

# Cloud Contact Center

Powered by Anywhere365 Dialogue Cloud

**Anywhere365 Dialogue Cloud delivers the reliability and security modern omnichannel contact centers demand, while allowing you the flexibility to easily integrate your back-office systems and the latest technologies into your agents' workflows.**

**Anywhere365 is a native Cloud Contact Center solution for Microsoft Teams meaning you don't need to change the core of your workforce systems for contact center agents, and other specialists, to work remotely.**

Thanks to the integration with over 30 of the world's leading customer relationship management (CRM) and information technology service management platforms, agents can access CRM data, monitor service levels and easily transfer calls. No more switching between different point solutions. This will result in a faster call handling, saving time and over-delivering on the customer's expectation.

### **Omnichannel routing capabilities**

Voice, chat, email, social media, video or bots. Engage your customers effortlessly across their favorite communications channels, from anywhere and at any time with real-time speech-to-text and text-to-speech processing and translation for over a dozen languages. More than 60 languages for chat messaging agents and artificial intelligence to support customers together.

Voice bots and chat bots will handle all routine requests, routing more complex dialogues to live agents. Artificial intelligence (AI), machine learning and Microsoft Azure help assess, route and translate inquiries from across the world and on all channels.

### **Secure and flexible**

Running in Microsoft Azure, Anywhere365 combines the reliability and security of a modern cloud contact center with the flexibility to integrate the latest technologies into your workflows.

Due to the robust, highly scalable, but also extremely flexible implementation, Anywhere365 has been built to easily incorporate future business requirements without significant additional overhead.

All data is stored on the customer's Office 365 tenant for security and compliance reasons.

## Power BI for dialogue reporting

Record, measure and analyze agent performance and effectiveness. Comprehensive business intelligence tools help you focus on the KPIs that will positively impact workflows, improve customer service and streamline operations. Sophisticated data mining and pattern tracking solutions allow for the detection of dialogue patterns, capacity bottlenecks or compliance violations. Power BI reports are available in an intuitive user interface. Supervisors and call center managers can make their own dashboards in any style or form. Simply connect to your database and drag and drop the graphics in to place.

## Realize the many benefits of cloud contact center

Anywhere365 Dialogue Cloud moves at the speed of your customers, allowing you to choose the specific capabilities you need to get the exact customer experience you want.

-  Fast to deploy and easy to use
-  Lower IT and infrastructure costs
-  Increased workforce productivity
-  Easy scalability and reliability
-  Centralized performance
-  Flexible opex pricing model
-  Built natively for Microsoft Teams

## Omnichannel customer experience and contextual dialogue intelligence

Anywhere365 Dialogue Cloud for Microsoft Teams, Skype for Business and Office 365 Phone System lets you engage your customers effortlessly across communications channels while ensuring the context and history of the dialogue always moves with them.

-  **Voice**  
AI-driven real-time voice processing and translation
-  **Email**  
Process and prioritize messages as any other channel
-  **Chat**  
Process chats with real-time AI language translation
-  **IoT**  
Route Internet of Things (IoT) data to the appropriate answer point
-  **WhatsApp**  
Interact with mobile users using WhatsApp services
-  **Bots**  
AI processing for routine voice and chat interactions.
-  **SMS**  
Interact with mobile users using SMS services.



### Social

Interact with customers on popular social media platforms



### Microsoft Teams

Interact with Microsoft Teams users



### CRM Integration

Integration with over 30 leading CRM systems

## Why us?

Cloud Communications is a division of NTT Ltd. and a core component of its Intelligent Workplace Solution. Our mission is to provide world-class cloud communication solutions that enable dynamic collaboration interactions for improved workforce efficiency, productivity and engagement.

We specialize in unified communications, cloud voice and digital events, delivering tailored end-to-end consulting, value realization services and change management to empower businesses and enable their digital workplace transformation. Leveraging our proven framework, the Cloud Communications division of NTT Ltd. is delighted to have been recognized at Inspire 2019 as the global 'Intelligent Communication Partner of the Year'.



2019 Partner of the Year  
Intelligent Communications

## Get in touch

If you'd like to find out more about our services, speak to your client manager or visit our website.

