



Summer  
Release  
2024

# Next-gen Attendant & Agent Console for MS Teams.

New integration, new experience.



Marco Rullo

Senior R&D Manager Product Owner





# Imagicle **UCX** platform

Elevating the experience of your teams and customers, making your calling platform a better place, with AI infused services.



## Welcome

customers through voice-digital interactions with smart workspaces.



## Automate

conversations with customers and colleagues via digital & voice channels.



## Ensure

adherence to external regulations and internal procedures.



## Analyze

to optimize and enhance customer and employee experiences.

HUMAN AND VIRTUAL BETTER TOGETHER.

# Imagicle UCX platform.

Cloud or Cloud Connected (on-prem). Integrated with your Calling Platform, supporting hybrid scenarios, to help you moving to the cloud at your own pace.



## Welcome

Attendant Console

Omnichannel Agent Console

Auto Attend. /Adv. Queueing



## Automate

Virtual Receptionist

Virtual Agent – Digital

Virtual Agent - Voice



## Ensure

Call Recording

Digital Fax

Emergency Notification



## Analyze

Call & Digital Analytics

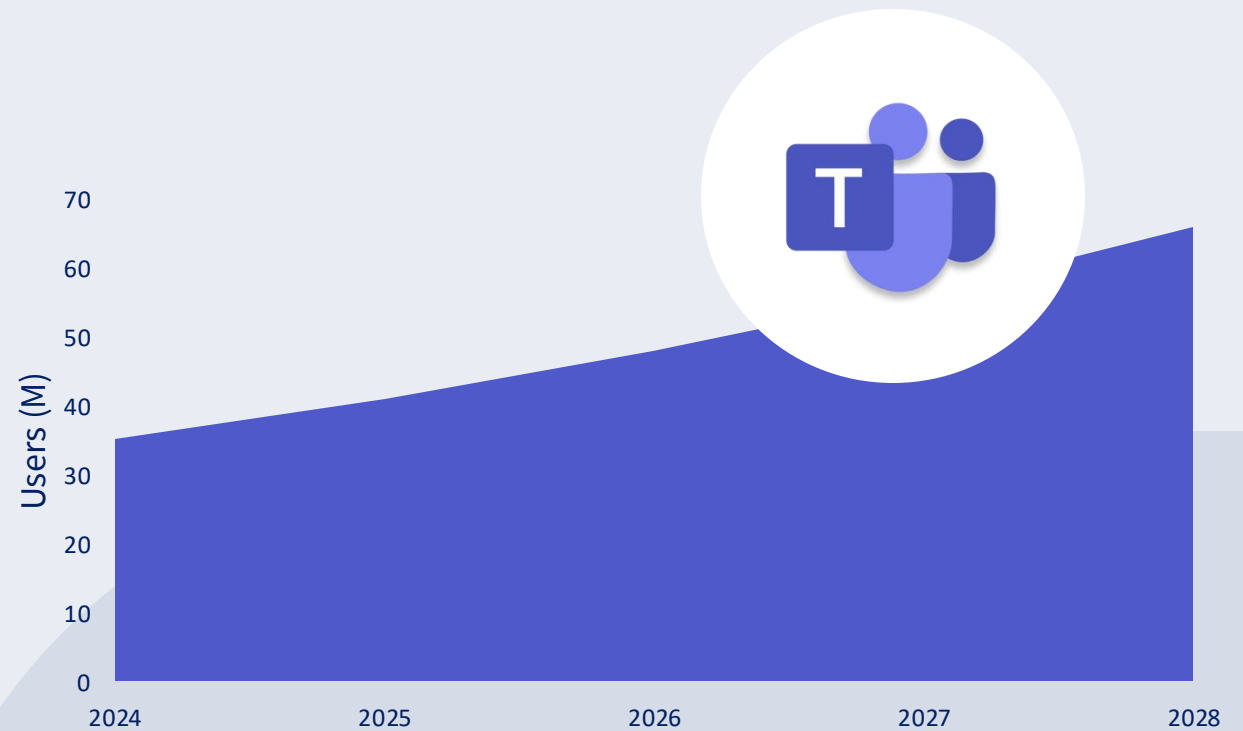
Transcriptions, Alerts, Insights

Sentiment Analysis

# Microsoft Teams: One of the leading players

**MS Teams** exceeds **35M** Teams Phone Users with PSTN Calling capabilities.

**What to expect in the upcoming years?**  
Over 100M users in a market restricted to only a few players.

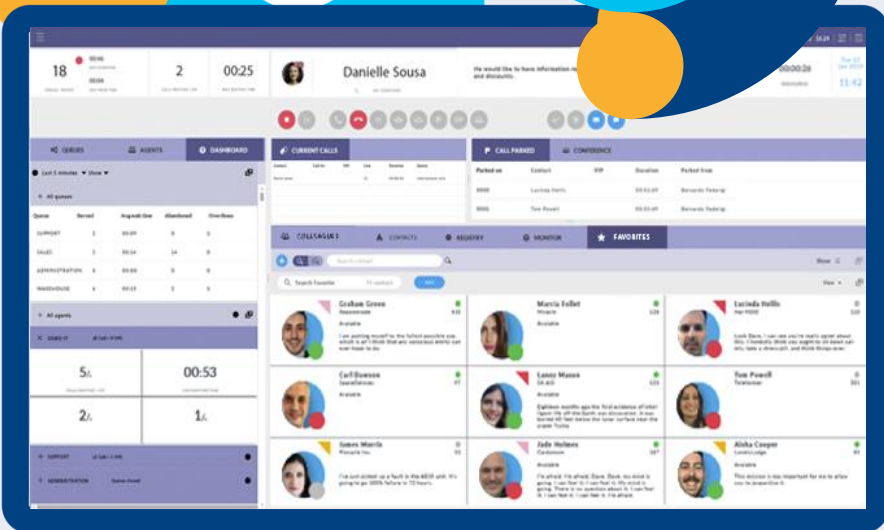


What it was like before...

# Imagicle was always a player.



Giving Attendant Console customers the choice between 2 integrations, covering most use cases.



## WITH MS TEAMS CLIENT



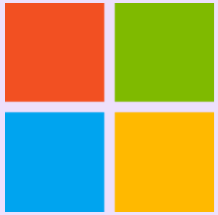
- ✓ Make, answer, hang up a call
- ✓ Transfer (blind/with consultation)
- ✓ Ready for smart working
- ✓ Conference
- ✓ Hold

## WITH PHYSICAL PHONES



- ✓ Make, answer, hang up a call
- ✓ Transfer (blind/with consultation)
- ✓ Transfer to PSTN numbers
- ✓ Support visually impaired users
- ✓ Hold, Park/Resume, Camp-On

What it was like before...



# BOT-based integration: a limit for every vendor.

Lack of suitable API, forcing  
the emulation of many  
telephony features

The available API were  
implemented by BOT, which  
revealed to be slow and  
unreliable

MS Teams always displaying  
popup in foreground,  
stealing focus to the console

Today!

# A new way to integrate with MS Teams.

## Azure Communication Services

ACS is a new managed Microsoft cloud service designed only to develop applications requiring communication capabilities (voice, video, chat, text messaging, email...).

Applications developed on ACS **can interoperate with Microsoft Teams.**





# Reactive, Stable, Powerful

## New Imagicle Attendant Console for MS Teams.



Operates with Microsoft Teams as a true softphone, even without the client

No more desk phones required, ideal for smart working environments

Support for sight-impaired users

Easier to deploy and configure, natural migration for existing customers

Complete with Advanced Queueing, Auto Attendant & Contact Manager

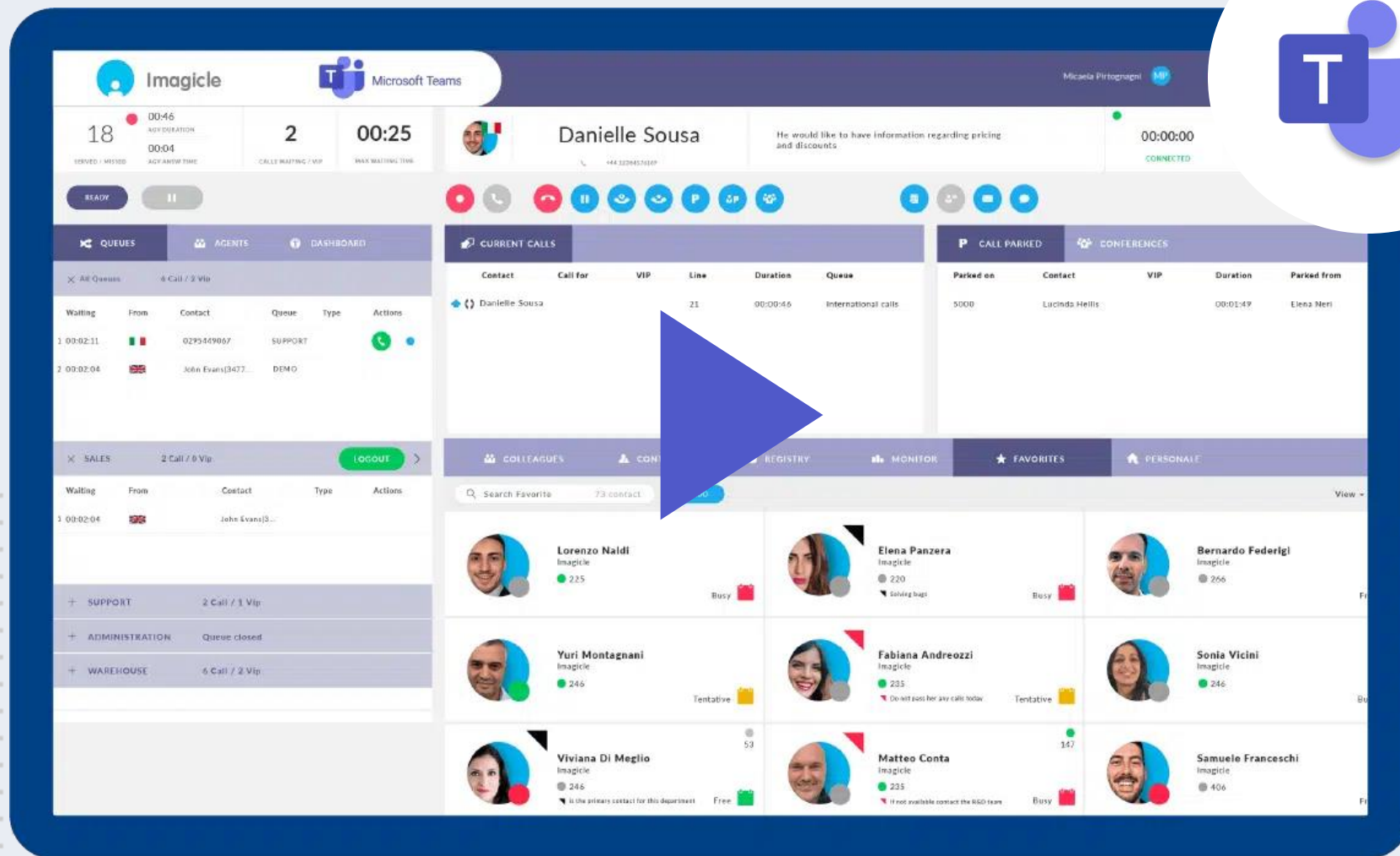
GOODBYE, BOTS!





# Let's see it in action!

## Attendant Console Demo



The screenshot displays the Imagicle Attendant Console interface, which is integrated with Microsoft Teams. The interface is divided into several sections:

- Top Bar:** Includes the Imagicle logo, Microsoft Teams logo, and the user's name, Daniela Pirogna.
- Call Status:** Shows the number of calls (18), the duration of the current call (00:46), and the status of the call (CONNECTED).
- Agent Information:** Displays the name of the agent (Danielle Sousa) and the reason for the call (He would like to have information regarding pricing and discounts).
- Call Management:** Includes buttons for READY, PAUSE, and a large blue play button in the center.
- Queues:** A table showing the status of calls in different queues. The table has columns for Waiting, From, Contact, Queue, Type, and Actions.
- Agents:** A table showing the status of agents. The table has columns for Waiting, From, Contact, Type, and Actions.
- Current Calls:** A table showing the details of the current call. The table has columns for Contact, Call for, VIP, Line, Duration, and Queue.
- Call Parked:** A table showing the details of the call parked. The table has columns for Parked on, Contact, VIP, Duration, and Parked from.
- Colleagues:** A section showing the status of colleagues. It includes a search bar and a list of colleagues with their names, status, and a small profile picture.

Waiting	From	Contact	Queue	Type	Actions
1 00:02:11	IT	0293-849067	SUPPORT		
2 00:02:04	GB	John Evans(3477...	DEMO		

Waiting	From	Contact	Type	Actions
1 00:02:04	GB	John Evans(3...		

Contact	Call for	VIP	Line	Duration	Queue
Danielle Sousa			21	00:00:46	International calls

Parked on	Contact	VIP	Duration	Parked from
5000	Lucinda Hells		00:01:49	Elena Meri

Colleagues	Status	Notes
Lorenzo Naldi	Busy	
Elena Panzera	Busy	Solving bugs
Yuri Montagnani	Tentative	
Fabiana Andreozzi	Tentative	Do not call her any calls today
Viviana Di Meglio	Free	It is the primary contact for this department
Matteo Conta	Busy	It is not available contact the R&D team
Bernardo Federigi	Busy	
Sonia Vicini	Free	
Samuele Franceschi	Free	

Activity

Chat

Calls Personal

View contacts

Type a name or number

History

All

Voice mail

Speed dial

imgicle UCC Attendant Console - Marco Rullo

Marco Rullo MR | Wed 3 Jul 2024 18:30

21  
SERVED/MISSED

00:41  
AVG DURATION

00:05  
AVG ANSW TIME

0  
CALLS WAITING/VIP

00:00  
MAX WAITING TIME

Insert the phone number

LOGOUT

II

QUEUES

AGENTS

All Queues (0 calls, 0 VIP)

Waiting Contact Queue Type Actions

TeamsQ (0 calls, 0 VIP)

Waiting Contact Type Actions

LOGOUT

CURRENT CALLS

CALL PARKED

COLLEAGUES

CONTACTS

REGISTRY

MONITOR

FAVORITES

Search colleagues


Show

Prese...	Name	Extension	Forwarded to	Department	Cost Center	Mobile phone	Home phone n...	Office	Email	Notes
RA	Alemam Rami Away	rami.alemam@magi...							rami.alemam@L...	
AA	Alhamwi Abdulhamid Away	abdul.alhamwi@magi...				00971564414920			abdul.alhamwi...	
AA	Alkhalili Ahmad Away	ahmad.alkhalili@mag...							ahmad.alkhalili...	
FA	Andreozzi Fabiana Away	fabiana.andreozzi@im...							fabiana.andreo...	
AA	Antar Ahmed Away	ahmed.antar@magi...				+971559956884			ahmed.antar@i...	
AA	Antignano Aldo Away	aldo.antignano@magi...				3311775125			aldo.antignano...	
JA	Ardila Jorge Away	jorge.ardila@magi...							jorge.ardila@im...	
FA	Argentieri Filippo Away	filippo.argentieri@im...							filippo.argentie...	
AA	Assil Anas Away	anas.assil@magi...				+971555547337			anas.assil@ima...	
GB	Babbini Greta Away	greta.babbini@magi...							greta.babbini@i...	
TB	Baldo Tommaso Away	tommaso.baldo@mag...							tommaso.baldo...	
JP	Barrett Jack									



# Performing, intuitive and now... Certified!

Completed

 Microsoft 365 Certified

Security and Privacy

✓ Imagicle Contact Center

Completed

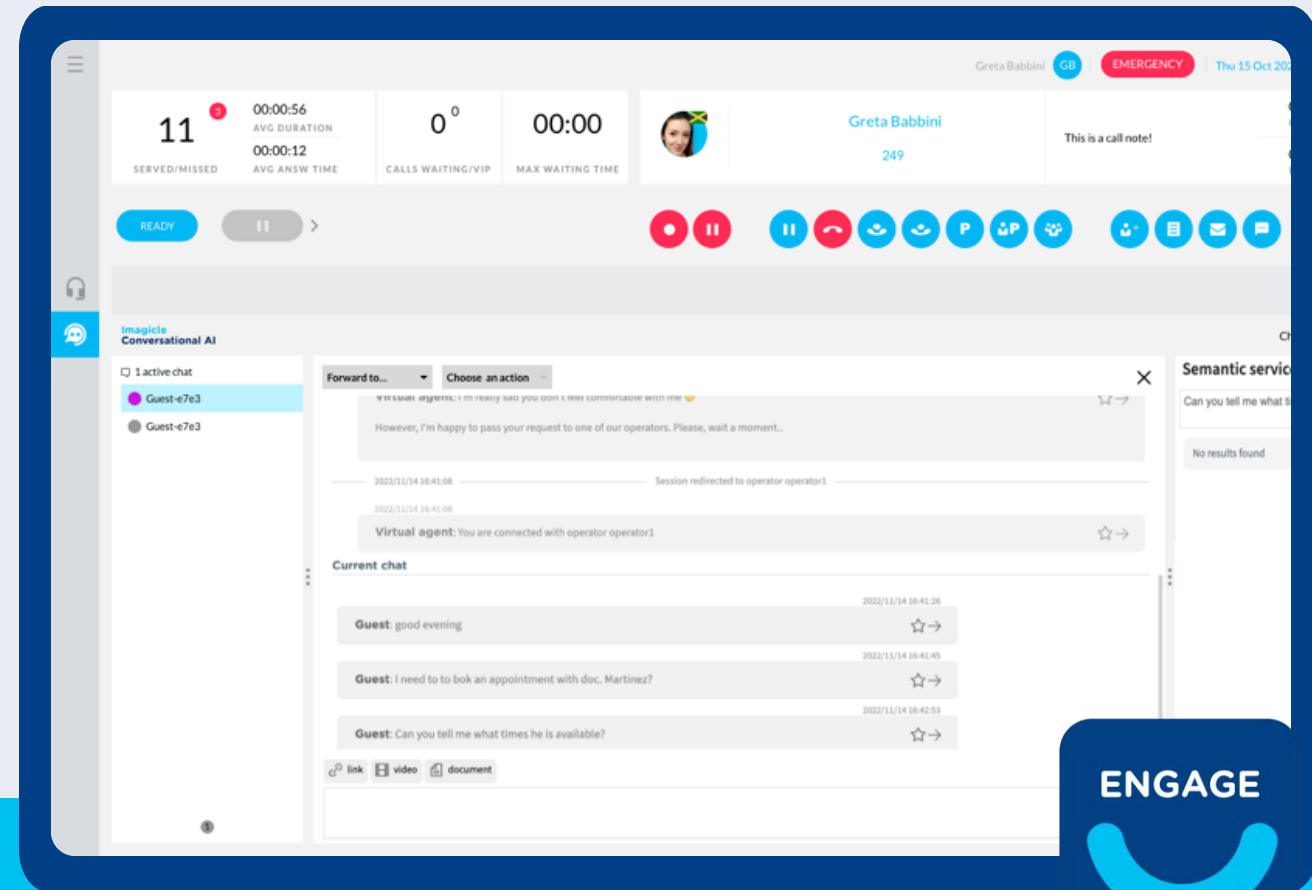
 Solution certified for  
**Microsoft Teams**

Functionality

✓ Imagicle Contact Center

Ready for the **Contact Center market** with

# Omnichannel Agent Console.



## SAME BENEFITS OF ATTENDANT CONSOLE

You see the incoming caller details. Answer with a click, route the call to another agent, or queue it if busy. Monitor queues and team status quickly, and much more.

## LIVE CHAT WITH YOUR CUSTOMERS

Easily manage customer requests coming from different channels, like your website, WhatsApp, Telegram, Messenger, and more.




## AI: HUMAN & VIRTUAL TOGETHER

Free your agents from repetitive tasks. Let users digitally or vocally speak to virtual agents ready to escalate to human ones when needed.

ENGAGE

Let's recap!

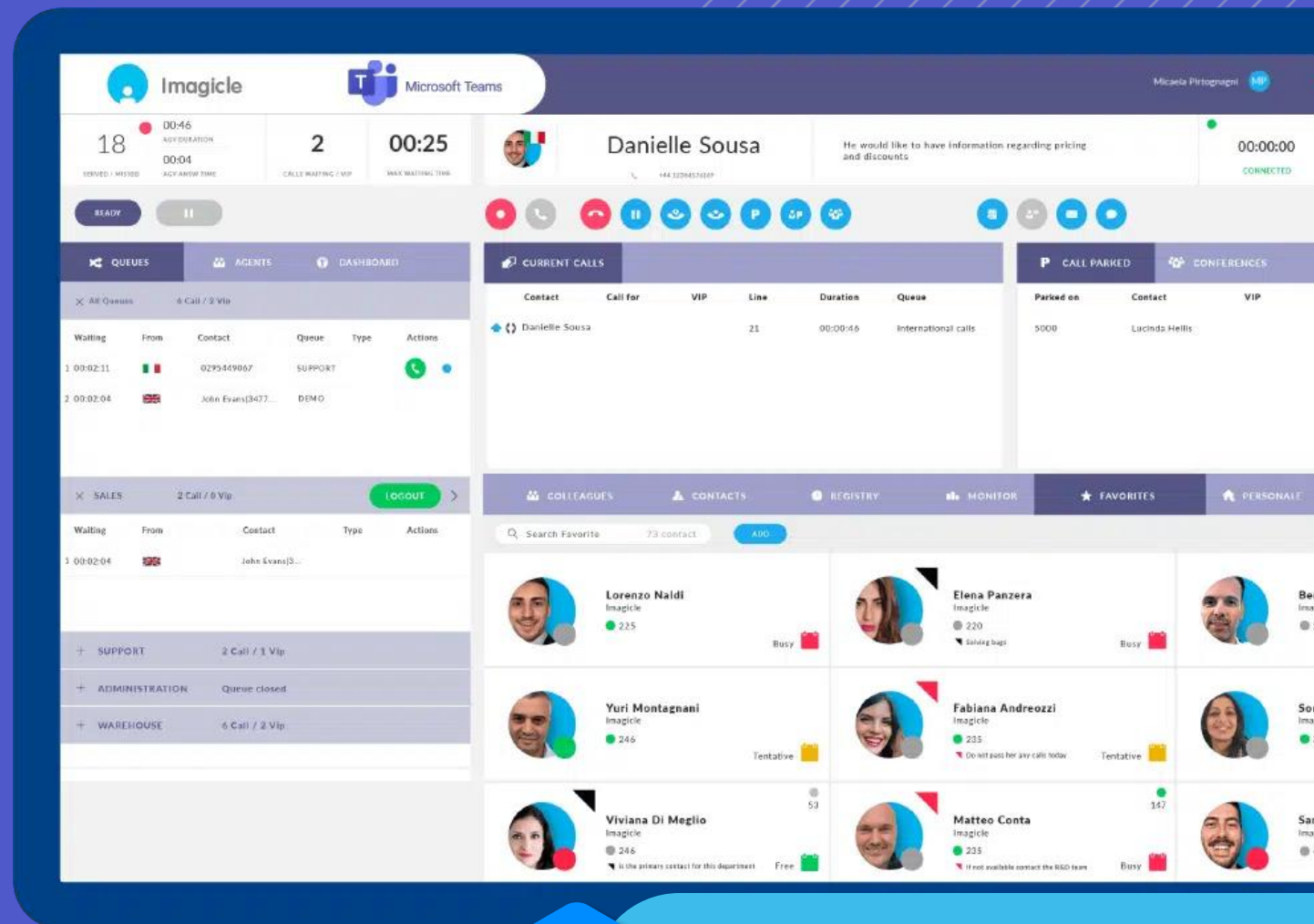
No solution is  
complete like  
Imagicle's.

	MOST OF OTHER SOLUTIONS	 <b>imagicle</b>
Integration technology	MOST OF THEM BOT-BASED	ACS
Limitations	SLOWNESS NO PARK	NONE
Omnichannel		
Certifications	MS TEAMS only	M365 + MS Teams

# Join our VIP program.

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- Beta program fast lane access
- GA notification for early bird access

Sign up now!



General availability from  
Nov. 24

# There's more!



## AI Virtual Receptionist

Connect customers to the contact they're looking for through AI-powered intuitive and natural voice interactions.



## Call Recording + Voice Analytics

Compliance voice recording with voice AI analysis

MS TEAMS CERTIFIED



## Digital Fax

Send and receive faxes directly from your MS Teams client. No hardware needed.



## Call Analytics

Keep call traffic, budgets, and costs under control with ready to use reports.



# Summer Release '24.

Have you checked out all the latest news?



NEW!



SCAN ME TO  
LEARN MORE



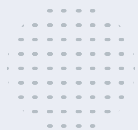


Q&A

Do you have any  
questions?

# Did you enjoy the webinar?

Share your feedback in the survey.



# Thank you for attending!



**Marco Rullo**

Senior R&D Manager Product Owner



ENTER  
VIP PROGRAM

