

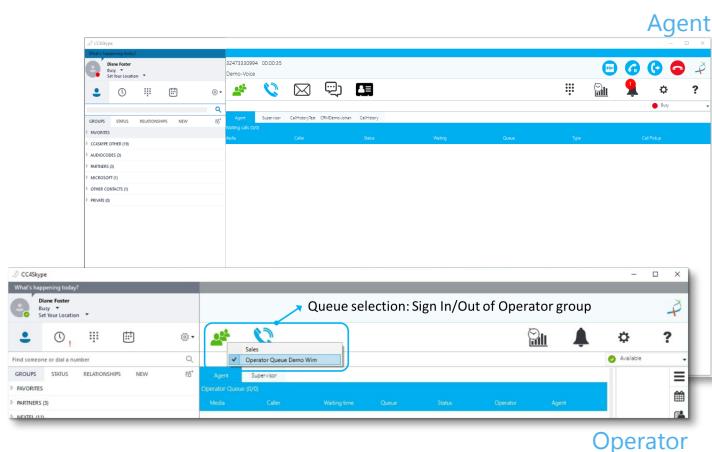
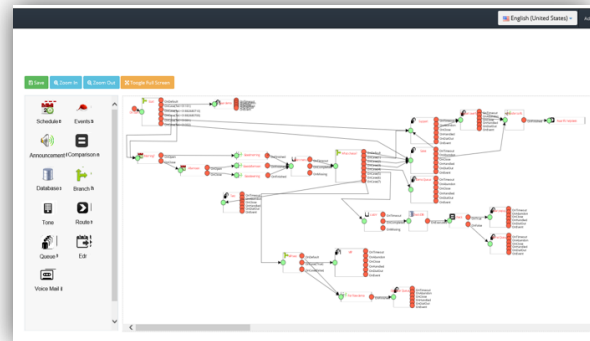
# CONTACTCENTER4ALL

Teams Dynamics Skype for Business

Today many companies successfully work with Microsoft solutions such as Teams, Dynamics or Skype for business. However, handling customer contact professionally is difficult. CC4ALL offers rich ACD functionalities like skill-based routing, dynamic queues, real-time reporting, graphical call flow editor and many more. Operator functionality and chef/secretary is available also. The seamless integration with Teams, Dynamics and Skype for Business adds the ability to route all calls efficiently to, for instance, the best available employee with the most knowledge of a specific product or service. CC4ALL uses this powerful routing engine for all available channels, like email, Web Chat or Social Media conversations. With CC4ALL solutions you not only save on your IT costs but especially the communication with your customers will become optimal.

## Routing of calls

To be put on hold, only to be connected incorrectly subsequently, is one of the biggest frustrations amongst customers. CC4ALL, therefore, takes call routing seriously. Routing can be Skill-based or by the longest available agent.

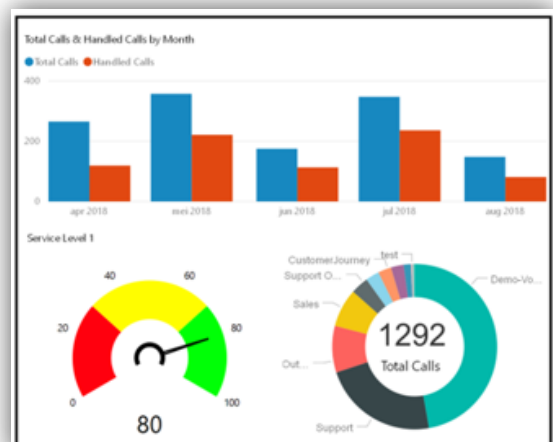
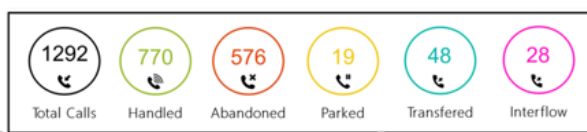


## Omni-Channel

CC4ALL offers Omni Channel Contact Center capabilities, and all are managed from one central administration tool and one client. The addition of extended Web Chat and Social Media features make CC4ALL the most complete, versatile and flexible Omni-Channel Solution in the Skype for Business Contact Center market today.

## Reporting

Professional real-time dashboards and historical reports are included for Voice, Web Chat, Email and Social Media and the recent implementation with Microsoft Power Bi add's a complete and easy to read full dashboard functionality.



# Improve customer contact with



## First time right solution

Being transferred to the wrong agent is the No1 reason why customers drop a call. We take call routing seriously, all channels; voice, email, web chat and Social Media, are routed with the same powerful engine so that all conversations will be transferred to the right agent, the first time.



## Customer Contact Transformation

Although most incoming conversations are still by telephone, Web Chat and Social Media are on the rise. Therefore, an excellent Omni-Channel solution is crucial for the transformation of customer contact.



## The Contact Center of the future is already here

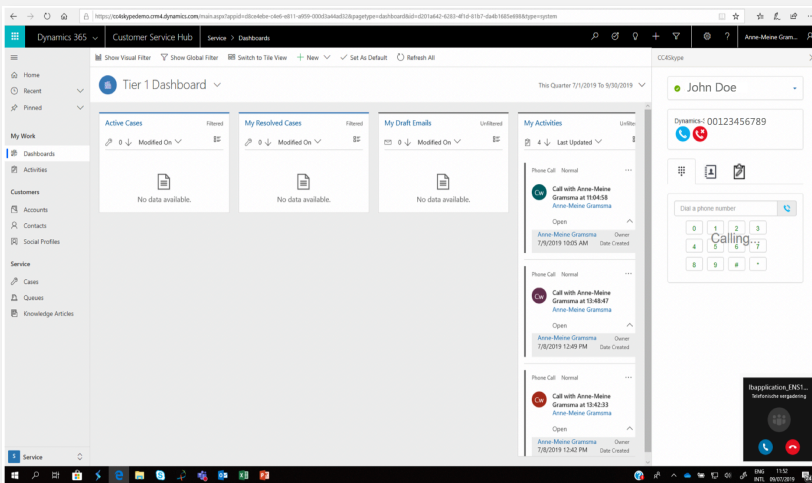
With integrated Artificial Intelligence, text and speech can be analyzed. This offers a unique insight into all customer contact and agent efficiency.

## Why choose CC4ALL?

- Certified by Microsoft
- Native Teams, Dynamics and Skype for Business
- Full Omni-Channel solution
- In the cloud, on premise or hybrid
- All functionality in one client
- Intuitive client and IVR
- Quick and easy implementation

**Certified by:**  
Microsoft  
AudioCodes

ContactCenter4ALL



Screenshot of Beta version

## Microsoft Dynamics seamlessly integrated

Contact Center Software running directly from Dynamics. What could be more efficient for your sales teams than to place their outbound call directly from Microsoft Dynamics?

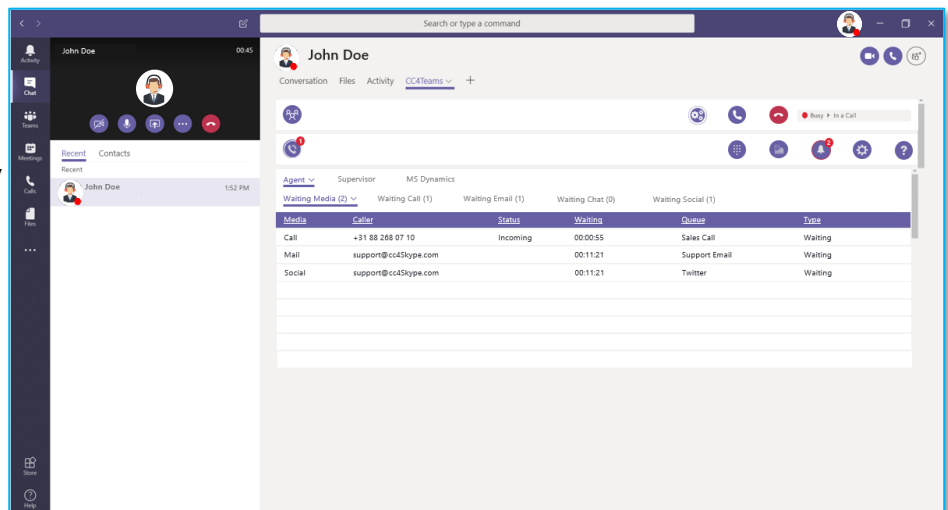
With CC4Dynamics, seamless integration with Microsoft Dynamics is not only possible; we've enhanced it with the contact center features your team needs to succeed.

With CC4Dynamics, voice channels are fully integrated with Microsoft Dynamics 365.

This integration allows for voice functionalities, such as in- outbound calls, call recording, and warm and cold call transfer.

## Collaborate and communicate with CC4Teams

CC4Teams is built with collaboration and communication in mind. CC4Teams adds functionality that a Contact Center agent needs. Together this allows for many new and efficient ways for your Contact Center teams and groups to collaborate and improve performance, by, for instance, the ability to access the team's complete knowledge base, or use the Teams chat and converse on topics between agents. All of the agents' conversations with team members remain available in one place for fast reference. Finding the right answers fast maximizes agent efficiency. With CC4Teams, voice channels are fully integrated. This integration allows for voice functionalities, such as in- outbound calls, call recording, and warm and cold call transfer.



Screenshot of Beta version