



Stratus Team

Advanced Routing for Microsoft Teams

Why not use **Microsoft Teams** for your customer service lines and help desks as well? Stratus Team adds call queueing, opening hours, reporting and advanced routing functionality to Teams. The seamless integration enables employees to take calls, view KPI dashboards, obtain detailed customer service reporting and administer the solution directly in their Teams client.

Improve productivity

- MS Teams for team calls
- Balance organization workload
- Detailed reporting

Customer satisfaction

- Short waiting times
- High first contact resolution
- Low handling times

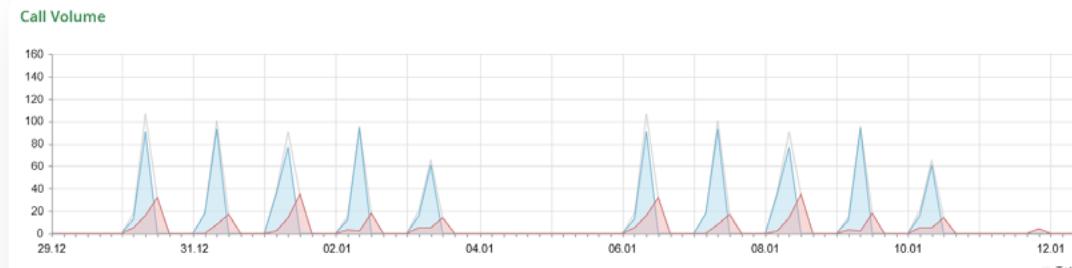
Fully cloud-based

- Flexible subscription model
- No fix costs
- Continuous feature updates

Highlights

Dashboard

The dashboard offers valuable insights at a glance to enable informed decisions to adapt processes and manage staff members to meet customer service requirements.



Opening Hours

No more IT-support: Within seconds, team leaders can change opening hours themselves in the user-friendly interface directly in the Teams client.

A screenshot of the Stratus Team app integrated into the Microsoft Teams client. The app's header includes "Stratus Team", "StratusPP", "SwitchboardPP", and "About". Below the header is a "Luware Testing Calendar" section with "Luware UK Sales Team Demo" and "MK_Calendar_Test". The main area is a calendar view for "Monday, January 20, 2020 - Sunday, January 26, 2020". The calendar grid shows various scheduled events and status changes. A legend at the top right defines colors for different event types: Open (green), Closed (red), FlexibleTime (yellow), PreHoliday (purple), LocalHoliday (blue), NationalHoliday (dark blue), InternationalHoliday (dark purple), Special1 (light green), Special2 (light blue), Special3 (light purple), and Special4 (light yellow). The interface also includes a sidebar with activity, chat, teams, calendar, calls, files, and other app icons.

Workflows

Team leaders can change greetings, transfer destination outside opening hours, hold music and maximum caller wait time to allow easy and real-time customer service changes.

[WATCH VIDEO](#)

Selected features



Routing & queueing

- Call queue
- Presence-based call distribution
- Longest idle
- Simultaneous ring
- IVR menu
- Voicemail
- Predefined call flows



Self-service within Teams

- Opening hours
- Greetings
- Adjusting of forwarding targets
- User management in Teams client
- User availability
- Role-based access



Microsoft Teams user

- All calls handled inside MS Teams client
- Opt in/out of service teams
- Same user experience as MS Teams calls



Reporting

- Dashboard
- Historical Reporting
- Data export to Excel
- Templates for Power BI

Customer success stories

Customers using Luware cloud solutions for Microsoft Teams.



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



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



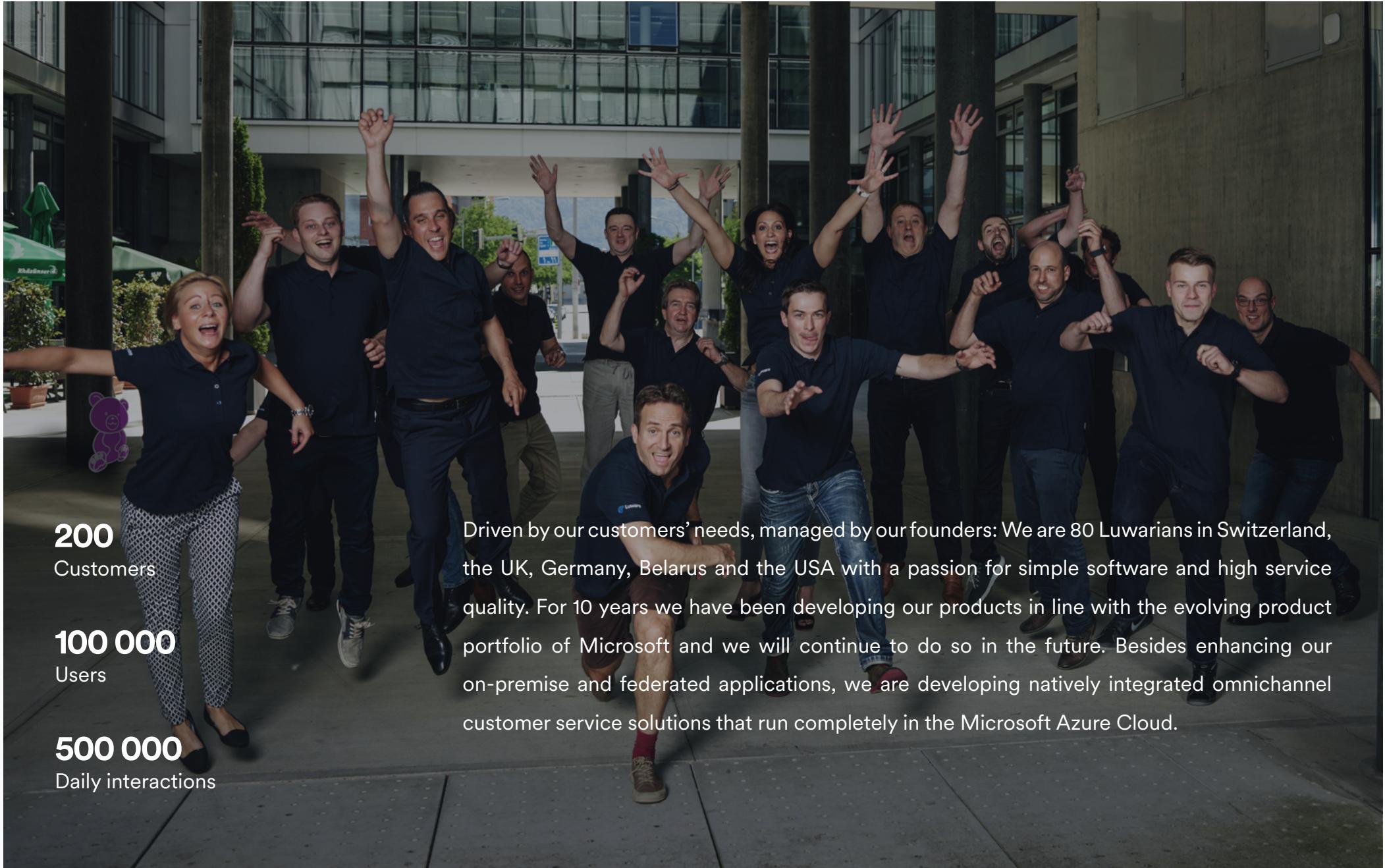
“Employees can serve customers from anywhere, and workload distribution can be met real-time.”

Start your own success story

- Combine Stratus services as you wish: **Team, Agent, Switchboard**
- Stratus Team is available in [Microsoft Teams App store](#)
- 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 Luwarians 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.