

Landis
Contact Center
for **Microsoft Teams**

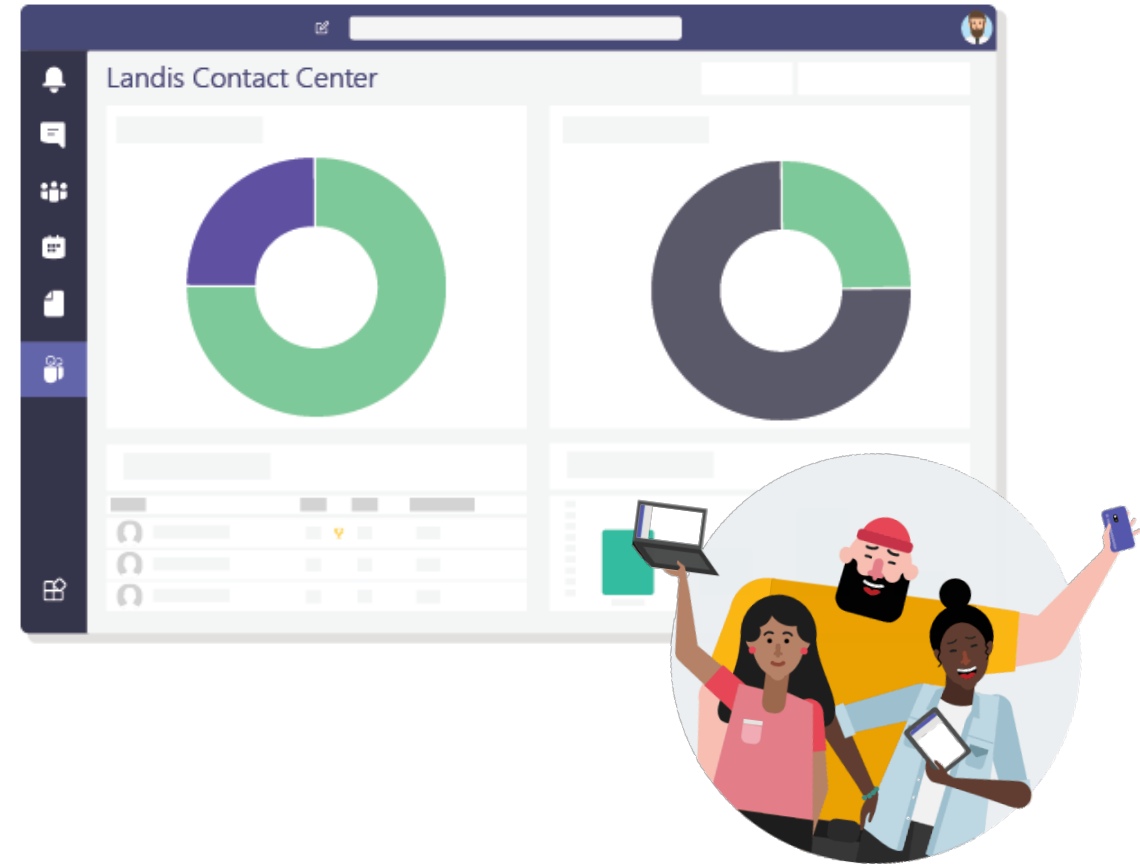
Simple | Familiar | Powerful | Open | Trusted

Transforming Customer Interactions with **Microsoft Teams**



Landis Contact Center for Microsoft Teams

Simple | Familiar | Powerful | Open | Trusted



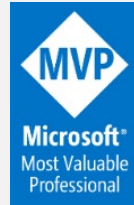
Transforming Customer Interactions with Microsoft Teams

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 Contact Center Design Vision

Microsoft Teams First Contact Center



Simple

Simple and fast to purchase, deploy and operate



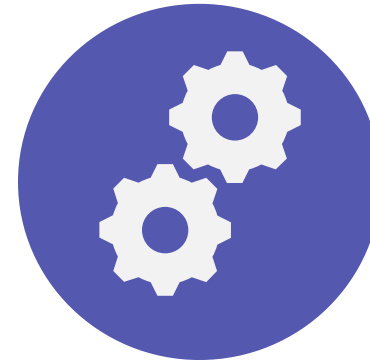
Familiar

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



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.

Landis Contact Center Design Vision

Microsoft Teams First Contact Center

Teams POWER Solution

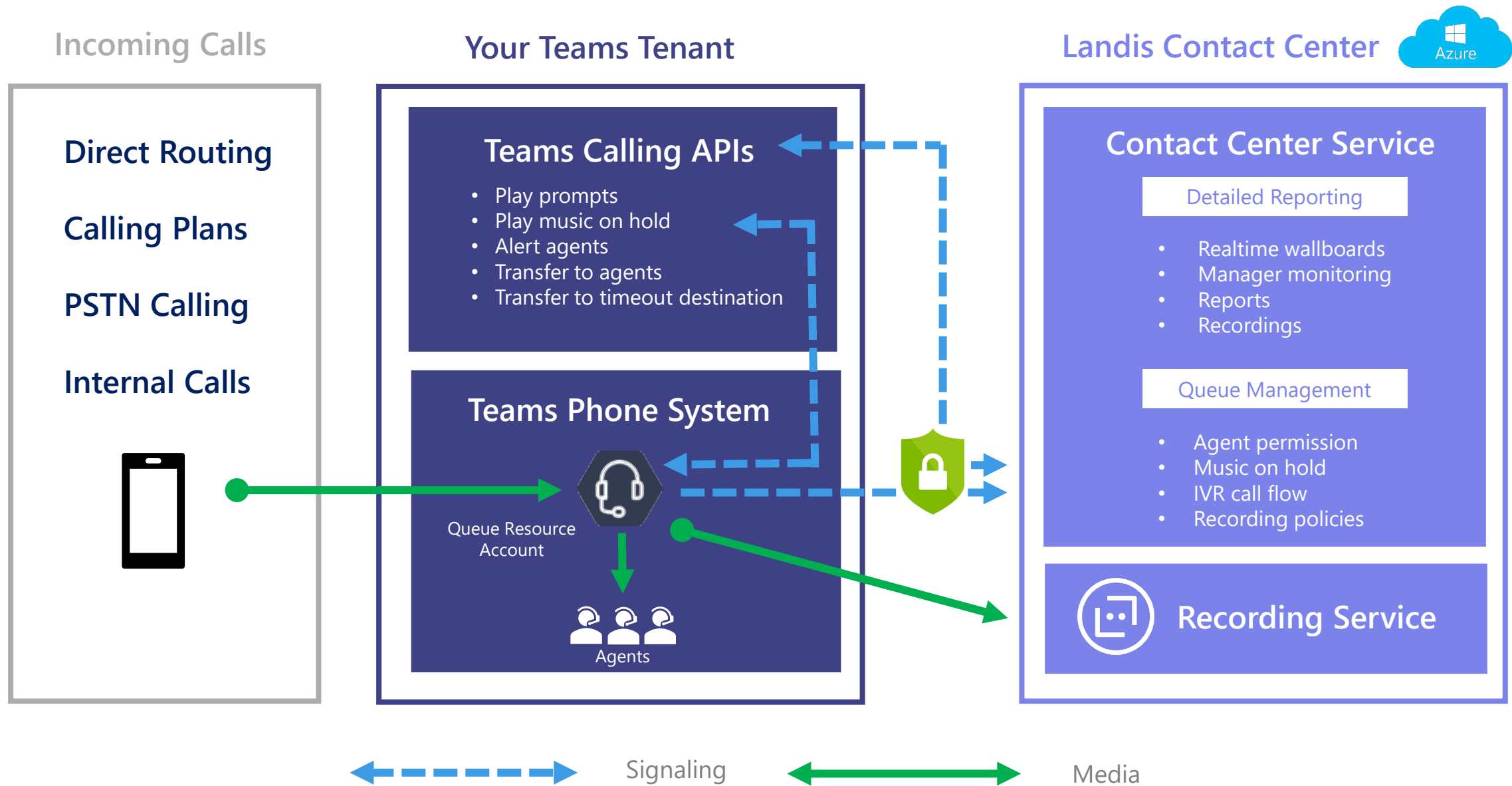
Built directly on Teams platform via native Communications APIs utilizing existing Microsoft Calling & Direct Routing trunks.

vs

Teams CONNECT Solution

Integrated to Teams using Direct Routing.

Depends on call routing through external service.



Agent Experience



Landis
Contact Center
for [Microsoft Teams](#)



Agent Experience



Landis
Contact Center
for *Microsoft Teams*



Search

Contact Center Agent My Calls About

Home Wallboards Analytics & Reports

Home This Week 03-28-2021 - 04-03-2021 Open Agent Panel

Queue Calls Chart

8

- Service
- Sales

In Out Chart

26

- In
- Out

Leaderboard

Agent	Rank	Call Count	Average Handle Ti...
Clayton Jay	#1 🏆	6	29.93
Paul	#2	6	6.5
Wendell	#3	2	22.01

Call By Day Chart

 Sign in with Microsoft

The screenshot displays the Contact Center Agent Experience interface. At the top, there is a search bar and a user profile for Paul Martin. The main navigation includes 'Home', 'Wallboards', and 'Analytics & Reports'. The 'Home' section features a 'Queue Calls Chart' (donut chart with 8 calls, split between Service and Sales), an 'In Out Chart' (donut chart with 26 calls, split between In and Out), and a 'Call By Day Chart' (bar chart). A table below the charts shows agent performance metrics. A red arrow points to the 'Contact Center' icon in the left sidebar. A callout box highlights the 'Sign in with Microsoft' button.

Queue Calls Chart

Category	Count
Service	6
Sales	2
Total	8

In Out Chart

Category	Count
In	12
Out	14
Total	26

Call By Day Chart

Day	Call Count
Day 1	11
Day 2	9

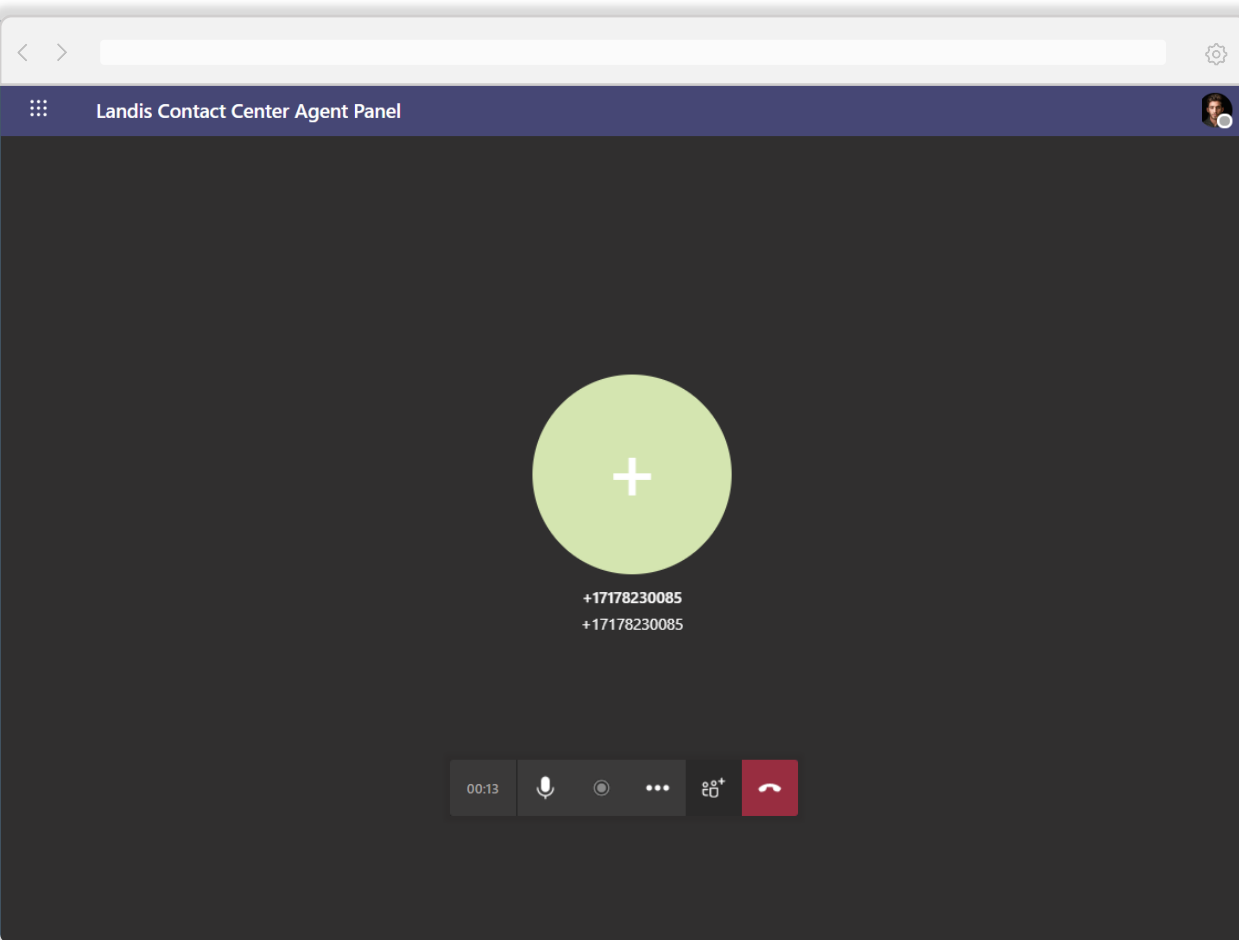
Agent Performance Table

Rank	Call Count	Average Handle Ti...
#1 🏆	6	29.93
#2	6	6.5
#3	2	22.01

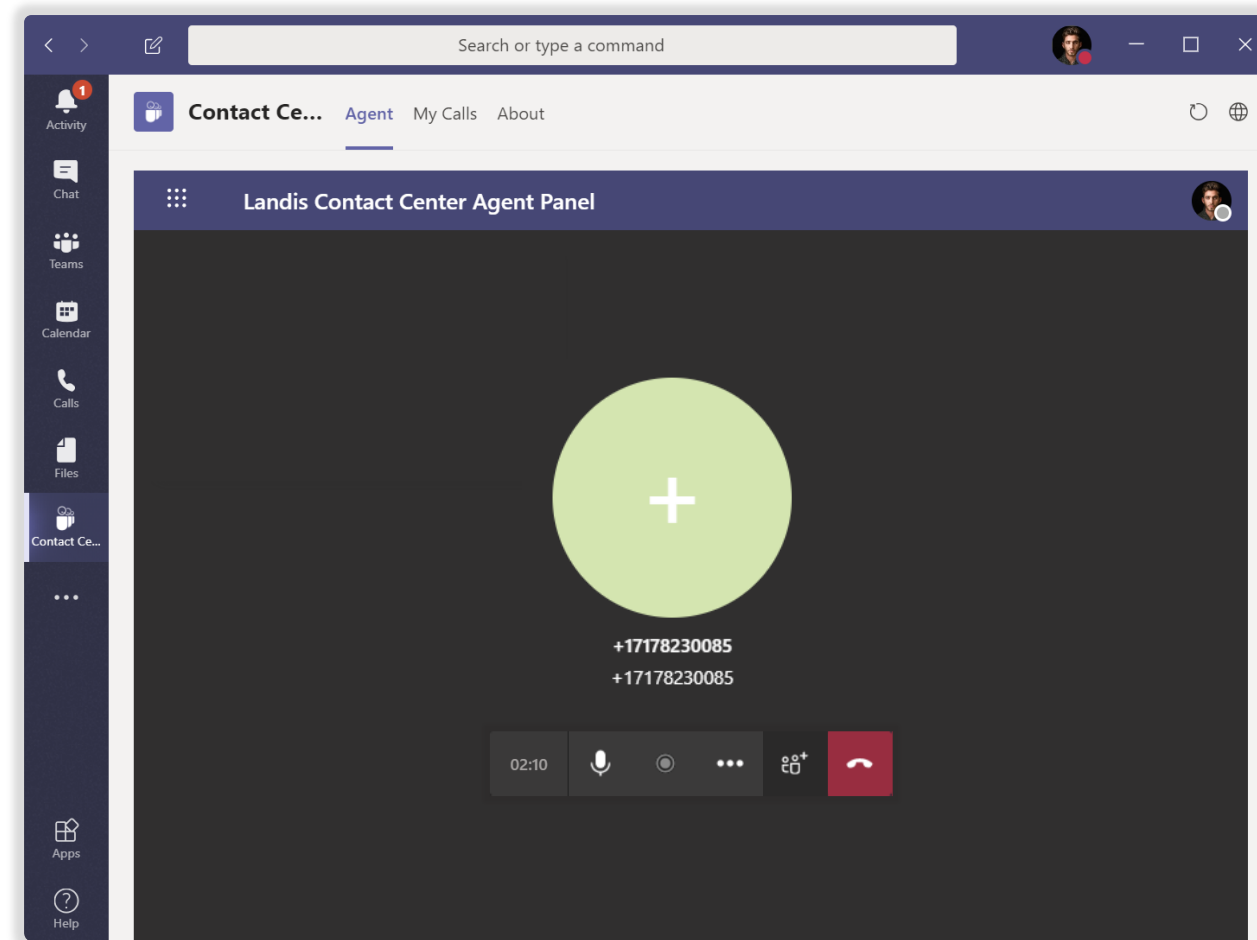
Sign in with Microsoft

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

The screenshot shows the Microsoft Teams interface for a Contact Center agent. The top navigation bar includes a search bar and a user profile icon. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Contact Center. The main content area is titled "Landis Contact Center Agent Panel" and displays a message: "You are signed in to accept calls from 2 call queues." On the right, a "Queues" settings panel is open, showing the "Agent Status" dropdown menu with options: Off, Available, Break, and Off (highlighted). Below the dropdown are three queue entries: CCQ3 (disabled), CCQ4 (enabled), and CCQ1 (disabled). At the bottom of the panel are "Save" and "Cancel" buttons.

Search or type a command

Contact Center Agent My Calls About

Landis Contact Center Agent Panel

You are signed in to accept calls from 2 call queues.

Queues

Agent Status

- Off
- Available
- Break
- Off

CCQ3

CCQ4

CCQ1

Save Cancel

Agent Experience

Calls in queue(s) will now start alerting agent

The screenshot shows the Microsoft Teams interface with the Landis Contact Center Agent Panel. The top navigation bar includes 'Contact Center', 'Agent', 'My Calls', and 'About'. The main panel displays a call from queue 'CCQ1' with two masked phone numbers: '+1(777)763-XXXX' and '+1(777)763-XXXX'. Below the numbers are 'Accept' and 'Reject' buttons. A large text overlay in the center reads: 'You are signed in to accept calls from 4 call queues.' The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, Contact Ce..., Apps, and Help. The top right corner shows a search bar and a user profile icon.

Agent Experience

Calls in queue(s) will now start alerting agent

The screenshot displays the Landis Contact Center Agent Panel within a Microsoft Teams environment. The interface is divided into several sections:

- Navigation Bar:** Includes 'Contact Center', 'Agent', 'My Calls', and 'About' tabs.
- Left Sidebar:** Contains navigation icons for Activity (with a notification badge), Chat, Teams, Calendar, Calls, Files, and Contact Center.
- Main Agent Panel:**
 - Header:** 'Landis Contact Center Agent Panel' with a user profile picture.
 - Call Status:** A large circular graphic with the text 'CCQ4' and 'Test User 02' is shown in a 'Ringing' state. Below it are 'Accept' and 'Reject' buttons.
 - Customer Profile:** A 'Dynamics 365 Test PowerApp' showing a list of agents (Brian LaMee, Chris Gallagher, David Probst, Fabricio Noriega, Jim Glynn, Walter Harp) and a detailed customer record for '7 111 1100 3333'. The record includes fields for First Name (Brian), Last Name (LaMee), Company Name (Blue Yonder Airlines), Email (demo@blueyonderairlines.com), Business Phone (7 111 1100 3333), and Address 1 (111100 Epping Road, Sydney).

A call notification overlay is shown in the bottom right corner. It features a circular profile picture with the letter 'C' and the text 'ccq4 is calling you from a group chat'. Below the text are three circular icons: a video call icon, a voice call icon, and a red reject call icon.

The screenshot shows the Landis Contact Center Agent Panel interface within a Microsoft Teams window. The window title bar includes a search bar with the text "Search or type a command" and a user profile picture. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for Activity (with a notification badge), Chat, Teams, Calendar, Calls, Files, and Contact Center (highlighted). At the bottom are icons for Apps and Help.
- Top Navigation:** Includes "Contact Center", "Agent" (selected), "My Calls", and "About".
- Agent Panel Header:** Displays "Landis Contact Center Agent Panel" and a user profile picture.
- Call Area:** A large dark area showing a green circle with a white plus sign, representing the caller. Below it are two phone numbers: "+17178230085". At the bottom of this area is a call control bar with icons for duration (01:25), mute, video, a menu, a speaker, and a red end call button.
- Right Panel:** Titled "Dynamics 365 Test PowerApp", it displays a list of contacts. The contact "David Probst" is selected and highlighted. To the right of the list is a form with the following fields:
 - Search bar: 717-823-0085
 - First Name: David
 - Last Name: Probst
 - Company Name: Blue Yonder Airlines
 - Email: davidp@cpandl.com
 - Business Phone: 717-823-0085
 - Mobile Phone: (empty)
 - Address 1: Street 1: 9068 Muir Road
 - Address 1: City: Los Angeles
 - Address 1: ZIP/Postal Code: 23532
 - Description: Contact Center Call Pop DemoAt the bottom of the right panel are two buttons: "Open Contact" and "Save".

The screenshot displays the Landis Contact Center Agent Panel within a Microsoft Teams environment. The interface is divided into several sections:

- Top Bar:** Includes navigation arrows, a search bar with the text "Search or type a command", and a user profile icon.
- Left Sidebar:** Contains navigation icons for Activity (with a notification badge), Chat, Teams, Calendar, Calls, Files, Contact Center, Apps, and Help.
- Agent Panel Header:** Shows "Landis Contact Center Agent Panel" and a user profile icon.
- Call Area:** A large dark panel showing a green circle with a white plus sign, representing the caller's video feed. Below it, the phone number "+17178230085" is displayed twice. At the bottom, a call control bar includes a timer at "01:25", a microphone icon, a mute/unmute icon (highlighted with a red arrow), a menu icon, a speaker icon, and a red end-call button.
- Customer Information Panel:** Titled "Dynamics 365 Test PowerApp", it lists several agents with their names and email addresses. "David Probst" is highlighted in grey. To the right, a search bar contains the number "717-823-0085". Below the search bar, a form displays customer details: First Name (David), Last Name (Probst), Company Name (Blue Yonder Airlines), Email (davidp@cpandl.com), Business Phone (717-823-0085), Mobile Phone, Address 1: Street 1 (9068 Muir Road), Address 1: City (Los Angeles), Address 1: ZIP/Postal Code (23532), and Description (Contact Center Call Pop Demo). At the bottom of this panel are two buttons: "Open Contact" and "Save".

The screenshot displays the Landis Contact Center Agent Panel interface. The top navigation bar includes a search bar with the text "Search or type a command" and a user profile icon. Below this, the main header shows "Contact Center Agent" with sub-links for "My Calls" and "About". The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Contact Center. The central workspace is titled "Landis Contact Center Agent Panel" and shows a call ID "CCQ2" and a large green circular icon with a white telephone handset. At the bottom of the workspace, there is a call duration timer showing "00:06" and icons for microphone, recording, and additional options. On the right side, the "Wrapup Questions" section contains three questions, each with a dropdown menu:

- 1. Was the Customer's Issue Resolved?
Yes
- 2. Was the Customer Satisfied With the Resolution?
Yes
- 3. Will This Call Need a Follow-Up Call?
No (highlighted)

At the bottom of the wrap-up section, there is a blue button labeled "Finish".

The screenshot shows the Microsoft Teams interface for a contact center agent. At the top, there is a search bar with the text "Search or type a command". Below this is a navigation bar with "Contact Center" selected, and other options like "Agent", "My Calls", and "About". The main content area is titled "Landis Contact Center Agent Panel" and displays the message: "You are signed in to accept calls from 4 call queues.". The left sidebar contains various icons for Activity, Chat, Teams, Calendar, Calls, Files, Contact Center, Apps, and Help.

Manager Experience



Landis
Contact Center
for [Microsoft Teams](#)



Manager Experience



Landis
Contact Center
for Microsoft Teams



Manager Experience

Live Demo



Admin Experience



Landis
Contact Center
for [Microsoft Teams](#)



Admin Experience



Landis
Contact Center
for Microsoft Teams





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

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





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



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 Technician
- 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

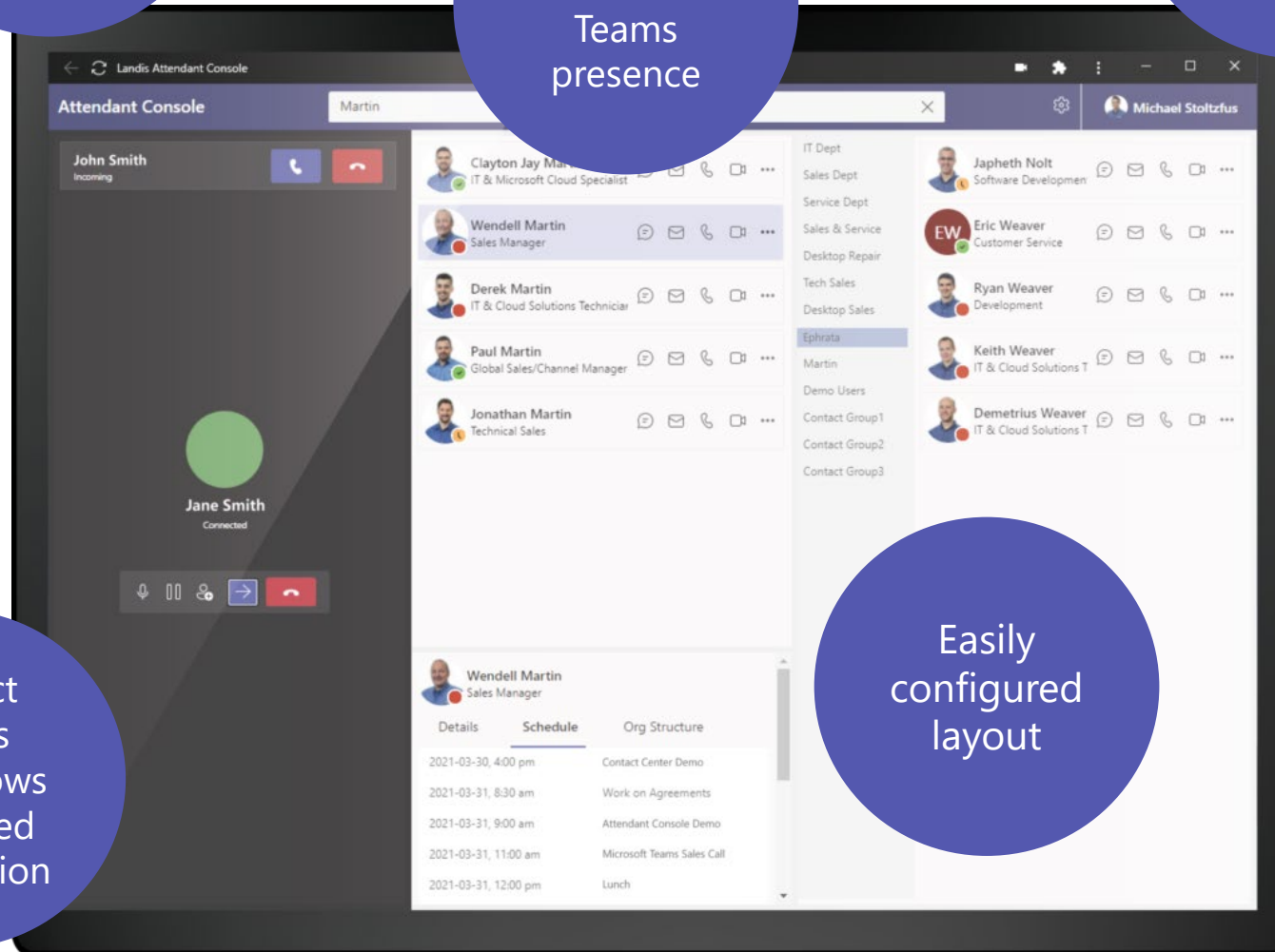
Powerful
Simplicity

Clean,
Modern and
Uncluttered

Efficiently
handle
multiple
calls

Fast contact
search with
Teams
presence

Simple
Sign-in with
Teams user
credentials



Contact
Details
view shows
expanded
information

Easily
configured
layout

Efficiently
access
contacts
through
active
directory

Thank you!



Landis
Contact Center
for Microsoft Teams

