

Hello Dialogue,

Improve Customer & Employee
Experience with The Microsoft
Powered CX Platform



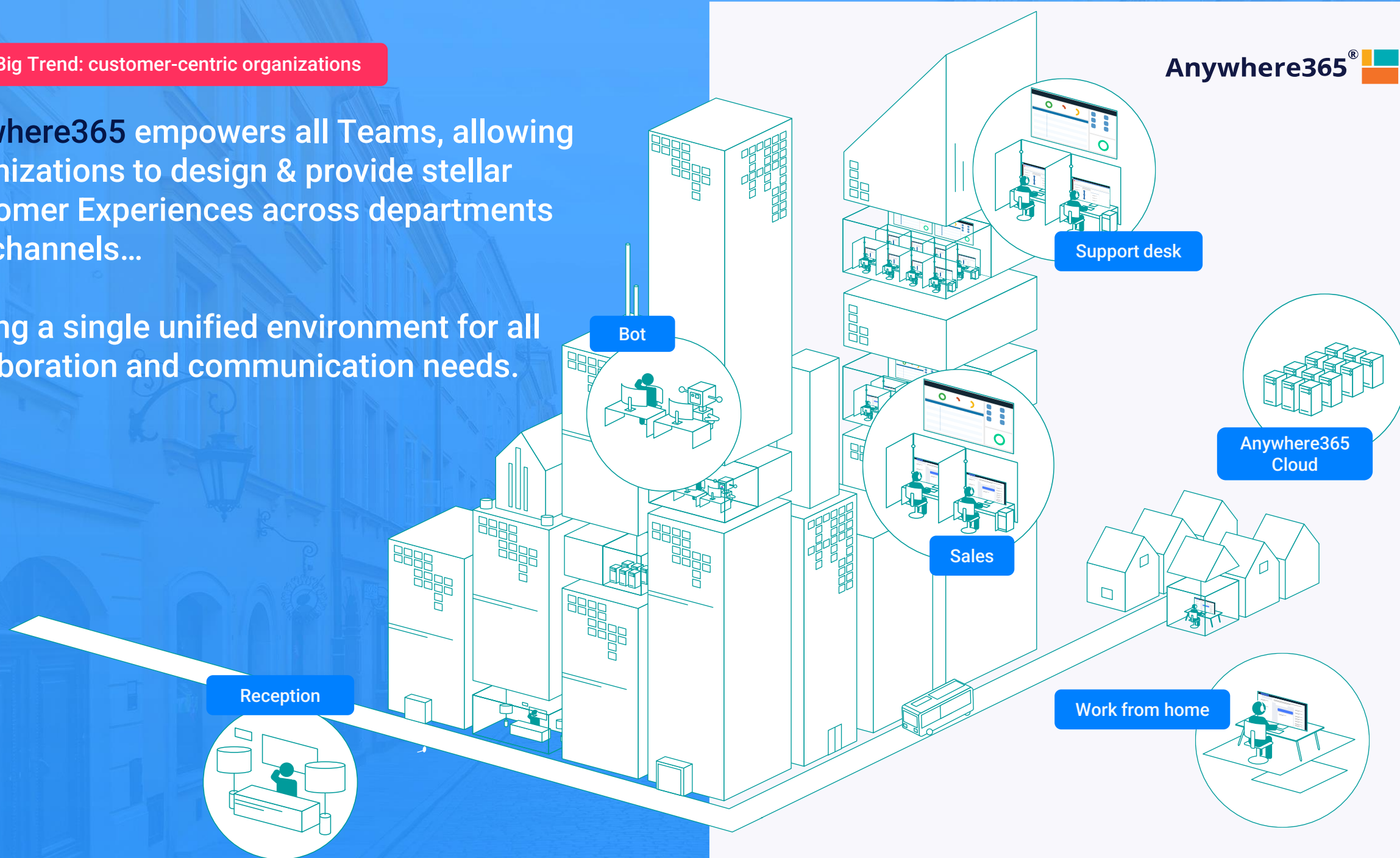
14+ years of business communication integration
with the Microsoft Technology Stack

The Big Trend: customer-centric organizations

Anywhere365[®]

Anywhere365 empowers all Teams, allowing organizations to design & provide stellar Customer Experiences across departments and channels...

...using a single unified environment for all collaboration and communication needs.



Global

Trusted by 2200+
organizations in
60+ countries



FINANCIAL
TIMES

1000

Europe's Fastest
Growing Companies



Deloitte Fast
500 EMEA



26 members of the Fortune Global 500 use Anywhere365 as
their mission critical Contact Center & Dialogue Management
Platform

Gartner

Recognized by Gartner as **native contact center** to
Teams in Gartner's report 'How to **optimize**
Microsoft Teams with Cloud Contact Center
Platforms' (July 2020)

CERTIFIED

Microsoft Teams

Connected
Contact Center



The world's first certified
Direct Routing Contact Center
for Microsoft Teams
[Learn More](#)



Anywhere365®

Deloitte.



Allianz



ING

SOCIETE
GENERALE



BOMBARDIER



PHILIPS



Rabobank

CREDIT SUISSE

TU Delft
Delft University of Technology



Bentley



i'm lovin' it

Office for
National Statistics

KPMG



PHILIP MORRIS



SWAROVSKI

Grant Thornton

Emirates



SUBARU



Nestle

Q PARK

ROBECO

usg people

Leveraging the Microsoft Technology Stack

Allowing organizations to leverage the full Microsoft Technology Stack for Contact Center and Customer Interaction, including:

- ✓ The native Teams Telephony Infrastructure
- ✓ SharePoint Online
- ✓ The Power Platform
 - ✓ Forms (Scorecards, NPS Scores and more)
 - ✓ Power Automate (e.g. lead verification)
 - ✓ Power Apps (e.g. role based interfaces)
 - ✓ Power BI (business intelligence & reporting)
- ✓ Adaptive Cards
- ✓ Azure Services
 - ✓ Secure SQL based CDR storage
 - ✓ Bot Framework
 - ✓ LUIS
 - ✓ Cognitive Services (translation, intent recognition, more)
- ✓ Cross Application Workflows with Dialogue Studio





Web Agent for Microsoft Teams

Anywhere365®

CRM and Back Office Integration. Significantly improve the service provided to a caller and the productivity of Agents.

Timeline Call Classification CRM integration Tabs

The screenshot displays the Web Agent interface within a Microsoft Teams window. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for People Hub, Activity (11), Chat, Teams, Calls, Files, Shifts, Web Agent, and Apps.
- Top Bar:** Includes a search bar, a user profile for Bob Visser (Teams Demo, Available), and window controls.
- Contact Information:** Displays details for a contact named Bob Visser, including a phone number (+13615101921), email (bob.visser@anywhere365.net), and a status of 'Available'.
- Timeline:** A vertical timeline showing the sequence of events for the contact. It includes an 'Incoming call' at 01:03 PM, a 'Queue time' of 00:00:32, and a 'Hangup call' at 01:03 PM. The timeline is labeled 'March 2022'.
- Call History:** A list of calls, including an 'Incoming call' at 01:03 PM and a 'Hangup call' at 01:03 PM.
- Bottom Right:** A small inset window showing a call in progress with the number +1 206-219-1148 and the name UCC Bob.

UCC SharePoint Visual Dashboard

Real-time, Easy & Distributed Administration.



Ease of Access



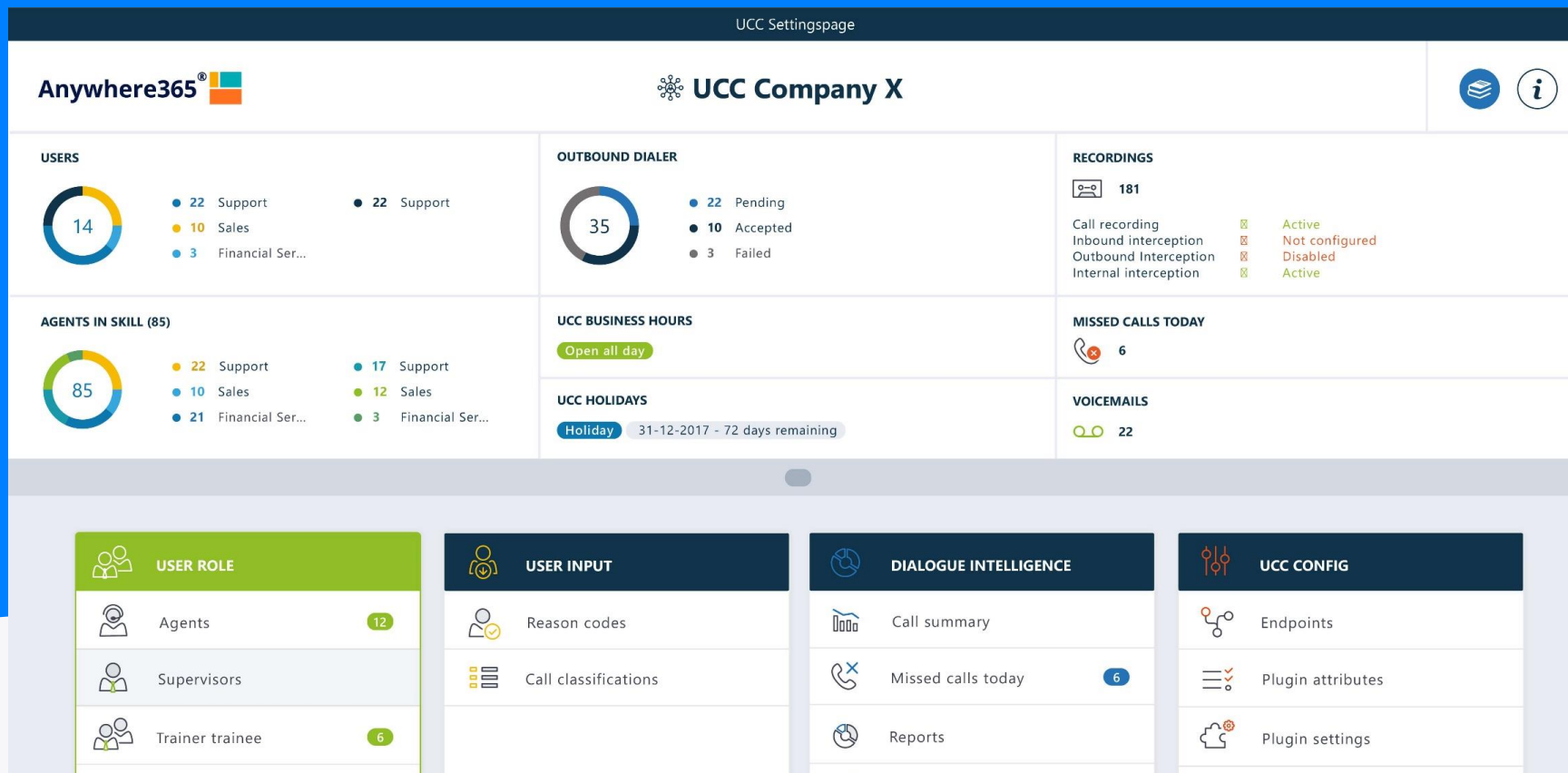
Global Overview



User Experience



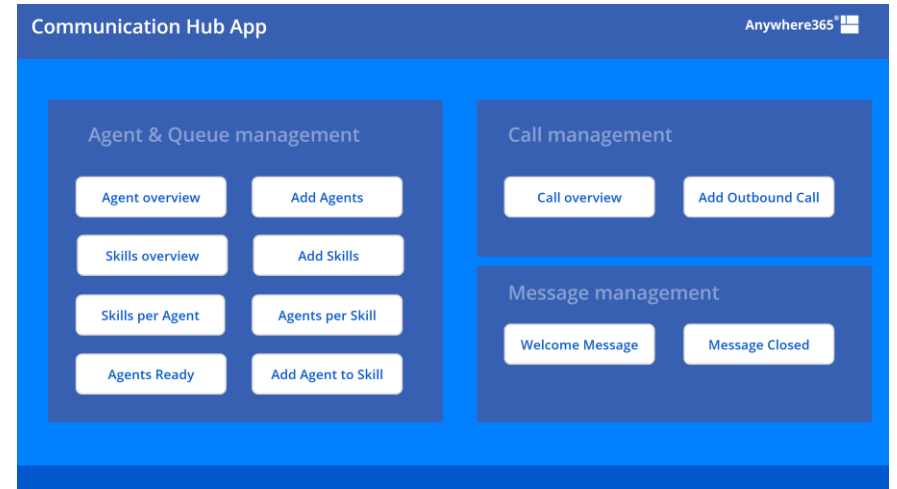
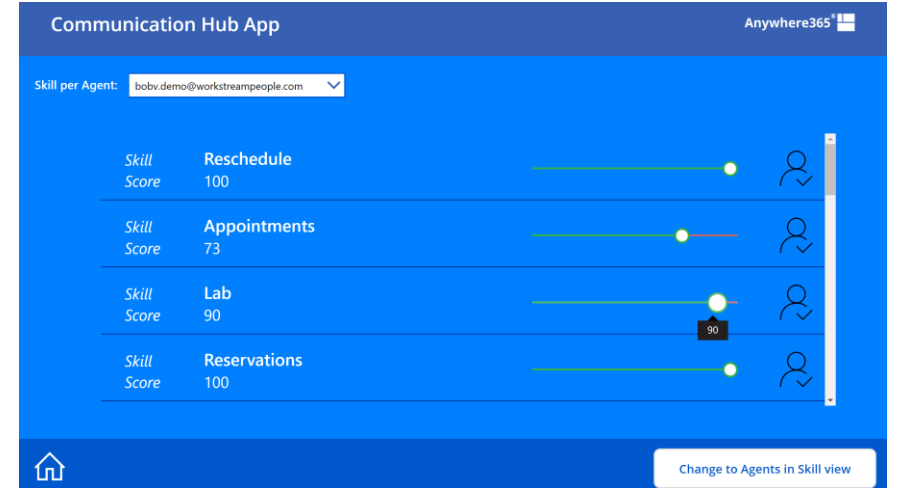
Role Based



Power Platform

Power Apps (optional)

- Custom Interfaces for Contact Center Admin Tasks
- Easy to Modify & Update
- Create Focus & Improve Productivity.



Power Platform

Power Automate (optional)

Streamline contact center tasks and processes, such as lead verification or cases driven callbacks, with Microsoft Power Automate.

The screenshot displays a Power Automate flow configuration for a process titled "Lead Verification". The flow is triggered by the event "When a record is created".

Trigger Step: When a record is created

- Organization Name:** Anywhere356 Development (DEMO)
- Entity Name:** Leads

An arrow indicates the flow proceeds to the next step.

Action Step: Create item

- Site Address:** ucc_sales_bob - https://wspnl.sharepoint.com/sites/demo/ucc_sales_bob
- List Name:** OutboundDialerCalls
- Invite:** tel: [Business Phone icon] x
- Processed:** No
- Skill Id:** Existing Patients

The "Skill Id" dropdown menu is open, showing the following options:

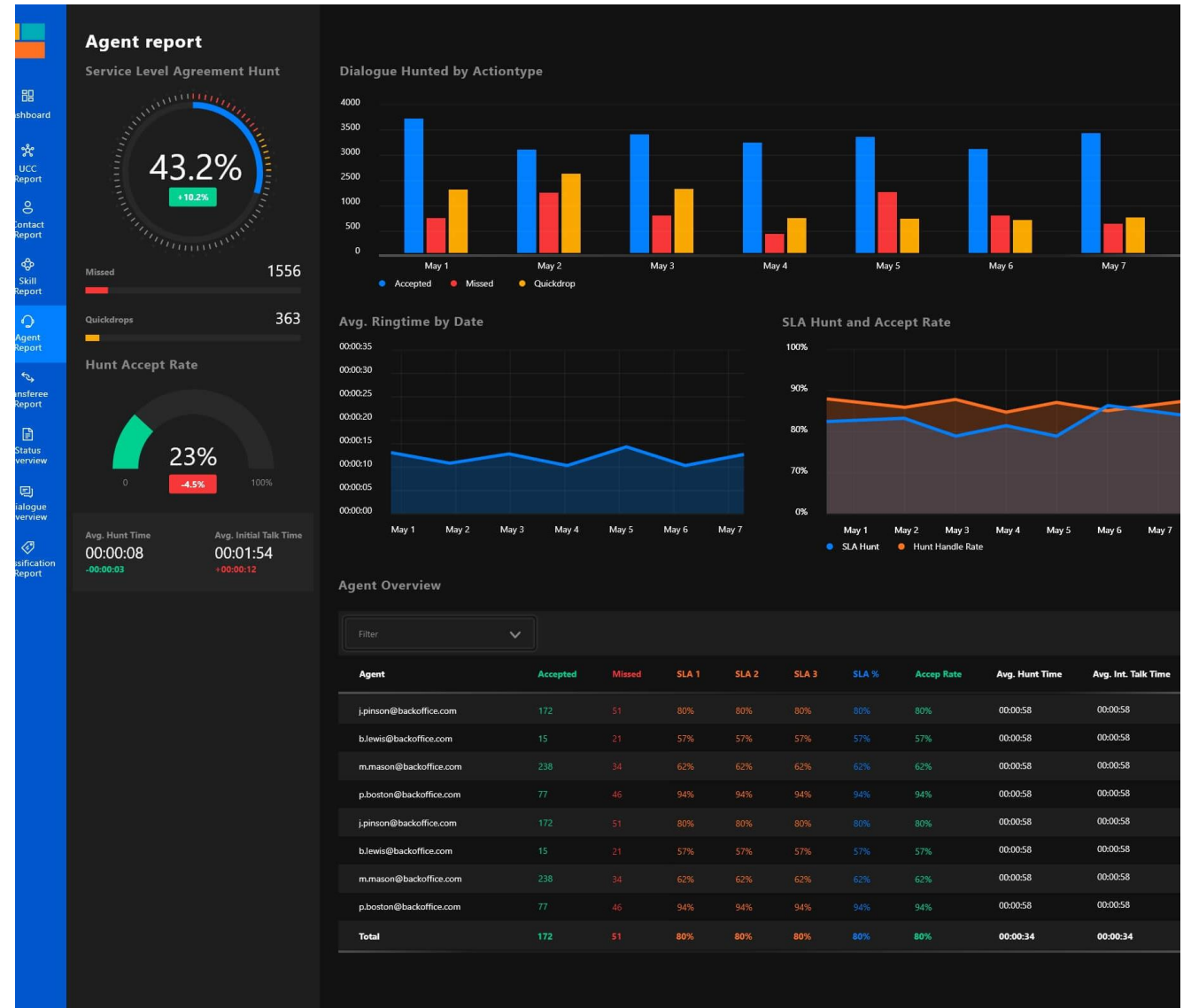
- Admissions
- Appointments
- Assistants

Power Platform

Power BI

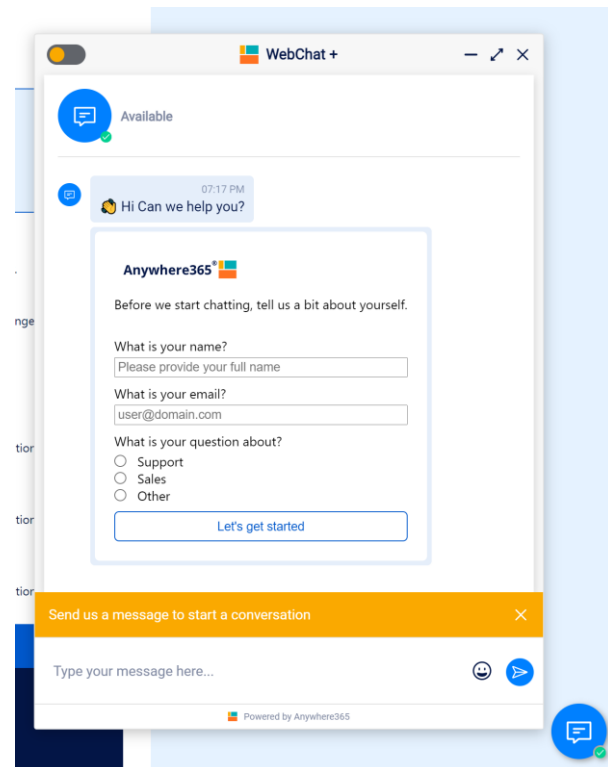
Combining the powerful Power BI tool of Microsoft with the advanced data of Anywhere365 gives the user an dashboard which can be altered to any style or form.

Leverage the Anywhere365 Templates and/or drag and drop your own KPI Dashboards.



Adaptive Cards




- Open Across Channels
- Dynamically Populated with Data
- Rich Information Exchanges (Customer Experiences)
- Automated



Adaptive Card [Try it Yourself >](#)

Your registration is almost complete

What type of food do you prefer?



[Steak ▾](#) [Chicken ▾](#) [Tofu ▾](#)

Adaptive Card [Try it Yourself >](#)

Adaptive Card design session

Conf Room 112/3377 (10)
20:30 - 09:30

Snooze for

▾

[Snooze](#) [I'll be late](#)



Connect with Azure Cognitive Services through Dialogue Studio

Anywhere365 Dialogue Studio is a tool for designing and programming flows.



Open API



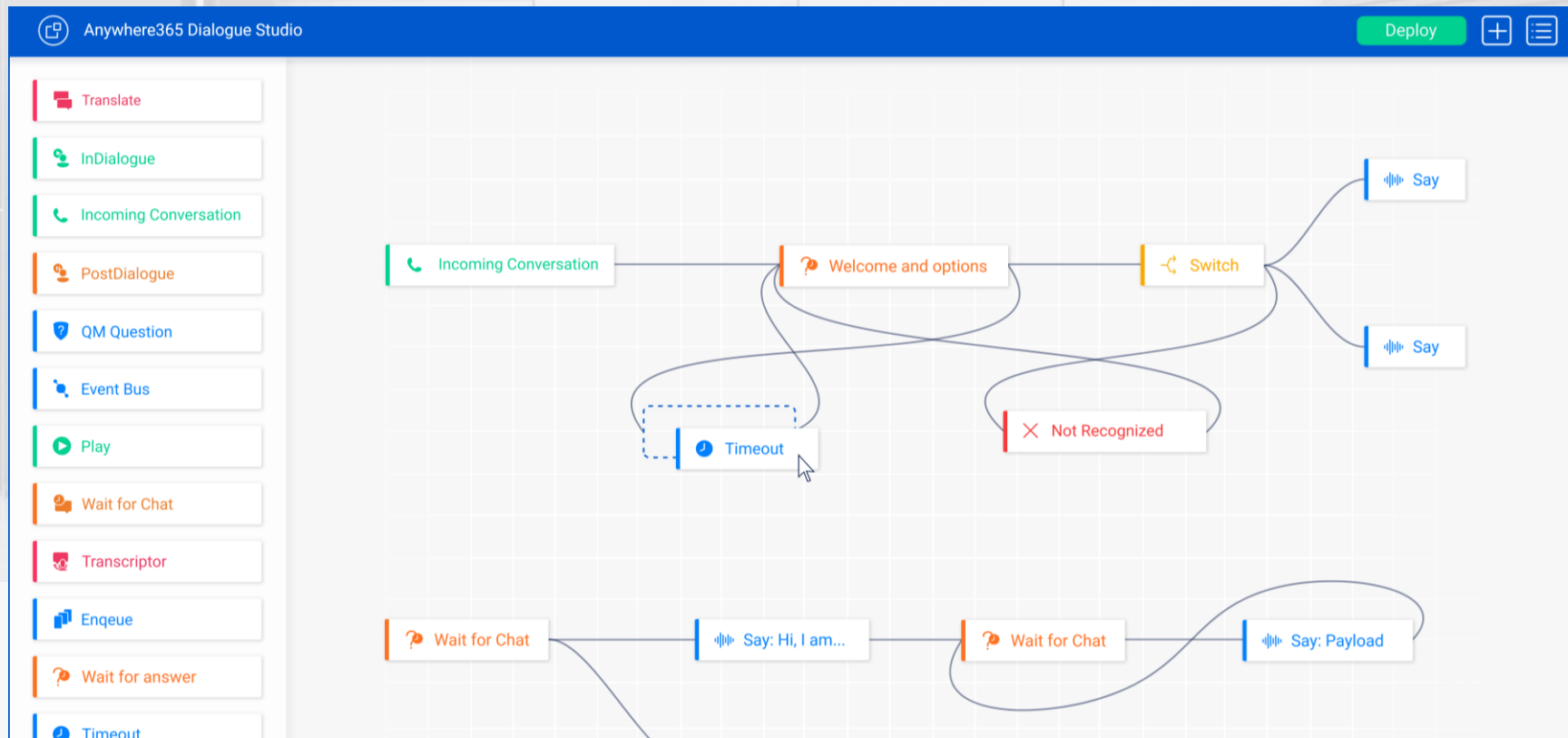
Drag & Drop



Creativity



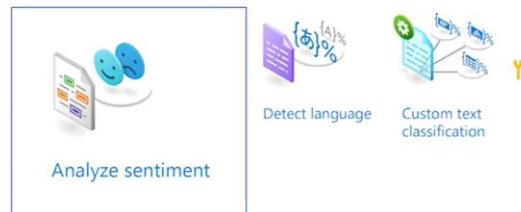
Fast Deploy



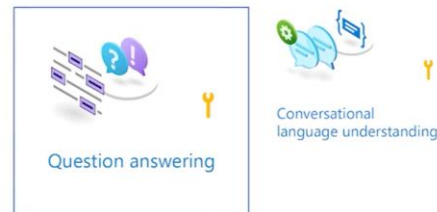
Cognitive Services

Add high-quality natural language capabilities, from sentiment analysis and entity extraction to automated question answering.

Classify text



Understand conversations



Sentiment analysis



// The **noodles** I ordered was **soft** and **juicy**, and the **place** was **impeccably** clean. //

● target
● expression

Extract information



Sentence sentiment	Opinion	Opinion
Positive	Target: noodles	Target: place
Confidence: 100.00%	Expression:	Expression:
● Positive 100.00% ● Neutral 0.00% ● Negative 0.00%	Soft (Positive, 100.00%) Juicy (Positive, 100.00%)	Impeccably (Positive, 100.00%)



The Reality of Multiple Systems

Anywhere365 Dialogue Studio is a tool for designing and programming flows that cross and connect application stacks.



Open API



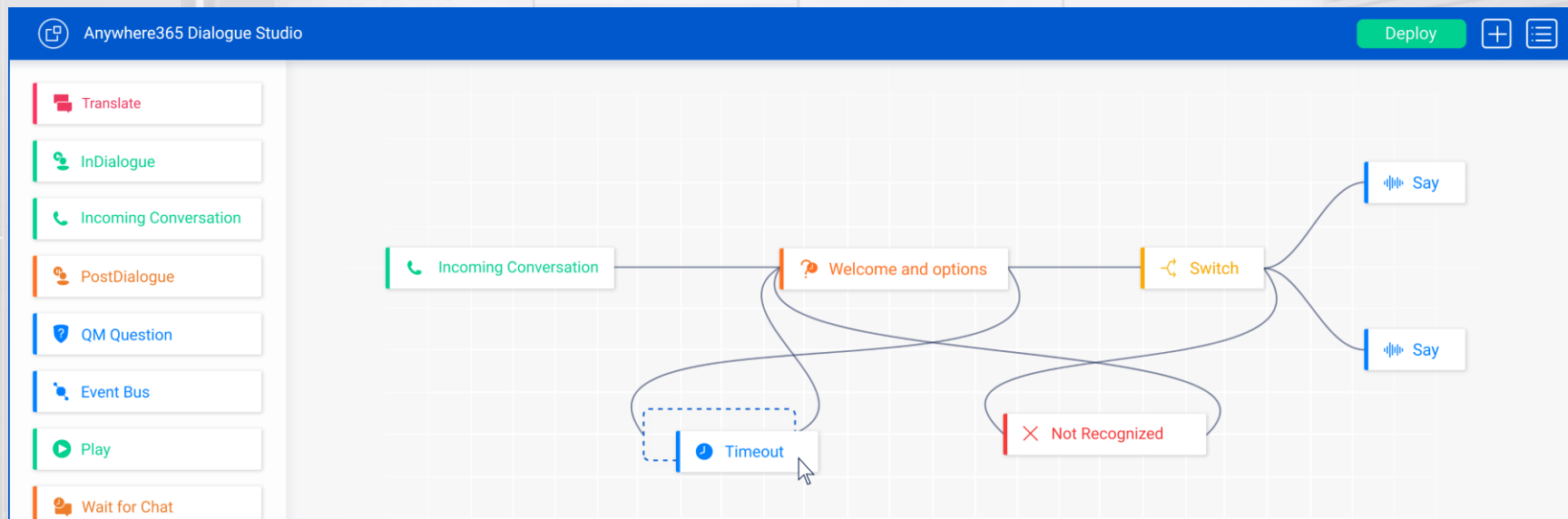
Drag & Drop



Creativity



Fast Deploy



Thank you for your attention!



Bob Visser

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**Please reach out. I love to chat with you about Customer -
Engagement, Interfaces, Data Panes and the Future of Interaction**

ROTTERDAM - BRUSSELS - LONDON – MANCHESTER – ATLANTA – OTTAWA – SEATTLE – BERLIN – PARIS – PERTH – NEW YORK