

CallTower Unveils Solgari's Integrated Microsoft Teams Contact Center

CallTower delivers Solgari for Teams, a powerful Contact Center Solution within the MS Teams App that empowers customer experience

SOUTH JORDAN, UTAH, UNITED STATES OF AMERICA, July 12, 2023 /EINPresswire.com/ -- CallTower, a global leader in cloud-based unified communications and collaboration solutions, has unveiled the [cutting-edge Solgari Contact Center](#). Solgari is integrated into the Microsoft Teams App; this launch signifies a major advancement in the contact center agent experience with complete management within Microsoft Teams.

Solgari's Contact Center delivers a cutting-edge solution designed to transform the way organizations communicate, collaborate and serve customers using CallTower's Microsoft Teams voice platforms. This unique combination of features and benefits simplifies operations, empowers teams to work more efficiently and delivers exceptional customer service experiences.

Solgari offers a Microsoft certified Contact Center within the application for Operator Connect and Direct Routing. This integration provides a seamless solution for users of Microsoft Teams, offering powerful features such as call recording, IVR, advanced routing, and omni-channel capabilities including chat, email and SMS. Real-time analytics and reporting tools are also included, enabling organizations to optimize their customer interactions all within the MS Teams application window.

"We are thrilled to offer our customers a fully integrated contact center solution for Microsoft Teams voice and advanced contact center capabilities within a single pane of glass," said CallTower's CRO, William Rubio. "By integrating Solgari with Teams, we are reducing the complexity for contact center agents who typically manage multiple windows. The single interface will provide agents with easier management of UCaaS and CCaaS delivering a unified



experience within the MS Teams app."

"We are excited to announce Solgari for Teams, a comprehensive all-channel contact center solution natively designed for Microsoft Teams. This integration revolutionizes the way businesses communicate, ensuring seamless and efficient interactions through voice, video, chat, and social media all within one unified platform. In today's digital landscape, empowering our users with the ability to communicate effectively across all channels is not an extra perk, but an absolute necessity. Solgari for Teams is poised to be a game-changer, setting a new benchmark for comprehensive communication solutions in the era of AI." said Solgari's Chief Growth Officer, Ernest LaBara.

[About CallTower](#)

Since its inception in 2002, CallTower has evolved into a global cloud-based, enterprise-class Unified Communications, Contact Center and Collaboration solutions provider for growing organizations worldwide. CallTower provides, integrates and supports industry-leading solutions, including Zoom (BYOC), Zoom Phone, Operator Connect for Microsoft® Teams, Teams Direct Routing, GCC High Teams Direct Routing, Office 365, Cisco® Webex Calling / UCM, Cisco® CCPP, CT Cloud UCaaS and four contact center options.

[About Solgari](#)

Solgari enables companies to build rich relationships with their customers and deliver the most optimal outcome in every interaction, across Voice, Video, SMS, WhatsApp, social media, WeChat, Line and any API-enabled channel. Our Contact Centre as a Service technology equips businesses to increase first call resolution rates, deliver joined up and contextual customer experiences across all channels, securely record and archive every interaction where necessary to comply with industry-specific regulation Connecting and integrating Microsoft Teams, Dynamics 365 CE, Azure and the Power Platform, Solgari enables a unified view of customer relationship and interaction data. This drives better service through automation, surfaces efficiency and operational improvements, and enables customers to grasp the digital advantage and opportunity in their Contact Centre and Business Communication estates. Hosted in Azure and configured entirely in the cloud, Solgari customers achieve lightning-fast speed to value, with full Contact Centre functionality out-of-the-box, scaling elastically across use cases and teams from SMB to Mid-Market to Enterprise.

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