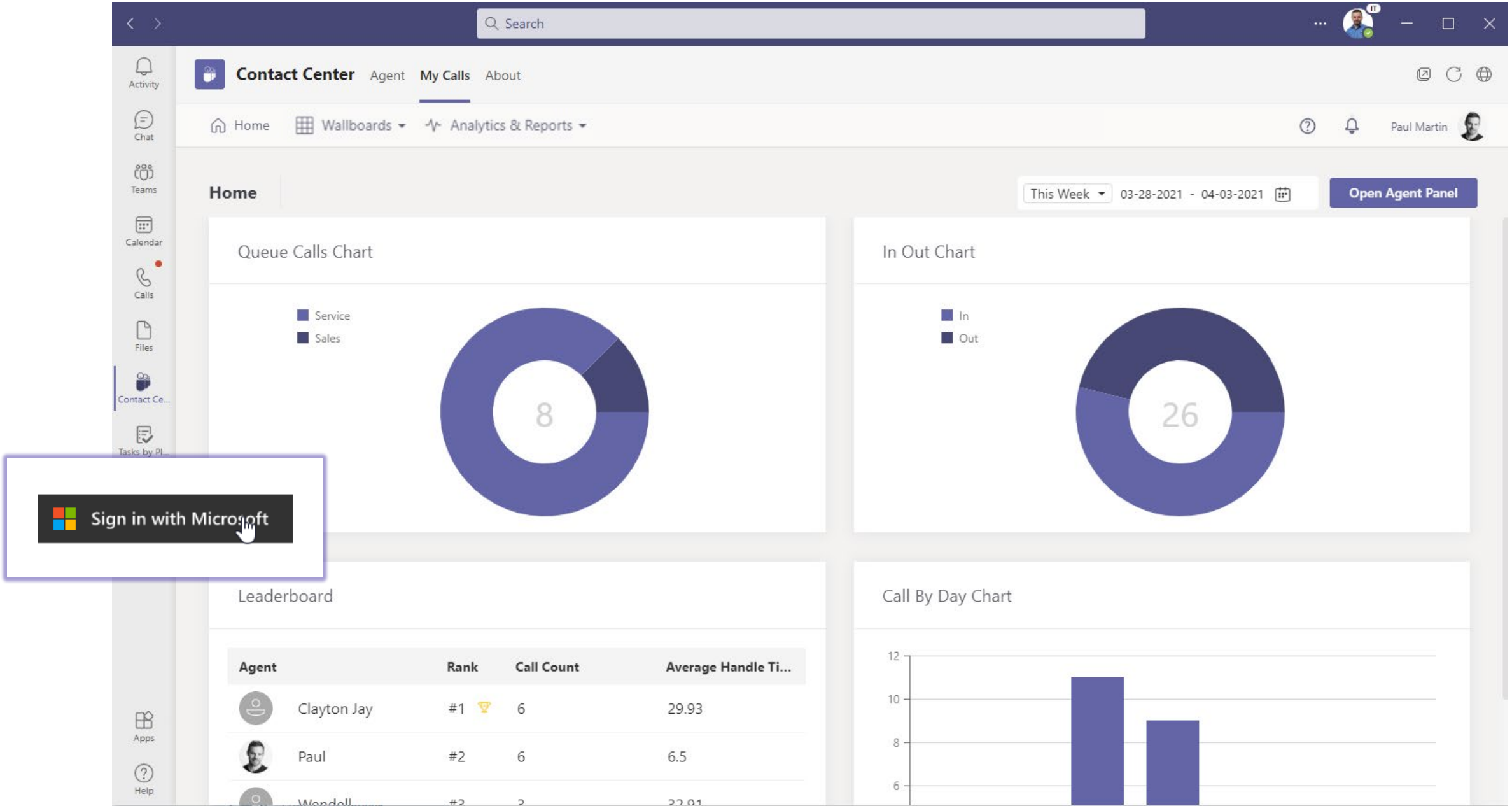
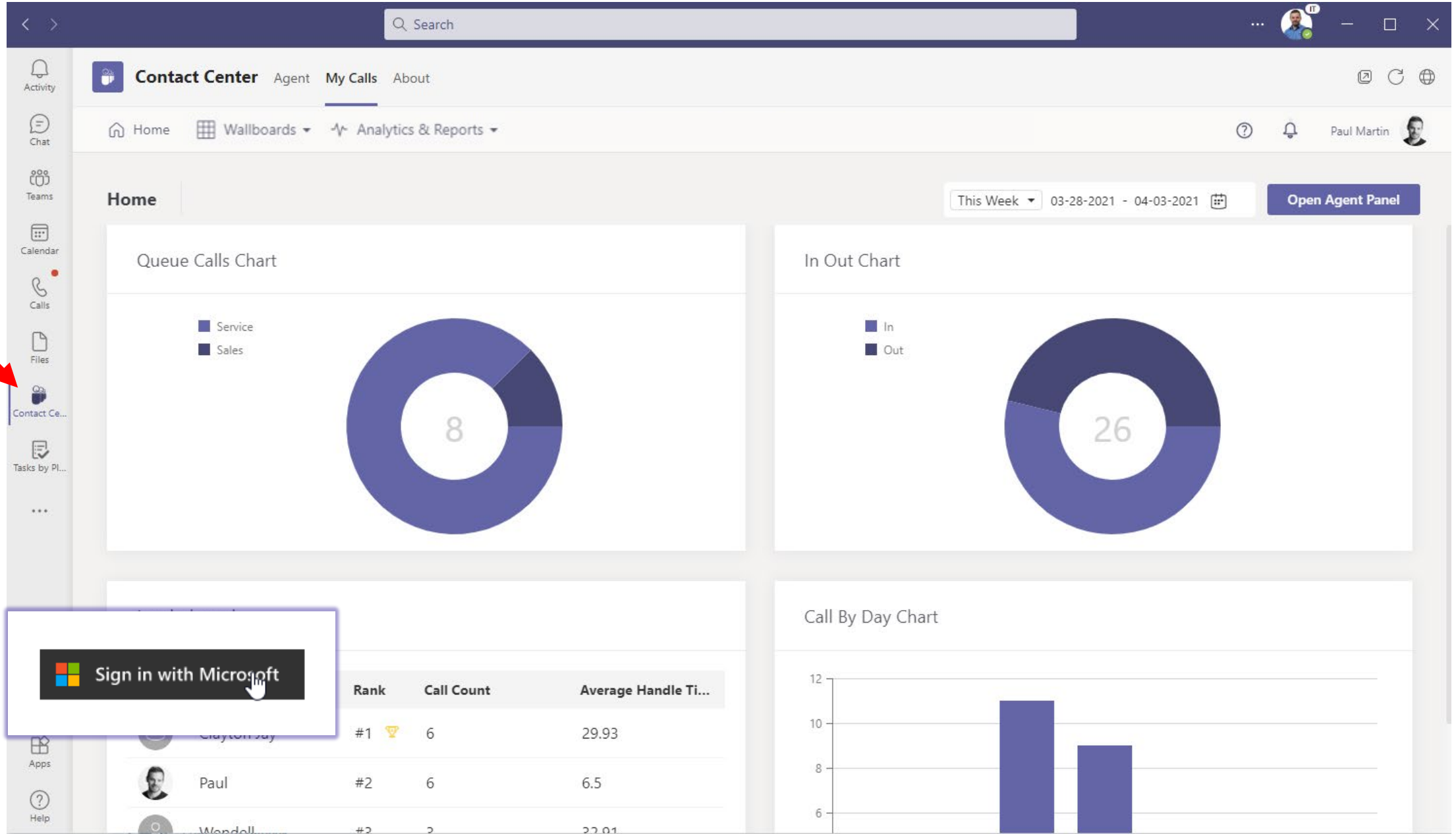
Agent Experience

Convenient unified sign in with Azure Active Directory



Agent Experience

Convenient unified sign in with Azure Active Directory



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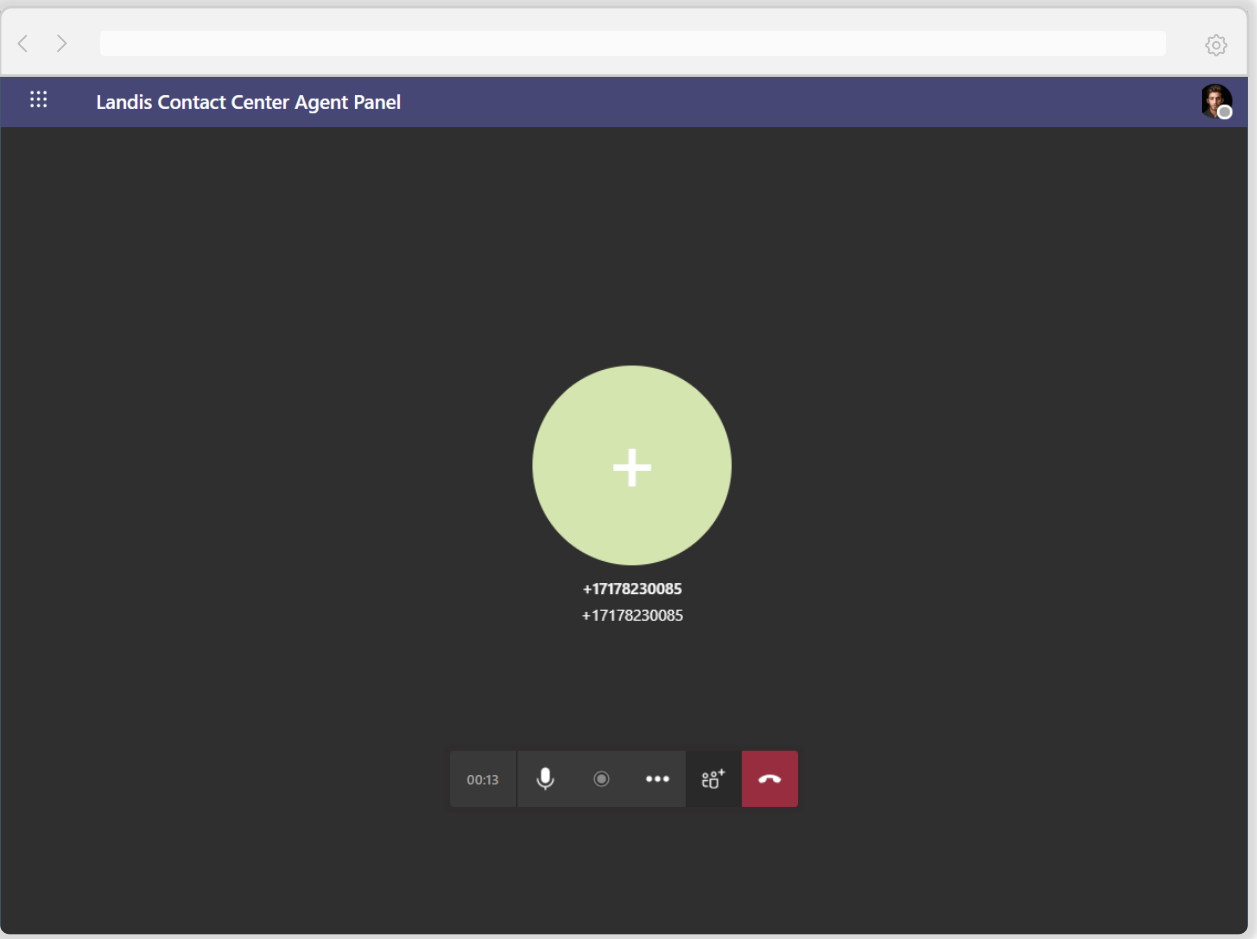
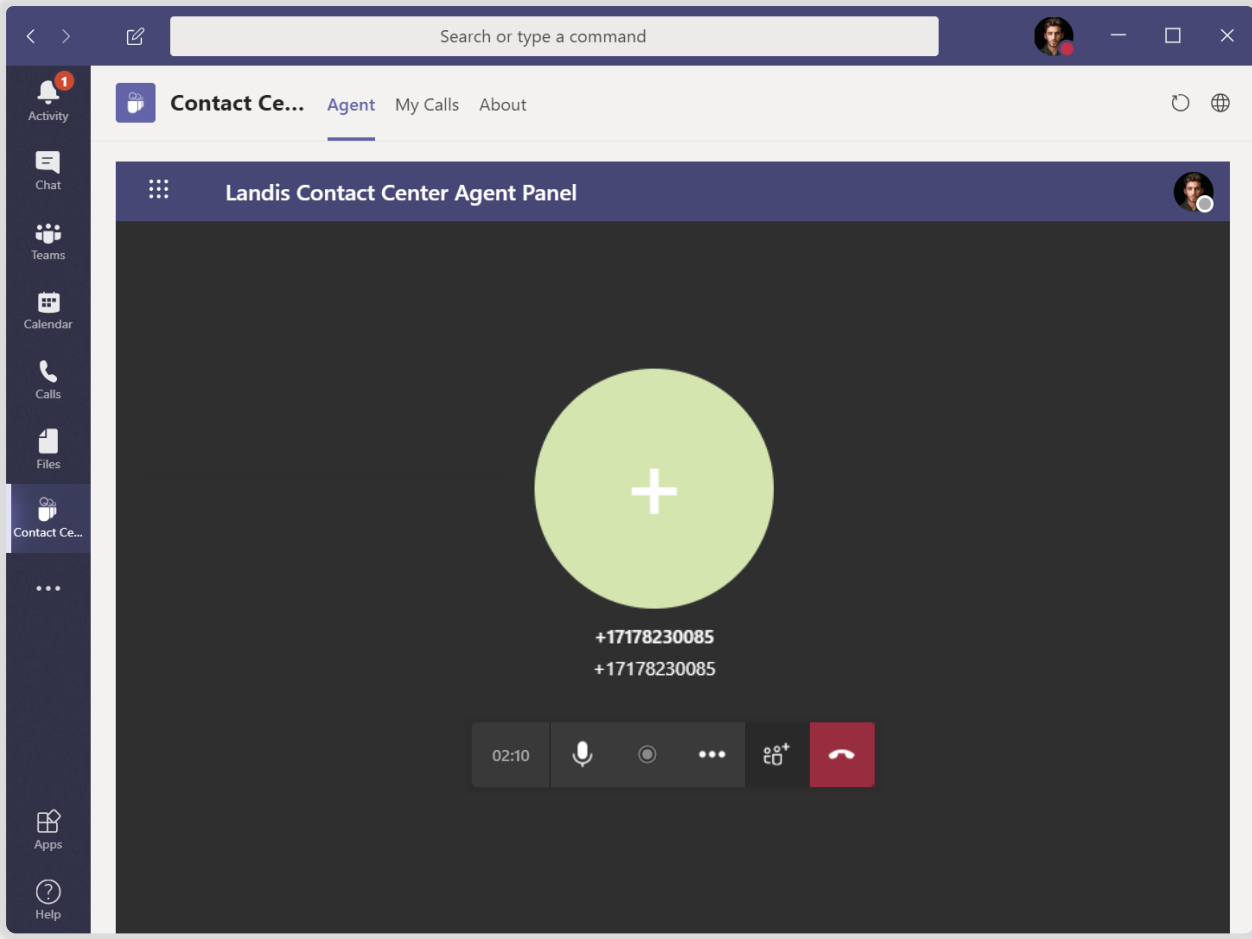
Agent Experience

Agent runs in Microsoft Teams or out to display call context



Agent can pop out in browser (Persistently visible)



Or Agent can run inside Microsoft Teams

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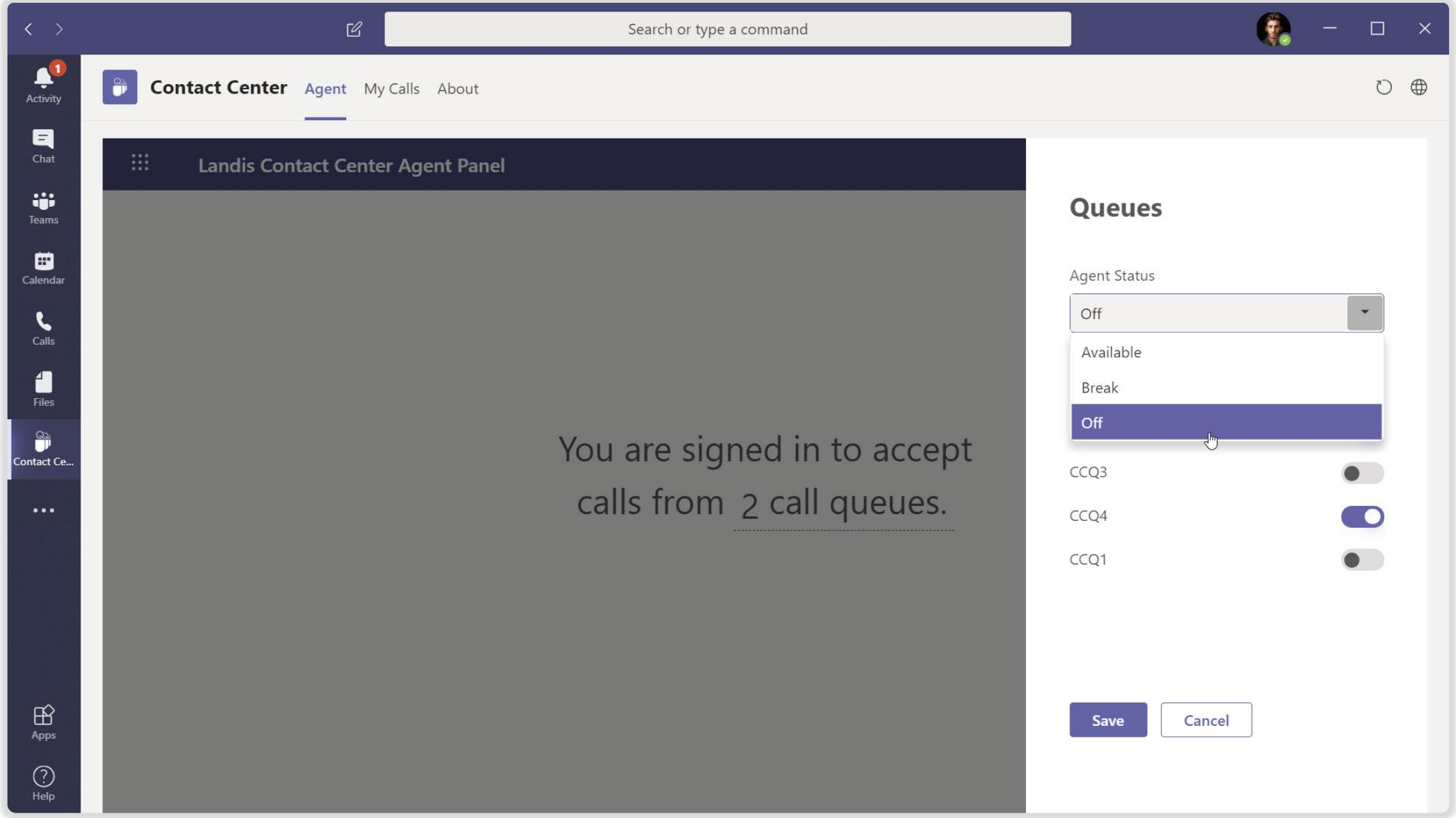
Agent Experience

Or change agent call readiness status



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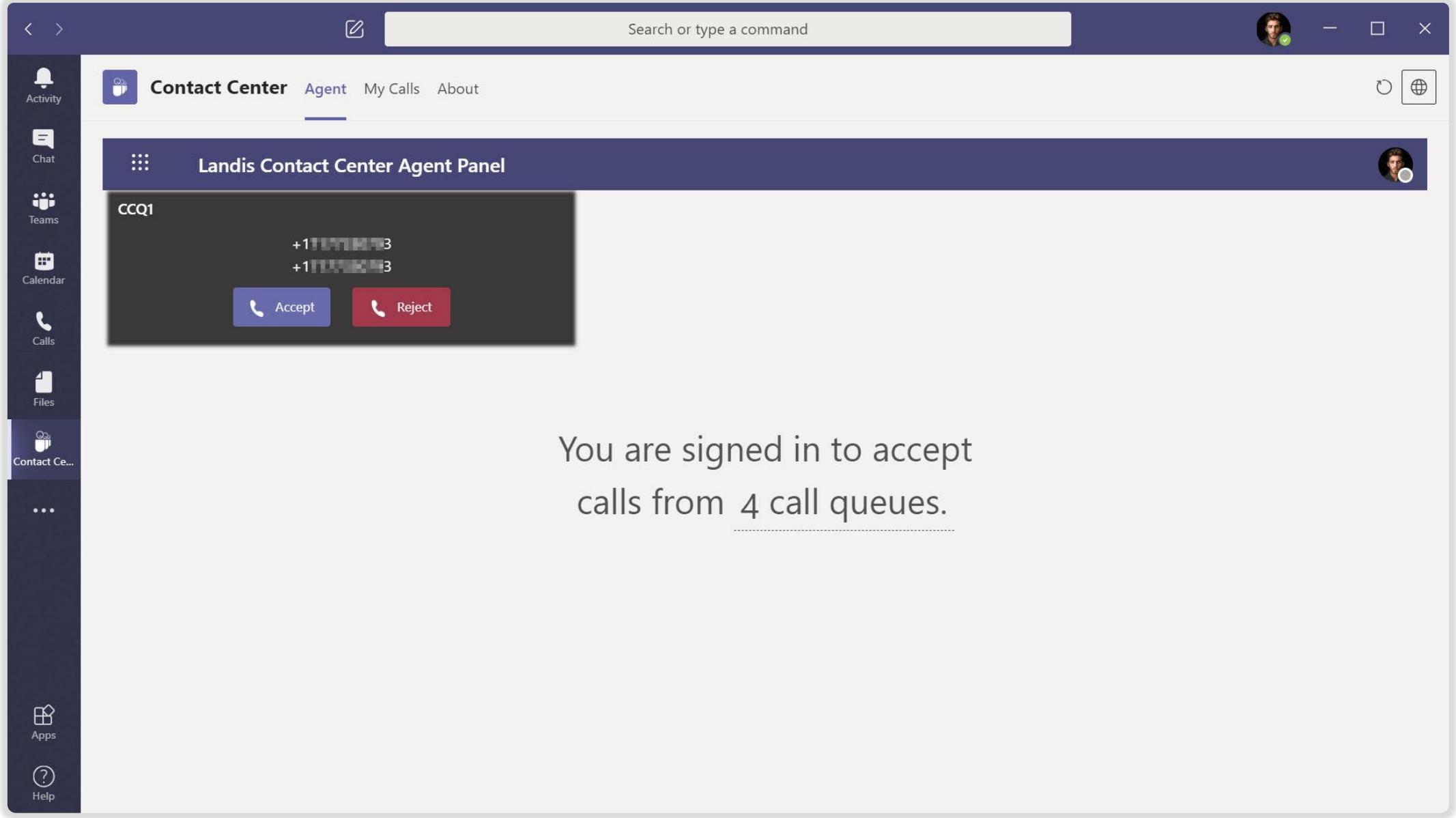
Agent Experience

Calls in queue(s) will now start alerting agent



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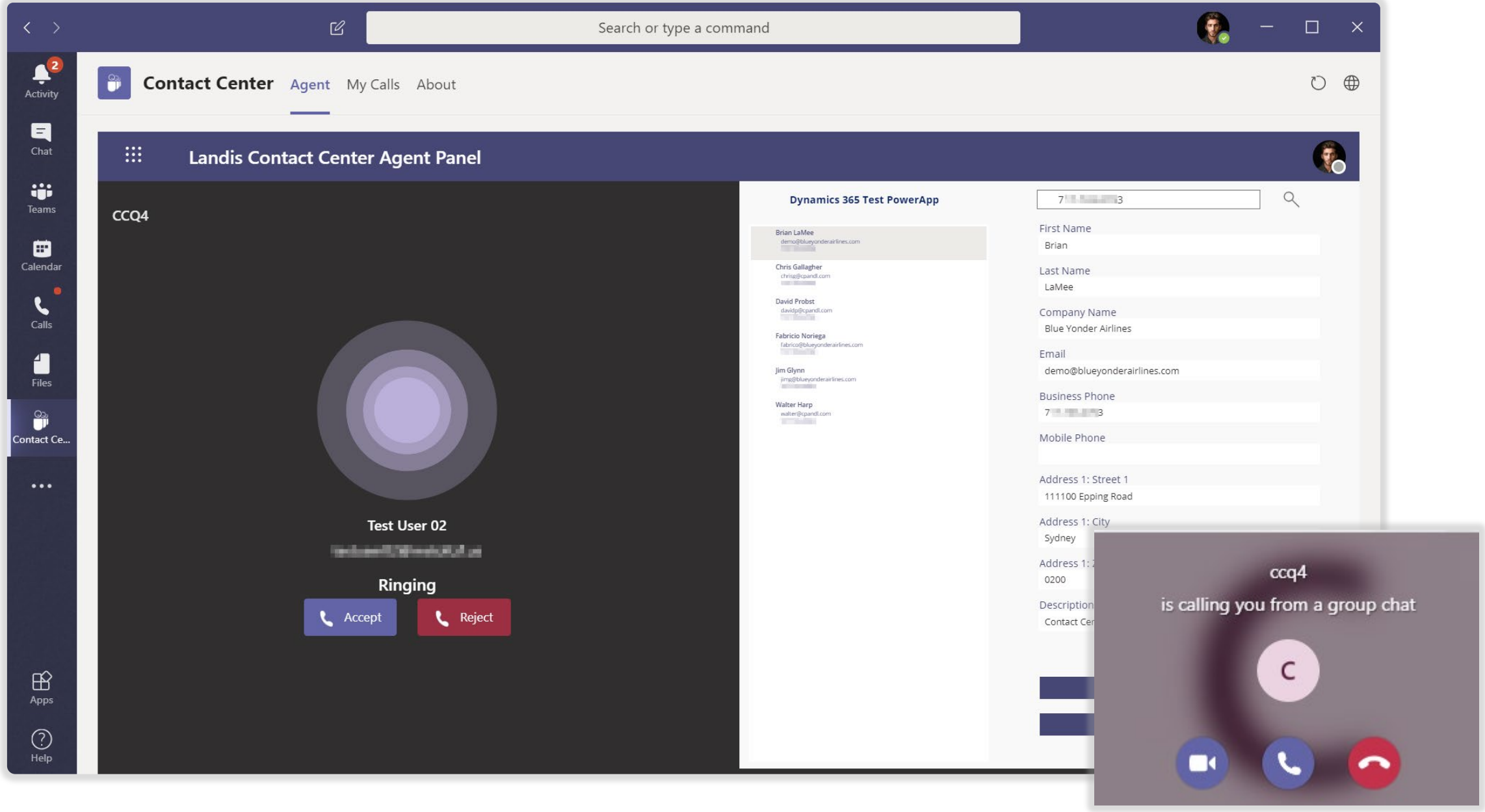
Agent Experience

Calls in queue(s) will now start alerting agent



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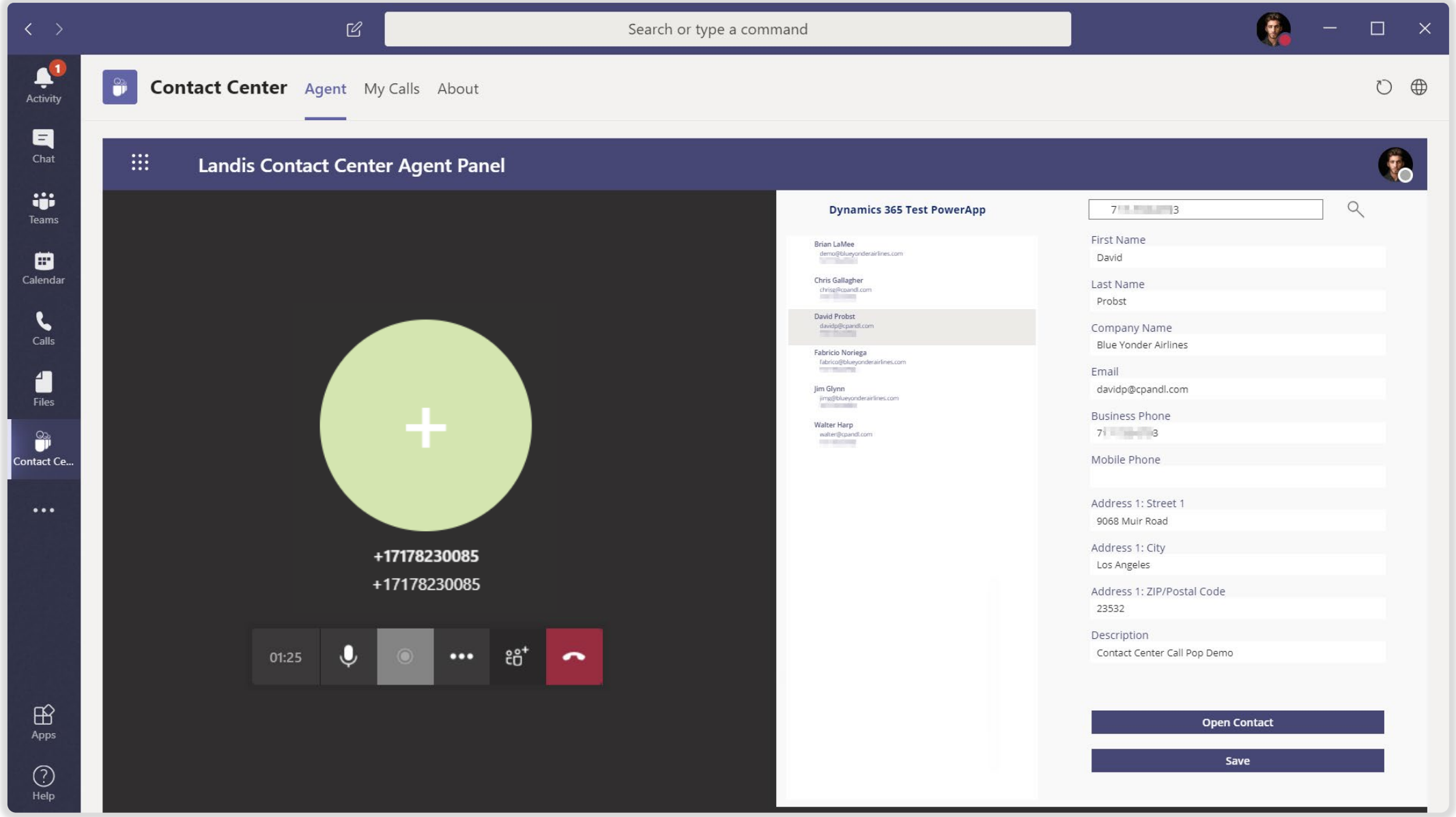
Agent Experience

Agent in a call with a caller



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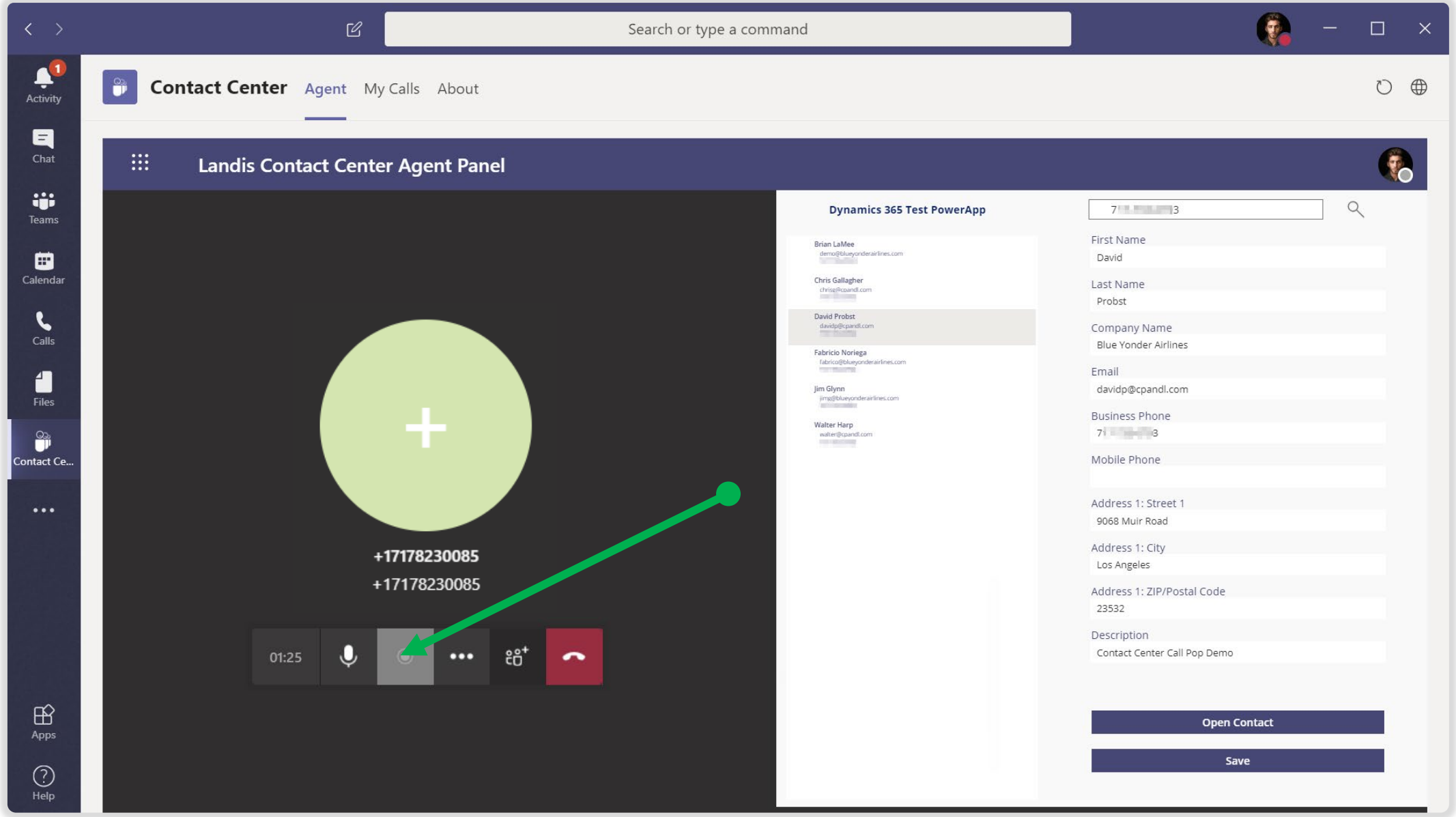
Agent Experience

Agent in a call with a caller



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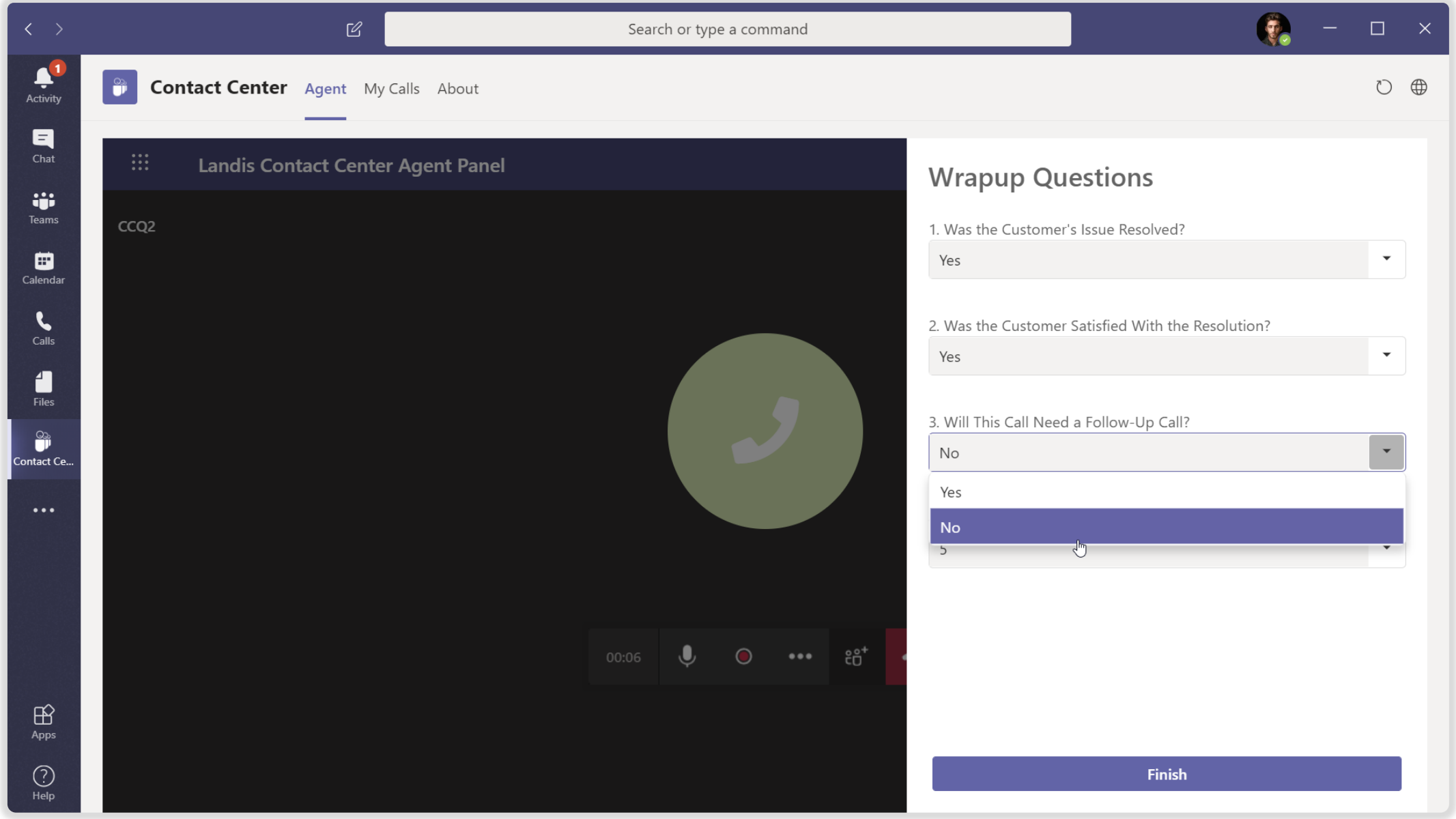
Agent Experience

Answer wrap-up questions



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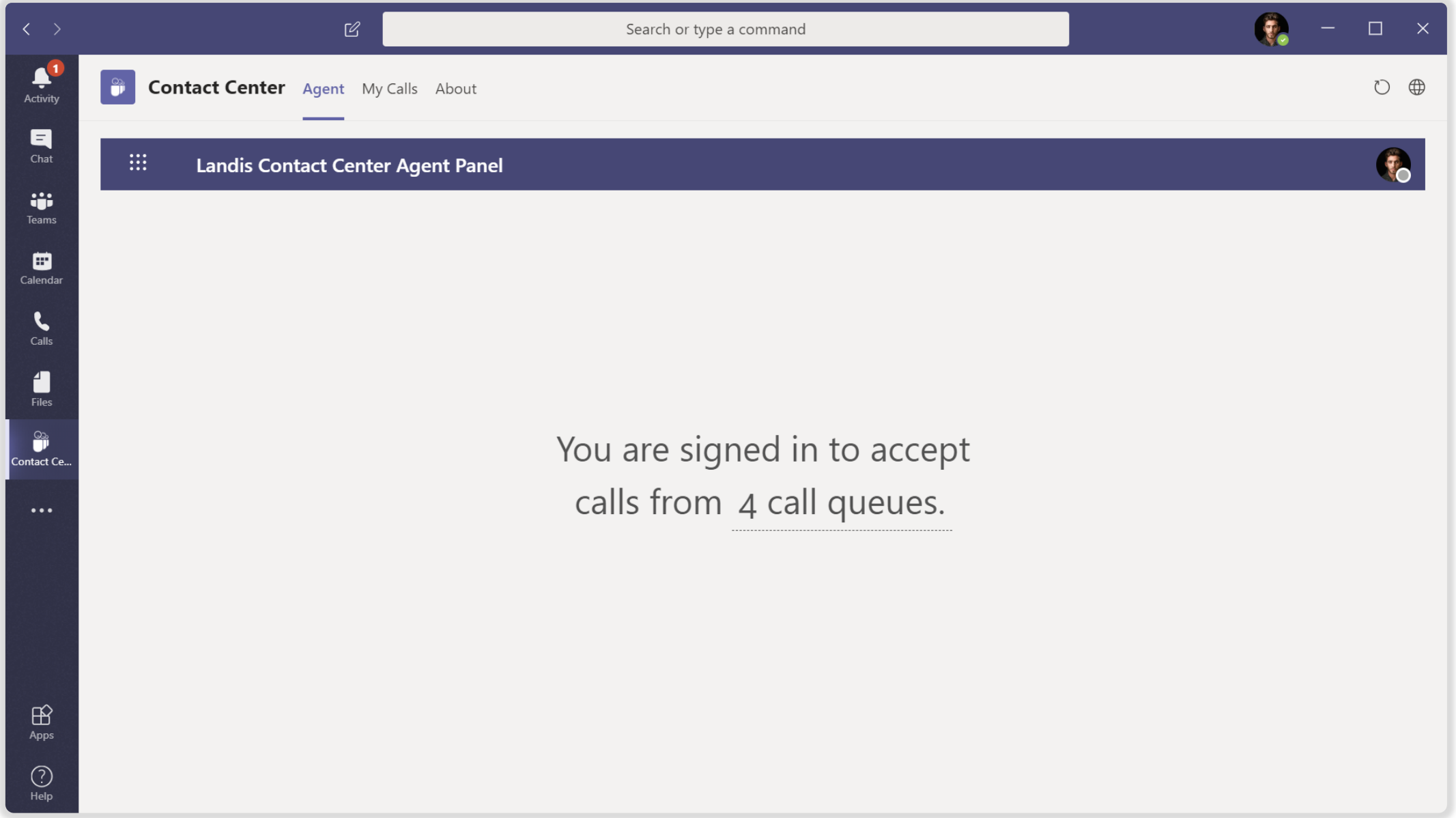
Agent Experience

Ready for next call



Manager Experience

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Manager Experience

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Manager Experience

Live Demo

Admin Experience

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Admin Experience

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Features by Role

Callers

- PSTN or Teams Callers
- Music on hold
- Announce position in queue
- Request courtesy callback
- IVR: Self service scenarios

Agent

- Single sign-on with Microsoft credentials
- Persistent agent panel with Teams user experience
- Sign in and out of queues
- Multi-vendor CRM/LOB Call Pop
  - Salesforce
  - Dynamics 365
  - ServiceNow
  - Others
- Call wrap-up tracking
- Agent analytics
- Policy call recording
- Call history
- Abandoned calls report
- Wallboards
- Agent status tracking
- Return courtesy callbacks and mark completed

Manager

Live

- Active calls status
- Barge-in
- Wallboards
- Call sentiment analysis
- Live queue status

Reports

- Abandoned calls
- Queue summary/detail
- Agent summary/detail
- Sentiment analysis
- Queue calls by hour
- Call wrap-up answers
- Call recording listening portal
- Current agent status
- Agent timeline report
- IVR details

Admin

- Familiar Office 365 admin portal
- 1 minute organization setup
- Native Microsoft Teams app
- Azure AD
- Easy call queue configuration
- Granular access control
- Queue routing methods
  - Serial
  - Attendant
  - Skills
  - Longest idle
- Multiple data webhooks
- Microsoft Power Automate/Flow and Power BI Access to webhooks
- Microsoft numbers or Direct Routing
- Integration with Microsoft Teams Auto Attendants
- Store recordings in your Azure
- Export report data

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Features by Components

Install one simple Teams App, turn on only components you need

Contact Center

- Advanced call queuing
  - Announce position in queue, Call back request, Skills routing, more
- Advanced call routing options such as skills-based routing
- Live call monitoring, Sentiment Analysis & Barge-in
- Contact Center Analytics
- Microsoft Power Tools Integration
- Design self service call flows
- Power Automate data driven
- Use simple building blocks to build sophisticated, logic & data driven IVRs

Policy Call Recording

- Policy call recording for customer service scenarios
- User based
- Microsoft Teams call recorder that works with any Teams endpoint: Desktop client, IP phones, mobile and room systems
- Search and listen to recordings
- Granular access control

Attendant Console

- Microsoft Teams look and feel
- Large screen area to search for the right user and get the context for a call handoff
  - Presence
  - Calendar/Meetings
  - Colleagues
- Efficiently transfer calls with as few steps as possible
- Handle high volume of calls efficiently

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Contact Center

$75 USD

- Per user per month
- Includes Support
- No upfront deployment costs
- Monthly or annual billing

Policy Call Recording

$5 USD

- Per user per month, when added to a contact center user
- Deploy to any non-CC Teams user for $15 USD per user, per month

Attendant Console

$95 USD

- Per user per month
- Includes Support
- No upfront deployment costs
- Monthly or annual billing

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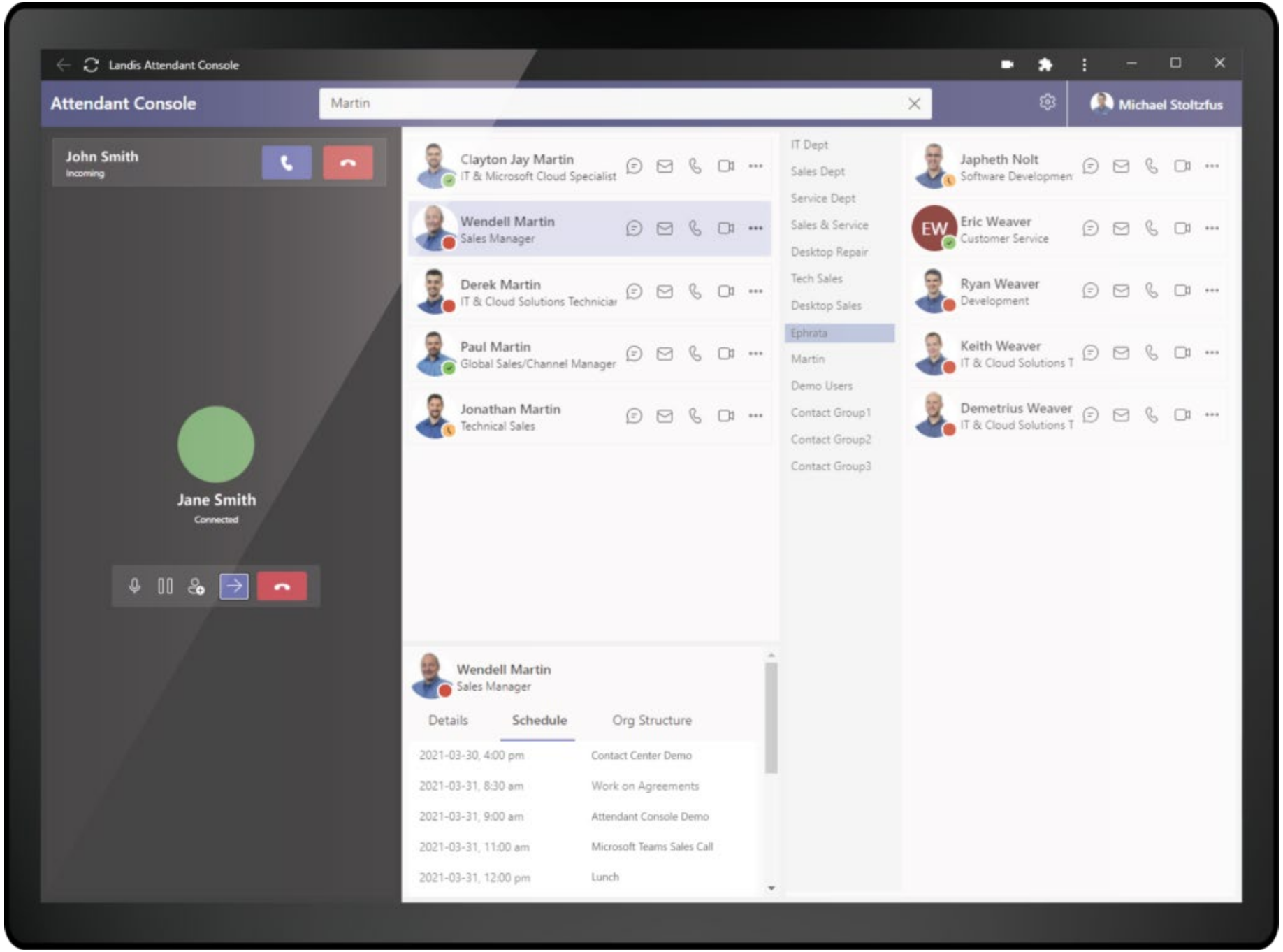

Landis Attendant Console
Attendant Console
Martin
Michael Stoltzfus
John Smith
Incoming
Jane Smith
Connected
Clayton Jay Martin
IT & Microsoft Cloud Specialist
Wendell Martin
Sales Manager
Derek Martin
IT & Cloud Solutions Technicia
Paul Martin
Global Sales/Channel Manager
Jonathan Martin
Technical Sales
IT Dept
Sales Dept
Service Dept
Sales & Service
Desktop Repair
Tech Sales
Desktop Sales
Ephrata
Martin
Demo Users
Contact Group1
Contact Group2
Contact Group3
Japheth Nolt
Software Developmen
Eric Weaver
Customer Service
Ryan Weaver
Development
Keith Weaver
IT & Cloud Solutions T
Demetrius Weaver
IT & Cloud Solutions T
Wendell Martin
Sales Manager
Details
Schedule
Org Structure
2021-03-30, 4:00 pm
Contact Center Demo
2021-03-31, 8:30 am
Work on Agreements
2021-03-31, 9:00 am
Attendant Console Demo
2021-03-31, 11:00 am
Microsoft Teams Sales Call
2021-03-31, 12:00 pm
Lunch

Landis Attendant Console

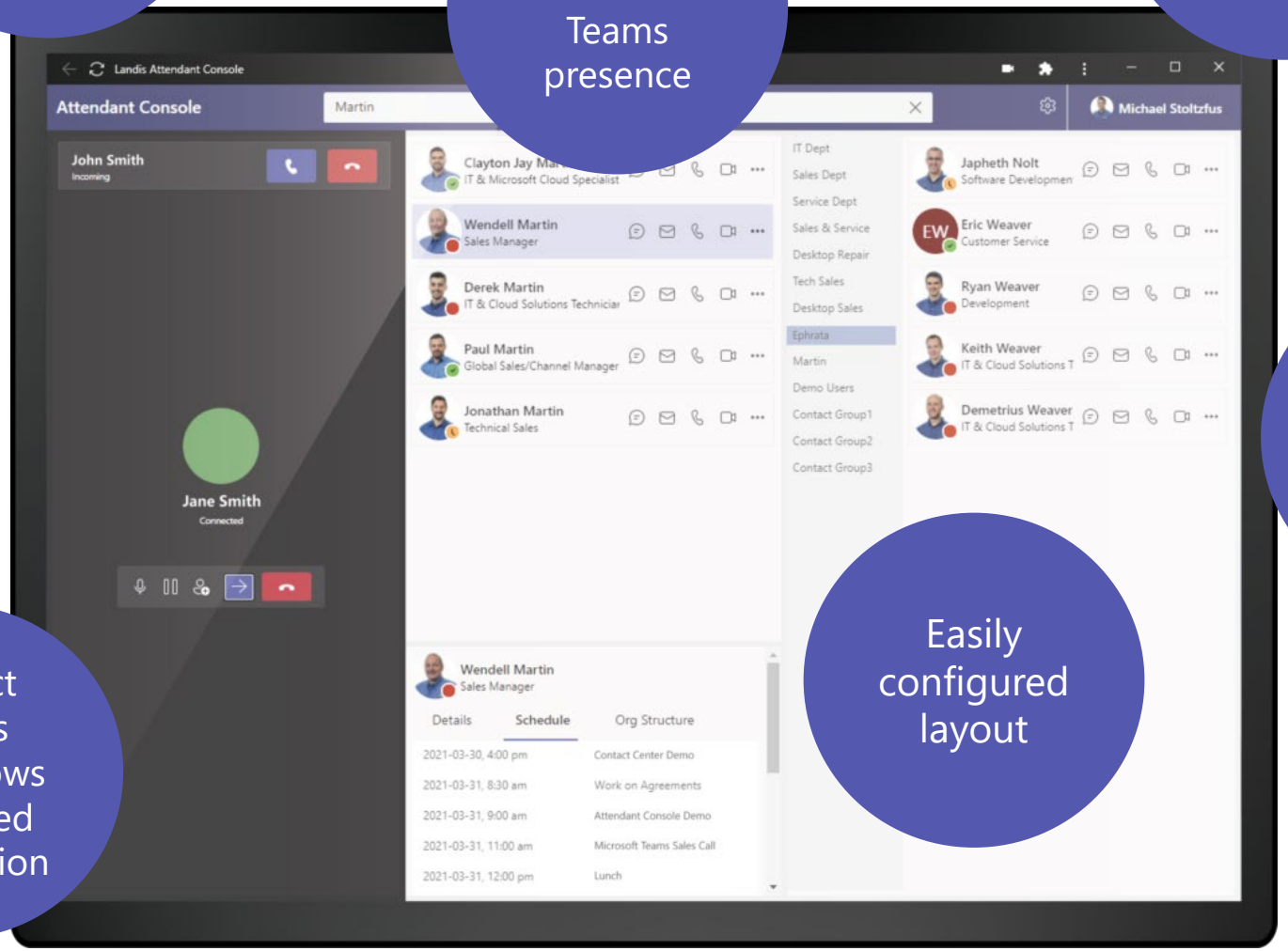
Powerful Simplicity

Clean, Modern and Uncluttered

Efficiently handle multiple calls

Fast contact search with Teams presence

Simple Sign-in with Teams user credentials



Efficiently access contacts through active directory

Easily configured layout

Contact Details view shows expanded information

Thank you!

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