NTT

Transforming customer experience

With Anywhere365 contact center and Microsoft Teams

Manage your business communications over any channel, on any device, from anywhere. Empower workforce efficiency and transform your customers' experience into your competitive advantage with Anywhere365 and Microsoft Teams.

Customer experience is a competitive differentiator

Digital Transformation is changing the way organizations do business. It is no longer good enough to compete with the best product or the lowest price. Today's customers are better informed, increasingly mobile, and reach out through a myriad of communications channels from various locations and times of day. Forward-looking businesses must now look to improve their service quality to differentiate themselves from their competitors in order to attract and retain customers. For many organizations, providing superior customer service across all customer touchpoints--while containing costs--can be overwhelming.

Quickly connecting customers with experts is critical

Faster, better, and deeper customer connections improve the overall perception of your business. Customers tend to return to the brands and companies they know will take care of them. The ability to create and maintain an on-going dialogue with your customers, no matter who or what the challenges may be, reinforces the notion that your business will go the extra mile to serve your customers, resulting in referrals, brand loyalty and, ultimately, business growth. To simplify the matter, it is safe to say that a call center allows you to provide better customer service.

A 360-degree view for every customer engagement

To ensure that each point of contact with a customer evolves a one-time buyer to a loyal customer, fuel your interactions with a 360-degree view of customer intelligence. Digital Transformation has hastened this type of insight into systems and customer portals, but the most important event in the customer lifecycle is often the contact a customer has with a customer service agent tasked with meeting customer expectations. It is critical modern businesses have a complete view of each individual customer in order to provide timely and efficient resolutions aligned perfectly to that customer's needs.

Fun **facts**

81%

Percentage of customers who are willing to **pay more for a better experience**.
– *Cap Gemini*

2020

The year in which **customer experience** will overtake price and product as the key brand differentiator.
– *Walker Information*

6%

Percentange of global contact center decision makers who project their contact centers to grow by **5%-10% in the next year**– an unsustainable rate– hence the rise of artificial intelligence.
– *Forrester Research*

Introducing Anywhere 365, the enterprise dialogue management platform

Anywhere365 Dialogue Cloud is an omnichannel, truly native contact center solution for Microsoft Teams, Skype for Business and Office365 Phone System, built exclusively on Microsoft technologies and platforms. Anywhere365 allows businesses to engage customers effortlessly across communications channels-- voice, chat, email, social media, Whatsapp or bots--while ensuring the context and history of the dialogue always moves with them and receives the appropriate priority and service consistency.

Increase first contact resolution

Anywhere365 not only manages customer dialogues at the first point of contact, it also adds context to the interaction from your business applications and extends this functionality to the entire organization. Self-service options include AI capabilities delivered through Azure Cognitive Services to provide real-time language detection, translation and routing for speech and chat. Leveraging powerful Microsoft Teams or Skype for Business Unified Communications (UC) capabilities, Anywhere365 ensures customers get to the best resource the first time they reach out.

Personalize the customer experience

By relying on integrations with Dynamics 365, Salesforce, and ServiceNow, as well as more than 30 additional CRM / ERP systems, Anywhere365 turns CRM data into a powerful tool for contact center agents. The Anywhere365 Timeline shows the entire customer journey from initial contact to closing, including interactions transferred outside the contact center, and logs the information into CRM. Agents can take advantage of efficiency gains and provide greater customer service through an immediate and complete view of the caller's information, right from their desktop.

Built on Microsoft 365, Dynamics 365 and Azure

Anywhere365 leverages native integration with Microsoft platforms and applications to provide a familiar and cost-effective solution, leveraging the investments already made in Microsoft 365 infrastructure. Integrations include:

- Azure Cloud and AI.
- SharePoint.
- Salesforce.
- ServiceNow .
- PowerApps and Dynamics 365.
- Microsoft S4B / Teams and O365 Phone System.

IT managers will appreciate how Anywhere365 natively integrates and leverages existing investments in Microsoft platforms and applications such as SQL, CRM, Exchange, Office365, SharePoint, Power BI, Microsoft Flow and Azure Cognitive Services. Anywhere365 evolves as your IT infrastructure priorities do, with options for on-premises, cloud or hybrid deployments, as well as support for Skype for Business, Office365 Phone System and Microsoft Teams.

Contact center managers will appreciate extensive reporting, administrative, and real-time management capabilities using existing Microsoft Office tools. Agents, supervisors, employees and mobile workers benefit from using familiar Microsoft Teams or Skype for Business desktop clients, reducing the need for additional training and support.
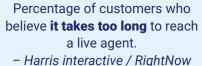
Fun **facts**

Customer satisfaction ratings for live chat are often higher than all other support channels, likely because of the speed and conversational nature, with chat being the preferred support channel by Millennials.
– *Customer Think*

77%

Percentage of customers who believe **it takes too long** to reach a live agent.
– *Harris interactive / RightNow*

84%

Percentage of organizations working to **improve the customer experience** who have reported an increase in revenue
(Dimension Data)

Anywhere365 Features

IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy-to-manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 languages.

Smart routing

Omnichannel dialogue routing allows routing calls based on CLID, bots, skills, geography, IVR prompts, CRM data, IOT devices, and more.

Desktop clients

In addition to supporting Skype for Business and Microsoft Teams clients, Anywhere365 turns Dynamics 365, Salesforce, and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.

Call and chat recording

Record inbound, outbound and internal calls and chats. Tag and track recordings in management reports and CRM systems.

Agent management

Manage agents in real time over multiple contact center groups and skills.

Outbound dialing options

Options include click-to-call and Power-Dialing from contacts or CRM.

Flexible and extensible

The Anywhere365 platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services, and more than 30 additional CRM and ERP solutions.

Call reporting and wallboards

Historical reporting and real-time monitoring of contact center KPIs. Microsoft Power BI tools provide deep-dive actionable intelligence.

Voice Bots and ChatBots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.

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