



# Tendfor Contact Center and Attendant Console for Microsoft Teams

## Meet the Tendfor integration for Microsoft Teams

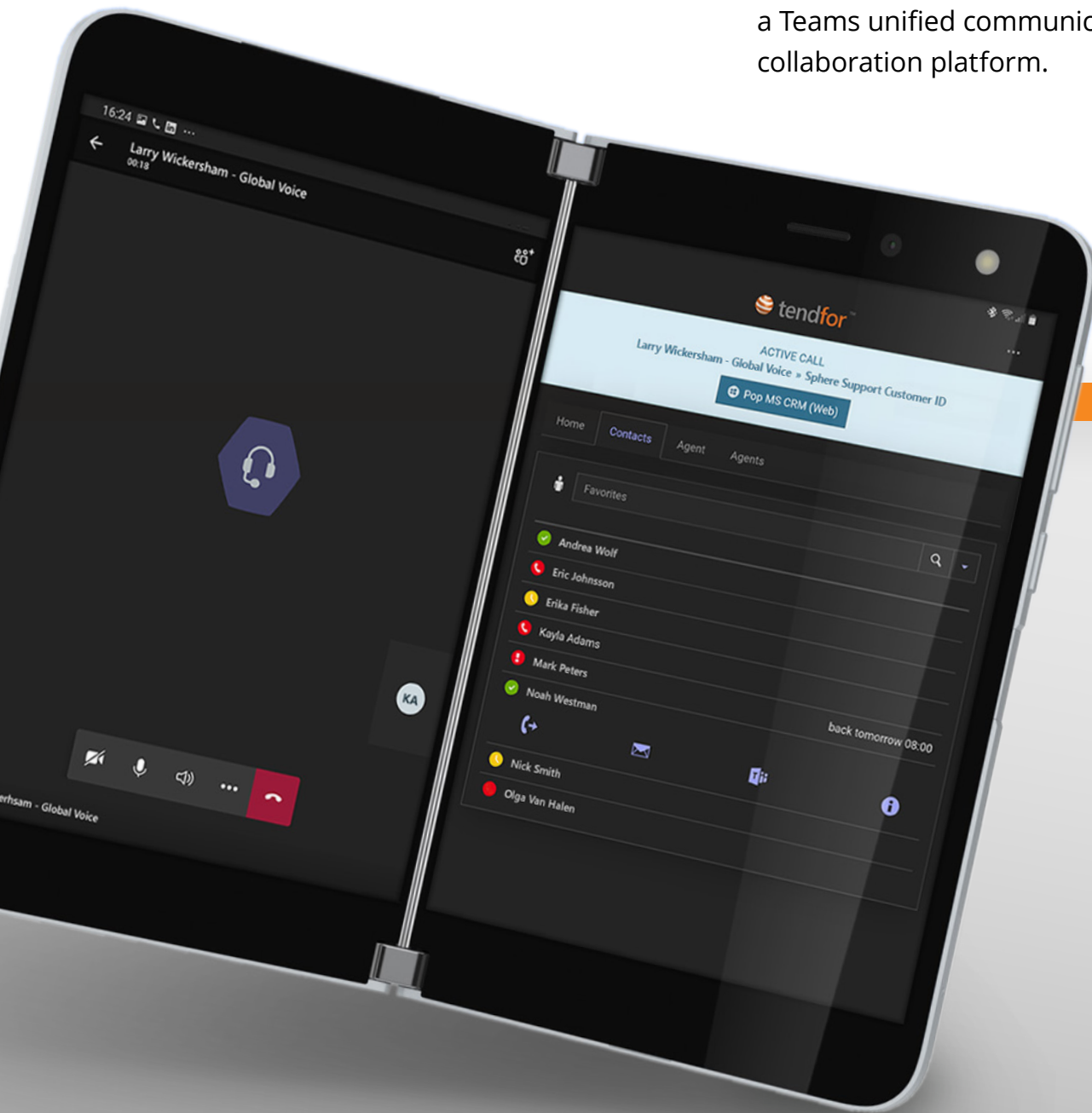
Streamline your contact center telecommunications on one platform with Tendfor, the world's first contact center and attendant console built exclusively to integrate with Microsoft Teams. Works with Microsoft Teams Calling Plans, Operator Connect, & Direct Routing.

# What is Tendfor?

Tendfor contact center and attendant console for Microsoft Teams is the world's first solution to be fully certified for Microsoft Teams based purely on native API integration, including for all call handling.

Tendfor assists some of the world's largest and most demanding enterprises and agencies, delivering an innovative, user-friendly experience, greater ease of maintenance, and no-compromise professional-grade functionality.

Capable of fully integrating with all external communication systems, Tendfor allows enterprises and agencies to cut costs with ease, offering lower TCO for those looking to get the most out of a Teams unified communications and collaboration platform.





## How it works?

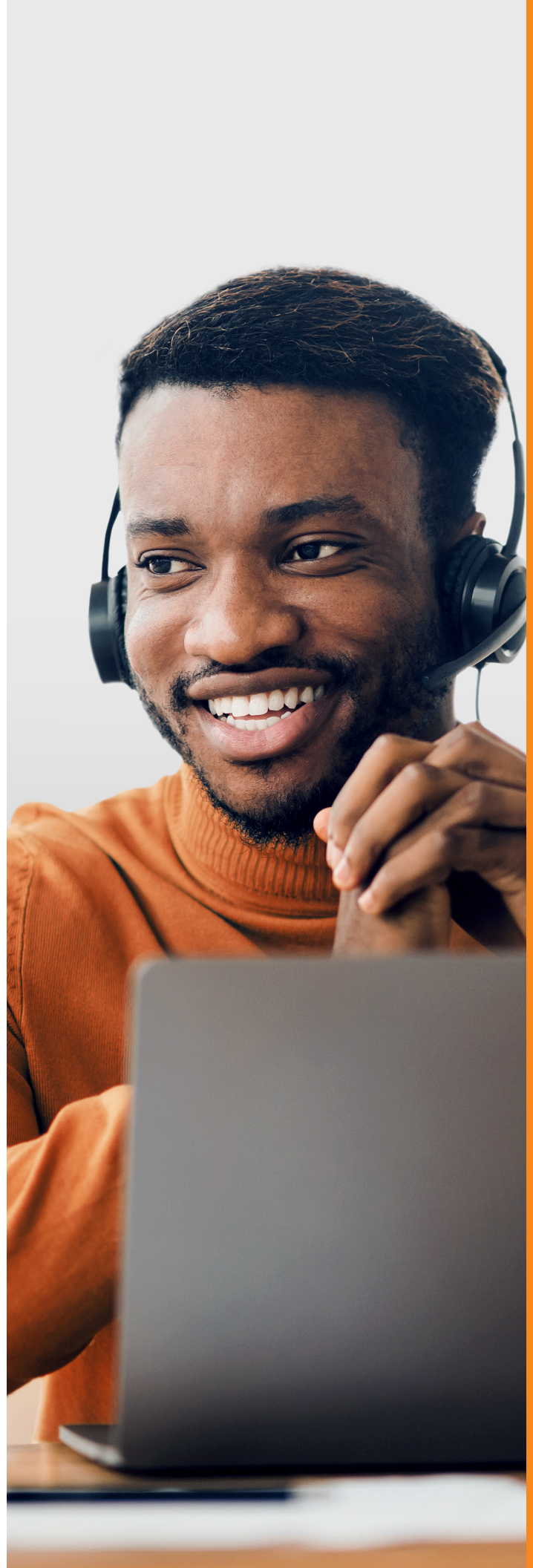
As the first platform in the world to integrate natively with customer's Microsoft Teams tenant—relying exclusively on Microsoft's APIs for Teams—Tendfor requires no service provider or SBC integration to function as it can also operate with Microsoft Teams Calling Plans and Operator Connect.

Using Tendfor, PBX replacement functionality and call handling is completely Teams-centric. This means easier onboarding and greater flexibility for users working from home or in a hybrid scenario.

The app also allows greater control of advanced call handling from the Teams application, granting more accessibility and freedom wherever users choose to work.

With the Tendfor app, users can set absence referrals with ease, perform advanced searches in the organization's directory, and monitor presence. This increased level of precision empowers agents to find the right contact for the job whenever needed, leading to faster issue resolution and improved customer relationships.

From quicker search functionality of relevant call histories to greater log-in segmentation, Tendfor combines innovative mobile tools with wider surface access to give users the ability to service customers whether in or out of the office.



# Tendfor and Microsoft Teams integration benefits

Many enterprises are still saddled with legacy switchboard and contact center functionality.

Tendfor is a tool designed to lower TCO, offer smarter functionality for attendants, contact center agents, and office users, while providing a host of added benefits for greater efficiency and productivity with seamless Teams integration.

## Agent Benefits

### A powerful set of tools, all in one place

From professional hotkey control and reliability to productivity-enhancing wallboards, Tendfor provides a host of data, support, and utility for agents of any experience level within the Teams application.

## Office User Benefits

### Seamless accessibility for productivity on the go

With Outlook, Teams, and mobile apps, a user-friendly UI, and advanced search functionality, team members can manage their workload from anywhere without ever skipping a beat.

## IT Benefits

### Streamlined administrative tools for fewer daily headaches

Designed with IT professionals in mind, Tendfor combines modern Microsoft cloud HA architecture in Azure with a unified platform for easier maintenance and efficiency.

“During the COVID pandemic, a quick migration to Teams and Tendfor allowed us to maintain full customer service during the lockdowns.”

– Julien Saligot,  
Head IT Operations, Toyota  
Financial Services France

# Tendfor Capabilities and Features

## Teams Phone Integration

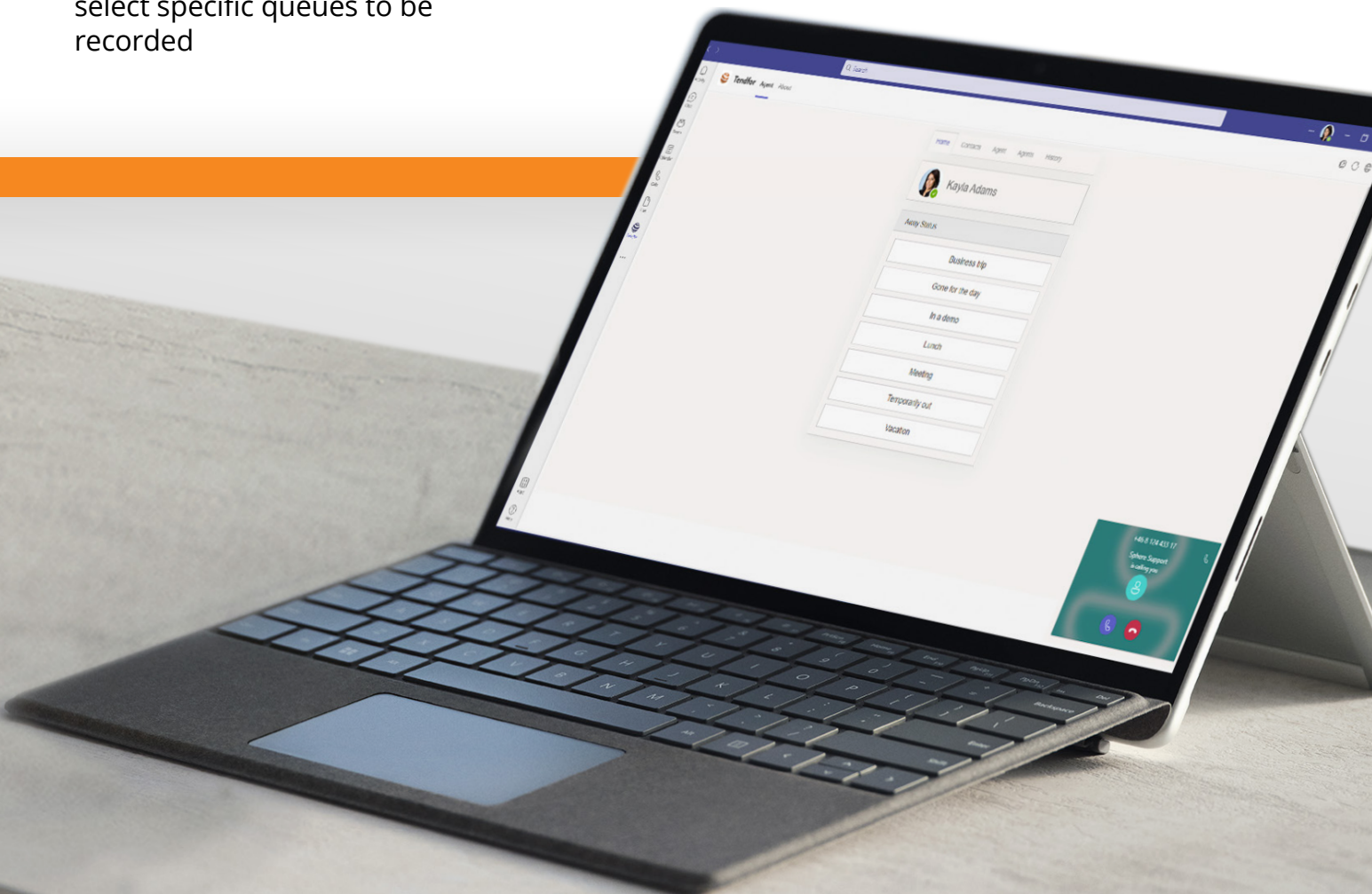
Streamline your communications under one roof.

- 100% API integration and Microsoft Cloud SaaS deployment – no SBC integration required
- Works with Microsoft Teams Calling Plans, Operator Connect, & Direct-Routing
- Fully Compatible with your PSTN numbers in Microsoft 365 from any Direct Routing service provider
- Call Recording and the ability to select specific queues to be recorded

## Tendfor Teams Cloud

A powerful and seamless interface for any skill-level.

- Professional multi language phrase handling throughout Tendfor (queues, IVRs/visitor flows/auto
- Advanced CRM integration and queuing functionality
- Superior call handling and skill-based routing from all interfaces
- Single sign-on with Microsoft 365 logon in all interfaces
- Hold-time music during warm handovers / consulted transfers
- Updated AAD integration with new SCIM AAD Integration





## Tendfor Windows Client

Essential data and analytics in one convenient platform.

- Detailed search panel
- Real-time queue and agent information
- Intelligent phonetic search
- Modern UIs with full insight to queue status, agent status, free/busy status, as well as hot-key enabled for heavy users

## Tendfor Teams App, Web App, and Mobile App

Remote accessibility at the touch of a button.

- Modern and simplistic functionality – with minimal training required
- Standalone app available for Android and iOS
- Phone book for searches, call, agent, and absence handling

## Tendfor Admin

Advanced administration tools for a fine-tuned system.

- User-friendly administration portal
- VIP call priority in queues
- Caller ID or customer data-based routing
- Professional call flows/IVRs, CRM & Power Automate integrations
- Automatic queue position and waiting time messages

## Tendfor Reporting Portal & Wallboards

Extended functionality and views for a clearer picture.

- Full-call reporting & analytics
- Dynamic wallboards/dashboards
- Modern widget-based web wallboards
- Productivity-based widgets
- Power BI Integration for enhanced reporting & statistics of calls

To learn more about Tendfor for Microsoft Teams Phone System and what it could mean for your business contact:

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