



**BECLLOUD**

Solutions for innovation

**EXTEND THE  
COMMUNICATION  
WITH**

**MICROSOFT TEAMS**



## THE COMPANY

BeCloud Solutions, is an international company with **over 15 years of experience** in the development of B2B services and solutions, **100% Cloud Contact Center**.

With the aim of reducing and / or eliminating the barriers to adoption, we have developed an offer that places us as the only vendor for the implementation of **Omnichannel Contact Center** services, responding quickly and effectively to the needs of its customers and company.





## OUR MISSION

We help companies of all sizes deliver a better Customer Experience. We make life easier by creating smart experiences for everyone using the best technologies and integrating with market leading software.

**Salesforce ISV Partner:** Our BelnContact solution is certified and validated directly from Salesforce and it is present on **AppExchange**, the most famous marketplace in the world for certified and ready-to-install cloud business apps;

**Amazon Technology Partner:** Relying on the world's most comprehensive and widely used cloud platform (AWS) offering more than 175 comprehensive data center services globally, BeCloud Solutions is officially recognized for offering its enterprise-class 100% Omnichannel Contact Center Cloud solutions and services.

**Vonage Partner:** Unified communications. Impressive integrations. Innovative API. Through this partnership we offer a range of features never seen before.





## BEINCONTACT: CALL CENTER SOFTWARE

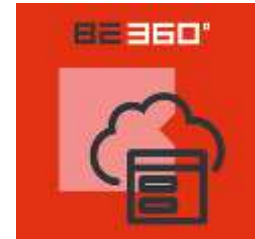
**100% Cloud Customer Engagement solutions** to enable simultaneous interaction with all your customers on every contact channel. Using a single web interface, agents will be able to handle all interactions and have available all customer information on a single web page, providing a swift experience and improving Customer Experience and daily operations in handling processes.



100% Cloud Contact Center Omnichannel

## BE360°: CLOUD INTEGRATION PLATFORM

Be360° is a **Cloud Integration Platform – iPaaS (Integration Platform as a Service)** that allows you to integrate different applications (Cloud, On-premise, Legacy) without the need to add architectural complexities such as software, appliances or to write custom codes.



Integration Platform as a Service - iPaaS

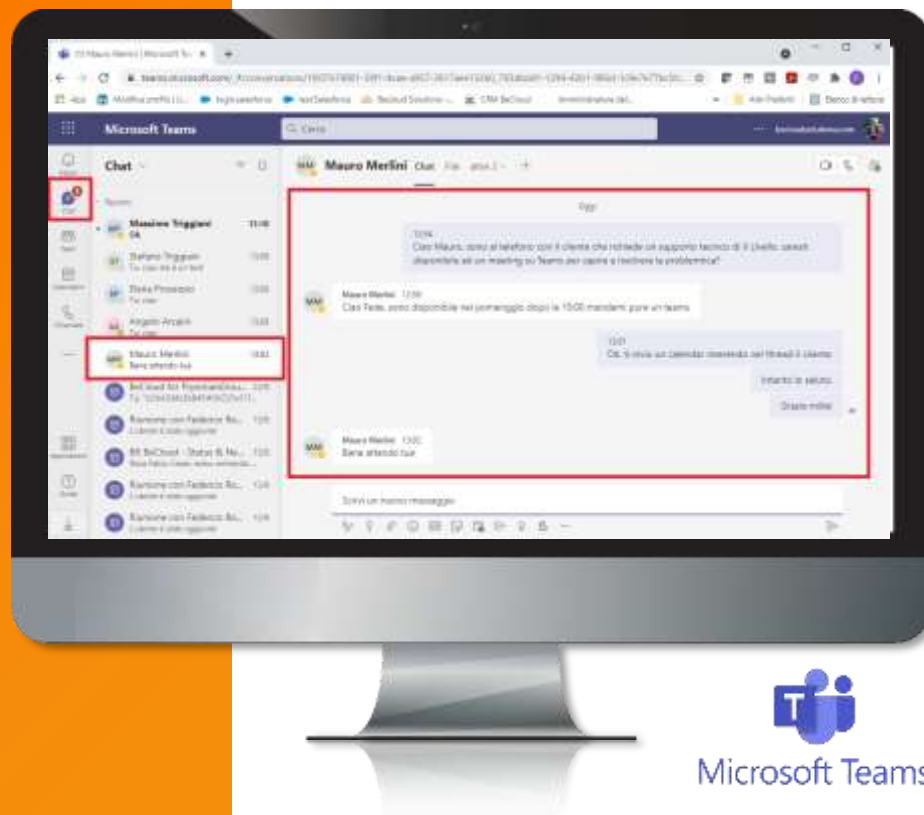


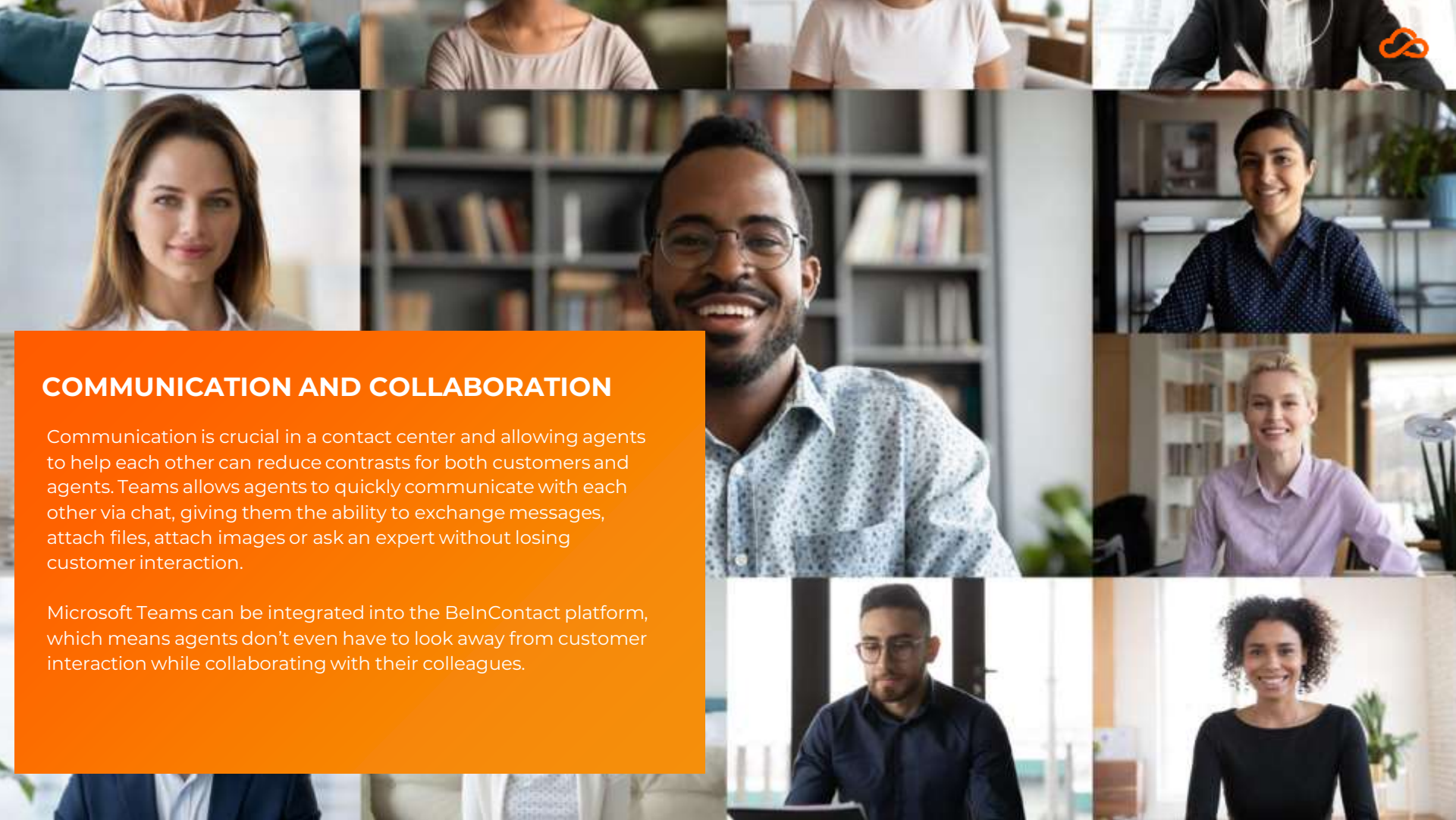
# DIGITAL ENGAGEMENT:

## Connect your employees quickly and easily

One of the best ways Microsoft Teams helps contact center is through knowledge sharing. The informations can be transmitted very quickly through Microsoft Teams, allowing agents to get what they need quickly.

Manager and administrators can also make announces to all the teams through Microsoft Teams to keep everyone informed and alert agents about corporate promotions and sales, service interruptions, updates and much more.





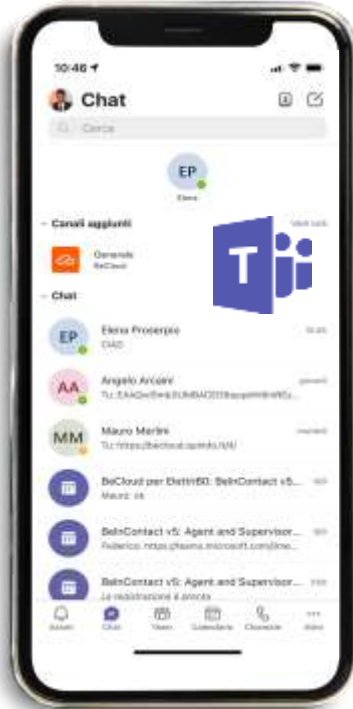
## COMMUNICATION AND COLLABORATION

Communication is crucial in a contact center and allowing agents to help each other can reduce contrasts for both customers and agents. Teams allows agents to quickly communicate with each other via chat, giving them the ability to exchange messages, attach files, attach images or ask an expert without losing customer interaction.

Microsoft Teams can be integrated into the BelnContact platform, which means agents don't even have to look away from customer interaction while collaborating with their colleagues.

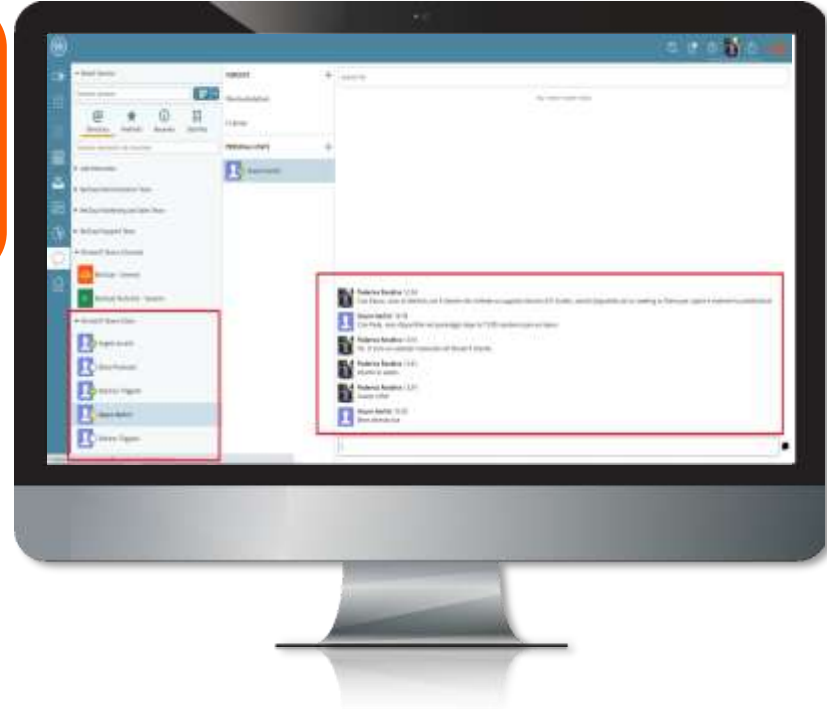


## On-site Technician



Ask for support  
from a technician,  
an agent or an  
external team to  
assist customers at  
all times.

## Agent



## EASY AND FAST INTERNAL COMMUNICATION



### EXTEND THE CONVERSATION BEYOND CUSTOMER SERVICE

The integration of Microsoft Teams to the Belncontact Agent Desktop allow you to see presence of users in your teams and beyond. find out if your colleague is available, busy, absent or offline on Microsoft Teams via the BeCloud platform. The integration allows agents to connect seamlessly with other company members outside of the contact center, such as the customer support team, the sales team, directly within the Agent Desktop through the seamless integration of Teams. Your agents can quickly get information and support, even from outside the call center.

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### DIVIDE YOUR CALL CENTER IN GROUPS

One of the main features of Microsoft Team is the ability to define groups and split an entire workforce into separate teams. This allows supervisors and managers to communicate separately with each group, making different announcements between a sales team and a support team within the same call center. It also allows different teams to collaborate with each other and understand who is responsible, thus optimizing the workflow within the contact center.




# Thank you!



Do you need a quote or some information?

Contact us from Monday to Friday, from 9 AM to 6 PM or send us an email we will reply as soon as possible.

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