

Why choose Conversant?

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More than just a UC provider

Conversant helps organisations modernise communication without disruption. We don't just deploy technology — we design, integrate and support communication environments that actually work for the people using them.

As a Microsoft Solutions Partner supporting over 220,000 users globally, we combine deep technical expertise with proven delivery and a partner-first mindset.

Built Around Teams

Everything we do starts with Microsoft Teams at the centre.

Built To Evolve

Communication environments that grow with your business, not against it.

Designed For People

Technology that fits how your organisation actually works.

Here For The Long Term

Ongoing support, ownership and partnership you can rely on.

Microsoft Teams is at the core of what we do.

**Not an add-on.
Not an afterthought.
The foundation.**

Microsoft Teams isn't just a component of our solutions — it is the centre of our design philosophy.

As a Microsoft Solutions Partner, Conversant specialises in building advanced communication environments within Teams, extending its capabilities while preserving a familiar, native user experience.



Accountability, not just delivery.



We design around people, not products

We start with how your organisation works, not what a vendor wants to sell. Every solution is shaped around real users, real workflows and real outcomes.



We become part of the service

Conversant doesn't step away after delivery. Our experts stay involved, taking shared responsibility for performance, adoption and ongoing improvement.



Built for the long term

We design communication environments that stand up to change. No short-term thinking, just flexible, future-proof architectures that evolve with your business.



Conversant isn't just part of
your communications stack,
we're part of your team.

Experience that shows up when it matters

Delivery teams you can trust

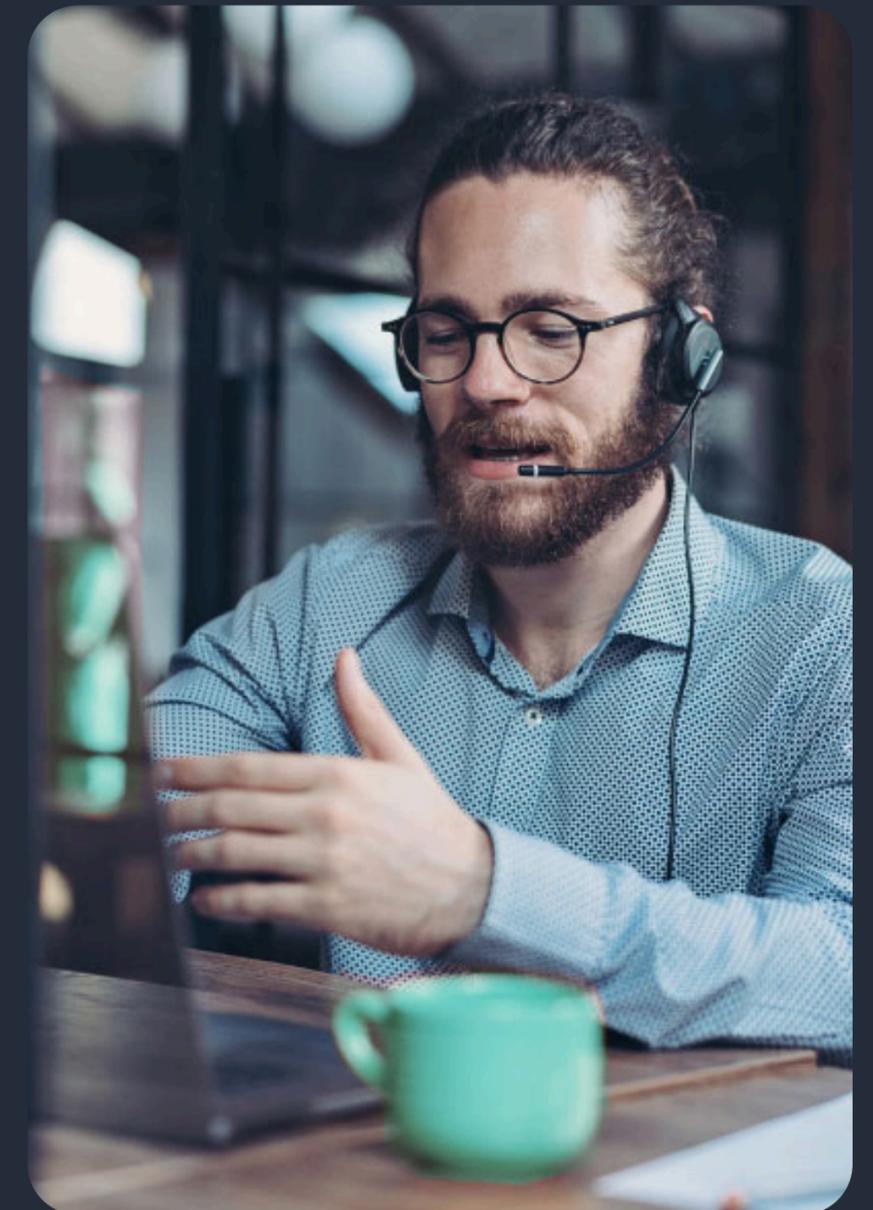
Experienced specialists who understand complex environments and take ownership from day one, with no surprises and no handovers.

Support that understands context

Support from people who know your environment, your users and your priorities, not just the ticket.

A connected partner ecosystem

Best-in-class partners, including Microsoft, delivered through one accountable service.



Our Services

Modular, Teams native communications designed to replace legacy systems and unlock performance insight.



C360

Your central communications control layer.

- Unified Teams voice, contact centre and reporting
- Modular deployment to suit any organisation
- Centralised management and provisioning



MS Teams Telephony

Enterprise-grade calling inside Microsoft Teams.

- Direct Routing and Operator Connect
- Number management and call routing
- Replace legacy PBX infrastructure



Contact Centre

Customer engagement built directly into Teams.

- Skills-based routing and queues
- Real-time agent dashboards
- Multi-channel support options



Call Recording

Secure, compliant recording and governance.

- Automatic and on-demand recording
- Secure storage and retention policies
- Compliance-ready for regulated sectors



Social Media Integration

Engage customers across digital channels from one platform.

- Integrate social messaging into Teams workflows
- Manage multiple channels in a single interface
- Improve response times and customer visibility



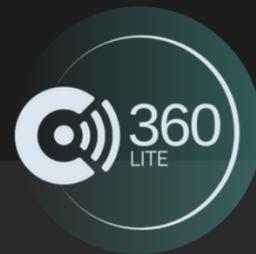
Conversational Intelligence

Turn conversations into actionable insight.

- AI-powered quality scoring
- Sentiment and performance tracking
- Customer experience trend analysis

Our C360 Packages

C360 is designed to scale with your organisation. Whether you are starting with Teams telephony or building a fully integrated omnichannel environment, our packages give you the flexibility to deploy what you need now and expand over time.



Go Smarter with C360 Lite

Ideal for small businesses adopting Teams telephony for the first time. Provides the essential capabilities partners need to target simple deployments with fast turnaround.

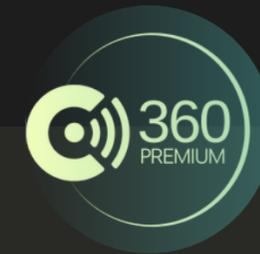
- Core Teams telephony
- Essential contact centre tools
- Standard reporting & call recording



Go Further with C360 Plus

Designed for SMEs and growth-focused organisations needing omnichannel engagement, enhanced contact centre features, and built-in AI insights.

- Voice, chat & social omnichannel
- Enhanced contact centre features
- AI-driven insights & automation
- Improved reporting & visibility
- Compliant call recording
- Ideal upgrade path from Lite



Go Beyond with C360 Premium

Enterprise-grade suite offering advanced analytics, deeper automation, and extended integration options for complex or multi-site environments.

- Enterprise-grade omnichannel capabilities
- Advanced analytics & dashboards
- Compliant call recording
- Deeper automation workflows
- Extended integration options
- Multi-site & large-scale readiness
- Highest resilience & performance



Insights360

Turn Conversations into Insight

Insights360 brings AI driven intelligence to your communications environment. It captures and analyses interaction data to highlight performance trends, customer sentiment and potential risk areas.

With intuitive dashboards and real time reporting, Insights360 helps organisations improve customer experience, strengthen compliance and drive measurable service improvements.





Let's connect



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