Complete Contact Center solution in Teams

Solgari turns Microsoft Teams into a fully integrated, AI-enhanced Contact Center platform. No separate investments in new platforms. Just better customer experiences, inside the tools your teams already use.

Why choose Solgari?

- **Use what you already have:** Your Microsoft investment becomes your Contact Center platform. No need to buy separate platforms or maintain duplicate systems.

- **Live in days, not months:** Download from Teams App Store, configure your channels, go live. Most deployments complete in under two weeks.

- **Runs directly inside Teams:** No need for separate platforms – Solgari runs within your Teams environment.

- **Works with your existing data tools:** All conversation data flows into formats that work with Microsoft Copilot and your existing analytics tools.

How it works

- **Deploy quickly:** Download from the Teams App Store or Azure Marketplace.

- **Start immediately:** Your team logs in through Microsoft 365 – same login, same interface they use daily. No retraining required.

- **Built on Microsoft's 'Extend' model:** That means Solgari runs directly inside Teams and Dynamics 365, so customers can manage contact center operations without switching tools or compromising compliance.

What you get

→ **Handle all customer channels in Teams:** Voice, SMS, WhatsApp, web chat, email, and social media from the Teams interface your team already knows.

→ **Every interaction gets recorded and saved automatically:** Call transcriptions, chat logs, and conversation summaries save directly to customer records in Dynamics 365, Salesforce, or HubSpot. No manual note-taking.

→ **AI powered conversation support:** Real-time translation during calls and automatic sentiment tracking helps your team respond appropriately to frustrated customers.

→ **Enterprise security for payments:** PCI-DSS certified for taking payments over the phone, with SOC 2, ISO 27001, GDPR, and HIPAA compliance built on Microsoft's security framework.
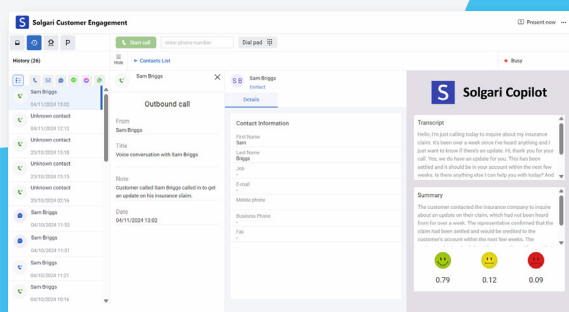
Solgari

Solgari Copilot delivers clear, AI-powered call summaries with sentiment and transcript.

Benefits

One provider for both voice service and customer engagement features

Pre-configured integration. No complex setup

Single point of contact for support and billing

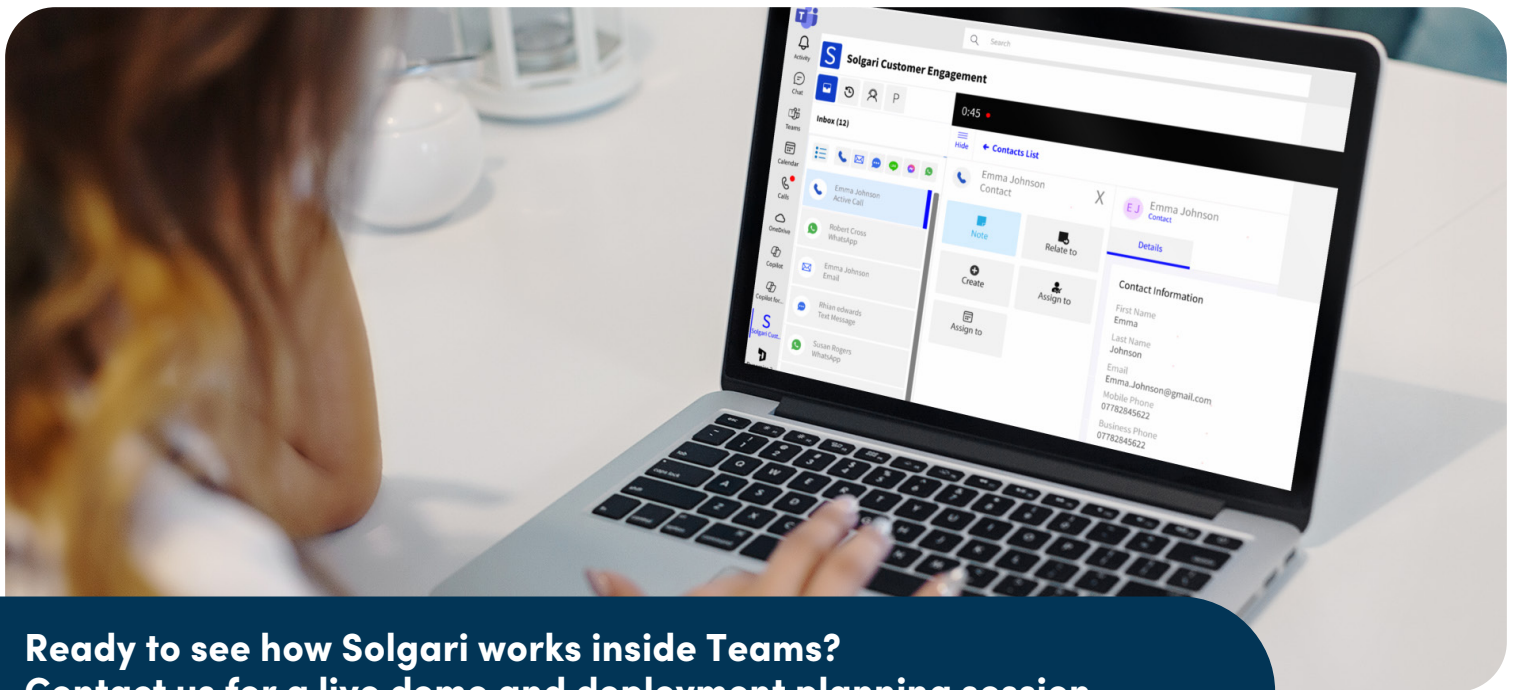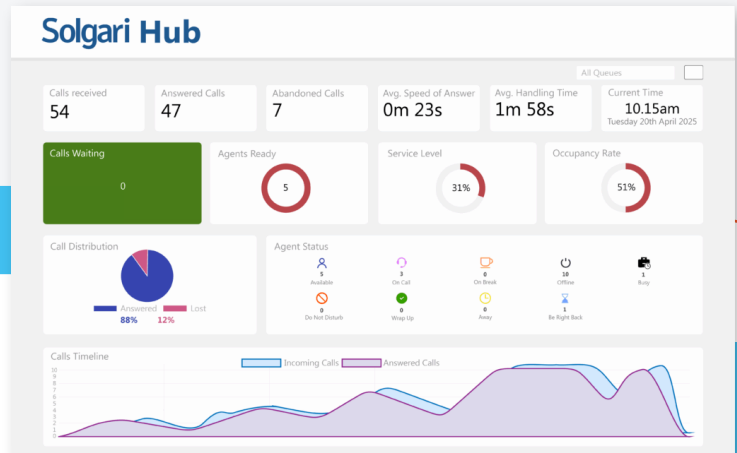**Global voice coverage with guaranteed uptime**

24/7 support team

Solgari Hub centralizes your communication tools, making every interaction easier to manage.

Requirements

→ Microsoft Teams with Operator Connect or Direct Routing from Pure IP

→ Dynamics 365, Salesforce, or compatible CRM

→ Standard Microsoft 365 security settings

Ready to see how Solgari works inside Teams?
Contact us for a live demo and deployment planning session.
Email: sales@pure-ip.com

Solution certified for
Microsoft Teams

bcm|one