























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 |
|--|--|--|---|
|  Voice |  Caller identification |  Call flow editor |  Real-time reporting |
|  SMS |  Calendar integration |  Dynamic scheduling |  Listen, whisper & barge |
|  WhatsApp Messaging |  Contact search |  Skill-based routing |  Manage call queues |
|  Facebook Messenger |  Note taking |  Presence based routing |  Adjust agent availability |
|  Webchat |  Callback requests |  Agent based routing |  Quality monitoring |



Features

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



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.



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