ITK COMMUNICATIONS

# MEDIALINE

Unified Communications

Microsoft Teams Solution

Your Microsoft Teams client with telephony features from the ITK Cloud

Teams Contact Center

The Contact Center with Teams Attendant is the ideal complement to your Teams client. As a native integration, it enables smooth lead management and creates a fully comprehensive coordination of your contacts.

- Visueller Workflow-Editor
- Live-Dashboards
- IVRs
- Reporting
- Auto Attendants
- CRM-, ERP- & Ticketing-Tool Integration
- Öffnungszeiten
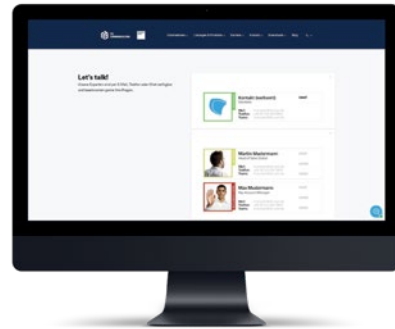- Text-to-Speech Funktion
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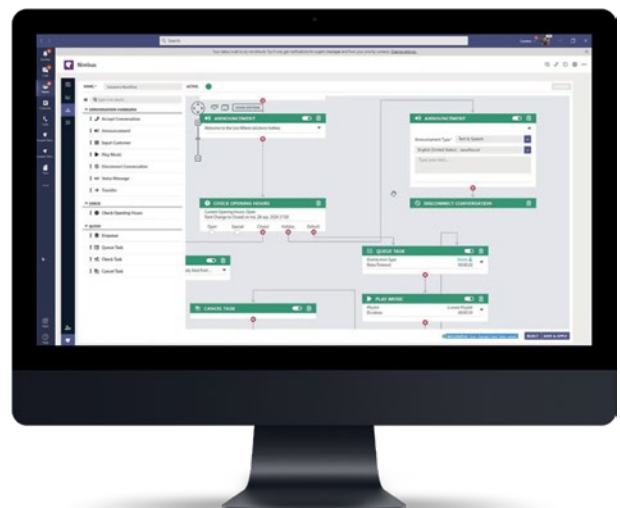
Teams Switchboard

- Intuitive dashboard
- Interactive queues
- Calendar integration
- One-click forwarding
- CRM integration (compatible with Microsoft Excel)
- Search function
- Call-pick
- Notes for contacts
- and more

Interactive Customer Service

- Integrated chat function on websites and apps (including language & video)
- Microsoft Teams as the only client for employees
- No additional plugins
- and more

Teams Voice Recording

- Recording of all communication
- Secure storage and availability
- Legal hold periods
- Compliance workflows
- Voice transcription
- Recording announcements
- Quality check of recordings
- and more

Teams Monitoring

- Reporting and analysis
- Intuitive dashboards
- Historical reporting
- Live monitoring
- Device and call quality details
- Call statistics
- Customer types
- Call details
- Quality trends
- and more

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