



Get advanced Unified Communications (UC) and AI-powered Contact Center customer engagement tools fully embedded in Microsoft Teams

All In One App

Fully embedded UCaaS and Contact Center solution in Teams

AI-Powered Customer Experience

Smarter interactions through AI insights for agents and supervisors

Simple Pricing

No additional Teams Phone license required

Our solution seamlessly embeds an integrated Unified Communications and Contact Center solution within Microsoft Teams without requiring a Teams Phone license. Start with Unified Communications (UC) as your foundation, then add AI-powered Contact Center capabilities as needed, all while working in the familiar Teams interface.

TEAMS FOR COLLABORATION. UC FOR COMMUNICATIONS:

Use MS Teams for chat, file sharing, and video meetings. Enhance business communication with our enterprise phone system, SMS, and advanced call routing.

INTELLIGENT CONTACT CENTER FOR CUSTOMER EXPERIENCE:

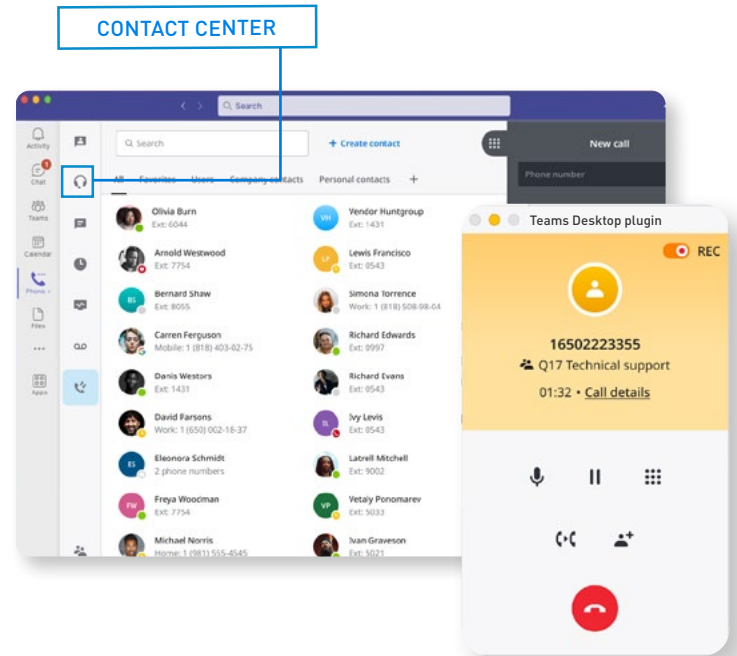
Add Contact Center to UC for Teams Advanced, to support customer interactions using their preferred communication channel and use AI Call Insights, advanced reporting, and analytics to ensure you're meeting customer expectations.




A SIMPLIFIED SINGLE-APP EXPERIENCE:

Teams users can use UC for SMS and calls, plus add Contact Center capabilities for advanced customer engagement - all within Teams. No need to switch between multiple applications.

Adding Contact Center to UC for Teams Advanced transforms your customer engagement capabilities.

Get powerful tools like sentiment analysis, intelligent routing, and omnichannel support (voice, chat, SMS, email). Supervisors gain AI-powered quality management, comprehensive dashboards, and workforce engagement features to optimize every customer interaction. Agents can use Contact Center to handle customer interactions while instantly collaborate with experts across your organization in Teams, leading to faster resolution times and improved customer satisfaction, all without leaving the Teams app.



| HOW UC, CONTACT CENTER, AND TEAMS WORK TOGETHER |  |  | ADD-ON |
|--|---|--|---|
| | | |  |
| FEATURES | USE TEAMS FOR | USE UC FOR | USE CC FOR |
| Chat/Instant Messaging | ● | | |
| Video Meetings | ● | | |
| File Sharing & Cloud Storage | ● | | |
| Enterprise PBX (100+ Calling Features) | | ● | |
| Unlimited Calling (Domestic + 33 countries) | | ● | |
| Archiving for Teams and Communications Data (Retention options up to 10 years) | ● | ● | ● |
| Call Monitor, Barge, Whisper | | ● | ● |
| Mobile App | | ● | ● |
| Advanced Hunt Groups | | ● | |
| 3rd Party Integrations (Salesforce, ServiceNow, NetSuite, and more) | | ● | ● |
| Dashboard & Reports | | ● | ● |
| Advanced Reporting and Analytics | | | ● |
| Omnichannel Support (Voice, SMS, Chat, Email) | | | ● |
| Intelligent Call Routing | | | ● |
| Call Queuing | | ● | ● |
| Interactive Voice Response (IVR) | | | ● |
| Customer Self-Service Tools | | | ● |
| Outbound Customer Engagement (Voice, SMS, Email) | | | ● |
| AI Interaction Summary | | | ● |
| AI Sentiment Analysis | | | ● |
| Real-Time Agent Management | | | ● |
| AI Workforce Engagement | | | ● |
| AI Quality Management | | | ● |
| Post-Call Survey | | | ● |

QUESTIONS? CONTACT US TODAY!

Cloud Bridge Technologies

702-508-8811

jabani@cloudbridgetechnologies.com
www.cloudbridgetechnologies.com/