



Our **100% cloud-based** contact center solution leverages the investment into **Microsoft Teams** and makes customer service part of the company-wide communication strategy. Employees use Microsoft Teams as their single application for internal and customer communications. Custom workflows, skill-

Stratus Agent

Cloud-based contact center for Microsoft Teams

based routing and real-time reporting add speed and adaptability to process optimization. Context information, such as customer data, easy access to internal experts and the intuitive user interface empower every employee within the company to serve customers confidently and professionally.

Highlights

Maxing out every agent's skills

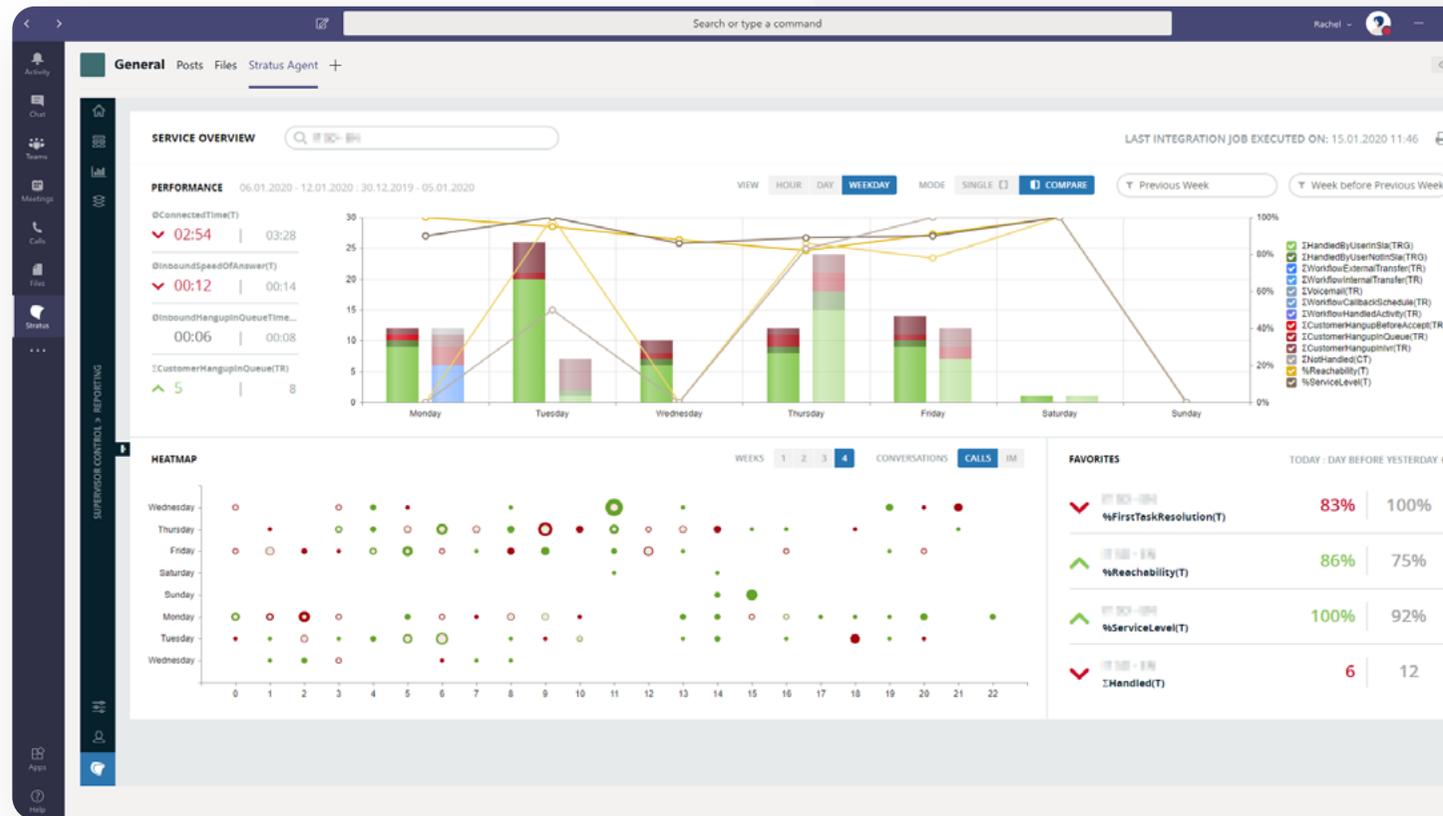
Skill-based routing leverages every agent's skills, making sure that the employees can assist customers competently. The agents' skills, skill levels and responsibilities are managed centrally by the supervisor.

Real-time analytics

Dashboards, reports and KPIs offer valuable insights in real-time. They enable informed decisions to adapt processes and manage staff members. Supervisors set up company-specific KPIs and build widget-based dashboards for themselves and their staff, empowering them to react fast.

Teams presence status

The employees' presence status in Microsoft Teams is used to route callers to an available employee. If no employee is available callers are automatically redirected to another team, optimizing workload distribution and reducing waiting time for customers.



Quality Management

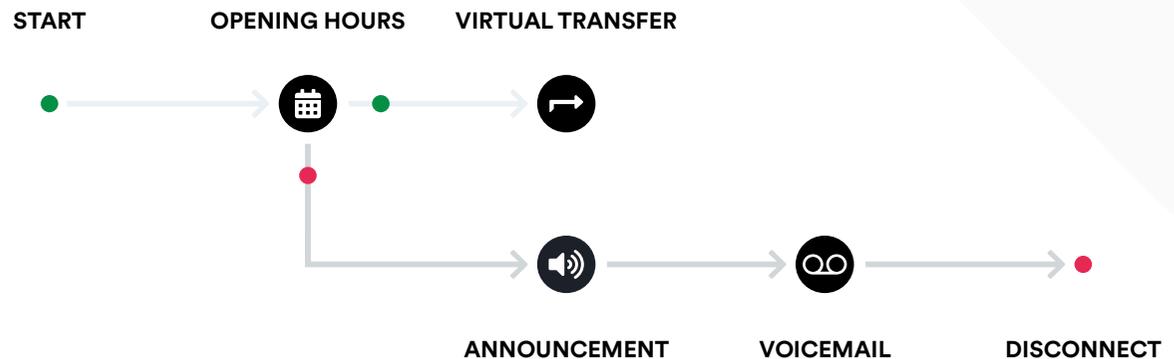
Different supervisor functionalities such as whispering, listening, barge-in, reviews of recorded interactions as well as customer surveys monitor the customer service quality and customer experience. They support the contact center management to improve service quality, increase customer satisfaction and loyalty.

Custom workflows

The routing logic is visualized graphically and allows to set up complex rules into clear and intuitive workflows. Supervisors can manage and change workflows themselves in real-time to adapt to customer service changes.

360° customer view

CRM, ERP, ticketing system – you name it, we connect it. Make all relevant customer information available to agents and let the system automatically create tickets or CRM cases. Our Contact Center solution checks customer data and connects the customer instantly with the matching employee. This reduces the complexity of IVR menus and increases the first contact resolution.



Selected features



Routing & queueing

- Presence-based call distribution
- Skill-based routing
- Priority-based routing
- Database routing
- VIP routing
- Preferred agent
- Last agent
- Fair queue
- Dynamic extensions
- Longest Idle
- IVR menu
- Voicemail
- Custom workflows



Management

- After call survey
- Supervisor listen, whisper, barge-in
- Integration of quality management
- Real-time visibility of agents in multiple queues
- Manual prioritization of services



Reporting

- Real-time reporting
- Custom KPIs
- Widgets-based dashboards
- Historical Reporting
- Data export to Excel
- Templates for Power BI
- Visualization of customer interactions
- Integration of compliance recording
- RONA (Redirection on No Answer)
- Task codes for call qualification
- Agent Not Ready reasons



Microsoft Teams user

- All calls handled inside MS Teams client
- Opt in/out of service teams
- Information from external systems, e.g. CRM, ERP
- Automatic creation of CRM cases or tickets
- Sharing and distribution of external tasks
- After call work time



Self service

- Opening hours
- Greetings
- Forwarding targets
- Music in queue
- Emergency announcements
- Transfer parameters with call (CRM/caller data)
- Role-based access
- User management
- Organization management
- Agent skills
- Skill levels
- Priorities
- User availability

Customer success stories

Customers using Luware cloud solutions for Microsoft Teams.

CREALOGiX 

“It was remarkable how quickly and easily Stratus Team could be configured to meet our needs.”

KUKA

Customer service with Microsoft Teams at the international supplier of intelligent automation solutions.

 **Synamedia**

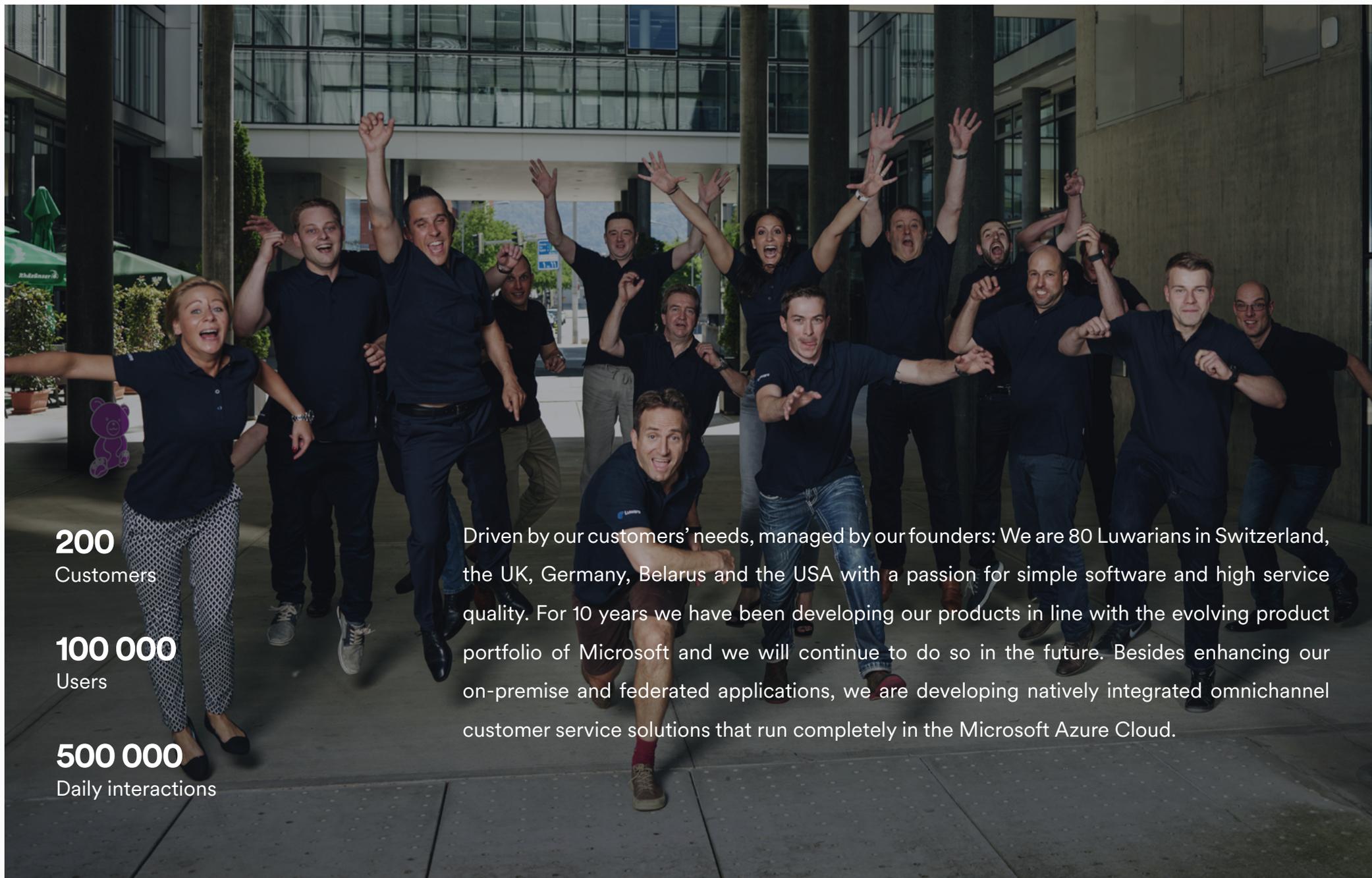
“Employees can serve customers from anywhere, and workload distribution can be met real-time.”

Start your own success story

- Combine Stratus services as you wish: **Team, Agent, Switchboard**
- Runs in the Luware Cloud
- Annual subscription
- Flexible license model scales for all company sizes

[CONTACT](#)

Our success story



200
Customers

100 000
Users

500 000
Daily interactions

Driven by our customers' needs, managed by our founders: We are 80 Luwarrians in Switzerland, the UK, Germany, Belarus and the USA with a passion for simple software and high service quality. For 10 years we have been developing our products in line with the evolving product portfolio of Microsoft and we will continue to do so in the future. Besides enhancing our on-premise and federated applications, we are developing natively integrated omnichannel customer service solutions that run completely in the Microsoft Azure Cloud.