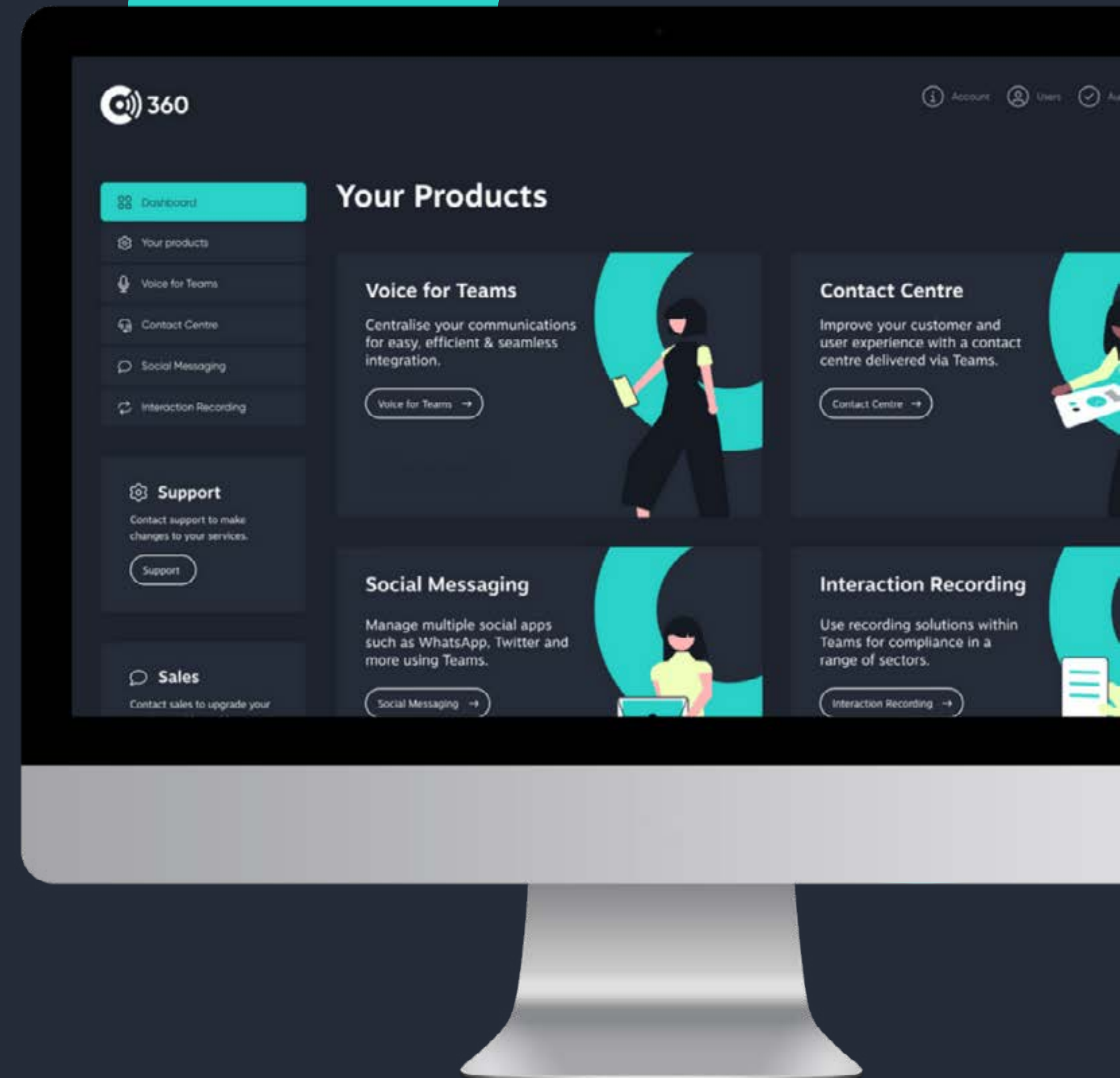
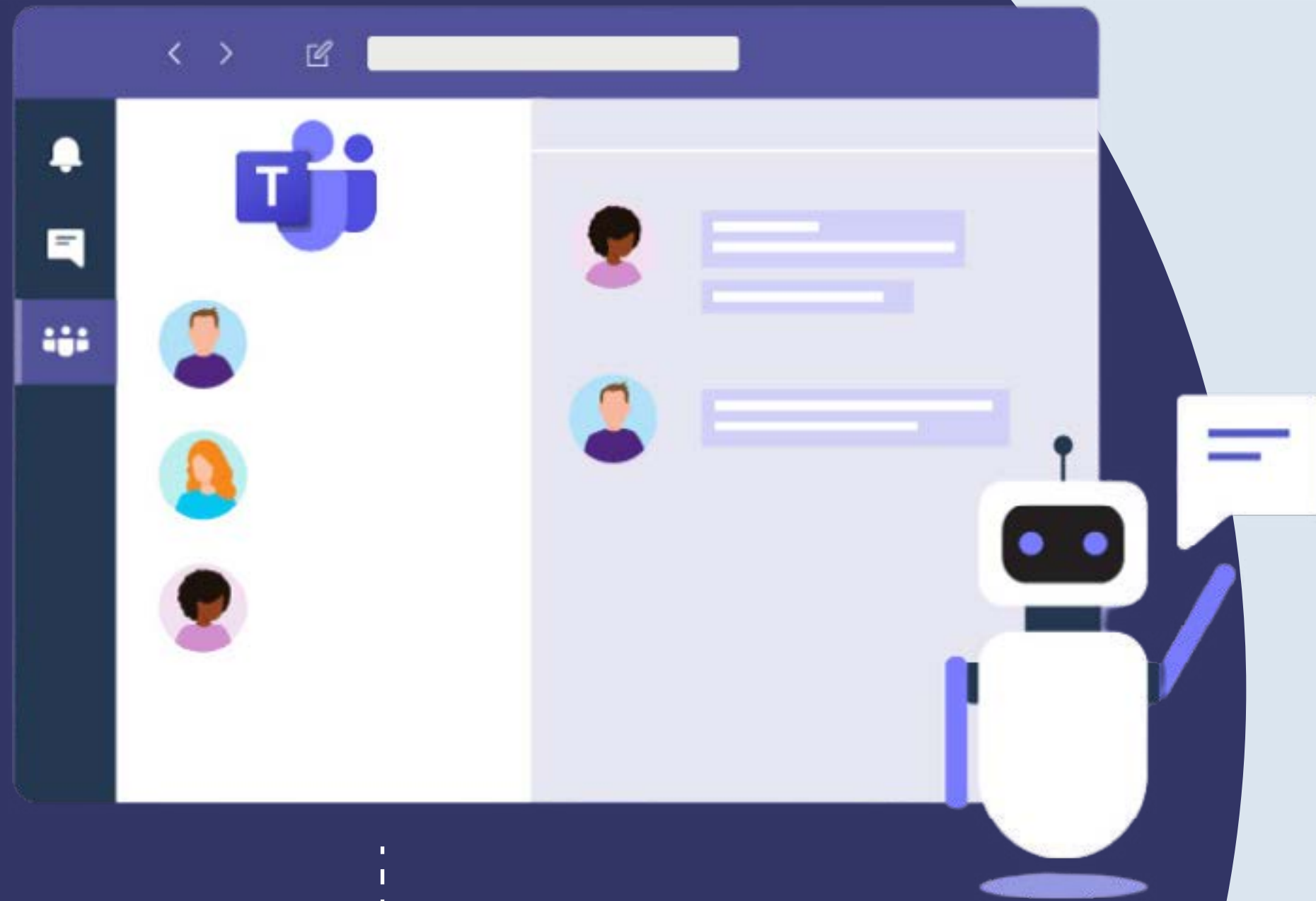


Unify, simplify, and optimise your communications with 360

Our C360 unified communications platform will help you collaborate more easily and deliver an optimised customer experience with lower operational costs, increased efficiency, and easier compliance — all from within your existing Microsoft Teams environment.





Taking MS Teams from **good to great**

You already know that Microsoft Teams is the ideal platform for communicating with customers, colleagues, and suppliers, but are you struggling to pull together your optimal choice of calling, contact centre, and recording solutions into one, easy to use, unified communications platform?

Unified communications sounds great, but...

1. Which communication tools should I choose?
2. Will everything work together seamlessly, now and in the future?
3. Who takes responsibility for integrating the different tools?
4. Have I got enough time to manage multiple suppliers?
5. Is there one tool that just does everything?

C360 takes Microsoft Teams from good to great with a comprehensive suite of communication and collaboration tools that are simple to install, easy to use, and deliver more value to you and your business.



A simple, smarter, solution for you and your customers

C360 for Microsoft Teams is a ground-breaking unified communications platform that helps you communicate with customers, suppliers, and each other with greater efficiency and less operational resource.



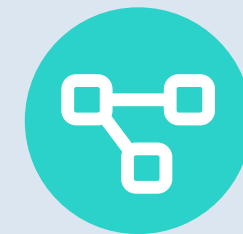
Omnichannel Communication

Enable your customers to reach out via their preferred channel — voice, email, chat, or social media — while providing your employees with a unified interface for optimal service delivery.



Real-Time Analytics & Reporting

Turn data into actionable insights with C360's comprehensive analytics dashboards and customisable reports that help you to better understand customer interactions, call quality, speed of resolution, agent performance, and operational efficiency.



Customisable Workflows

Adapt our C360 modules to fit your unique operational needs with customisable workflows that help you streamline business critical processes and enhance every aspect of the service you provide.



Robust Security Measures

C360's advanced security protocols protect your communications data and ensure full compliance with industry standards and regulations.



Communications: unified

How, where, and when we communicate has never been more diverse and the majority of customers now use at least three different channels to interact with a single company.

C360 brings all of these internal and external communications together into one highly secure, fully compliant, easy to use platform.

Designed with the future in mind, C360 seamlessly integrates and enhances the power of Microsoft Teams with our core modules— **Teams Calling, Contact Centre, Social Media Messaging, and Interaction Recording** — have been expertly designed to connect with your existing CRM, communication, and productivity tools.

Did you know?

71%

of customer service employees say that switching between multiple communication channels negatively impacts customer service.



Did you know?

66%

of customers use three or more channels to communicate with one company.



Communications: simplified

C360 makes it easier to share knowledge and communicate effectively with any employee, any partner, any customer, anywhere.

With just one communications platform managing every interaction, employees have the tools they need to deliver an enhanced customer experience that builds loyalty and creates future revenue opportunities.

Making it easier to communicate doesn't just benefit customers, it creates happier employees that work together to deliver maximum value to your business.

Communications: optimised

Bringing ever customer, colleague, and supplier interaction together within a single, easily managed, communications platform helps you uncover opportunities for improvement that would have otherwise been hidden in a complex web of disjointed data and messages.

Not only will this help you develop communication strategies to minimise risk, reduce cost, and increase revenue potential, but every employee will have the information they need to deliver the maximum value to your business and the customers you serve.

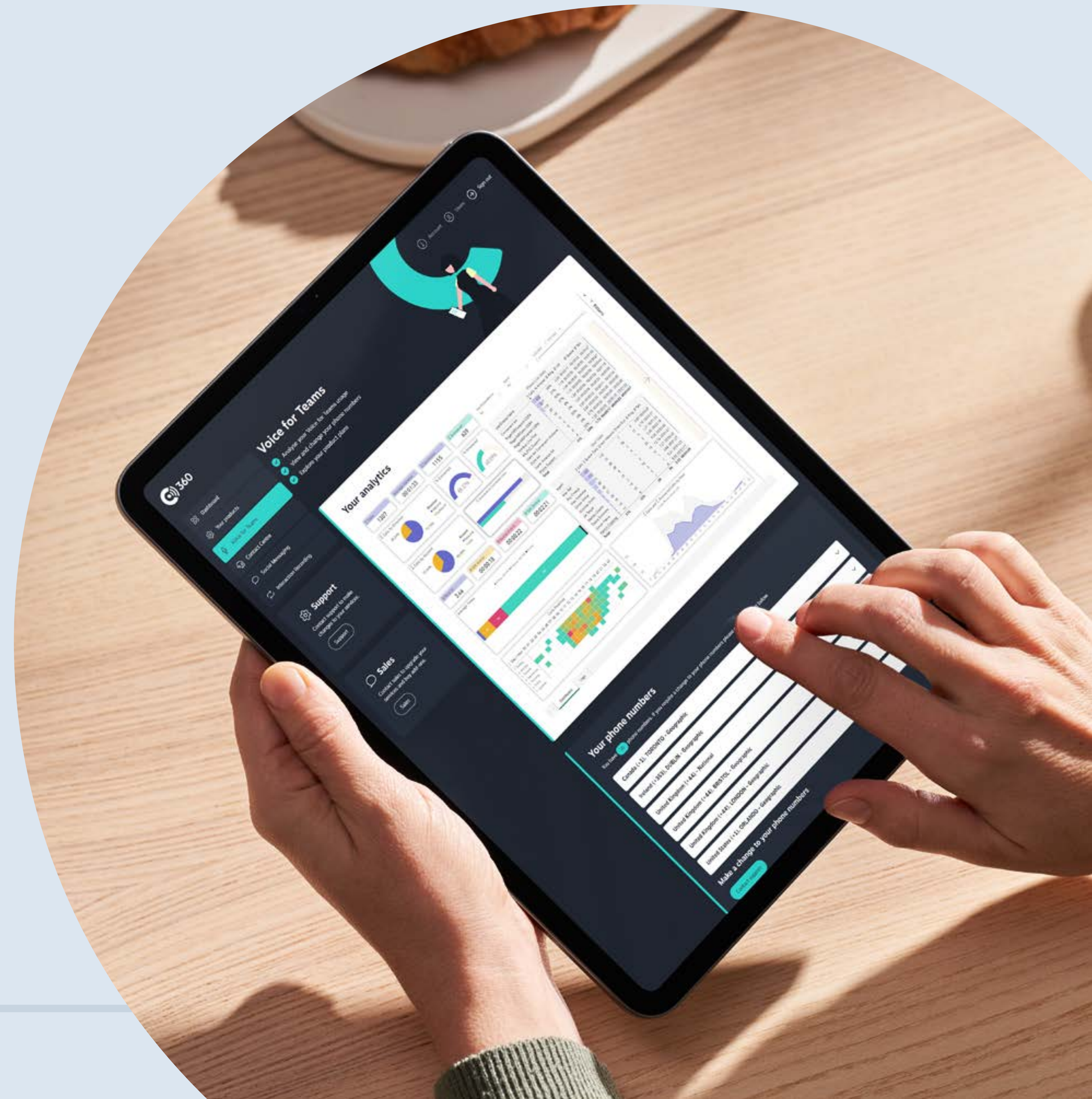




Better insights for enhanced efficiency

C360 translates complex communication data points into simple, yet effective, Power BI dashboards that make it easier to spot trends, mitigate risks, and identify opportunities to enhance processes and improve performance.

Designed to monitor and manage the things most important to you, our advanced analytics tools go beyond bulk standard KPI reporting to uncover the information and insights needed to develop continuous improvement strategies at every level of your business.





Delivering security, compliance, and complete control

Industry leading security protocols are just the beginning of our holistic approach to protecting your data.

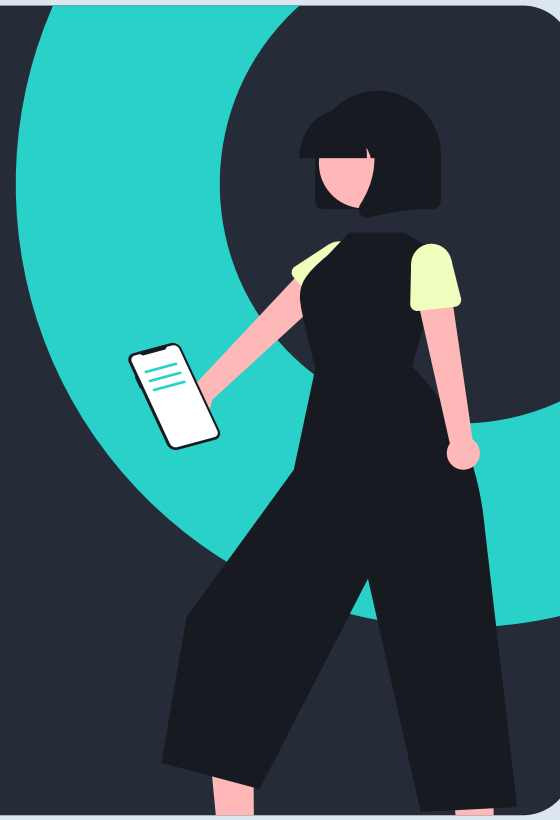
C360 deploys call encryption and HTTPS as standard and includes a range of advanced call recording options to meet the requirements of Dodd-Frank, FCA, GDPR, HIPAA, and PCI DSS.

With our comprehensive suite of system access tools securely controlling who can access data, reports, and call recordings, you'll never need to worry about regulatory compliance or revealing sensitive information to unauthorised employees.

Choose the modules that are right for you

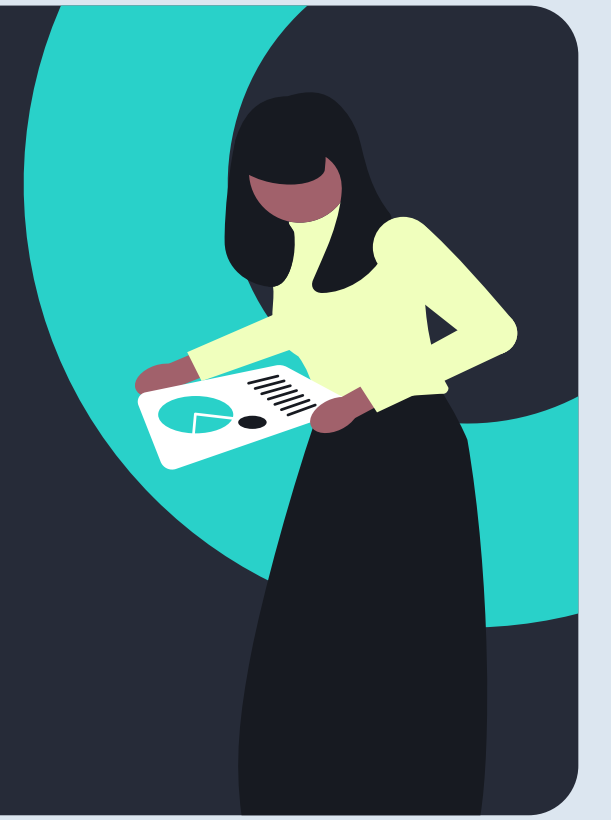
Teams Calling

Make and receive calls to other Teams users, landlines, and mobiles around the world. Easier, quicker, and more auditable than a traditional phone system, Teams Calling seamlessly integrates with your Microsoft Teams environment to provide a scalable solution and complete connectivity using **any device, anywhere, any time.**



Contact Centre

Voice, email, chat, or social, **bring every interaction together** without ever having to leave Microsoft Teams. Built to maximise the efficiency and effectiveness of call centre agents and communication driven roles, C360's Contact Centre uses advanced AI technology to drive operational efficiency with real-time analytics, optimised call distribution and personalised user management.



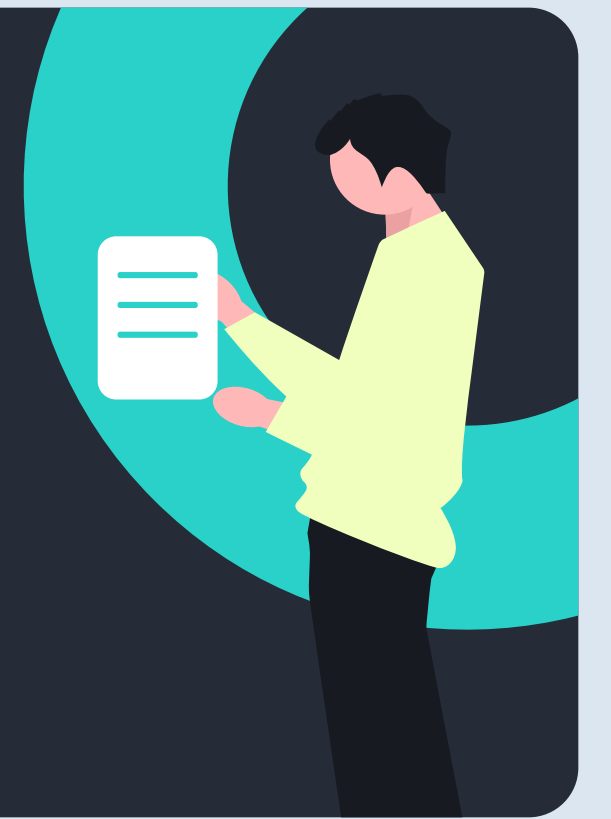
Social Media Messaging

Social media is an integral part of delivering first-class customer service. Combining the ability to manage every social interaction in one place with Microsoft Teams' inbuilt collaborative tools, delivers **faster response times, enhanced customer loyalty and a lower cost-to-serve.**



Interaction Recording

Secure capture, storage, and analysis of voice and video communications creates **an ethos of continuous improvement** in customer service and operational excellence. And with a reliable audit trail for every interaction, you'll get enhanced protection against costly disputes or compliance violations.





C360, built your way

C360 has been designed to seamlessly integrate with the world's leading CRM systems to deliver an end-to-end view of customer interactions and relationships. But we recognise that one size doesn't necessarily fit all.

Our Development as a Service (DaaS) offering and vast expertise of Microsoft PowerApps means we can create a custom solution built around your unique business needs.

From custom functions and workflows to bespoke integrations and reports, our expert team of business analysts and developers will work with you to design and implement a unified communication solution that will revolutionise how you engage with your customers and each other.

The cost of custom development can be spread over the lifespan of the contract.



Our customers

From healthcare providers and financial institutions to education establishments and business services, we've helped organisations of every size and shape to enhance operational efficiency, increase customer loyalty, and realise a tangible reduction in cost and risk.

“
The thing that set Conversant apart was the personal service; they really went the extra mile.

Colin Bevan
Head of Information and Learning Technologies



“
As we were already using Teams internally, when we realised Conversant could combine this with the contact centre facility we needed, it made perfect sense.

Marc Jülicher
Technical Director



“
It has been an unmitigated success. Conversant's centralised platform has significantly reduced the time it takes to incorporate new users, regardless of location.

Nick Dunford
Head of Workplace Technology



“
They were meticulous in creating a cyber secure environment. We feel fully supported, educated and protected but with a service that has a personal touch.

Sian Partington





A bit about us

Established in 2015, Conversant Technology is solely focused on delivering cutting-edge communication services that augment the capabilities of Microsoft Teams.

Operating in the UK, Europe, Canada, and America, our mission is to create a connected world where innovation, collaboration, and unparalleled connectivity empowers progress and enriches lives.

We are led by our core values:
Connect, Innovate, and Collaborate.

These values not only guide our every action but serve as the foundation upon which we build a thriving community, fostering a culture of connectivity and innovation that leaves a lasting impact on the world in which we live.



Let's talk

C360 helps you collaborate more easily, communicate more effectively, and drive down the true cost of customer service delivery. Arrange a demo today.

Call us: +44 333 344 2801

Email us: enquiries@conversant.technology

Visit us: www.conversant.technology

