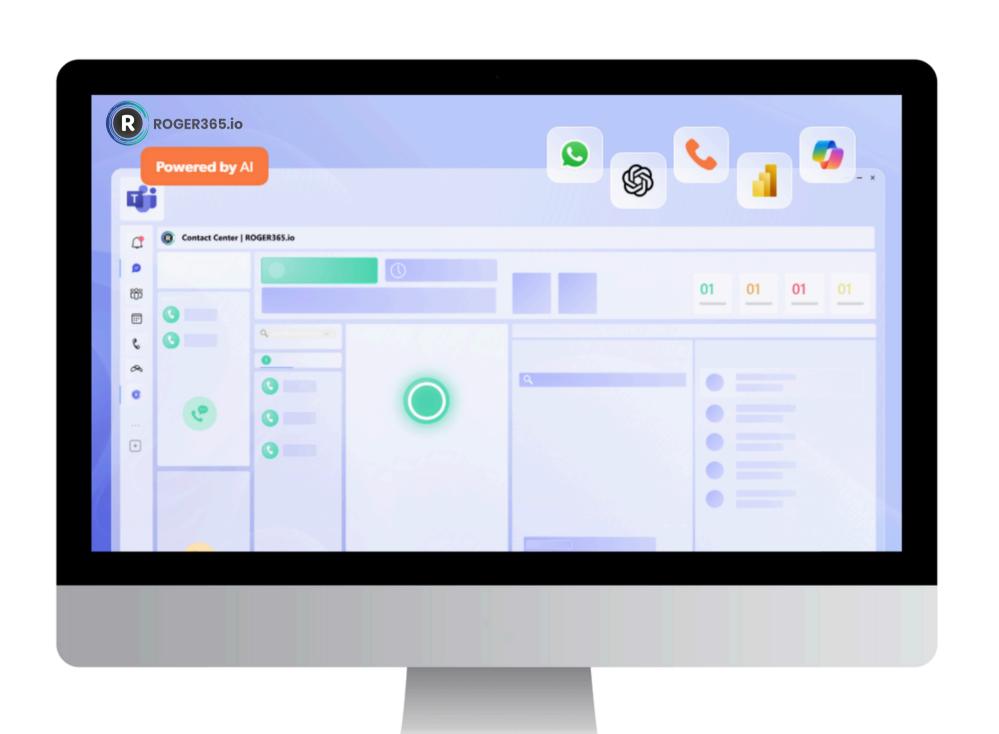




ROGER365.io Contact Centre features

The ROGER365.io Contact Centre seamlessly integrates with Microsoft Teams, transforming it into a powerful hub for all your customer service needs.



Features

Communication Channels Attendant Console Call Distribution **Supervisor Functions** Caller identification Call flow editor Real-time reporting Voice ******* Listen, whisper & barge Dynamic scheduling Calendar integration SMS Skill-based routing Manage call queues WhatsApp Messaging Contact search Presence based routing Adjust agent availability Facebook Messenger Note taking Quality monitoring Webchat Callback requets Agent based routing



Features

Security and Auditing Reporting and Analytics AI Capabilities PowerFrame Integrations Role-based access Heatmaps Text-to-Speech CRM User activity Agent performance Speech-to-Text FAQs www Call summarisation Queue performance Any web based portal Data encryption Anti-Virus software Call and message insights Chat bot Microsoft PowerApps AUDIT (#) Network secuirty audits Real-time & historical data Full customisation Sentiment Analysis



Let's talk

Discover the transformative impact the ROGER365.io Contact Centre can have on your customer service operations.

Contact us for a demo and see how integrating this solution with Microsoft Teams can redefine your approach to customer engagement.

