



Luware  
**Nimbus**

# Exceptional *Customer Service*, Simplified

AI-infused CX solution for Microsoft Teams



Solution certified for  
**Microsoft Teams**



# Why choose *Luware Nimbus*

Turn Microsoft Teams into your intelligent Customer Experience Orchestrator. Luware Nimbus unites your entire business communication on one platform—seamlessly connecting branch offices, help desks, and contact centers without the need for siloed apps or complex IT infrastructure.

## One single platform

- **Break down silos:** Unify all internal and external touchpoints.
- **360° insights:** Get a complete view of every interaction.
- **End-to-end reporting:** Track the full customer journey for deeper insights and consistent experiences.

## MS Teams certified

- **Deep integration:** As a Microsoft-certified platform, Luware Nimbus extends Teams seamlessly.
- **Optimized workflow:** Boosts productivity by keeping communication and collaboration in one place.

## Easy integrations

- **Seamless stack:** Connect CRM and ticketing systems in minutes via Power Automate.
- **AI-enhanced:** Boost productivity with AI and Microsoft Power Suite integration.
- **Streamlined:** Automate workflows to enhance CX without the technical headache.

## Secure & reliable

- **Top-tier compliance:** SOC 2 Type II, ISO 27001, and certified Microsoft Partner.
- **Proven reliability:** 99.99% availability backed by 15+ years of expertise.
- **Trusted globally:** Rely on 24/7 support, trusted by over 1,200 customers worldwide.



# Build your *ideal solution*

Flexible modules. Scalable licensing. Pay only for what you need.

## Front desk & reception

Licensed per user



Luware Nimbus  
**Attendant Console**

### Use case: Reception desk

- Easy transfer of calls (safe transfer, blind transfer, consultative transfer)
- Powerful AD contact search
- View contact information – notes, calendar, org structure
- View real-time queue information

## Call routing & distribution

Licensed per service



Luware Nimbus  
**Advanced Routing**

### Use case: Intelligent call queue

- Easy Administration
- Drag and Drop editor
- IVR
- Live and historical reporting



Luware Nimbus  
**Enterprise Routing**

### Use case: Informal contact center

- Parameter-based routing (eg. availability, CRM parameters)
- Queue position announcement
- Outbound calling
- Third-party integrations and automation via Power Platform
- Nimbus Assistant

## Full-scale contact center

Licensed per user



Luware Nimbus  
**Contact Center**

### Use case: Formal contact center

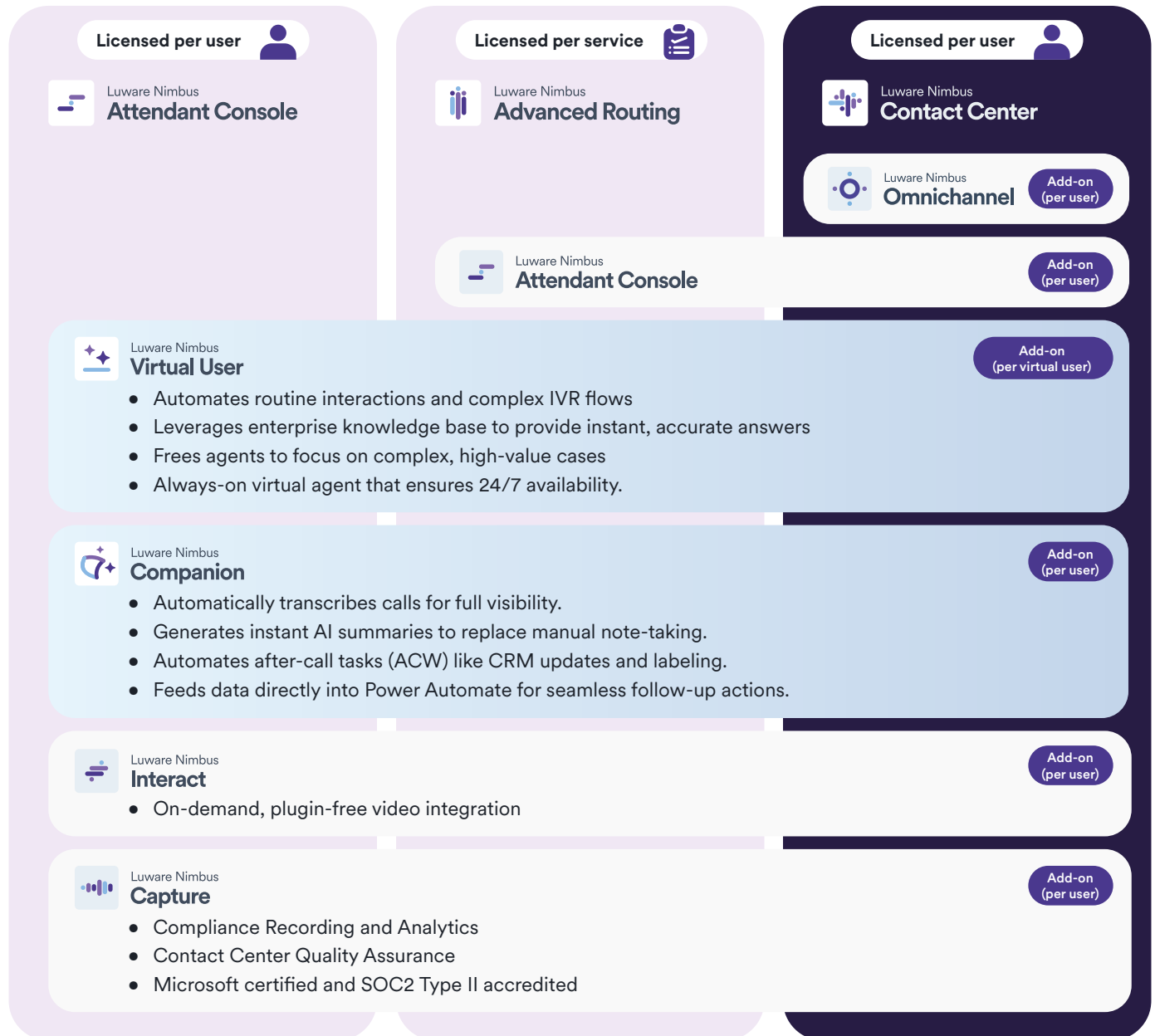
- Parameter-based routing
- Outbound calling (including automated campaigns and call backs)
- Third-party integrations and automation via Power Platform
- Skill-based and priority-based routing
- User tools (incl. RONA and ACW)
- Supervisor tools (incl. Listen, Whisper, Barge in)
- Deep reporting insights with customizable dashboards



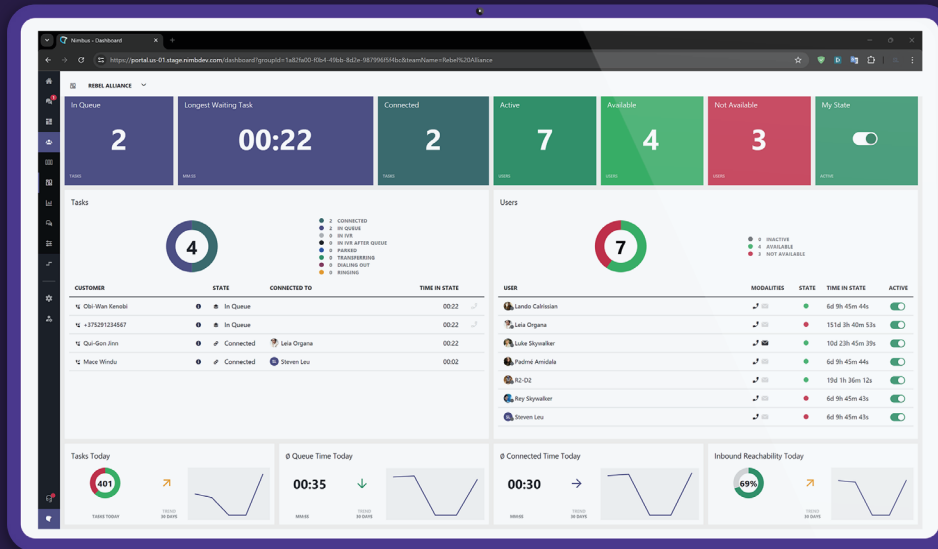
Luware Nimbus  
**Omnichannel**

- Web-chat via Teams native chat
- E-mail Routing
- Whatsapp Routing
- External Task Routing

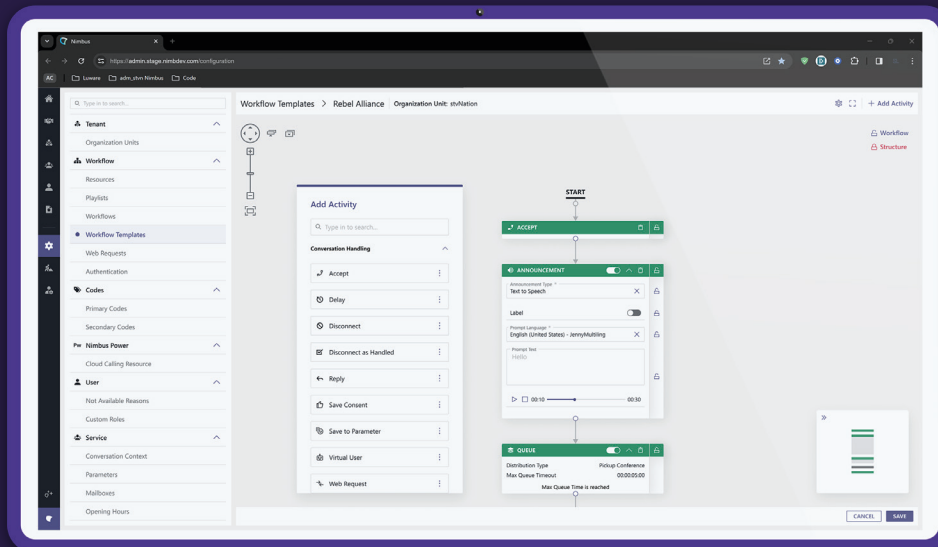
# Add-on features



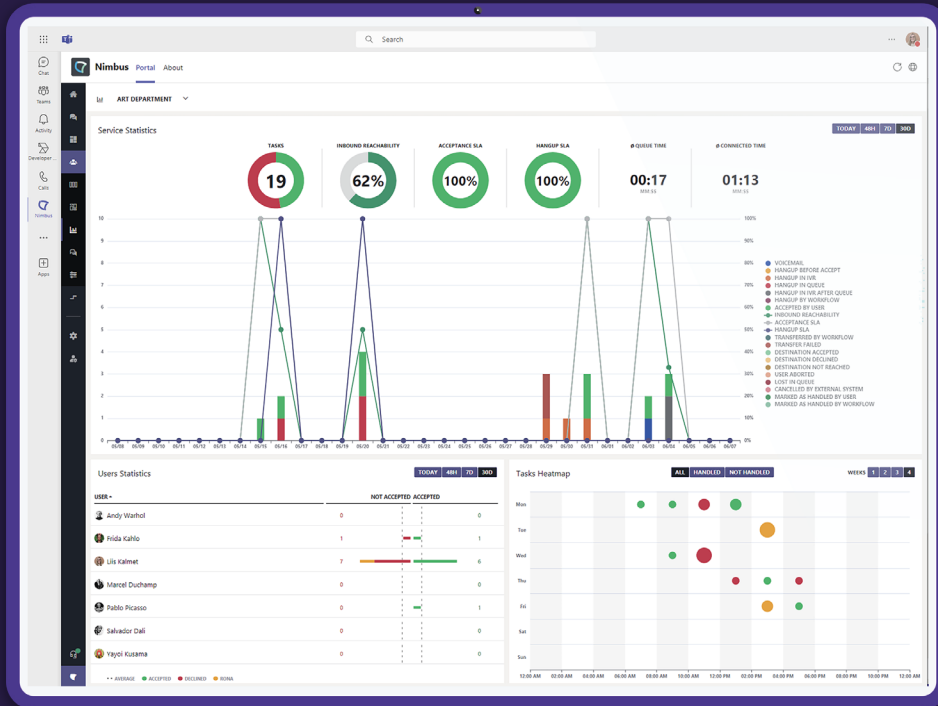
# A native *Microsoft Teams* experience for users, admins, and supervisors



**Unified User Dashboard** Empower contact center employees to handle calls, emails, tasks and WhatsApp messages from one central “My Sessions” view, reducing distractions and app-switching.

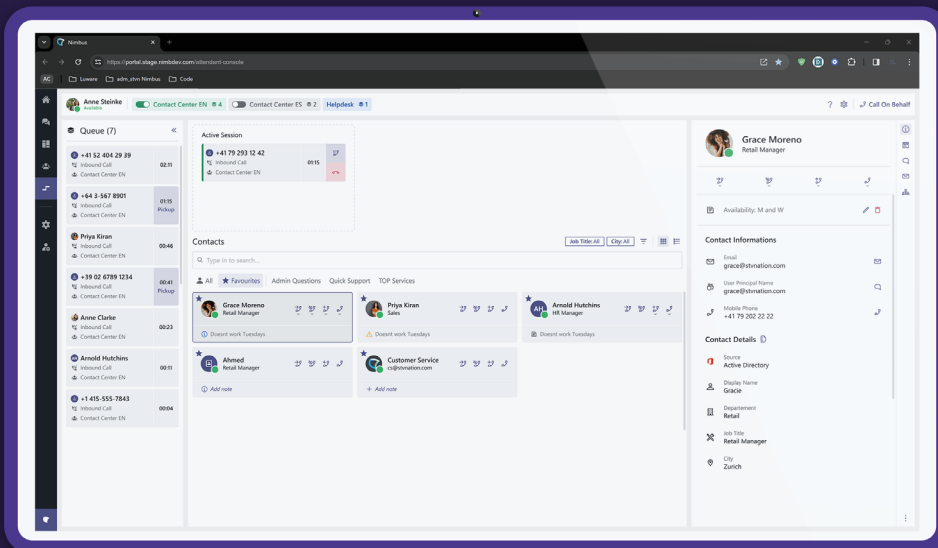


**Workflow Builder** Forget complex scripting. Design and adjust your customer journeys instantly using our intuitive drag-and-drop editor.



## Deep BI Insights

Visualize your success. Monitor KPIs, track queue times, and analyze agent performance with fully integrated, customizable Power BI template.



## Attendant Console

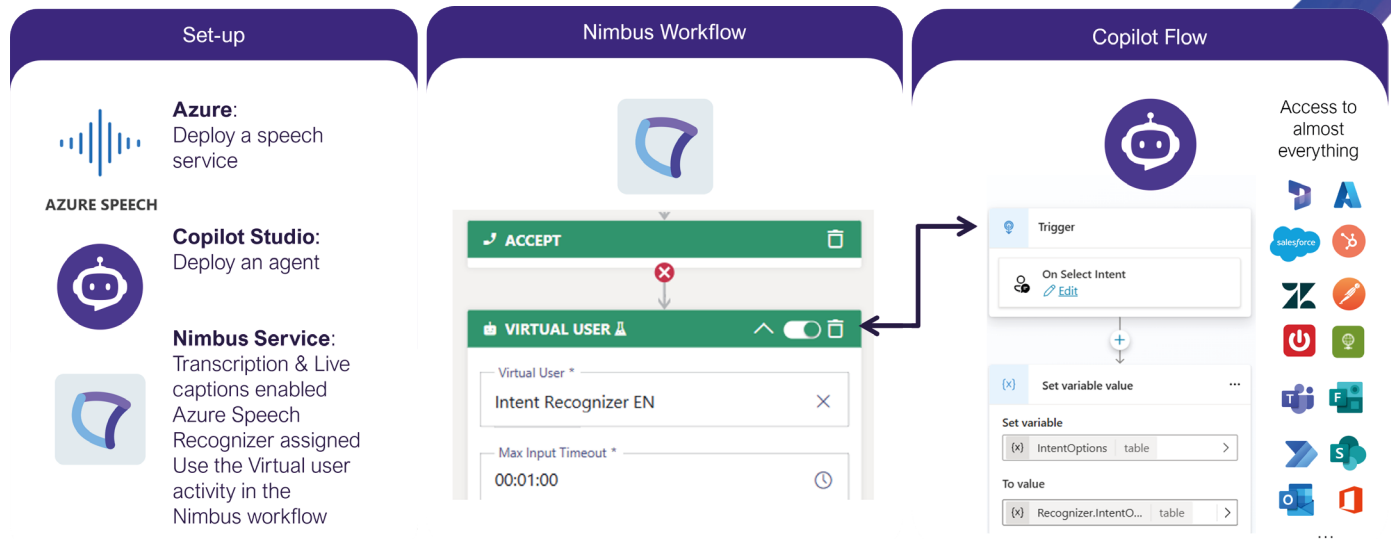
Handle high call volumes with ease. Our operator console offers rapid transfer tools, calendar lookups, and clear queue visibility.

# Meet your newest team member: The *AI Virtual User*

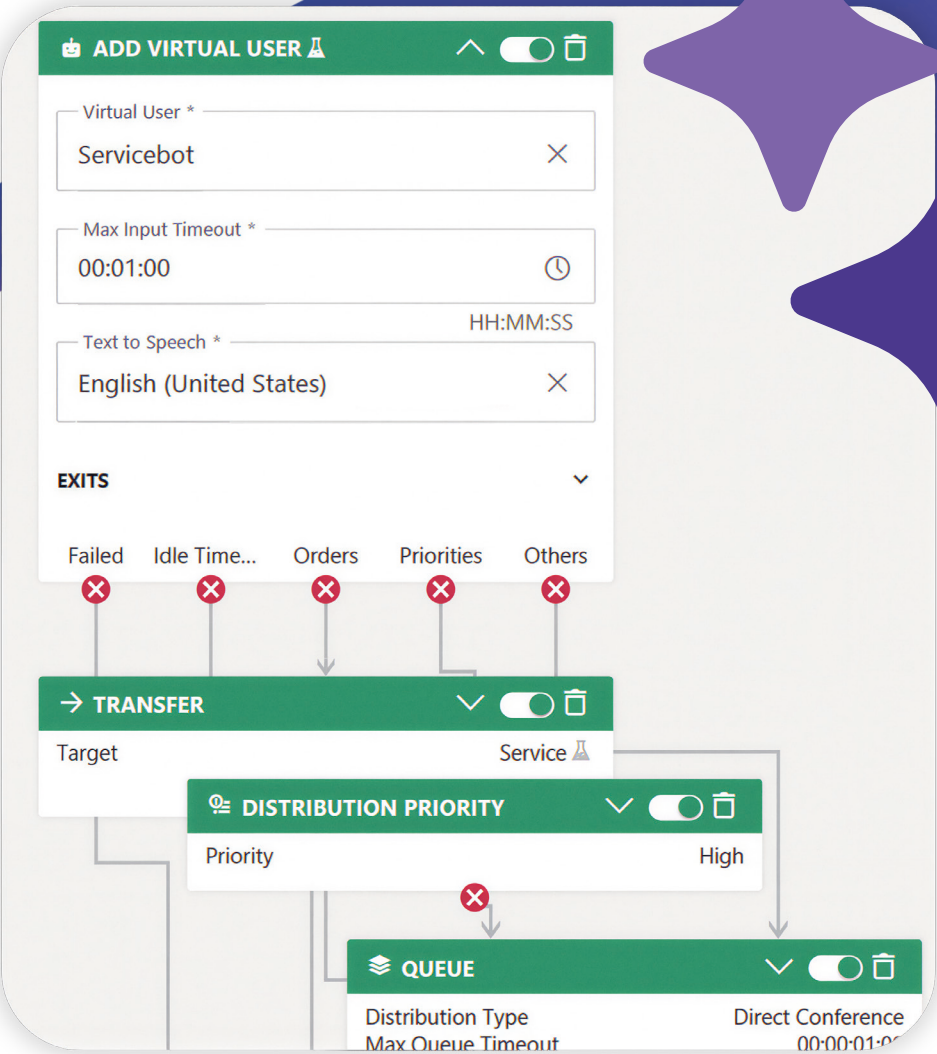
**Scale your capacity instantly with intelligent automation.**

Imagine a team member who never sleeps, answers instantly, and scales on demand. The Luware Nimbus Virtual User is an intelligent add-on that acts as an always-on extension of your workforce. By automating routine interactions and complex IVR flows, it frees your human agents to focus on the sensitive, high-value cases that truly require their empathy.

Integrated with Microsoft Copilot or any Azure OpenAI GPT Realtime compliant AI platforms, the Virtual User adapts to your specific business needs, delivering instant resolutions and a seamless customer experience—24/7, without the wait times.



Virtual User Scenarios

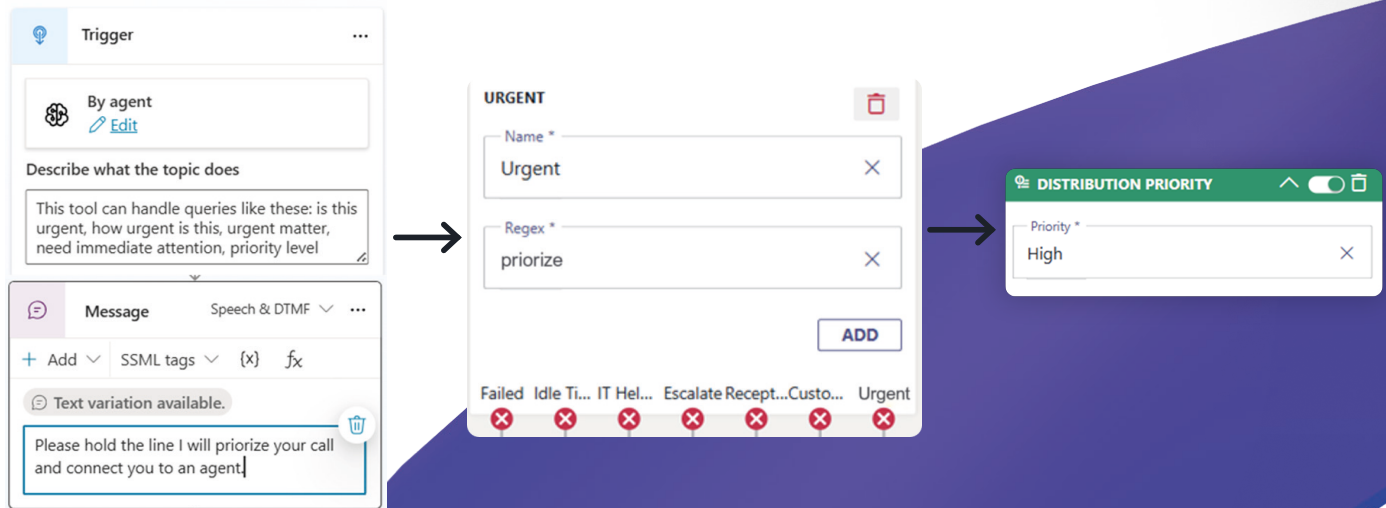


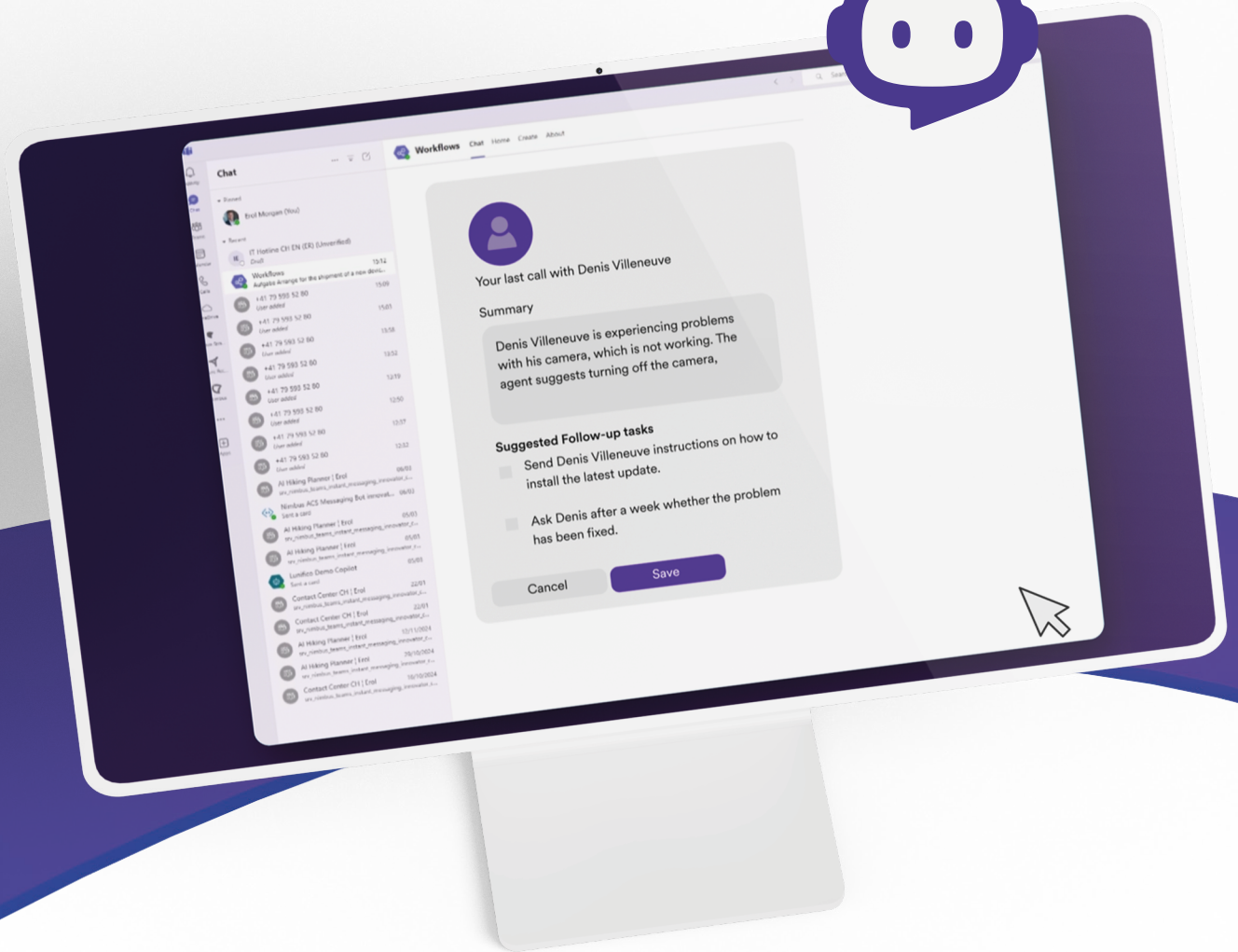
# 100% Focus and zero note-taking with Luware Nimbus Companion

## Cut wrap-up time with AI-powered transcription and summarization

Give your agents the freedom to just listen. Luware Nimbus Companion acts as a personal AI assistant that works quietly in the background during every call. Instead of scrambling to take notes, your team can focus entirely on the customer while the Companion handles the rest.

Using advanced Transcription and Summarization capabilities, it automatically captures every detail and generates concise summaries instantly. By automating tedious after-call tasks like CRM follow-ups and interaction labeling. It drastically reduces wrap-up time, ensuring your team is ready for the next customer faster than ever.





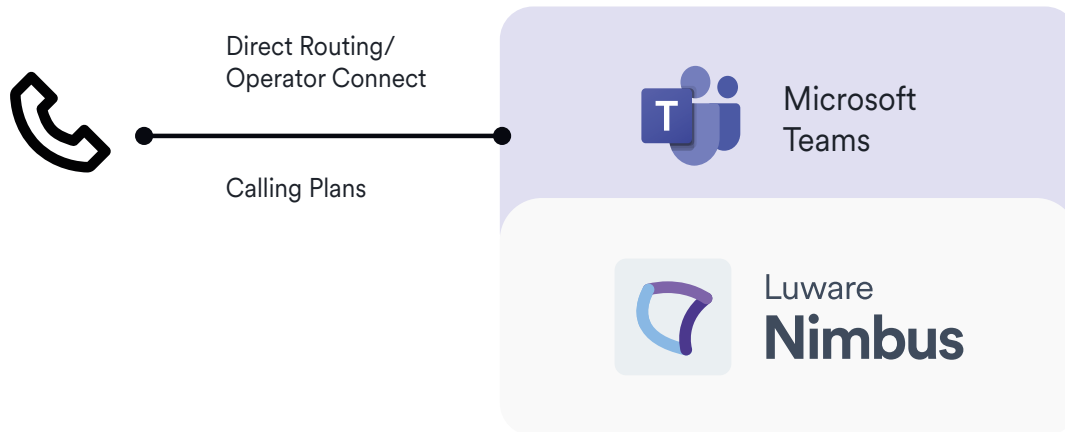


Luware Nimbus delivered  
immediate, measurable impact  
for our pension department,  
boosting answer rates by 44%  
and cutting wait times to just 30  
seconds.

Caroline Howick  
Team Manager – Pensions at Kent County Council



# The *CX solution* that lives inside Microsoft Teams



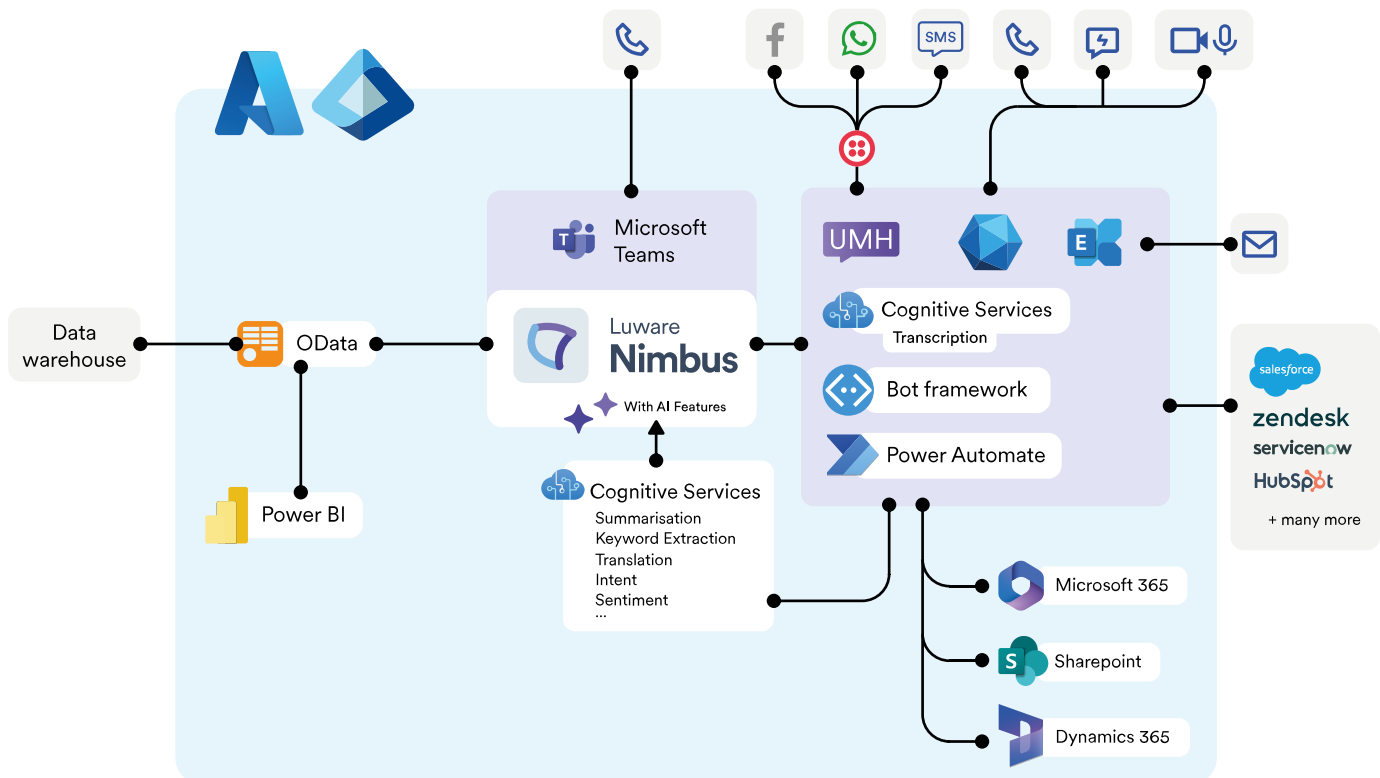
## **Your data stays yours.**

Unlike other solutions, Luware Nimbus is built on the Microsoft Teams Extend Integration Model. This ensures that calls and media streams never leave your secure environment. You get the full power of a contact center while maintaining the compliance and encryption standards you already trust.

- **Secure & robust:** Leverages Microsoft AI Foundry and Azure services.
- **Crystal clear audio:** Uses Microsoft's own infrastructure for superior quality.
- **Flexible connectivity:** Bring your own carrier (Operator Connect, Direct Routing, or Calling Plans).
- **Global scalability:** Instantly spin up new lines or regions within your existing M365 tenant.

# Native Azure architecture. Limitless potential.

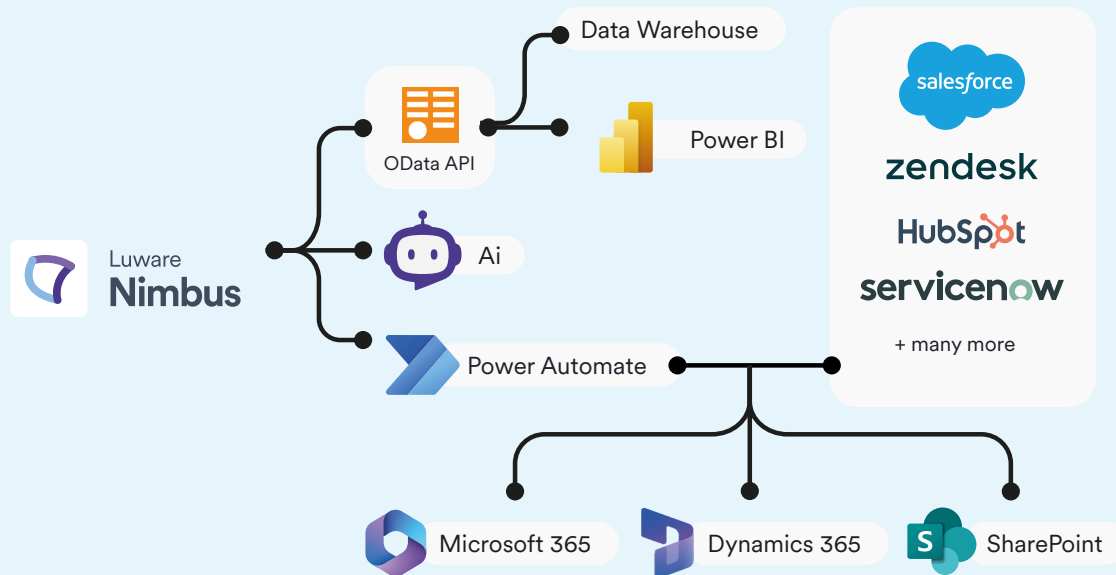
Luware Nimbus is native to the Azure ecosystem, giving you direct access to Microsoft's most advanced automation tools. By leveraging Microsoft Cognitive Services and the Microsoft AI Foundry, it enables advanced speech capabilities and intelligent features, while Power Automate ensures seamless workflows across your entire business.



# Limitless connectivity with zero friction

Stop working in silos. Luware Nimbus acts as the central hub of your ecosystem, connecting Microsoft Teams to the tools you use every day.

Turn Data into Decisions (OData API) Stream historical data directly into Power BI or your data warehouse to identify trends and track KPIs.



The Luware Nimbus Power Automate Connector is your bridge to intelligent workflows. It links your contact center events like incoming calls or changed states to over 1,000+ external apps.

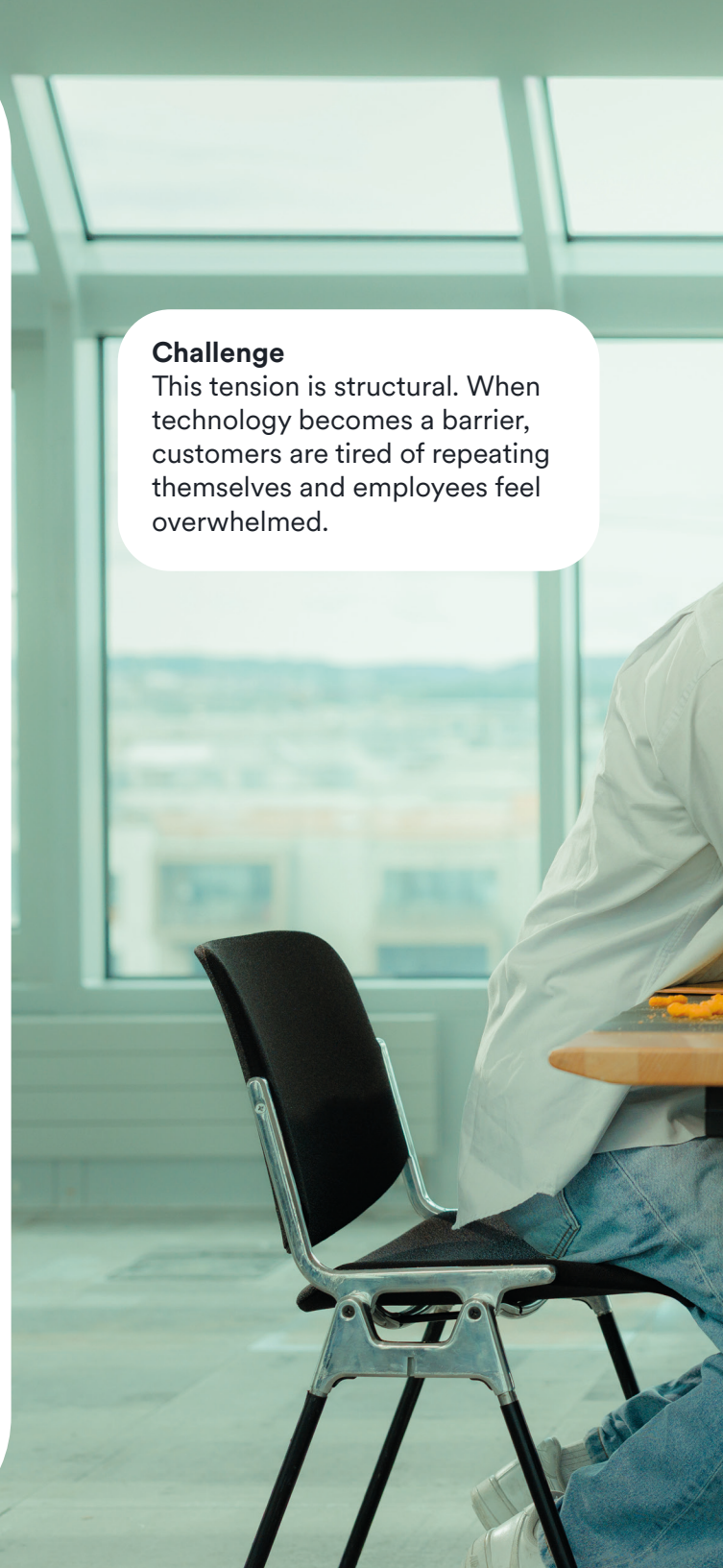
- **Instant triggers:** Automatically pop a Salesforce record, create a Zendesk ticket, or log a call in Dynamics the moment the phone rings.
- **AI-ready:** Feed post call transcripts and concise summaries to your selected CRM platform via Luware Nimbus Power Automate Connector.
- **Low-code:** Design complex, cross-platform workflows using simple drag-and-drop tools—no developers needed.

# Get the right expert *every time*

Nobody wants a conversation  
to look like this.

## **Challenge**

This tension is structural. When technology becomes a barrier, customers are tired of repeating themselves and employees feel overwhelmed.



**Solution**

Luware Nimbus unites business communication in Microsoft Teams. It automates busywork and delivers instant context.

**Outcome**

This frees your team to focus on what they do best: solving problems.

# Know your customer before you say hello

Stop making customers repeat themselves. With Luware Nimbus, contact center employees get an instant screen-pop with the caller's profile, case history, and CRM details the moment the phone rings. This empowers your team to deliver personalized, efficient service immediately eliminating silos and resolving issues faster.

## One unified view

- **No tab switching:** Employees work entirely within MS Teams.
- **Instant context:** CRM data pops up automatically.
- **360° history:** See every past interaction at a glance.

## Native Teams experience

- **Fast learning curve:** If your team knows Microsoft Teams, they know Luware Nimbus.
- **High adoption:** Employees love using tools they are already comfortable with.
- **Collaborative:** Seamlessly reach out to back-office experts for help.

## Simplified IT

- **Rapid setup:** Get up and running in hours, not months.
- **Low-code:** Automate workflows with Power Automate, no developers needed.
- **Less maintenance:** No external servers or complex hardware to manage.

## Secure & reliable

- **Trusted compliance:** ISO 27001, SOC 2 Type II, and M365 certified.
- **High availability:** 99.99% uptime guarantee.
- **24/7 support:** Global support whenever you need it.





Scan to  
*orchestrate your CX!*

Contact us for more information  
or to request a live demo.  
[www.luware.com](http://www.luware.com)

Microsoft  
Partner



Microsoft 365 Certified