



Considering taking your
Customer Engagement
to the next level



Omni-Channel Customer Experience

OPTO4Contact ensures that your Digital Experience (**DX**), Customer Experience (**CX**) and Agent/Employee Experience (**EX**) strategies working together, seamlessly. No more silos!

www.scb-global.com



Voice



Email



Compliant
Call Recording



Video



SMS



Self-Service
using
AI & Bots
i.e. 360°
Customer
Journey



Social
Media



CRM

OPTO4Contact transforms Microsoft Teams into a feature rich omni-channel contact centre, enabling voice and digital customer interaction.

In order to achieve this, we deliver feature rich omni-channel workflow, advanced analytics and reporting under one single pane of glass. Agents can handle all channels via single unified platform native to Microsoft Teams, all while having the ability for different agents to follow customer journey seamlessly.

Keeping ahead of the future world of work our latest technology, our **OPTO4Contact** revolutionizes the ways in which customers engage with your enterprise. Automating customer engagement in the fastest and most cost-efficient way, **OPTO4Contact** enables customers and agents to hop between the different channels if needed or reschedule a call back with a simple touch of a button.

Optimizing the Contact Center



Improve productivity



Unified & familiar Microsoft Teams experience



Create and configure the customer journeys



Empower your agents to Work-From-Anywhere



Simple setup



Intelligent callback from any digital channel



Secure, quick to deploy and easy to use



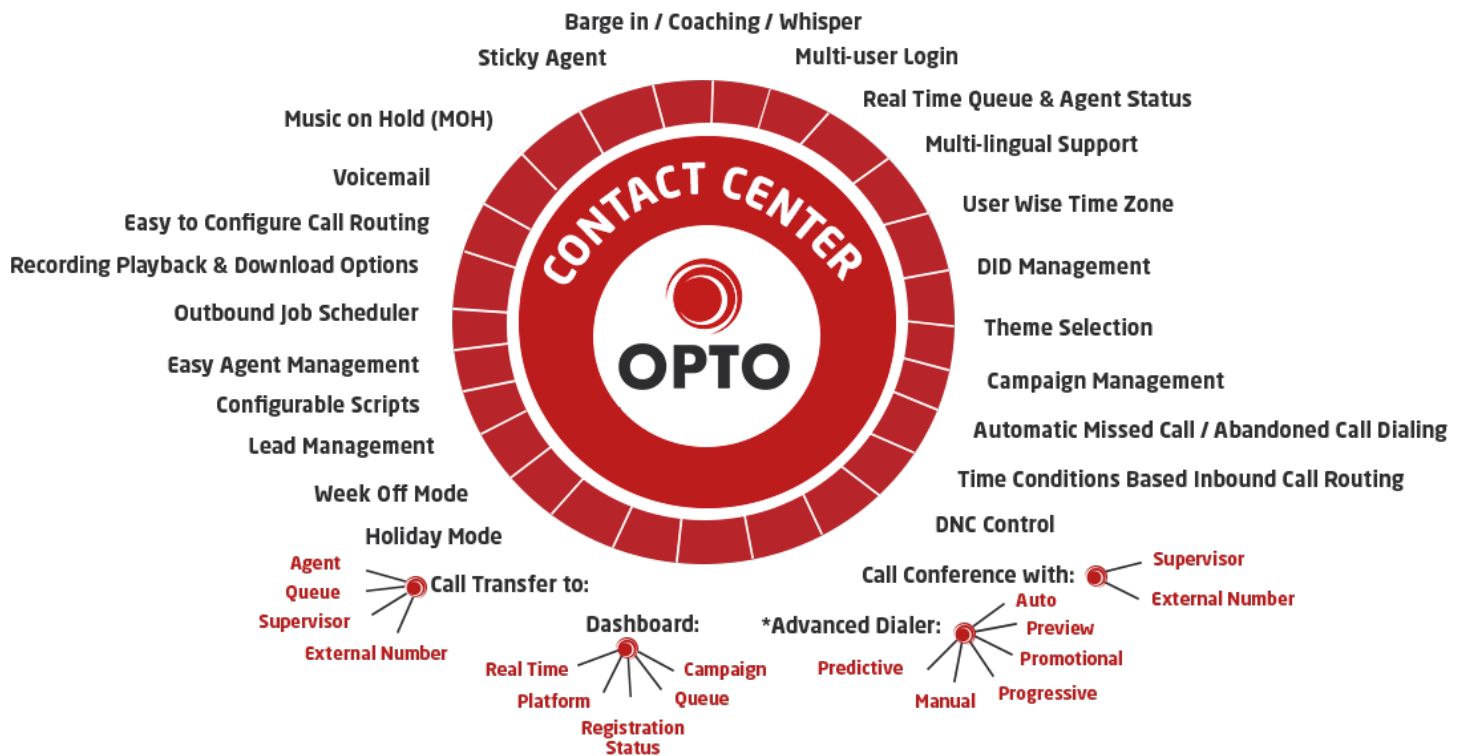
Completely customizable

OPTO4Contact unlocks powerful and intelligent Contact Center solutions inside Microsoft Teams.

How does it work?

OPTO4Contact is a fully featured cloud contact center solution created specifically for Microsoft Teams users that require advanced contact center functionality including; Custom IVR, Skills-based Agent routing of Voice, Chat, and Email, Agent Scripting, Callback, and Supervisor functions. Our **OPTO4Contact** is fully integrated into your Microsoft Teams as well as your CRM applications, allowing for a seamless experience for your contact center agents ensuring excellent customer service.

Feature Highlights



Our Strengths



1000+ Compliant call recording PCI / MiFID II



250+ Agents



MS Teams



Secure



Product Customization



48+ Countries with full stack



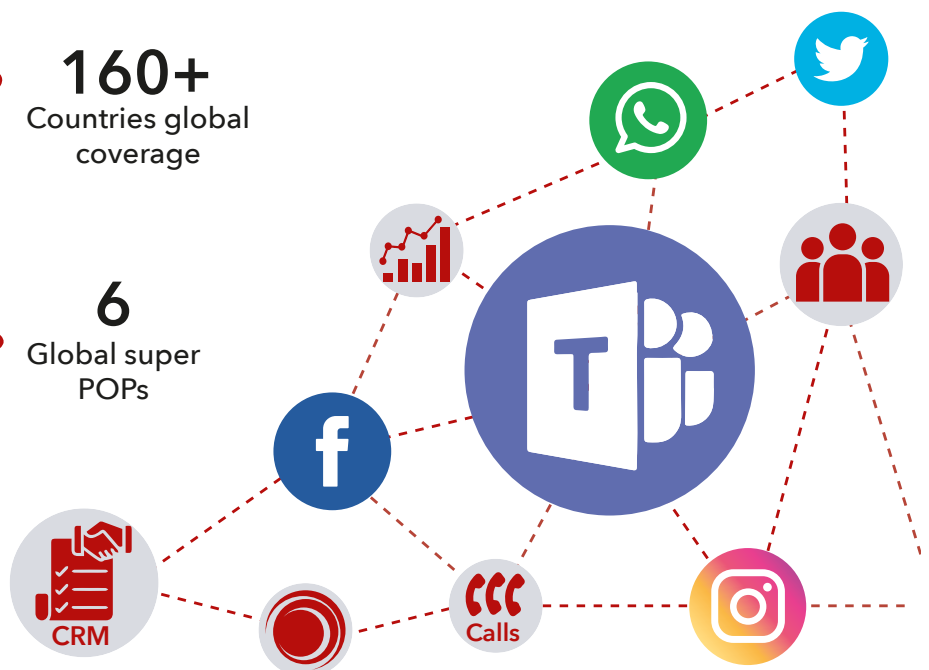
160+ Countries global coverage



6 Global super POPs



90+ Countries with two way voice





OPTO 4 Contact Pilot Program



OPTO 4 Contact Pilot Program for Microsoft Teams

- 30-days FREE trial
- No change to your phone system
- Add one user at a time
- Tenant Provisioning guide included with the service
- Keep your numbers and phone provider as they are or utilise SCB provided dummy numbers

Benefits

- | | |
|--|---|
| ● Enable fair work distribution based on agent skill and availability. | ● Integrate with other applications such as CRM. |
| ● Maximize Microsoft investments. | ● Connect with your customers via their preferred channel of interaction. |
| ● Break communication silos. | ● Global reach with flexible deployment options. |
| ● Keep a record of both written and spoken conversations. | ● Allows your agents to have interactive, standardized scripts to follow. |
| ● Personalize experiences. | ● Instantly shows performance of Agent. |
| ● Interactive whiteboard. | ● Compliant call recording |
| ● Analytics. | ● OPTOShield |

If you're already using Microsoft Teams or planning to start your journey to a cloud phone system, then book a 20 minute discovery call with one of our experts today.