

Microsoft 365

# Solgari

Solution certified for  
**Microsoft Teams**

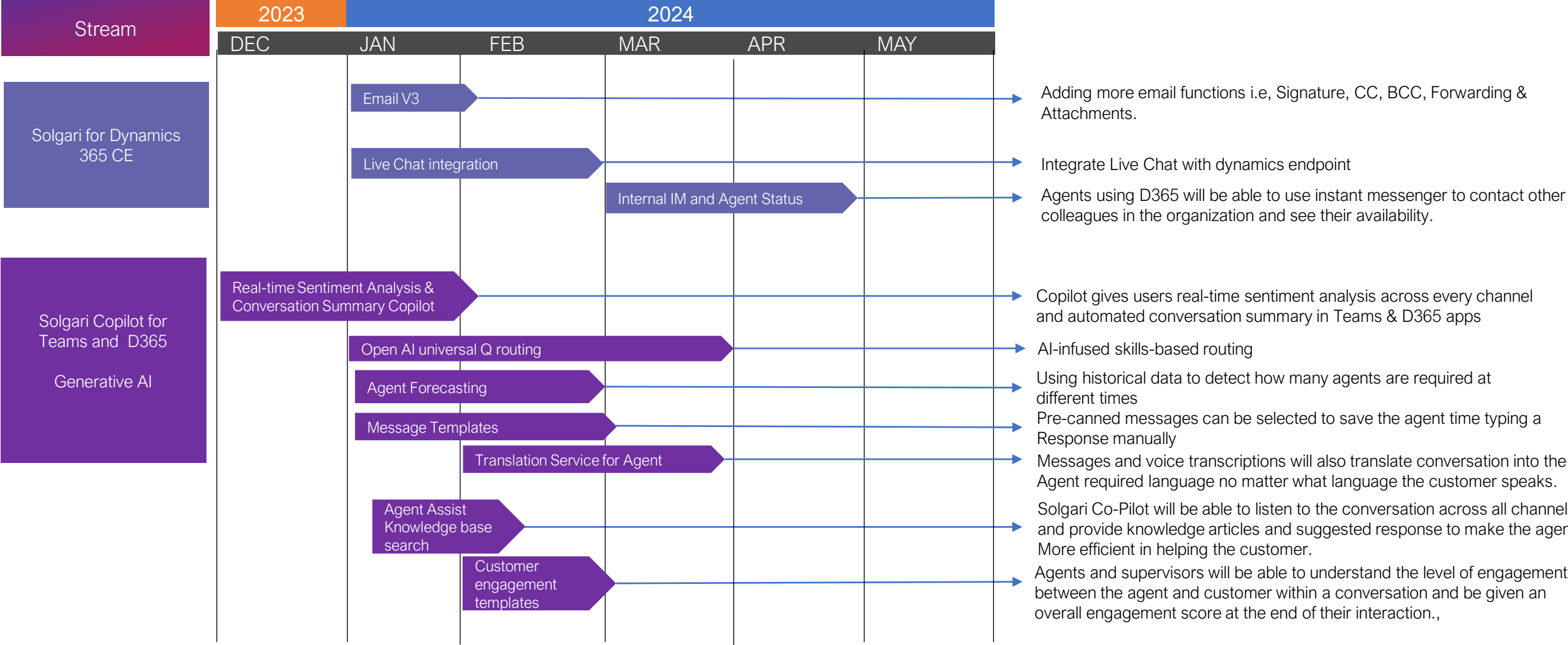
## Technology / Product Roadmap

### January 2024

SUBJECT TO CHANGE AND REVISION –  
CONTACT SOLGARI DIRECTLY FOR THE LATEST DETAIL

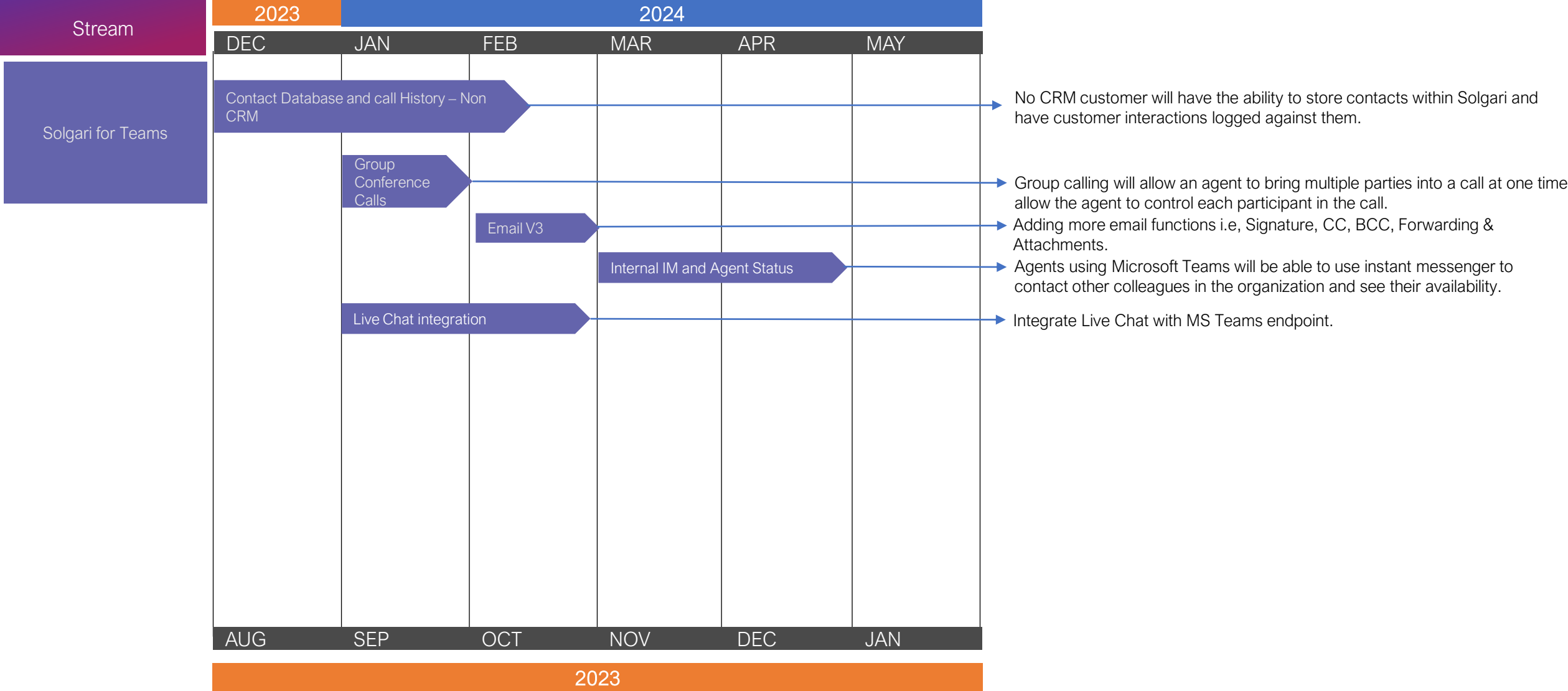


# Solgari roadmap – January 2023



NOTE: This roadmap is subject to revision

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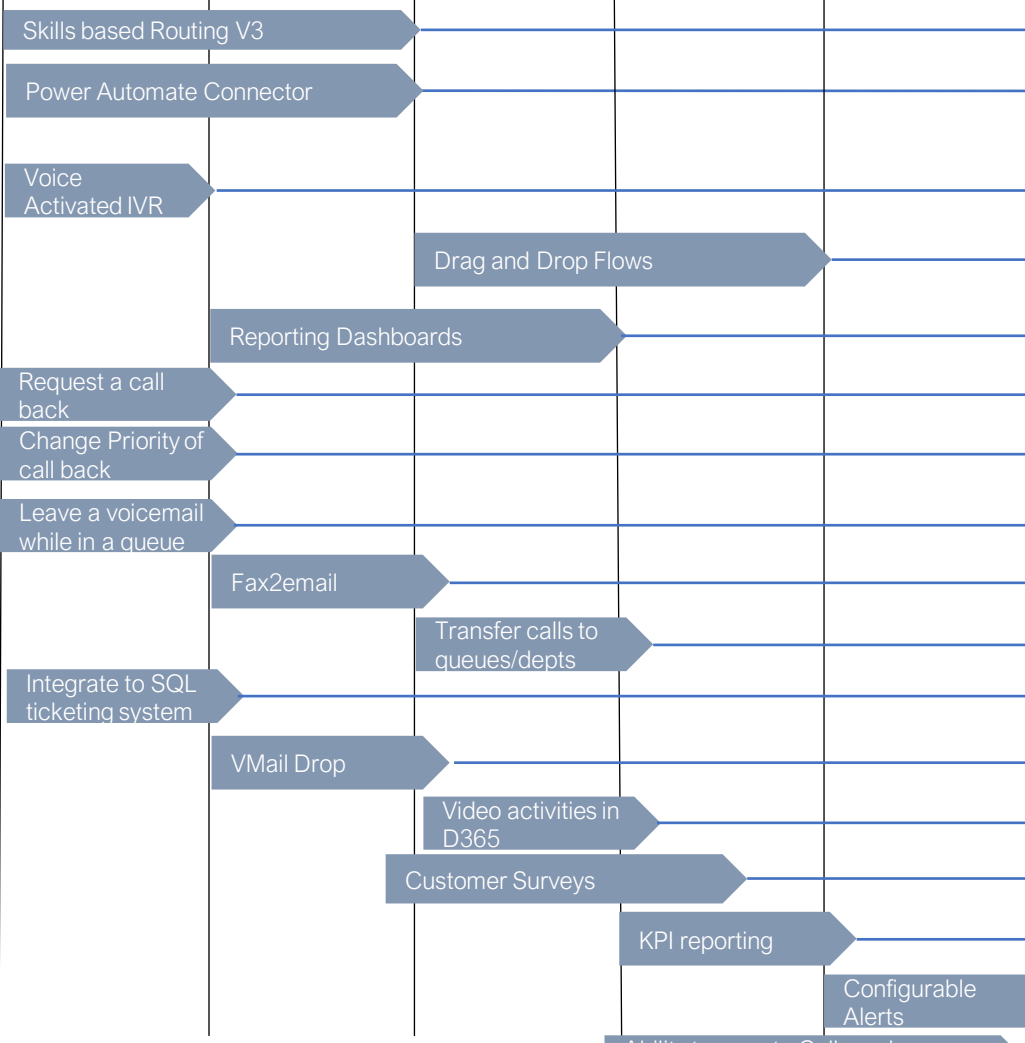
# Solgari roadmap – January 2023



## Stream

2023	2024				
DEC	JAN	FEB	MAR	APR	MAY

## Solgari Hub

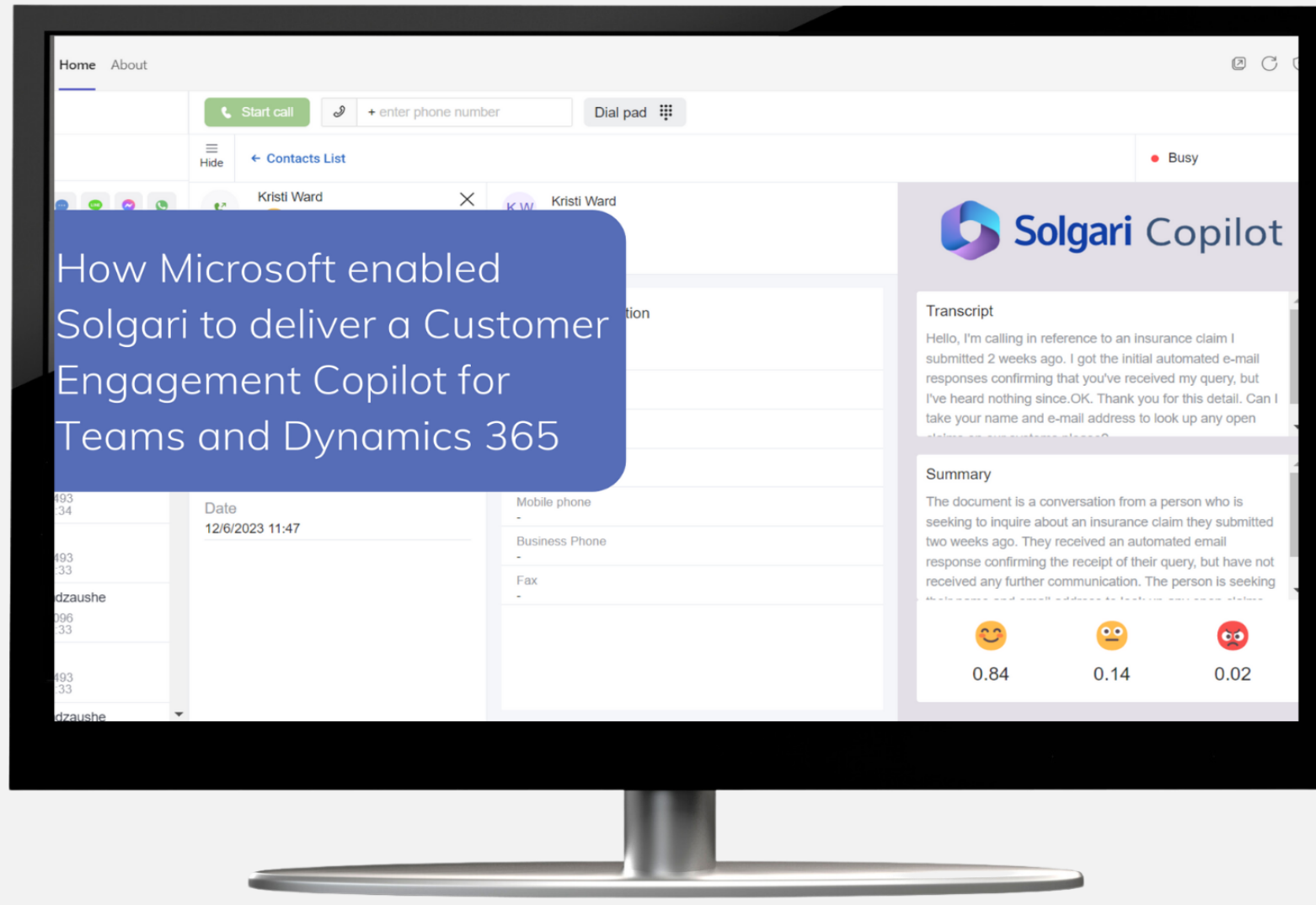


- New verification process to check customer information before proceeding With a conversation i.e., case number, email address, full name.
- The Power Automate connector will allow Microsoft SI to save time with long Workflow projects and connect to Solgari channels seamlessly for campaign purposes using Voice, SMS, WhatsApp and more to reach their customers.
- This IVR will only require a customer to say what they are looking for or where they would like to be put through to rather than typing a response.
- This will allow for customer to visually see and amend their own call flows using a drag and drop flow chart builder.
- New and enhance dashboards with advance filtering and graphs to get the best up to date statics of your organization and communications.
- Customer will be able to select option 2 while on a call to request a call back Rather than waiting in the queue.
- Supervisors can change the priority or order in which call backs will occur and To what agent.
- Customer can leave a voicemail while waiting in a queue
- Inbound Fax2email will mean customer won't need to use a traditional fax And instead, Fax message will be delivered to a share mailbox.
- Customer can leave a voicemail while waiting in a queue
- 3<sup>rd</sup> party integration into SQL database.
- Pre-recorded VM message will be available so that the agent doesn't have to manually leave a voicemail.
- Video or conference calls will be saved as activates to D365.
- After conversation surveys via all channels
- Agent KPI reporting for both availability and agent activities.
- Alerts can be setup against the customer sentiment, drop calls and Conversation rates with configurable thresholds by supervisors.
- Supervisors will see all inbound traffic and can move customers to different available agents as required.

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# See Solgari Copilot for Microsoft Teams



[YouTube video link here](#)



## Get the app now

Visit the [Azure](#) or [AppSource Marketplace](#) to get started with Solgari for Microsoft Teams today

## Talk to us

Contact [sales@solgari.com](mailto:sales@solgari.com) or call [+35312461130](tel:+35312461130) for more information

