

Contact Center for Microsoft Teams



Simple

Landis Contact Center is Quick & Easy to Buy, Setup, & Use.

Familiar

Landis Contact Center looks and feels just like Microsoft Teams. It visually integrates with Teams to appear as one unified solution.

Powerful

Landis Contact Center brings you the most requested functionality: Live customizable wallboards, Recording, In depth Reporting, Etc.

Open

Landis Contact Center is designed to work with Microsoft Power Automate, Power Apps, and Power BI.

Trusted

Landis Contact Center is a native Microsoft Teams solution built on Azure that "just works."



Key Benefits

- Instantly add contact center functionality to Microsoft Teams
- Easily add advanced features like Barge In and Call Recording to Teams in minutes
- Reports that get just the data your call center managers need
- Everything secured by an elegantly simple but powerful, hierarchical permission structure

DATA SHEET Landis Contact Center for Microsoft Teams

User Interface Features

- Looks and acts just like Microsoft Teams
- Familiar & Intuitive Interface means low training time
- Keyboard, mouse or touch support
- Multilingual user interface

Barge In

- Ability for managers to view their agents calls and barge into the call

Wallboards

- Configure unlimited custom wallboards
- Designate custom group of Queues to display
- Show direct calls to agents

Live Sentiment Analysis

- Ability for managers to see the real-time sentiment of an agent's call
- Uses Microsoft Cognitive Services

Reporting

- Calls Per Hour
- Agent Details
- Call Details
- Agent Summary
- Wrap Up Answers Summary
- Queue Calls Chart
- In vs Out Call Chart
- Call By Day Chart



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Call Recording

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- Auto upload recordings to secure Azure portal for web based manager listening
- Granular security structure

Caller Features

- PSTN or Microsoft Teams callers
- Music on Hold
- Position in Queue notification
- Allow Caller to ask to be called back

Agent Features

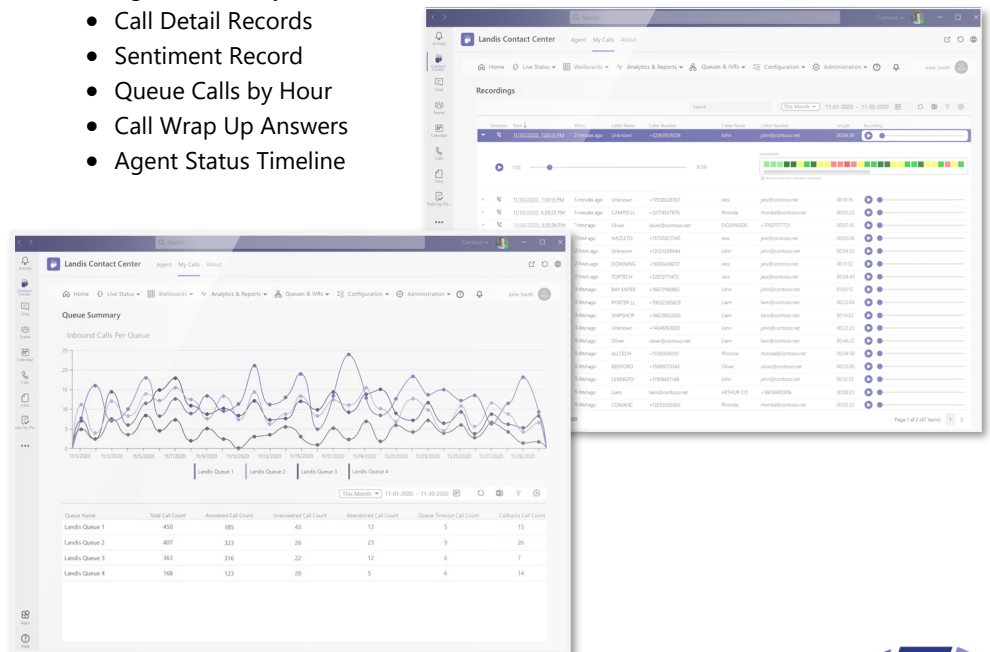
- Persistent Agent Panel with Microsoft Teams User Experience
- Sign in & Out of queues
- Set agent status like Available, Off, & Break.
- Multiple vendor CRM or Line of Business Customer Call Information and Editing via Power Apps
- Agent can be presented with wrap up questions at the end of a call
- Call recording control (based on policy)
- Abandoned Calls Report
- Wall Boards
- Convenient Azure AD Sign In
- Notification when a caller has asked to be called back in the order they were in the queue. (Call back initiated but Teams client handles calling out at this time)

Manager Features

- Active Calls Status
- Barge In
- Wall Boards
- Call Recording
- Granular CDR Access Control
- Live Call Sentiment
- Reports
- Call Recording Listening portal
- Abandoned Calls
- Agent Summary
- Call Detail Records
- Sentiment Record
- Queue Calls by Hour
- Call Wrap Up Answers
- Agent Status Timeline

Administrator Features

- Familiar Microsoft 365 Administrator portal
- 1 Minute organization setup
- Native Teams App for easy deployment
- Easy Call queue configuration
- Multiple Queue Routing Methods
 - Serial
 - Attendant
 - Skills
 - Round Robin
 - Longest Idle
 - Presence Based Routing
- Granular Access Control
- Azure Active Directory
- Office Connection Webhooks Triggers
 - New call in queue
 - Abandoned call
- Microsoft Flow automation via the noted webhook triggers
- Live Microsoft Power BI analytics via the noted webhook triggers
- Supports calls originating from Microsoft Phone Numbers, Direct Routing, or Microsoft Teams contacts
- Call recording storage in your own Azure Blob
- Export Data
- IVR with data dip capabilities



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<https://landistechnologies.com/microsoft-teams-contact-center/>

