One Solution. One Provider. One C360

In today's fast-paced world, communication is key to success.

In today's fast-paced business landscape, effective communication is crucial for success.

Customers expect businesses to be accessible through multiple channels, including email, phone, live chat, social media, and more.

Conversant360, is our groundbreaking new SaaS platform that seamlessly manages all your communication services within your Microsoft Teams environment.
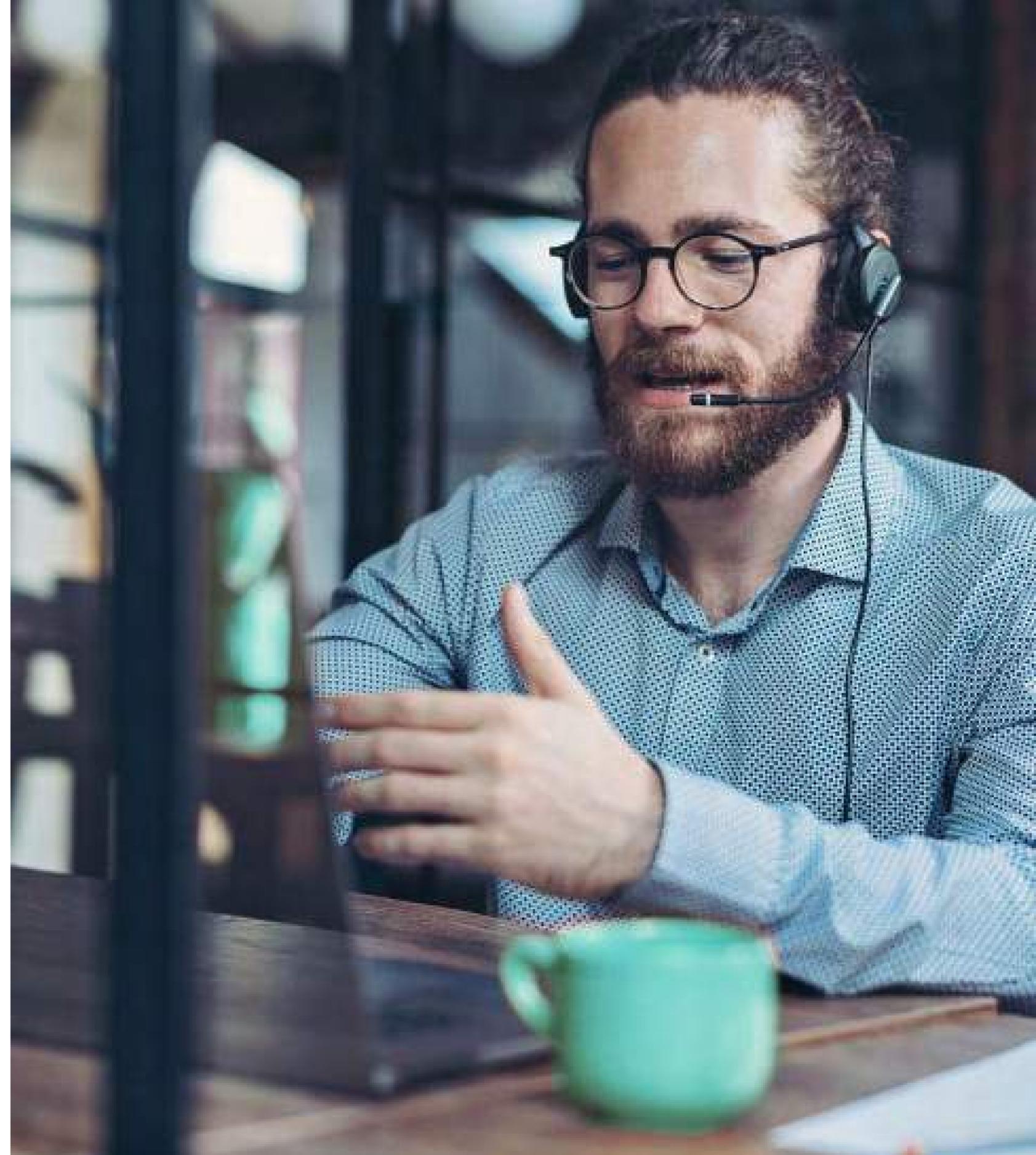
Communications simplified with Conversant360

With C360, you can consolidate all communication channels, including phone calls, live chats and social media messages, allowing you to streamline workflows, enhance efficiency, and reduce the complexity of managing multiple communication platforms. Our C360 modules are fully integrated together to work with Microsoft Teams to enhance collaboration.
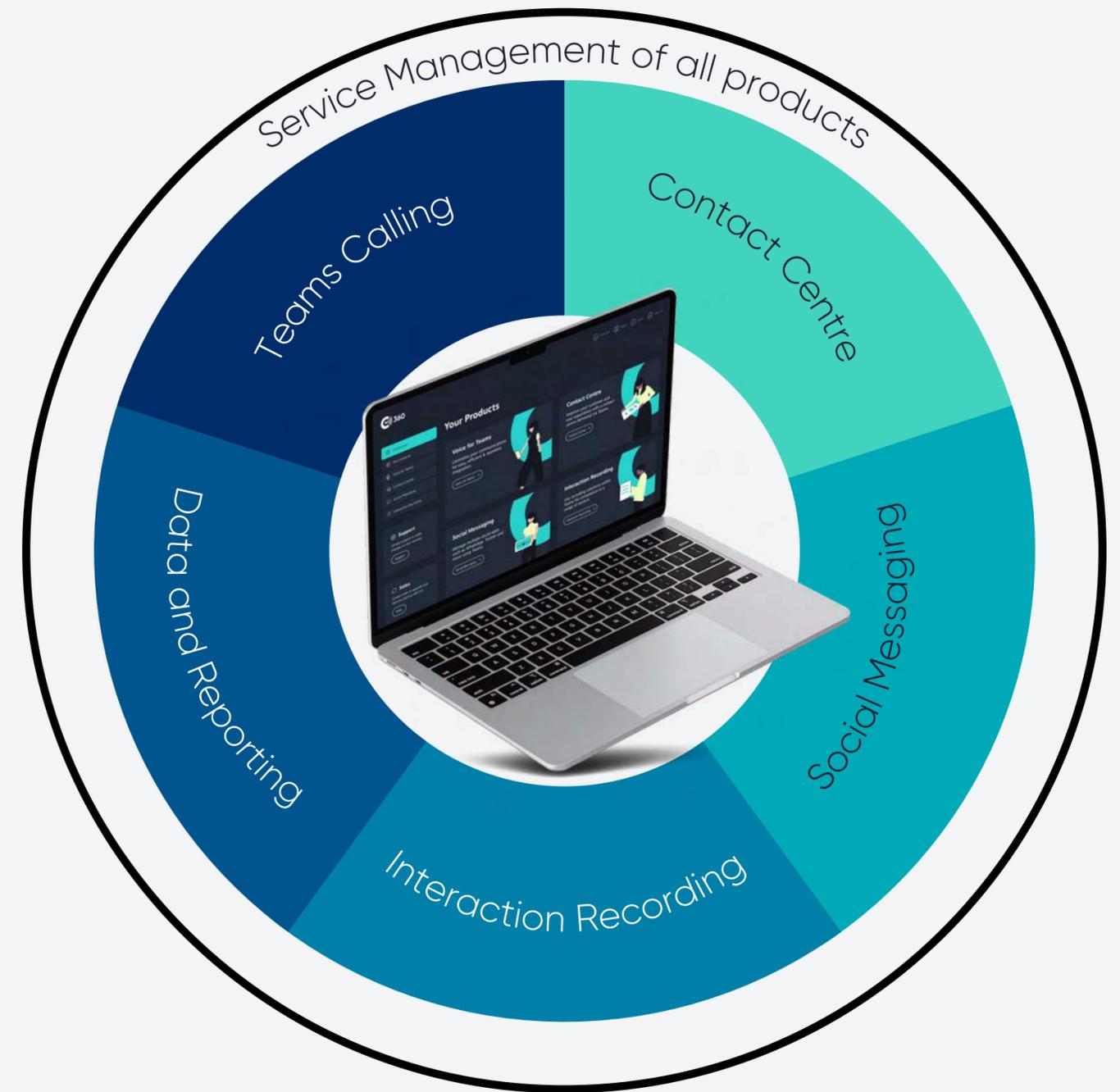
C360 built your way

Imagine having a suite of tools that seamlessly work together. With C360, there's no need to imagine because that's exactly what our modules have been created to do.

Our modules are fully integrated to work together so can manage all your communications in one place. You can also add additional modules if you need, manage users and service plans, monitor and manage licenses all within C360.
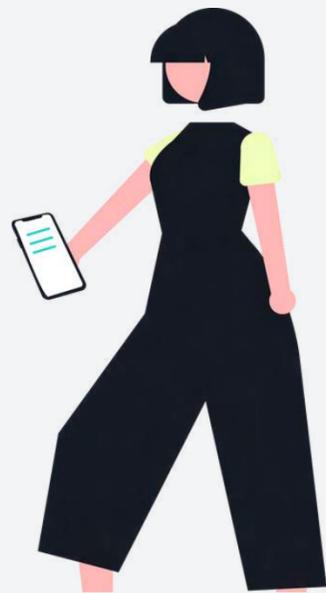
Teams Calling   Contact Centre   Social Media Messaging   Interaction Recording   Data and Reporting
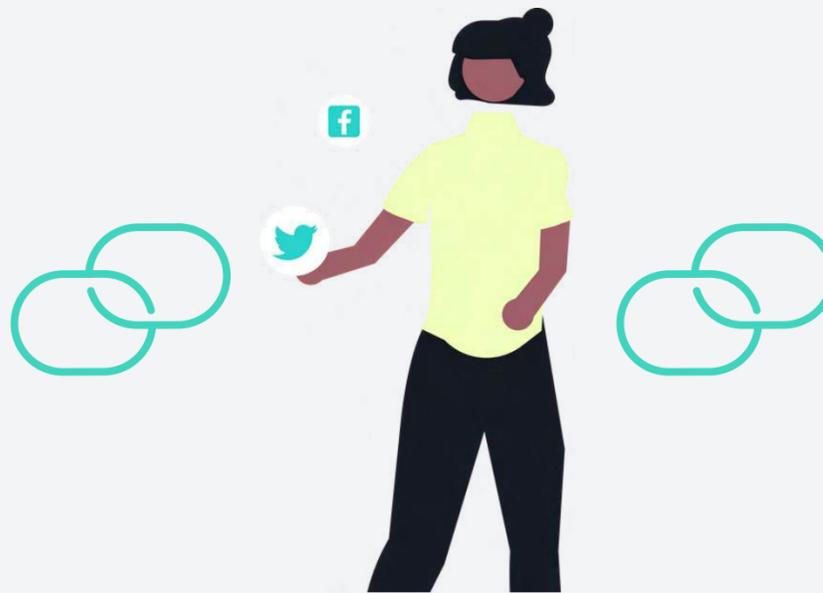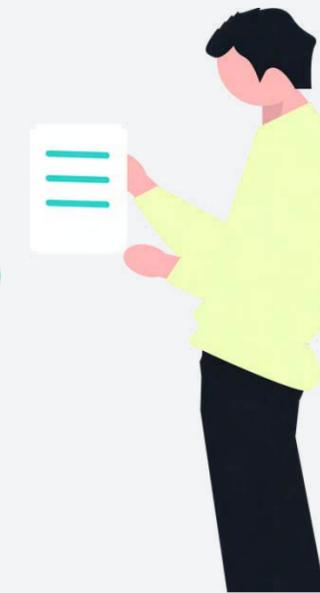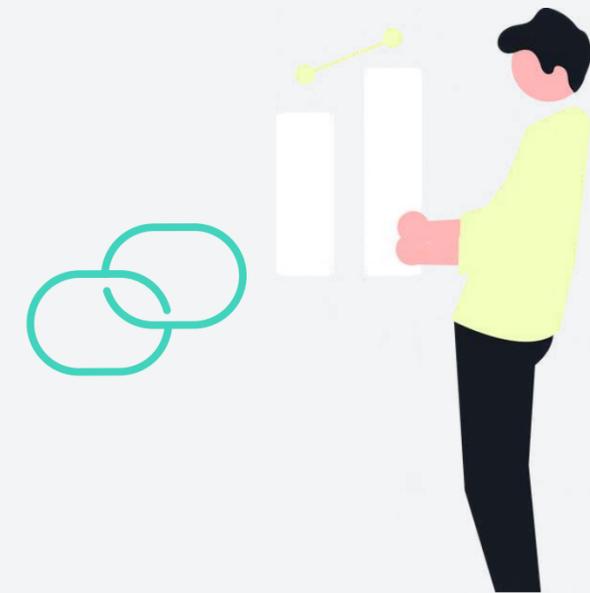
Level up your phone system with Teams Calling

Switching your old phone system to a cloud based digital system on Microsoft Teams allows users to make and receive external calls, hold video conferences, and share files all within the same platform.

Moving to a digital phone system can also enhance productivity and streamline communications, reducing the need for multiple applications and improving collaboration amongst team members.

MS Teams eliminates the need for separate hardware phone systems, resulting in cost savings.

Local, national and toll-free numbers are available in 10,000+ area codes across 65+ countries.

Teams Calling connects you to the world with omni-channel communication solutions.

Omni-channel Contact Centre for Microsoft Teams

Our advanced Contact Centre solution seamlessly integrates with our Teams Calling, Social Media Messaging and Interaction Recording modules in Microsoft Teams offering enhanced efficiency with features including:

- Attendant Console to quickly transfer incoming calls to colleagues
- Agent profile for logging in and out of queues, transferring calls, real time data and CRM Power Frame.
- Supervisor profile to view live queue and agent statistics, set agent's availability and monitor or join live calls.

A Contact Centre can bring all your communications together from voice, WhatsApp, SMS, Social Media and Webchat

Set up advanced Call Flows such as Skills Based Routing, Priority Based Routing and Queue Position Announcement

Integrate your Contact Centre with your CRM, Power Apps, Attendant Console and more.

Integrated Social Media Messaging Management

Connect all your social media channels to C360 and interact with your customers directly from Microsoft Teams.

In today's modern digital world, customers expect to be able to contact businesses not just on the phone or through their website, but also through Social Media.

With C360, you can now connect all your Social Media platforms together to manage and reply to all your customer messages in one place.

Reach more customers

No need for multiple logins

Increase your response time

Secure and compliant Interaction Recording

Our Interaction Recording solution is fully compliant and designed to support any business who want to look after their reputation and have a responsibility to keep customer data safe.

Our Interaction Module works with our Contact Centre and Teams Calling modules to record any interaction including calls, chats, images and file shares. You recordings will be stored securely for up to 5 years.

Our modules flexibility and ease of use will help your organisation to comply with Dodd-Frank, FCA, GDPR, HIPAA, MiFID II, PCI DSS and more.

Record at multiple locations. including remote users, but manage the application centrally.
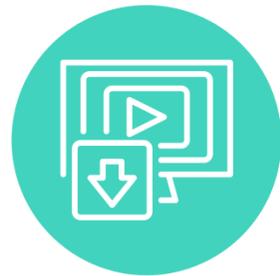
On-Demand Recording Enables specified users to record only the calls they wish to record.

Administrators can assign monitoring, recording and playback rights to specified users.

Get more from your data and reports with C360

Data and Reporting is where C360 comes into it's own, giving you access to all your data, which is often restricted to administrators and can be difficult to understand.

C360 translates your data into visual Power BI dashboards making it easier to understand and keep track of your monthly, quarterly and annual KPI's, how many external calls your agents are handling, call queue times and discover trends so you can adjust your Contact Centre to offer the best customer experience.
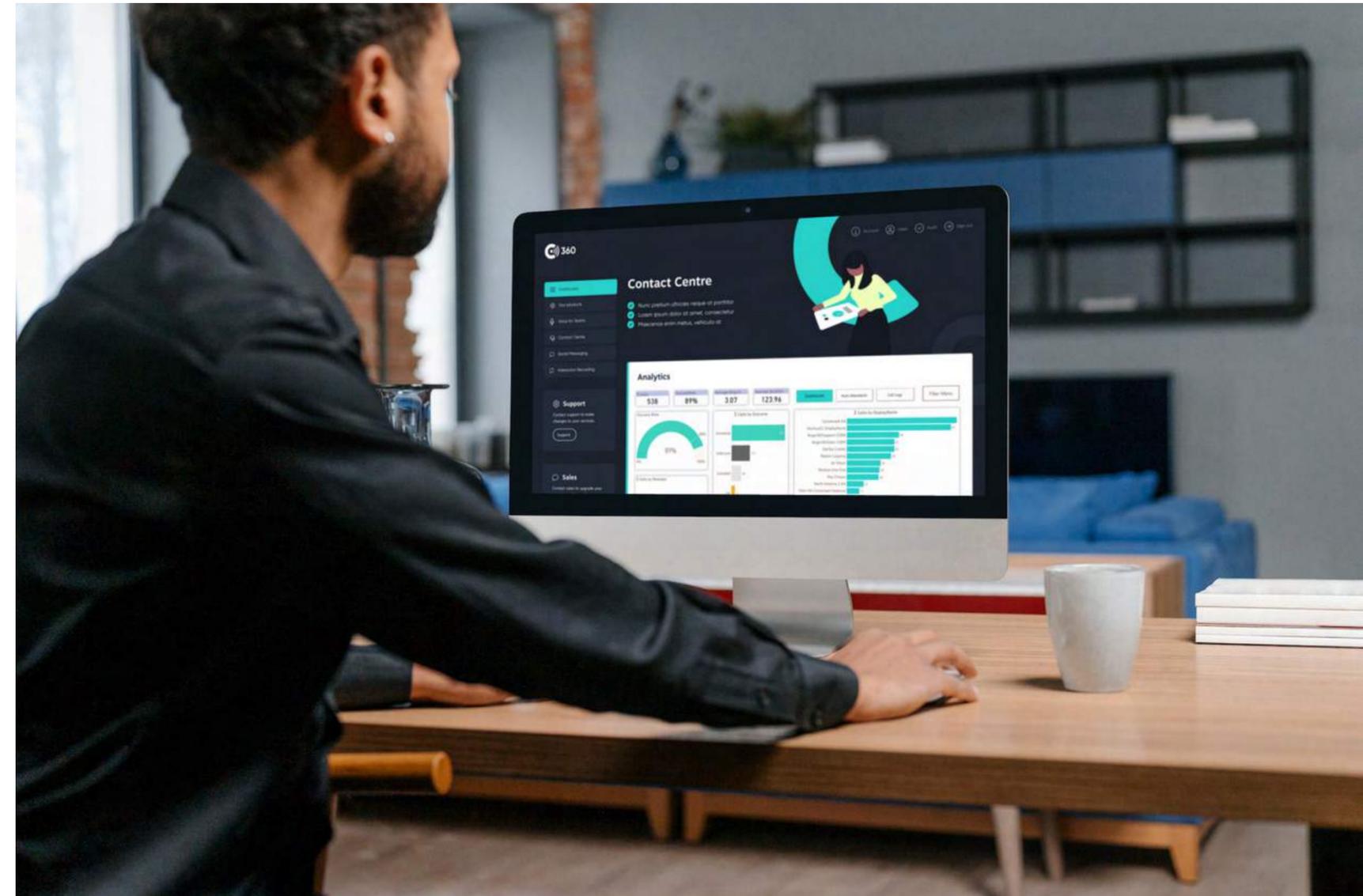
Support packages

Our UK based Service Desk Specialists are ready to help with any technical support in as little as 4 hours. Our Service Desk runs 24/7 so you can trust we will be there to support whenever you need it.

1	**2**	**3**	**4**
Basic	**Standard**	**Enhanced**	**24/7**
Support line 9:00-17:30 Mon-Fri, excluding UK bank holidays.	Support line 9:00-17:30 Mon-Fri excluding UK bank holidays. Support tickets outside of these hours.	Support line 9:00-17:30 Mon-Fri and 10:00-14:00 Sat and Sun, excluding UK bank holidays. Support tickets outside of these hours.	Support from our support line and ticket system when you need it.

What makes C360 right for your business

We understand that every business has unique communication requirements, that's why with C360 you will get customisable solutions tailored to your business needs.

Whether you're a small business, a large enterprise, or have specific industry demands, C360 can be configured to align with your goals and deliver the functionality you require.

01 Integrated modules that seamlessly work together

02 Automated billing when you add new modules

03 Single sign on platform

04 360 degree view of your services
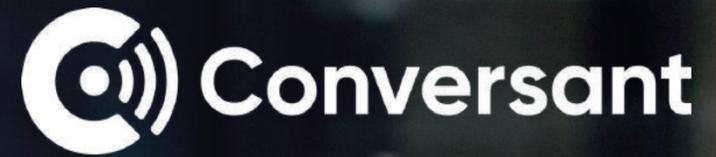
Conversant

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