

# Hello Dialogue,

Improve Customer & Employee  
Experience with The Microsoft  
Powered CX Platform



14+ years of Business Communication Integration  
with the Microsoft Technology Stack

# All partners

Region

All ▼

Integration model(s)

Connect Model x

+1 ▲

- ☒ Unselect All
- ☒ Connect Model
- ☒ Extend Model

**Anywhere365<sup>®</sup>** 

**Anywhere365**

[Anywhere365 Dialogue Cloud >](#)

# Onboarding 1 Anywh



ner:

The Connect model

The Extend model

The Power model

The Power model enables solution providers to create native Azure-based voice applications using the Teams calling infrastructure and client platform to deliver modern, intelligent solutions for collaborative customer and agent connection. The goal of the Power model is to provide a one-app, one-screen contact center experience.

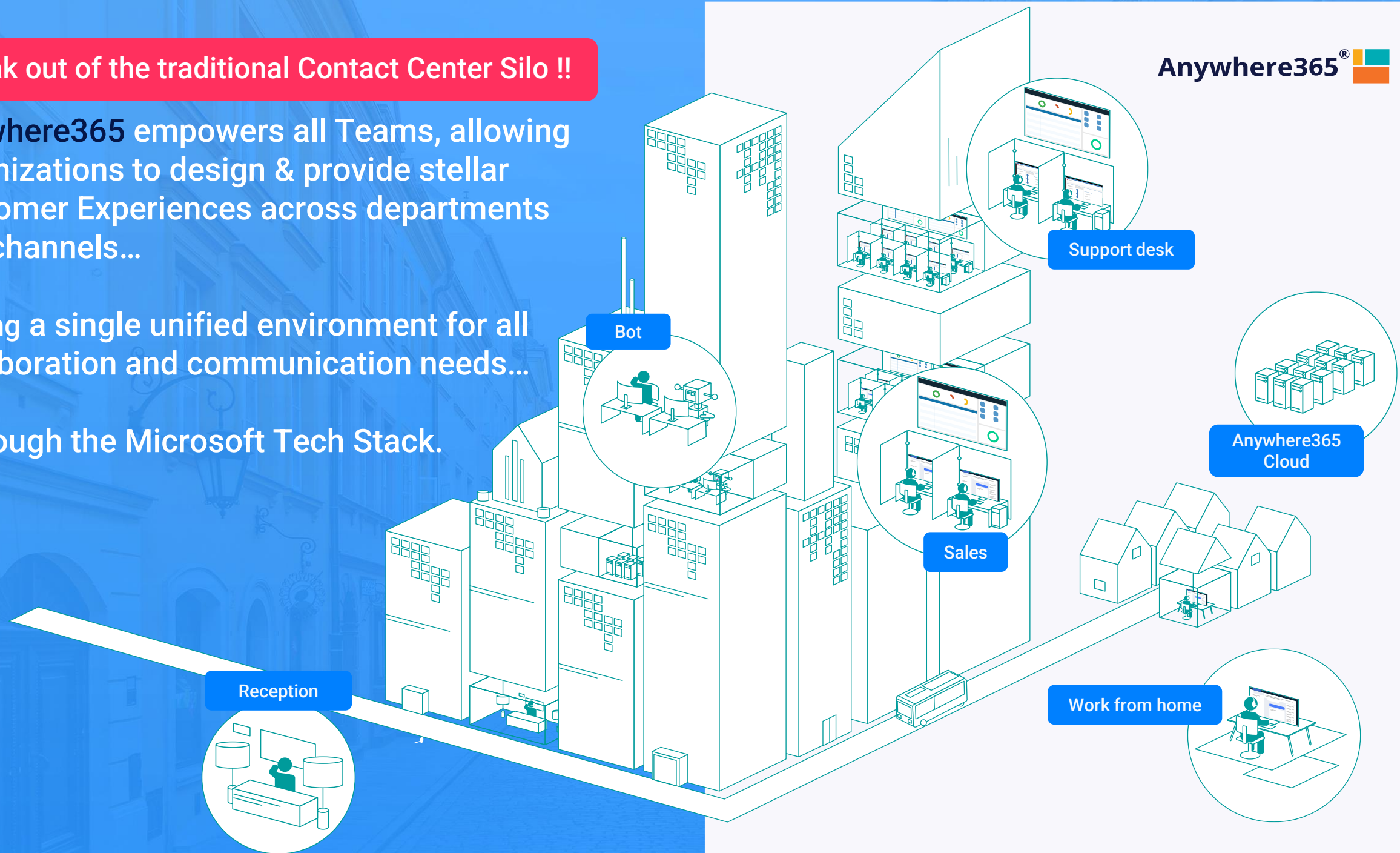
**Break out of the traditional Contact Center Silo !!**

**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...

...through the Microsoft Tech Stack.

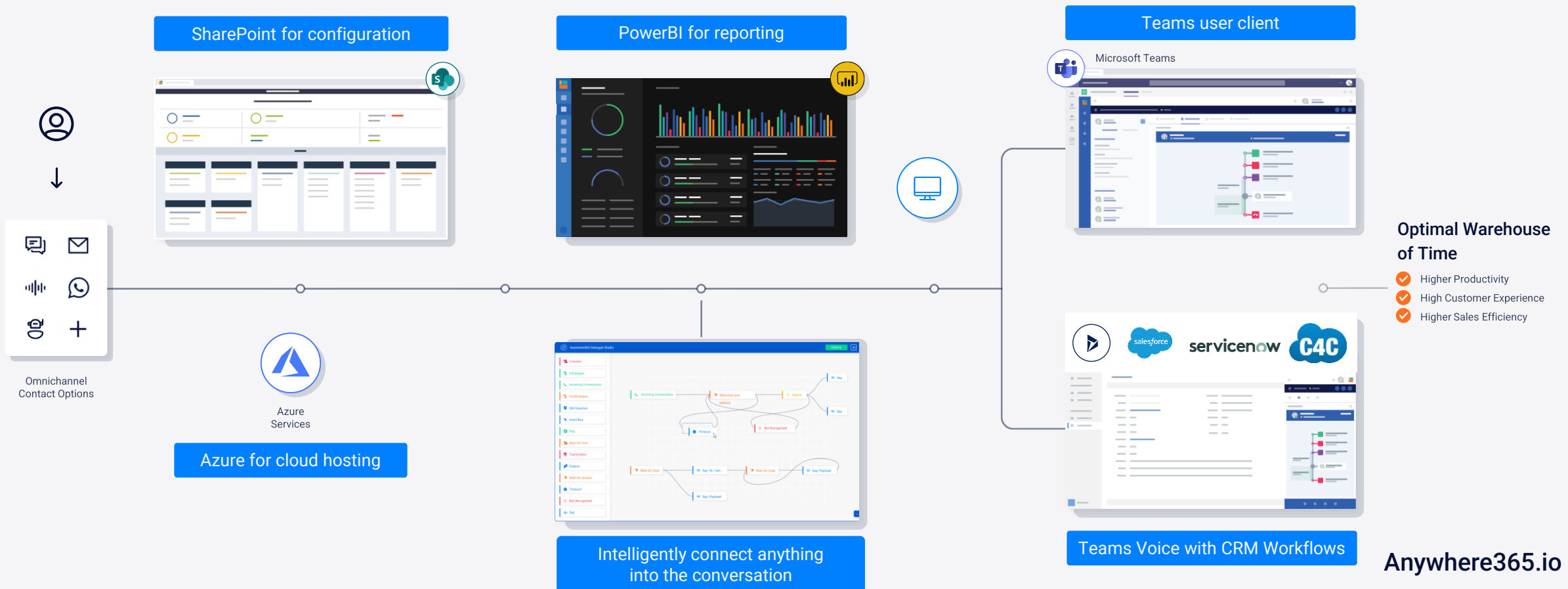
**Anywhere365**®





# Teams native Contact Center & Interaction Platform.

+ connecting CRM, Data Sources, AI and Microsoft Technologies, so your teams are empowered to create stellar Customer Experiences



# Leveraging the Microsoft Technology Stack

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

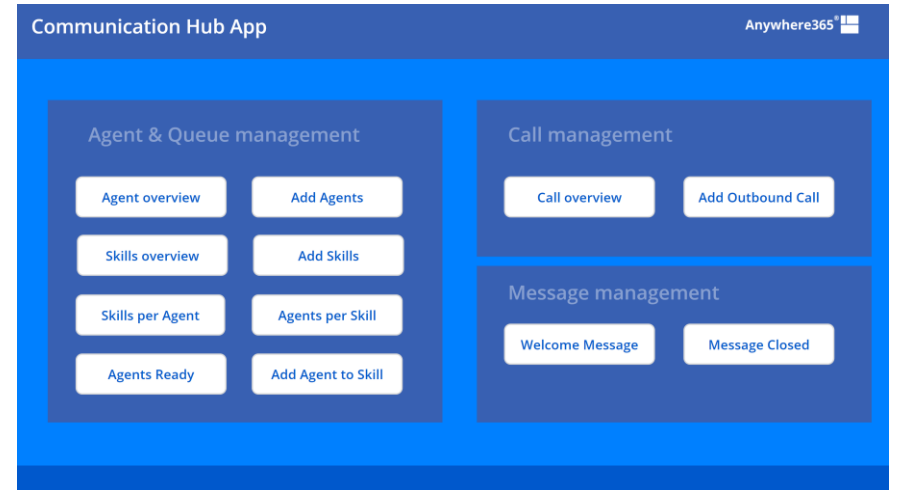
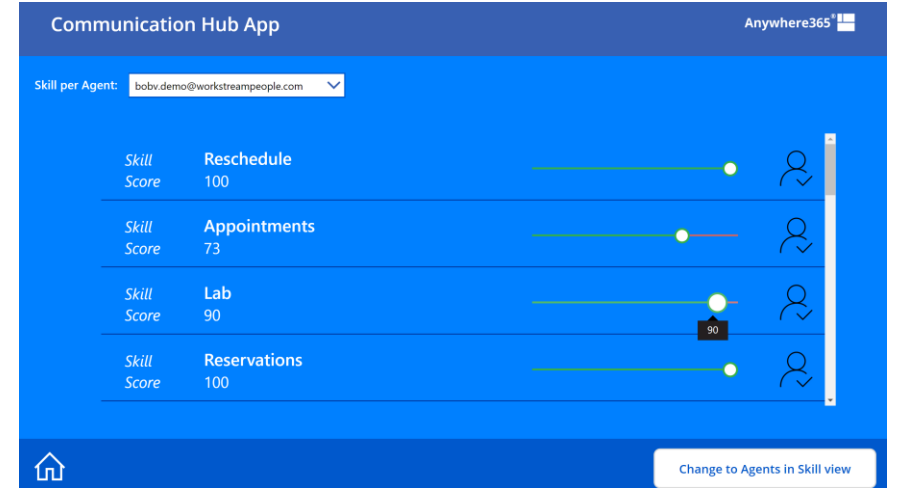
- ✓ The native Teams Telephony Infrastructure
- ✓ SharePoint Online
- ✓ The Power Platform
  - ✓ Forms (Scorecards, NPS Scores and more)
  - ✓ Power Automate (e.g. lead verification)
  - ✓ Power Apps (e.g. role based interfaces)
  - ✓ Power BI (business intelligence & reporting)
- ✓ Adaptive Cards
-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



# 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 titled "Lead Verification". The flow consists of two steps:

- When a record is created**: This step is configured with the following parameters:
  - Organization Name**: Anywhere356 Development (DEMO)
  - Entity Name**: Leads
- Create item**: This step is triggered by the first step and is configured with the following parameters:
  - 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 (with a dropdown menu showing options: Admissions, Appointments, Assistants)

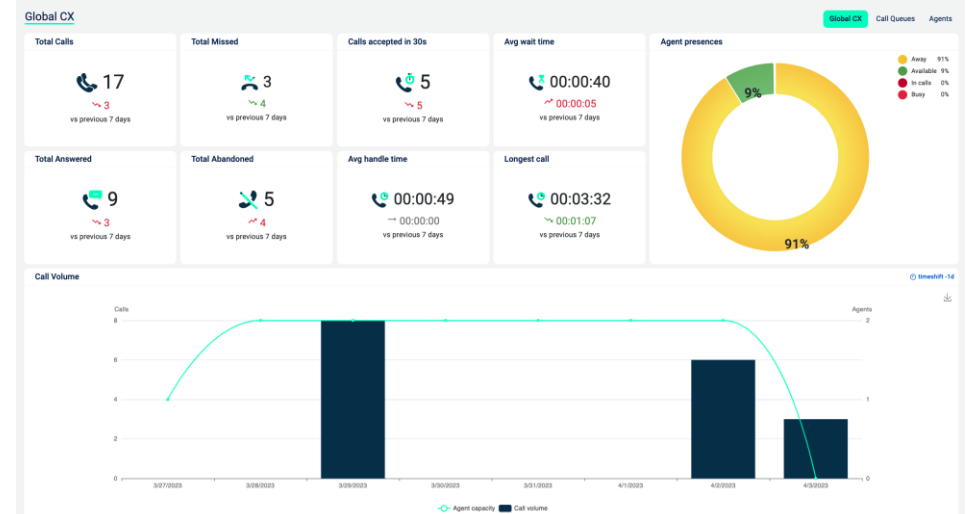
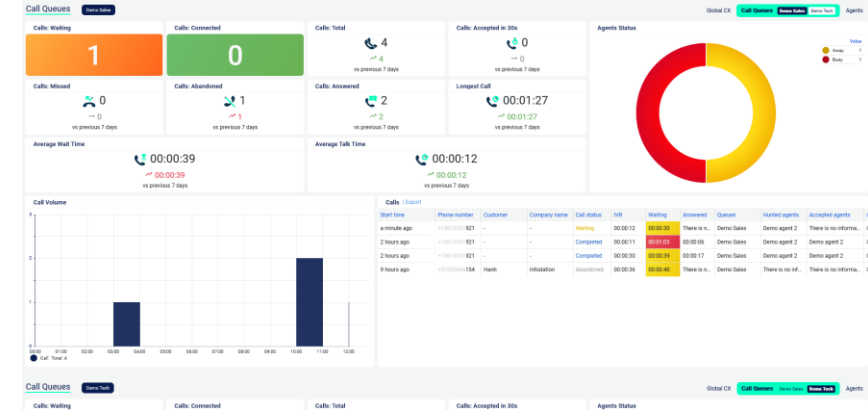
A downward arrow indicates the flow from the "When a record is created" step to the "Create item" step.



# Unified Call Reporting over Teams AA, CQs & A365 Contact Center

## Real Time & Historical

- Representatives in Native & A365 Call Queues
- Global Presence & Availability
- Aggregated Call Status & Volume
- Overflow between Teams
- Easy to Modify & Update
- Notifications & More



Global

Anywhere365®

Trusted by 2200+  
organizations in  
60+ countries

FT

FINANCIAL  
TIMES

1000

Europe's Fastest  
Growing Companies

Deloitte.

Technology Fast

500

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](#)



Deloitte.



Allianz



ING

SOCIETE  
GENERALE



BOMBARDIER



PHILIPS



CREDIT SUISSE

TU Delft  
Delft University of Technology



Bentley



Office for  
National Statistics

KPMG



SWAROVSKI

Grant Thornton

Emirates















Q PARK

ROBECO

usg people

# Anywhere365®

## Key additions to Teams

- |   |  |
|---|--|
|  Contextual Routing              |  Attendant Console                  |
|  Agent Interface                 |  Integration WFM / WFO              |
|  Omnichannel                     |  Distributed admin possibilities    |
|  Real Time Wallboard             |  Reason Codes / Call Classification |
|  Advanced Reporting in PowerBI |  Listening/ Whispering/ Take Over |
|  CRM Integration               |  Campaign dialer                  |



# UCC SharePoint Visual Dashboard

Real-time, Easy & Distributed Administration.



Ease of Access



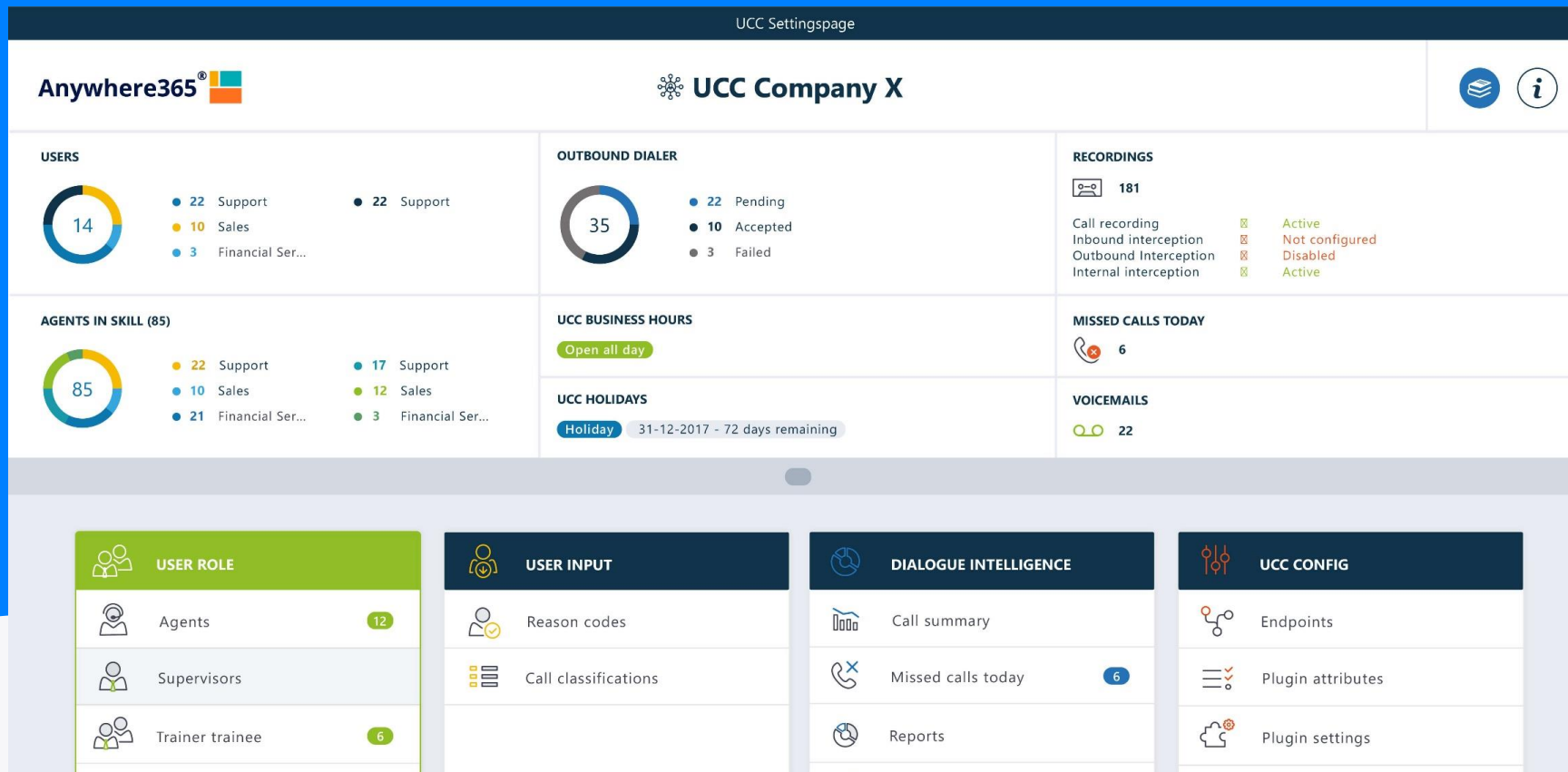
Global Overview



User Experience



Role Based





# Microsoft Forms

- Easily create surveys and polls to carry out agent evaluations, measure customer feedback and employee satisfaction.
- Microsoft Forms can be setup to be accessed as a tab in
- The sidebar – all within Teams.

Search

Scorecards Posts Fill | Agent Scorecard 2 more +

## Agent Scorecard

1. Greeting of the customer

|                       | Bad                   | Insufficient          | Sufficient            | Good                  | Perfect               |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Used defined greeting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Company introduction  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Personal introduction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Agent scoring         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. Did the agent greet the customer by name?

☐ Yes

☐ No

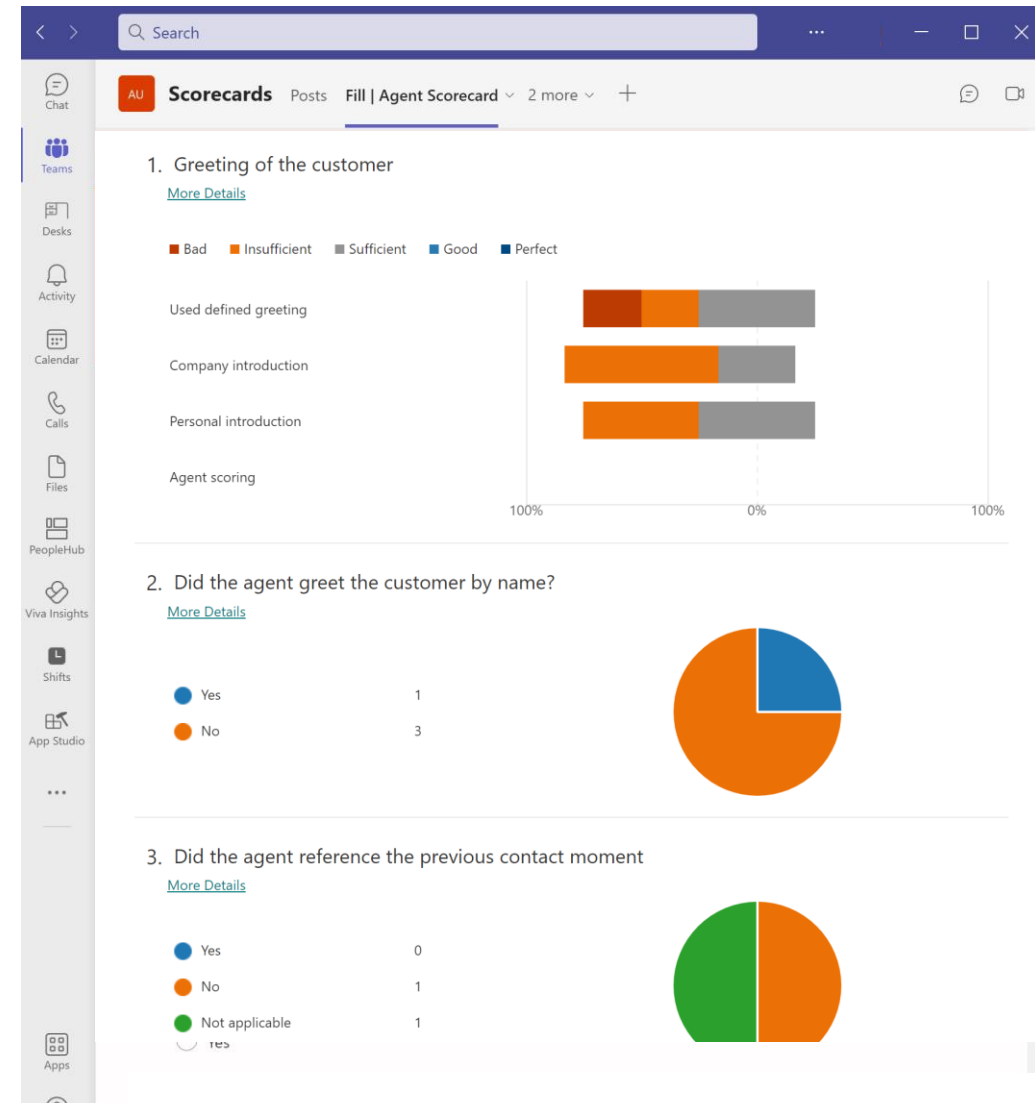
3. Did the agent reference the previous contact moment

☐ Yes

☐ No

# Microsoft Forms

- Data can be visualized quickly with powerful real-time charts, and automatically generated reports.
- Data can be added to the PowerBI Reports

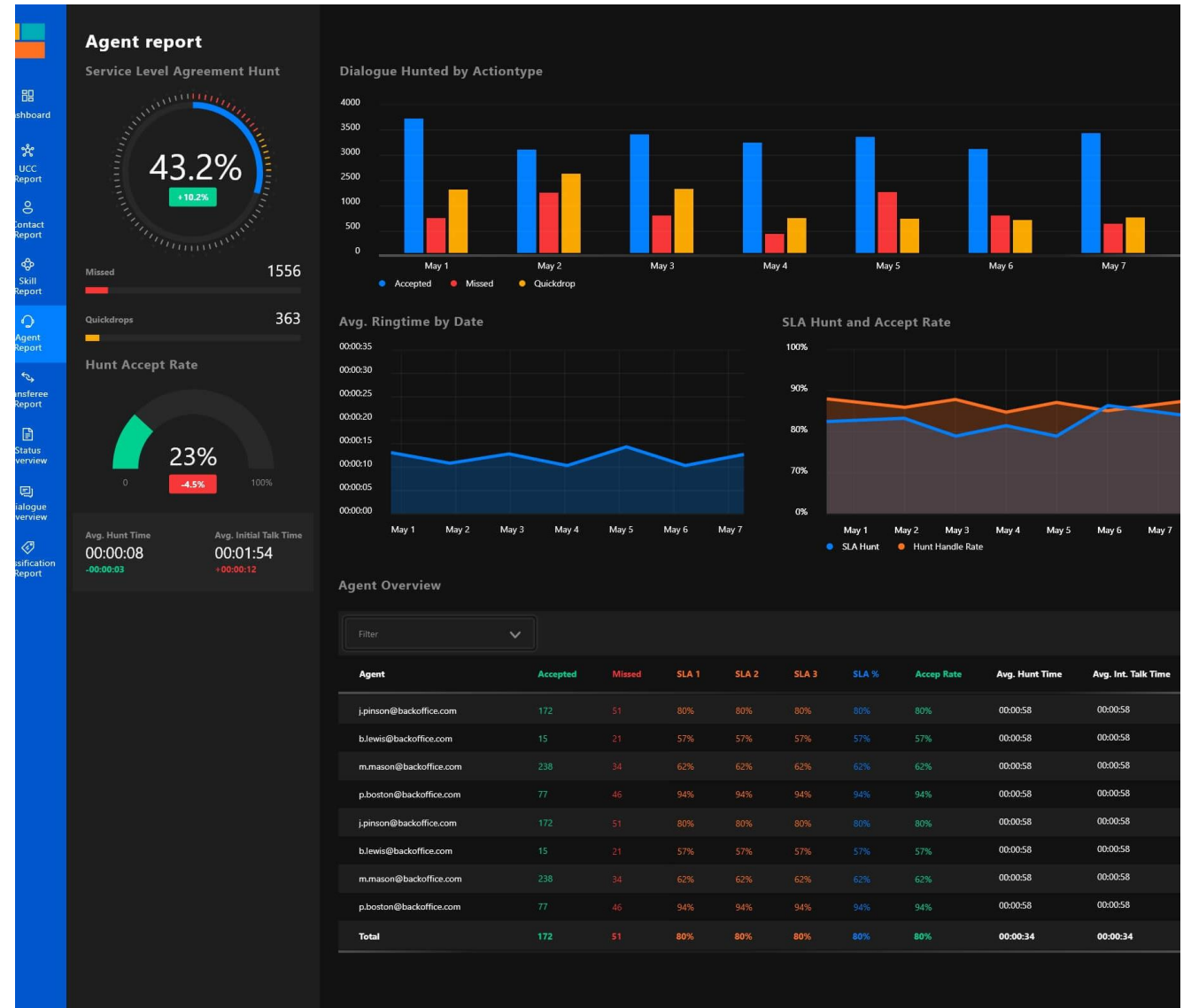


# Power Platform

## Power BI

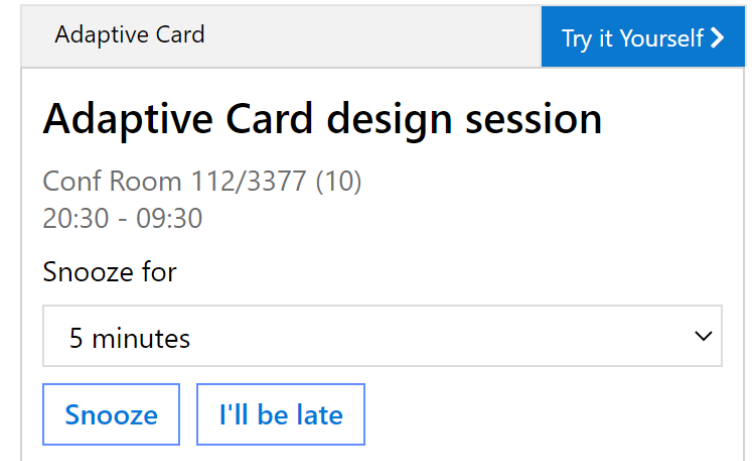
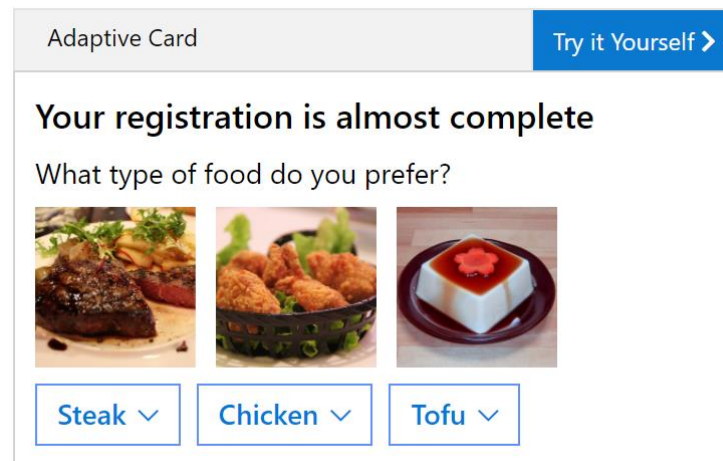
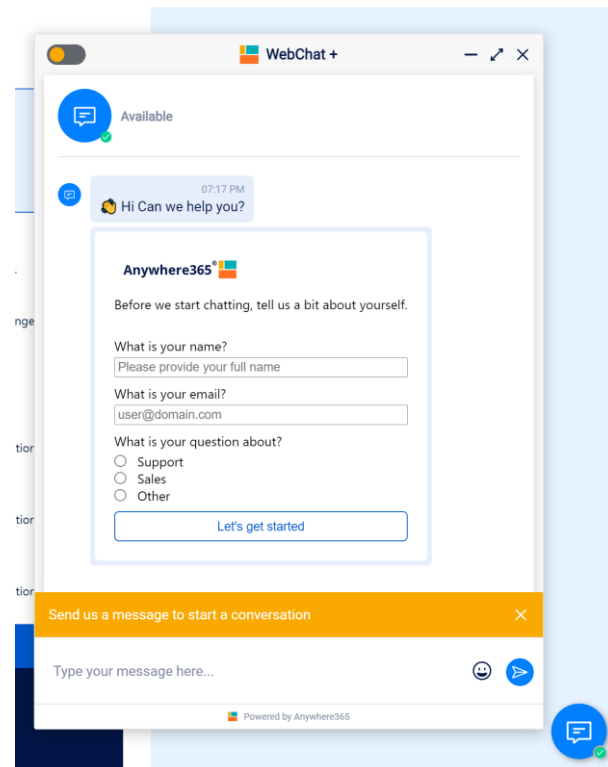
Combining the powerful Power BI tool of Microsoft with the advanced data of Anywhere365 gives the user an dashboard which can be altered to any style or form.

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







# Connect with Azure Cognitive Services through Dialogue Studio

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



Open API



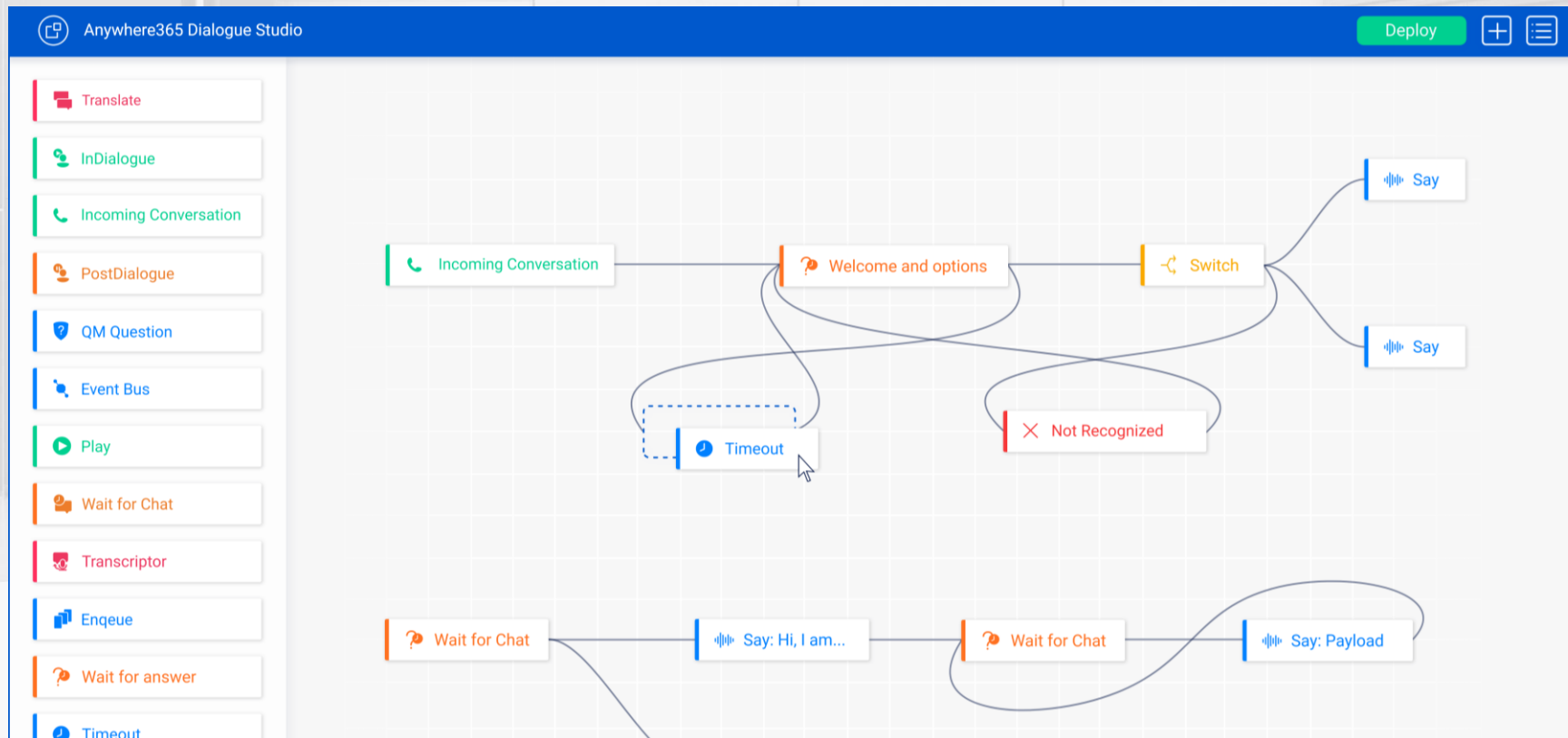
Drag & Drop



Creativity



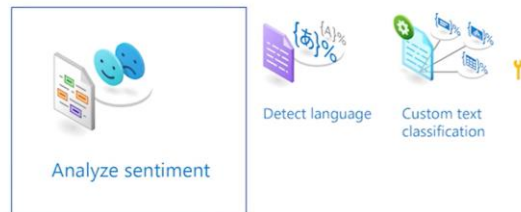
Fast Deploy



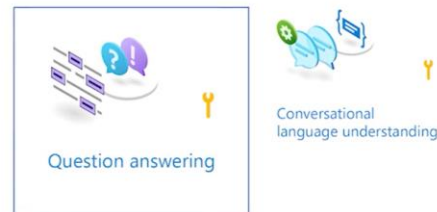
# Cognitive Services

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

## Classify text



## Understand conversations



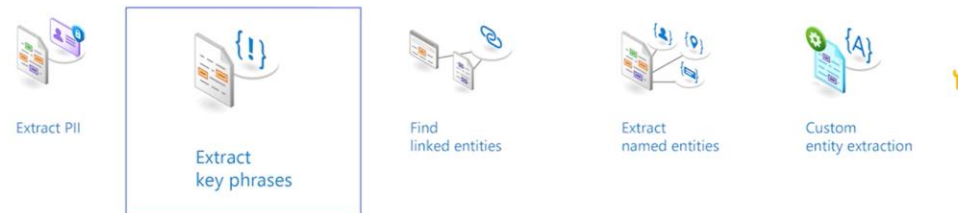
## Sentiment analysis



// 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%<br>Neutral 0.00%<br>Negative 0.00% | Soft (Positive, 100.00%)<br>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



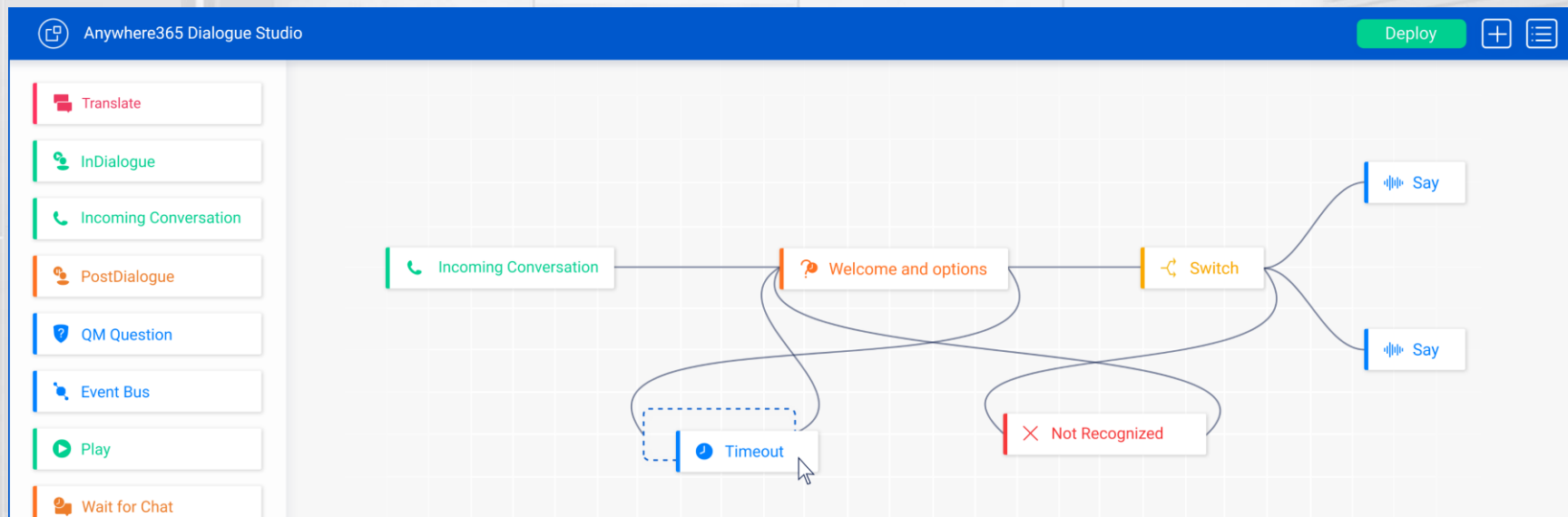
Drag & Drop



Creativity



Fast Deploy



# Thank you for your attention!



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<https://twitter.com/weldebob>  
<https://weldebob.medium.com>

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

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