



Competella SaaS for Teams Attendant Console and Call Center

Beyond Native Teams: Advanced Call Handling and Attendant with
Competella SaaS

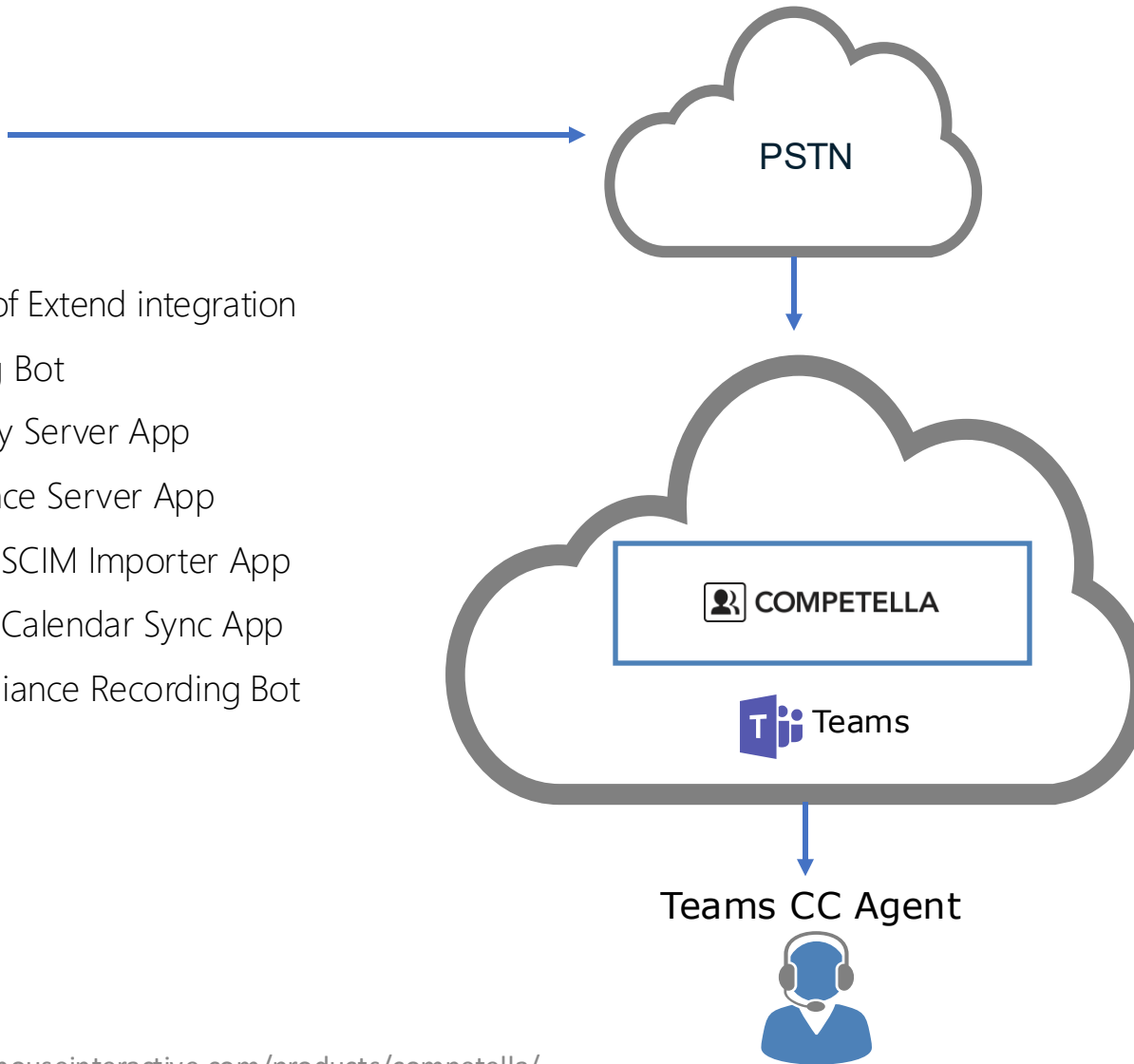


Lars Fredsted
Sales Manager



Teams Extend Model – Competella

Customer



The ease of Extend integration

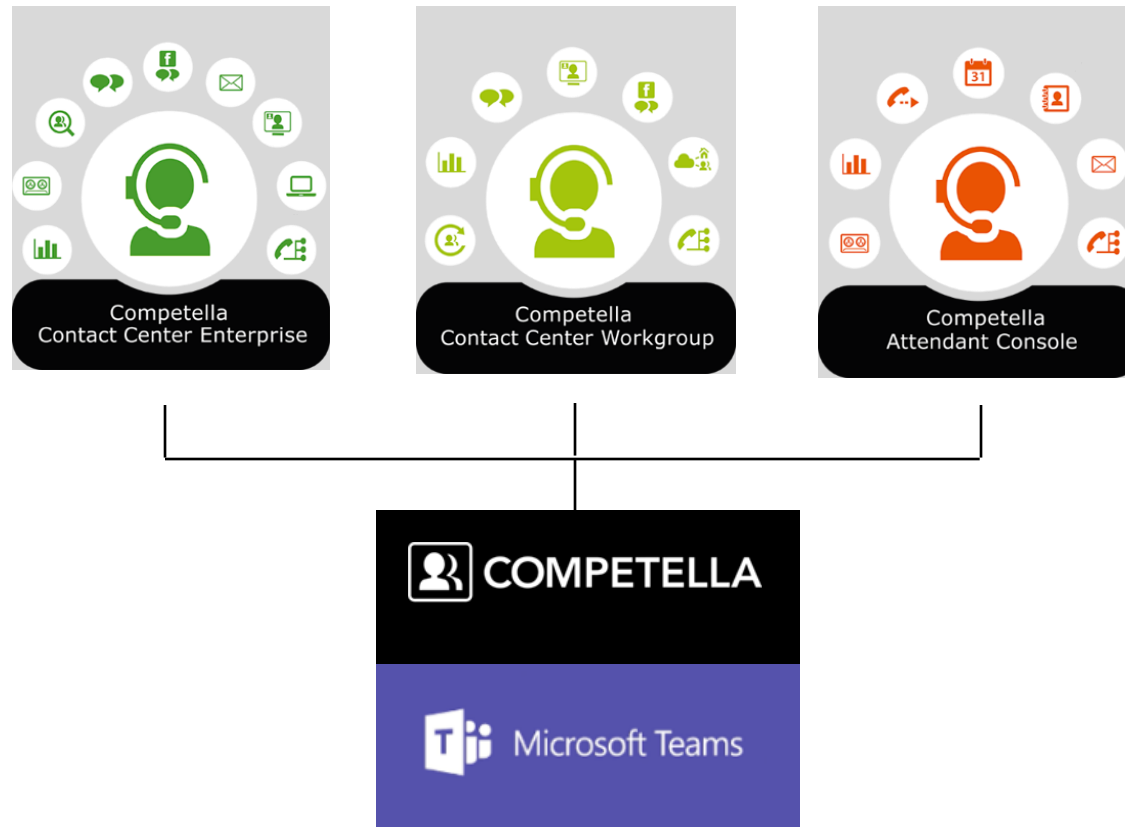
- Calling Bot
- Identity Server App
- Presence Server App
- Azure SCIM Importer App
- Azure Calendar Sync App
- Compliance Recording Bot

- Tight integration used by Competella
- Queue handling is based on only Teams Graph API, no external call handling required
- No external Microsoft certified session border controller (SBC) is required
- All PSTN Connectivity Supported
Direct Routing
Microsoft Calling Plan
Operator Connect



Competella SaaS for Teams

Contact Center and Attendant



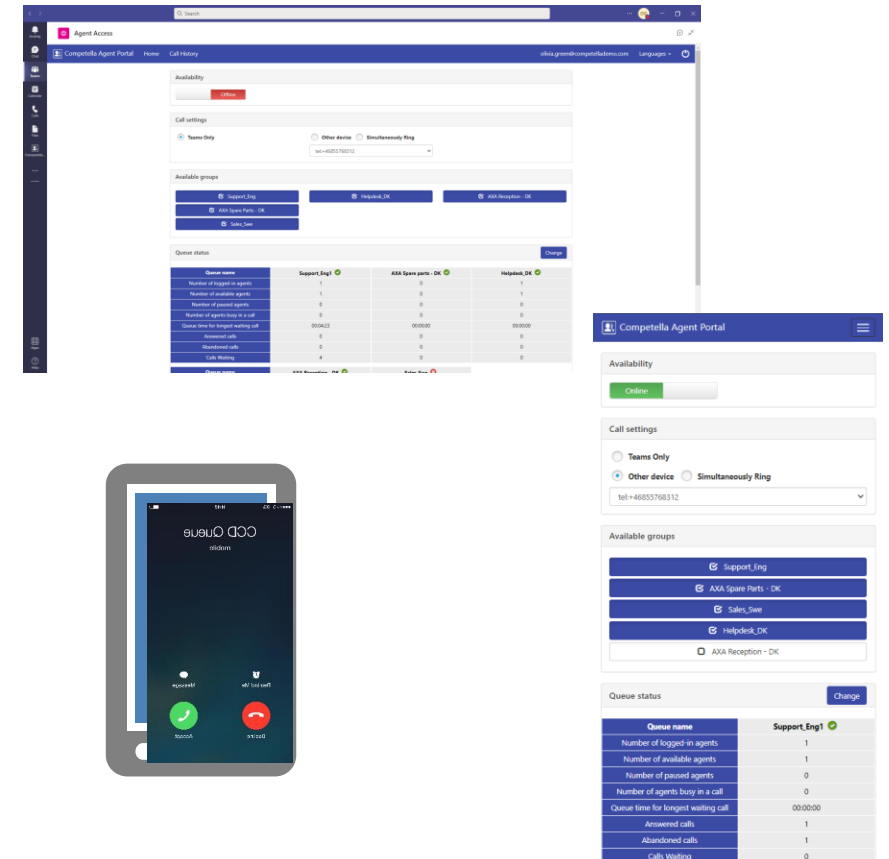


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Competella Contact Center Workgroup CCW

- Flexible agent distribution endpoint
 - Teams
 - Simultaneous ring
 - PSTN number
- Log-in / out
- Enter / leave agent groups
- Overview of Queue status – queue length, available agents etc.
- Wrap-up time
- Access to queue call-log

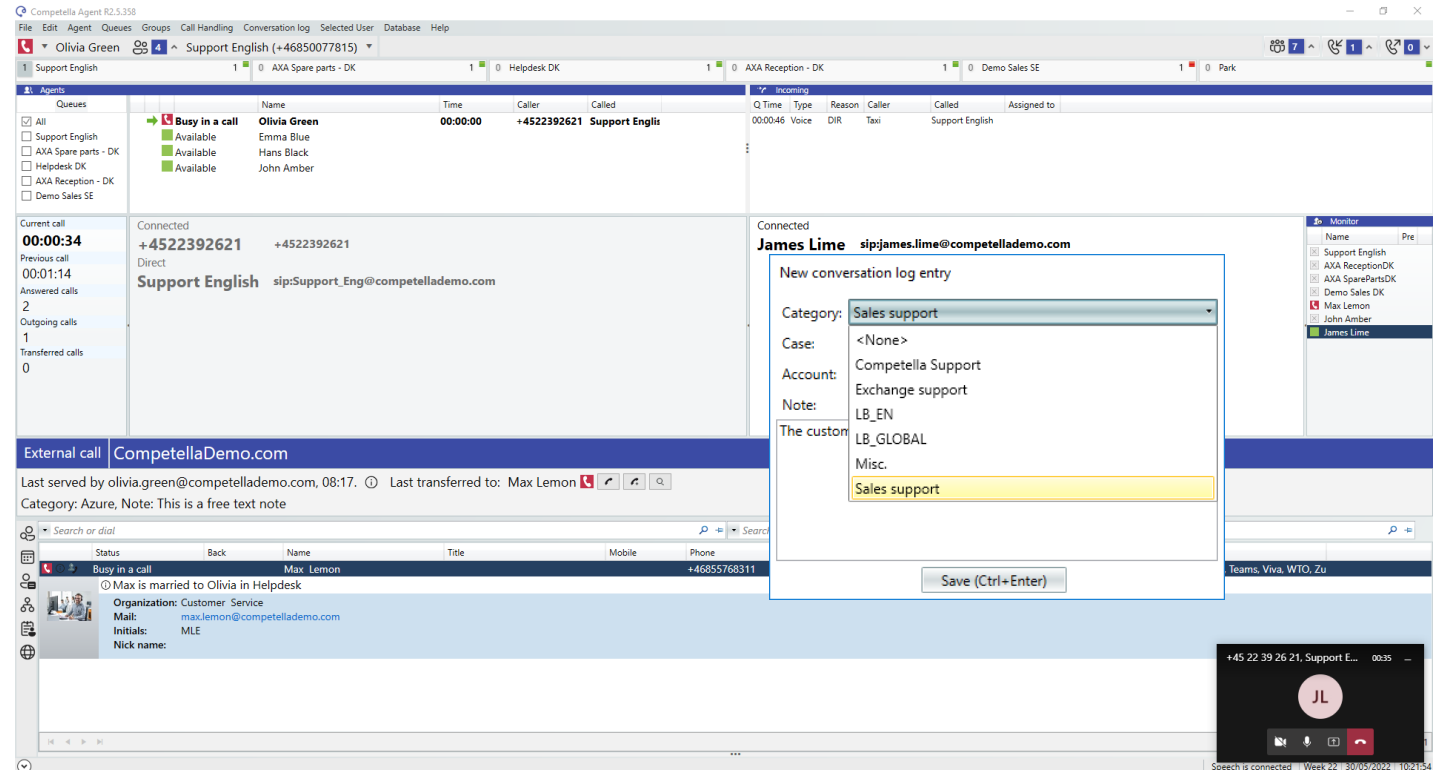
Agent portal App with queue monitor and call history



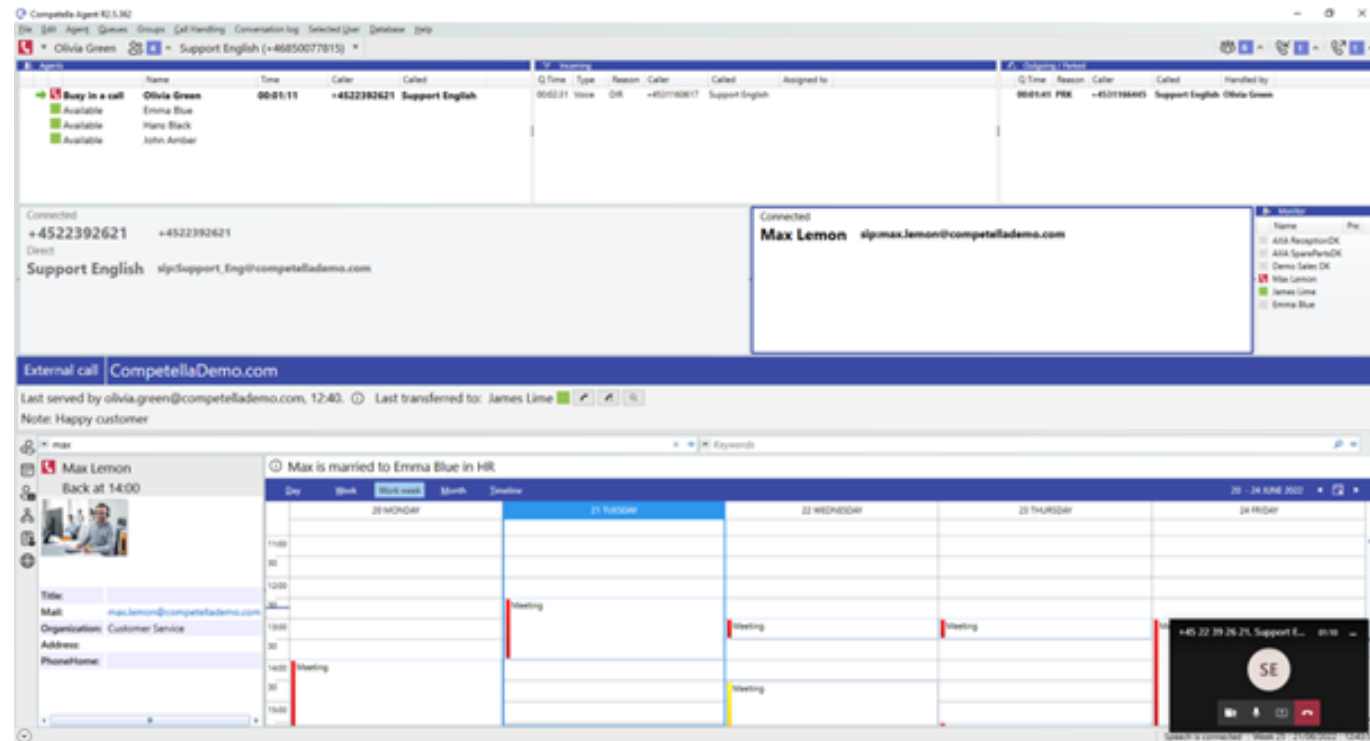
Licensed as named created users

<https://www.enghouseinteractive.com/products/competella/>

- Overview of Calls – queue list, time in queue, caller
- Overview of Agents – logged in, agent status
- Supervisor force agent status, listen in and barge
- Call history look-up
- Wrap-up time – extend / end
- Set category for the call / wrap-up code and login / out reason
- Directory search with presence



- Overview for the Receptionist
- Advanced call handling with Teams
- Send E-mail, number injection / text templates
- Corporate directory from Azure AD
- Advanced search
- Presence integration with Teams
- Calendar integration Exchange Online



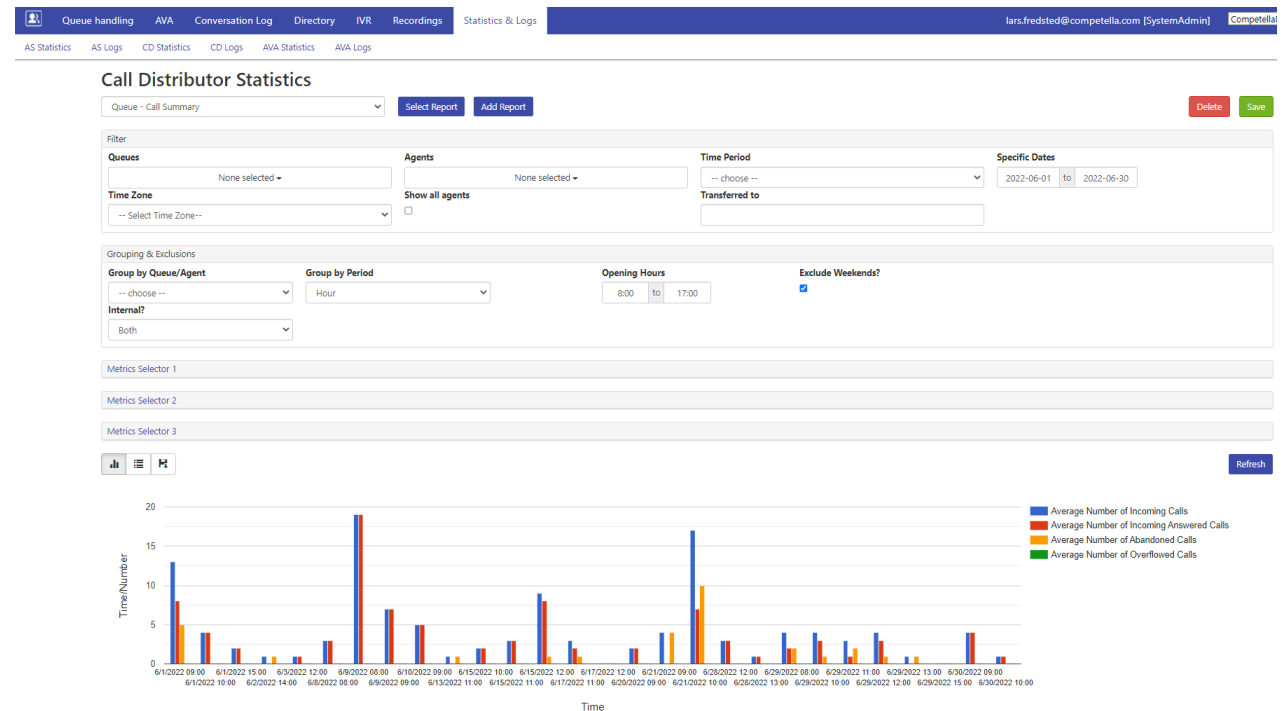


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Competella Statistics

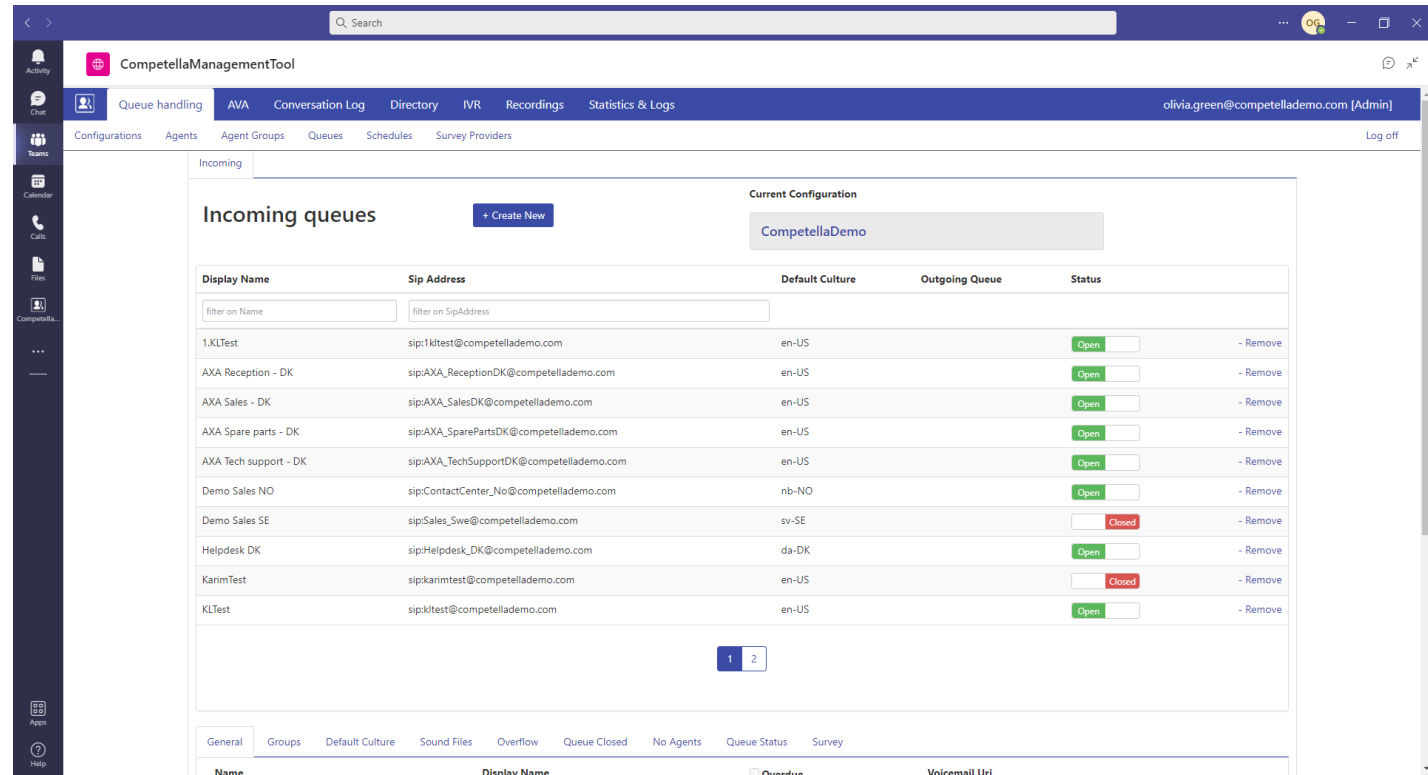
Statistics

- Report design tool
- Standard templates
- API for look-up's and export of data e.g. to Power BI
- Call-log – cradle to grave
- Export to Excel



Management Tool

- Administration on the fly of:
- Queues, Call Flows, Agent Groups, IVR Services, Schedules, Agents, Access level, Access groups
- Historical statistics and log's
- Recordings
- Service account for partners
- Powershell access for partners



The screenshot displays the 'CompetellaManagementTool' web interface. The top navigation bar includes tabs for 'Queue handling', 'AVA', 'Conversation Log', 'Directory', 'IVR', 'Recordings', and 'Statistics & Logs'. The left sidebar contains icons for 'Activity', 'Chat', 'Teams', 'Calendar', 'Calls', 'Files', and 'Competella...'. The main content area is titled 'Incoming queues' and features a '+ Create New' button. Below this is a table with columns: 'Display Name', 'Sip Address', 'Default Culture', 'Outgoing Queue', and 'Status'. The table lists various queues such as '1.KITest', 'AXA Reception - DK', 'AXA Sales - DK', 'AXA Spare parts - DK', 'AXA Tech support - DK', 'Demo Sales NO', 'Demo Sales SE', 'Helpdesk DK', 'KirimTest', and 'KLTest'. Each row has a 'Status' column with a green 'Open' button or a red 'Closed' button, and a '- Remove' link. At the bottom, there are tabs for 'General', 'Groups', 'Default Culture', 'Sound Files', 'Overflow', 'Queue Closed', 'No Agents', 'Queue Status', and 'Survey'.

Display Name	Sip Address	Default Culture	Outgoing Queue	Status
1.KITest	sip:1kittest@competellademo.com	en-US		Open
AXA Reception - DK	sip:AXA_ReceptionDK@competellademo.com	en-US		Open
AXA Sales - DK	sip:AXA_SalesDK@competellademo.com	en-US		Open
AXA Spare parts - DK	sip:AXA_SparePartsDK@competellademo.com	en-US		Open
AXA Tech support - DK	sip:AXA_TechSupportDK@competellademo.com	en-US		Open
Demo Sales NO	sip:ContactCenter_No@competellademo.com	nb-NO		Open
Demo Sales SE	sip:Sales_Swe@competellademo.com	sv-SE		Closed
Helpdesk DK	sip:Helpdesk_DK@competellademo.com	da-DK		Open
KirimTest	sip:kirimtest@competellademo.com	en-US		Closed
KLTest	sip:kittest@competellademo.com	en-US		Open

Competella SaaS for Teams add-on's

A la carte menu - requirement-based pay as you go model with Competella SaaS*

ACE	CCE	CCW	Add-on	Competella SaaS for Teams
o	o	o	IVR Express	Menu based flows with DTMF for skills distribution of calls
o	o	n/a	Callback	Limit the waiting time for your callers by using automated callback
o	o	n/a	Call Recording	Store your calls for training purposes
o	o	n/a	CRM GW	"Plug and play" integration with Salesforce and MS Dynamics (+ open API)
o	o	o	Quality Monitor	Real time statistics of your contact center performance
o	o	o	Scheduled reports	Statistical reports - via e-mail

*Minimum contract lengths 12 months, decrease license notice 90 days in advance of the auto renewal

Why - Competella SaaS for Teams?

- SaaS or on-prem deployment
- SaaS - Fast and easy to deploy
- Freedom of choice for PSTN options
- Secure - vetted by Microsoft
- Real SaaS solution
- Multi tenancy – COST EFFECTIVE
- Sophisticated Attendant features
- Covers most basic call center requirements



Lars Fredsted

Sales Manager Channel

lars.fredsted@enghouse.com

+45 89871252

+45 31166445