



Solgari is a premium tier ISV Connect Partner and a member of the 2021/2022 Inner Circle for Business Applications.

All communications and functionality through Microsoft Dynamics 365 – voice, video, chat, SMS, WhatsApp, social media – tracked, recorded and presented all without leaving the CRM window.

Contact Center as a Service benefits:

- ✓ Highest speed to value
- ✓ Reduce total cost of ownership
- ✓ Cloud provisioned and maintained – 100% hosted in Azure
- ✓ Globally available and resilient
- ✓ Secure and compliant out-of-the-box
- ✓ Enabling work-from-anywhere

All-channel communication including:

- ✓ Voice
- ✓ Video
- ✓ SMS
- ✓ WhatsApp
- ✓ Social Media

Addressing industry pain points:

- ✓ Improve customer satisfaction
- ✓ Reduce churn
- ✓ Transform communications
- ✓ Deliver digital transformation
- ✓ Enable operational efficiency

Countries & Regions

- ✓ Global coverage and availability via Azure
- ✓ Number porting worldwide

[Solgari Overview Video](#)

[Solgari for Microsoft Teams](#)

[Dedicated Utilities webpage](#)

Solgari for Utilities







Solgari’s all-channel contact center as a service technology enables Utilities and Energy providers to meet and exceed their customers’ ever-evolving expectations of digitally-enabled service and outcomes. To minimise customer churn, maximise satisfaction, increase NPS and first call resolution rates – providers require the tools to communicate with customers on their preferred channels, and with the right blend of automated and agent-assisted journeys.

Solgari’s powerful integrations with CRM ensure that every communication can be enriched with historic detail into the customer relationship. Agents can deliver contextual service and outcomes – via Solgari’s all-channel communication endpoint as a seamless extension of Microsoft Teams, Dynamics 365 CE, or any other CRM – hosted in Azure for resiliency and global coverage.

Unlock the opportunity of self-service via automation. Achieve operational efficiencies through unified communication channel data. Replace multiple costly vendor relationships with one strategic partner and a transparent SaaS consumption model.

Solgari – *Made for Utilities*

Enabling use cases to deliver optimal customer experiences

 Automate orders and delivery updates	Outbound campaigns for contract renewal and promotional offers 
 Smart meter reading: Enable smart meter reading with Solgari & Mecoms365	Real time emergency alerts: Extreme weather, burst pipes, water shortage etc. 
 Automated appointment booking and serving scheduling	Customer support IVR’s with options to seamlessly escalate to a live agent 

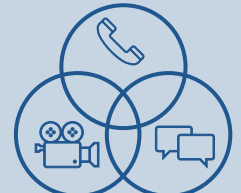
Delivering tangible business benefits on a global scale



Configured in the cloud, delivered via Azure, enabling lightning-fast set-up and speed to value.



Out of the box compliance and military-grade data protection ensures suitability for the utilities industry globally.



Unified and accurate ‘golden source’ of communication data for advanced analytics and operational insight.

Solgari: Made for Utilities

Talk to us today to find out more about our business accelerating communications capabilities.

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