SecureCo

SecureCo for MS Teams

Transform Microsoft Teams into your business phone and deliver a seamless customer experience.

Exceptional and consistent customer experience is critical for the survival of modern enterprise.

The modern enterprise requires an easy and secure solution for integrated calling connectivity across the entire organisation. Growing adoption of hybrid work and disconnection between hardware, software and communications channels increases the risk of customer frustration and information loss. Customers expect new standards of customer experience and demand that the modern enterprise keeps up.

SecureCo for MS Teams seamlessly integrates contact centres, corporate telephony and unified communications. Manage all internal and external calling securely and effortlessly through one platform, ideal for the hybrid workplace. Exceed your customers' experience expectations, lower your management difficulty and empower employee capability.

Deliver a better customer experience

Focus on the customer and let SecureCo ensure exceptional customer experience

The connectivity between Unified Communications-as-a-Service (UCaaS) and Contact Centres-as-a-Service (CCaaS) is vital to customer experience (CX). Integrated UCaaS and CCaaS is becoming the standard for the modern enterprise as adoption of cloud technology grows.

Connecting front-of-office agents with your corporate office experts avoids customer frustration and repetition

Avoid complicated integration of your legacy hardware with corporate telephony

Integrate remote workers into your existing CX systems

Connect UCaaS and CCaaS to deliver a seamless experience end-to-end

Take the speech intelligence and analytics of your call centre to every aspect of your corporate telephony, including MS Teams calls

Securing and sharing customer data works best when enterprise telephony is managed under one system rather than shared between programs and agents

Integrated calling everywhere

SecureCo provides voice services that connects MS Teams to the PSTN for seamless calls. Maintain your freedom with collaboration, ease of connectivity and call management for all your enterprise telephony.

KEY FEATURES:

- Receive and make calls directly through MS Teams and deliver consistent customer experience end-to-end

- Gain native multi-carrier access for ultimate resiliency and call quality

- Maintain freedom, ease of connectivity and call management between MS Teams and contact centre solutions from Cisco, Nice CXone, Genesys, Avaya and more

- Enable MS Team's calls to be recorded and analysed through speech analytics solutions from Verint, Dubber, Daisee and more

- Easily connect MS Teams calling with existing SecureCo services, simplifying number management and enabling smart voice orchestration
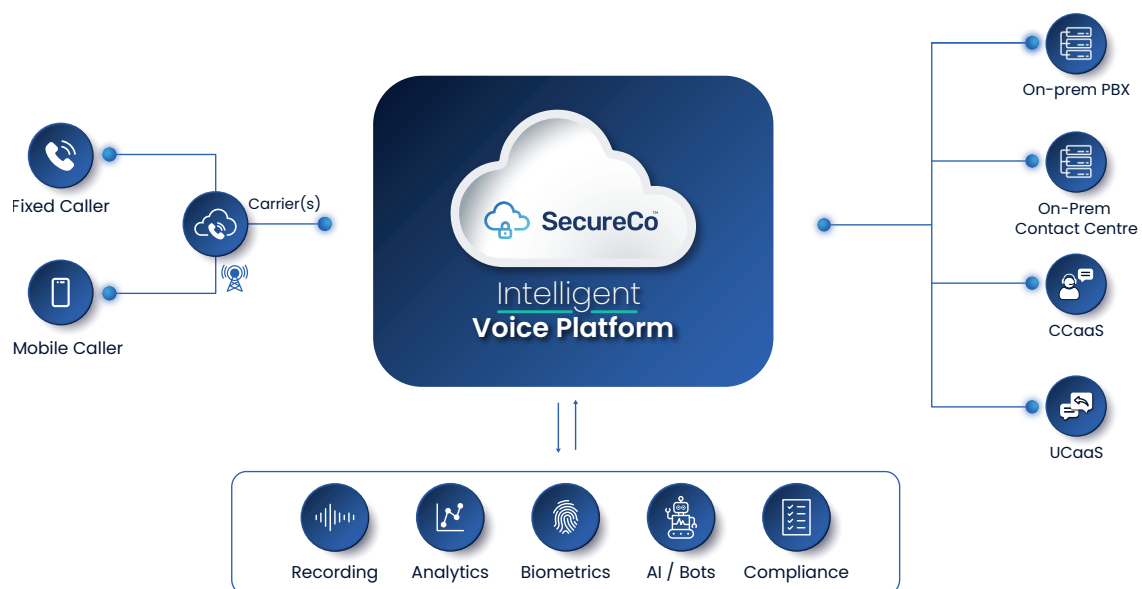
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