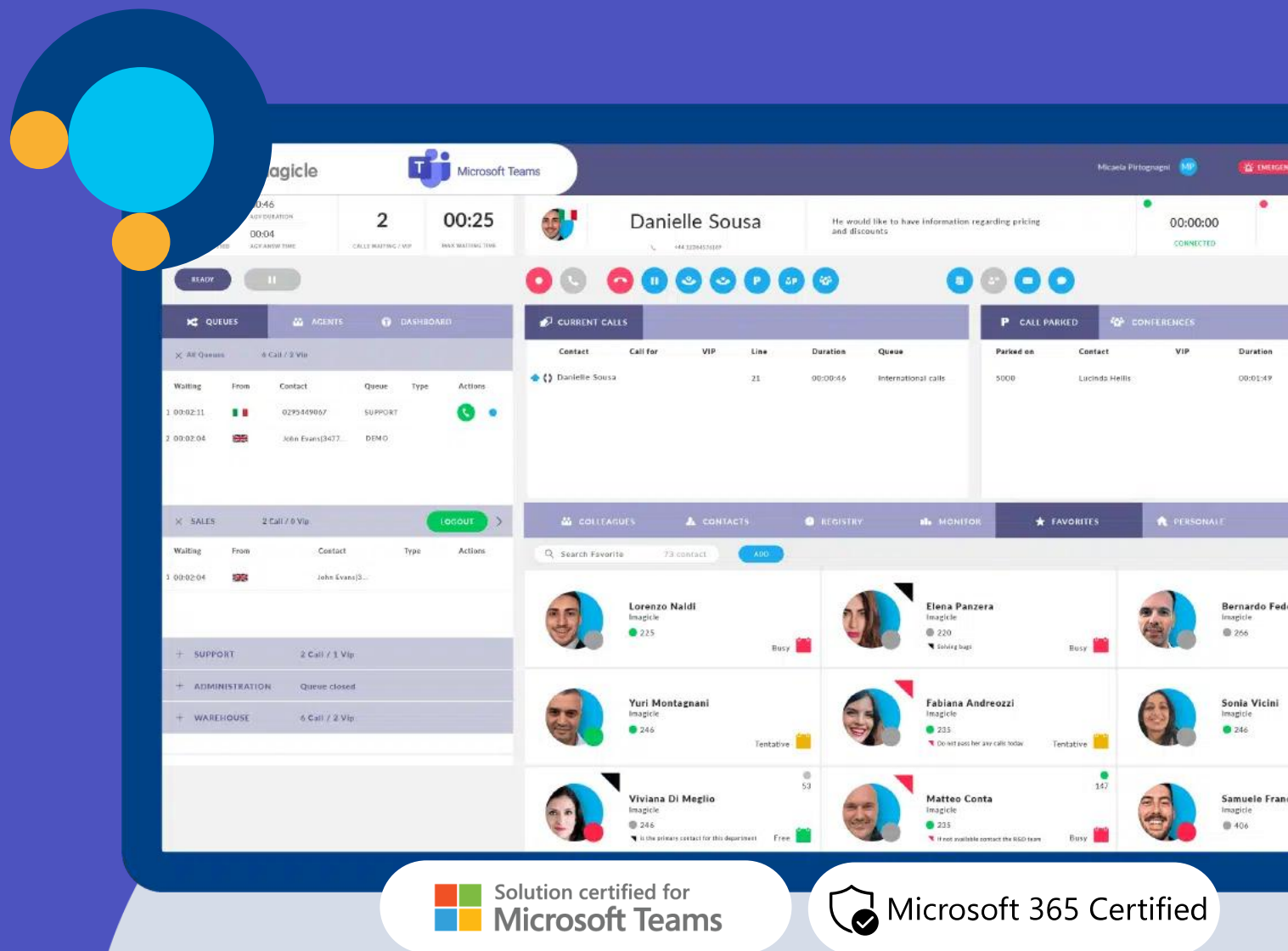


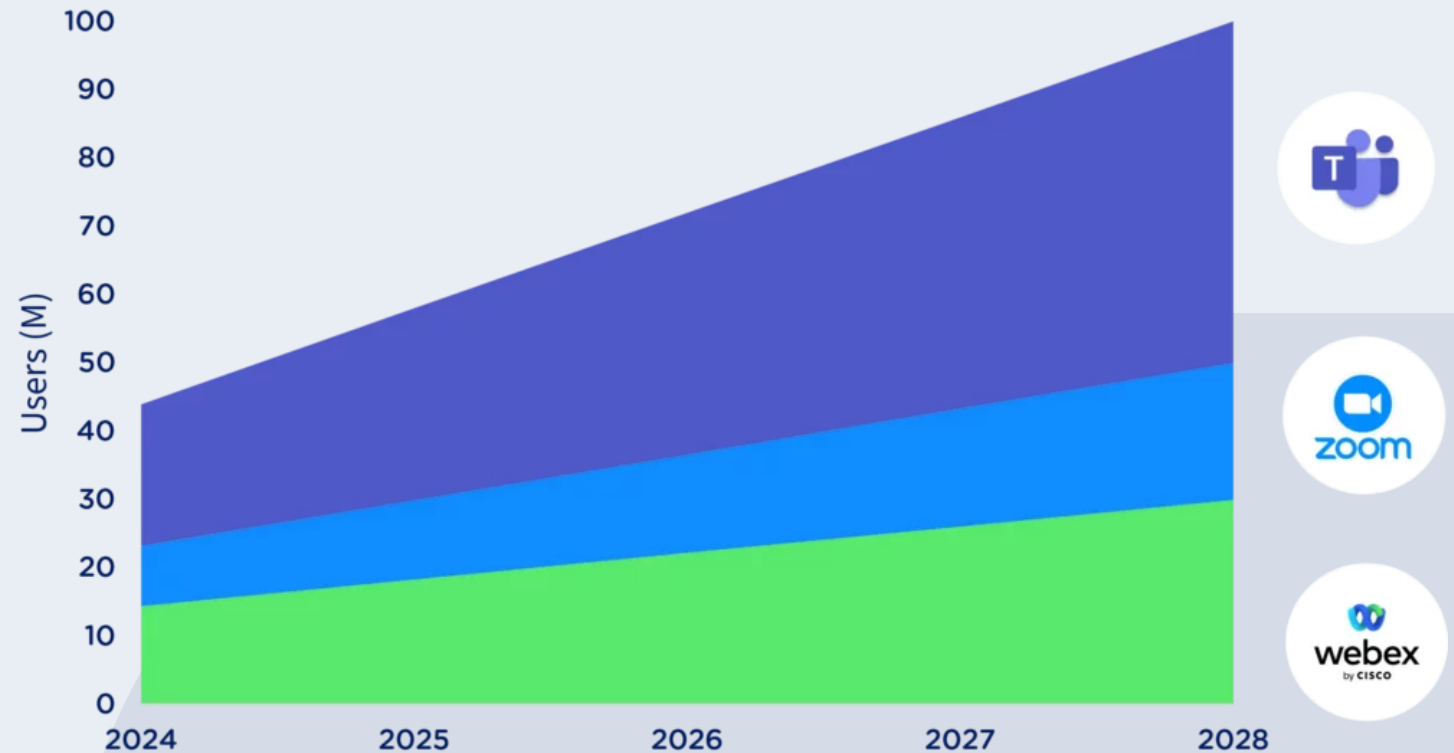
Imagicle Attendant Console

MS Teams Certified and ACS-based for
seamless call handling.



Teams is gaining popularity.

The use of Microsoft Teams as a communication hub has skyrocketed in recent years. By May 2025, we know that there are 80 million Teams Phone users, of which over 20 million are PSTN users¹.



¹<https://ucmarketing.co.uk/state-of-microsoft-teams/>

A new way to integrate with MS Teams.

Azure Communication Services

We've been offering Microsoft Teams users a complete suite of UC apps for years. Our mission from day one has been to simplify and enrich your daily workflow, and this always included **providing a flagship Attendant Console complete with Advanced Queueing and Auto Attendant services.**

We're not new to providing customers an intuitive interface to answer, transfer, park, manage queues, and record calls – but today, we can do it through **an even better user experience thanks to the new integration model recently introduced by Microsoft.** Based on a completely new technology, **called ACS**, it removes every bot limitation and provides users with the smooth user experience they want and deserve.



Introducing ACS: A Game-Changer for Microsoft Teams Integrations

Azure Communication Services (ACS) is a Microsoft-managed cloud service designed to supercharge applications by incorporating advanced communication features like voice, video, chat, text messaging, and email.

What makes ACS particularly exciting is its ability to enable these applications to interoperate seamlessly with Microsoft Teams, even without the Microsoft client. This opens up new possibilities for developers and organizations aiming to enhance their Teams experience with innovative tools.

At Imagicle, we're proud to **have said goodbye to Microsoft Teams Bots** and stepped into this innovation by immediately **leveraging ACS to integrate Attendant Console and MS Teams in a completely new way**, enhancing usability, power, and speed.



Why is Azure Communications Service better?

Telephony features

Missing or partial important features

User Experience

Cumbersome telephony UX, annoying popup

Performance

Slow and not reliable

Configuration / Deployment

Complex

Visually impaired users



Faster and
more reactive

Easy





Benefits ACS brings to Attendant Console

Operates with Microsoft Teams as a true softphone, even without the client

No more desk phones required, ideal for smart working environments

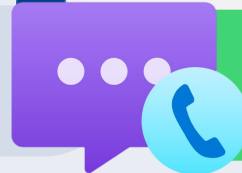
Supports flexible office arrangements, ensuring users stay connected anywhere

Streamlined setup lightens IT workload, with no config through Teams PowerShell

Support for sight-impaired users



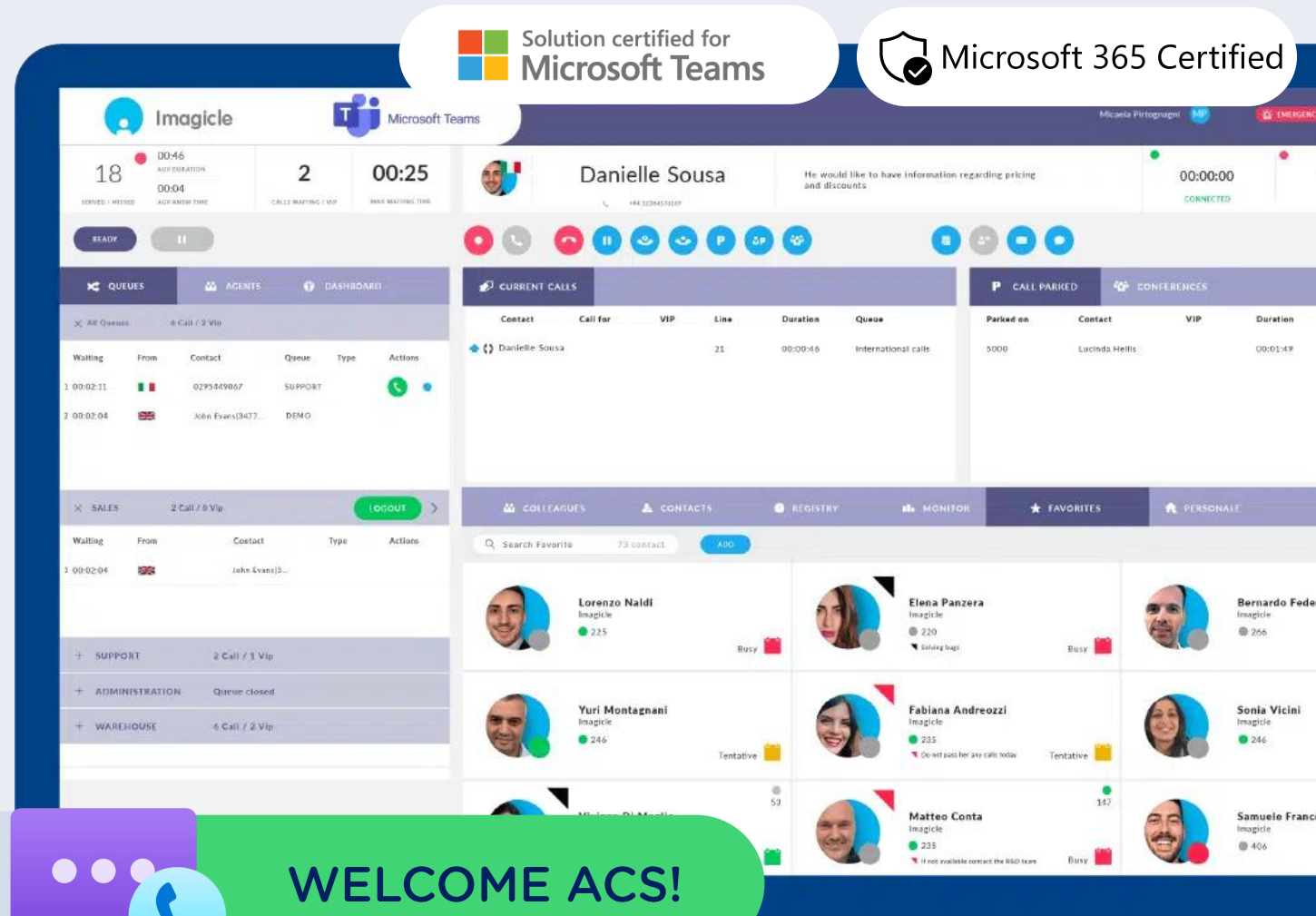
GOODBYE, BOTS!



WELCOME ACS!

Solution certified for
Microsoft Teams

Microsoft 365 Certified





Imagicle Attendant Console.

Let's see the main features.

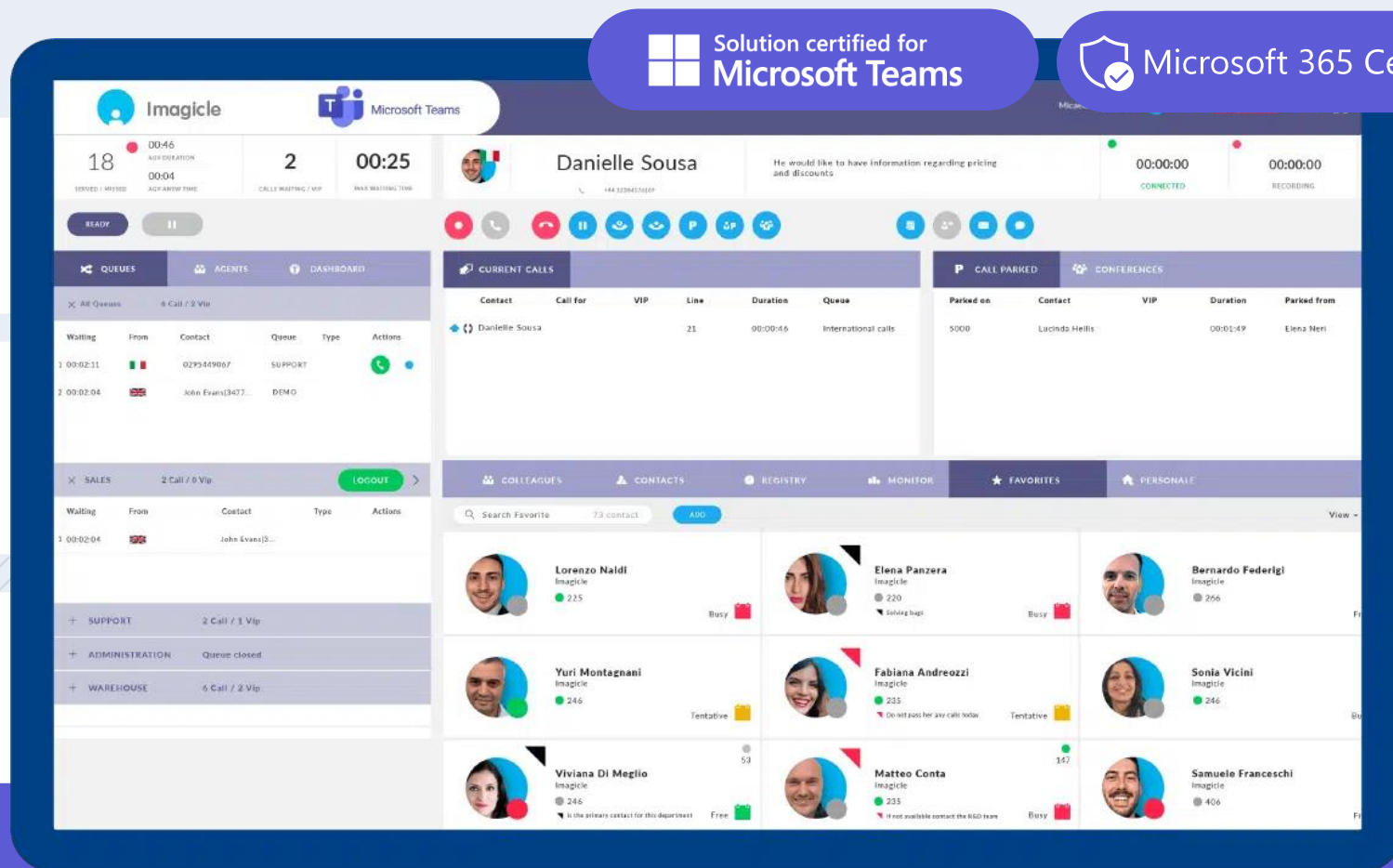
Easy to use interface with everything in one click

Answer, transfer, park calls and manage queues

Start and control recordings

Solution certified for
Microsoft Teams

Microsoft 365 Certified



Always know who is calling with caller ID

Integrated with your directories and CRM

Completed with IVR + Advanced Queueing

BOOK YOUR DEMO





SEE IT IN ACTION

Attendant Console is complete with queue management and IVR services.



Attendant Console

Manage calls easily and fast: answer, transfer and park through user friendly interface.



Advanced Queueing

Setup welcome messages and route calls to available agent.



Auto Attendant

Design your answer menu and define behaviors and settings.



Solution certified for
Microsoft Teams



Microsoft 365 Certified

Everything is just a click away.

The screenshot displays the Imagicle software interface, which is integrated with Microsoft Teams. The interface is divided into several sections:

- Top Bar:** Includes the Imagicle logo, Microsoft Teams logo, and user information for Micela Piratogni.
- Call Status:** Shows a call in progress with a duration of 00:25. The caller is identified as Danielle Sousa, with a country flag and name. The call is connected, and there are buttons for READY, PAUSE, and LOGOUT.
- Queues Panel:** A table showing call queues with columns for Waiting, From, Contact, and Queue. It includes a "Logout" button for specific queues.
- Agent Status:** A section showing agent status buttons: Ready, Pause, and Logged out. It notes that operators can specify pause reasons if enabled in the system.
- Parked Calls:** A table showing parked calls with columns for Duration, Queue, Parked on, Contact, VIP, and Parked. It includes a "Panic Button" to trigger alert notifications through the Imagicle Emergency Notification application.
- Colleagues:** A section showing colleagues with BLF, forwarding info, calendar and presence status. It includes a search field for contacts and tabs for Contacts, Call registry, and Favourites.
- Search Field:** A "Google-like" search field for contacts, with a note that it uses all available contact fields.

Call center agent status:

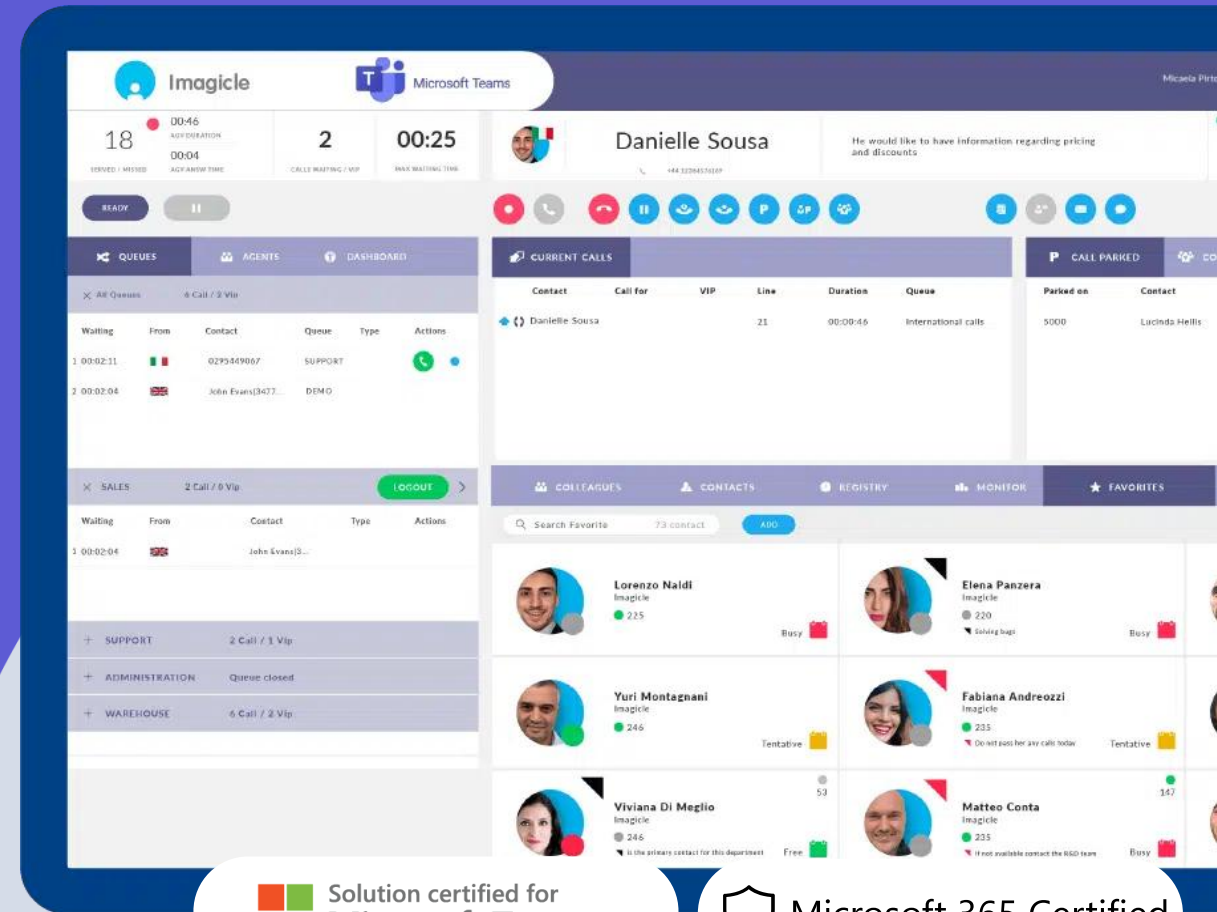
Agent Name	Status	Phone Number
Lorenzo Naldi	Busy	225
Elena Panzera	Busy	220
Bernardo Federighi	Busy	256
Yuri Montagnani	Tentative	246
Viviana Di Meglio	Free	246
Sonia Vicini	Free	246
Samuele Franceschi	Free	406



IMAGICLE ATTENDANT CONSOLE

Try the Next-Gen Experience

FREE TRIAL



Solution certified for
Microsoft Teams

Microsoft 365 Certified



Microsoft
Entra ID

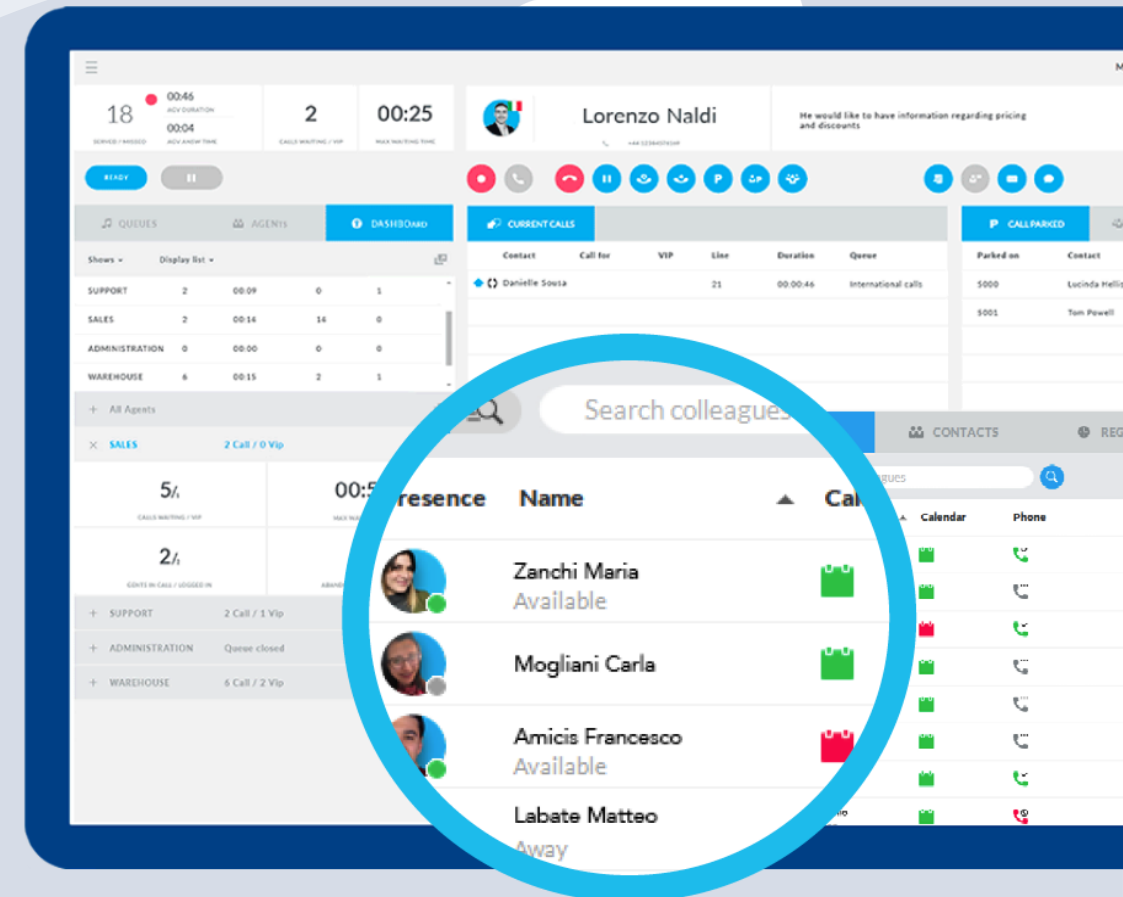


Your colleagues' list always updated in the Attendant Console.

Thanks to the automatic users synch from **Entra ID**, your **list of colleagues** will be automatically visible in a blink of an eye directly from your Attendant Console.

Plus, you'll be able to check your colleague hybrid presence status from:

- MS Teams
- Webex
- Jabber






Be aware of your colleague status.


View daily real time **Microsoft calendar** info about Colleagues, Favorites and Search panels.

- Several Available/Busy statuses available, with additional details by clicking on the calendar icon.


Thanks to the smart calendar you'll be able to see the nearest next available time of your colleague.




Busy




Free



Working elsewhere














Out of office



Tentative

CHECK THE STATUS OF YOUR COLLEAGUES

Presence	Name	Extension	Calendar
	Palmerini Ferruccio	206	
	Panzera Elena	231	
	Parente Enzo		
	Perucci Emanuele	241	
	Picchi Massimo	211	
	Popinel Thomas	234	

Now BUSY
Today the closest free slot is at 11:15 AM


WED 8 JUL 2020

9:00 AM - 6:00 PM
Lun. da casa

9:15 AM - 11:15 AM
Call di lavoro

7:00 PM - 8:00 PM
Battitura


CHECK THE NEXT AVAILABLE SLOT



Now FREE
Today the closest event is at 3:00 PM

MON 6 JUL 2020

3:00 PM - 4:00 PM
Translation flow - A design experiment that needed ...




Now BUSY
Today the closest free slot is at 1:00 PM

MON 6 JUL 2020

11:00 AM - 1:00 PM
HR review

3:30 PM - 4:30 PM
Review offerta Wael



Now OUT OF OFFICE
No free slots today

Performing, intuitive and... CERTIFIED!



Microsoft 365 Certified

Security and Privacy

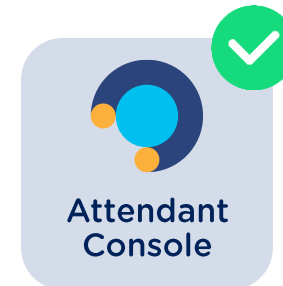


Attendant
Console



Solution certified for
Microsoft Teams

Functionality



Attendant
Console

[CONTACT US](#)



Get it from
**Microsoft
AppSource**



Available on
**Microsoft Azure
Marketplace**

Big news: transactable on the Microsoft Marketplaces!

Expected by Early September.



Contact
Center



Call
Recording



Attendant
Console

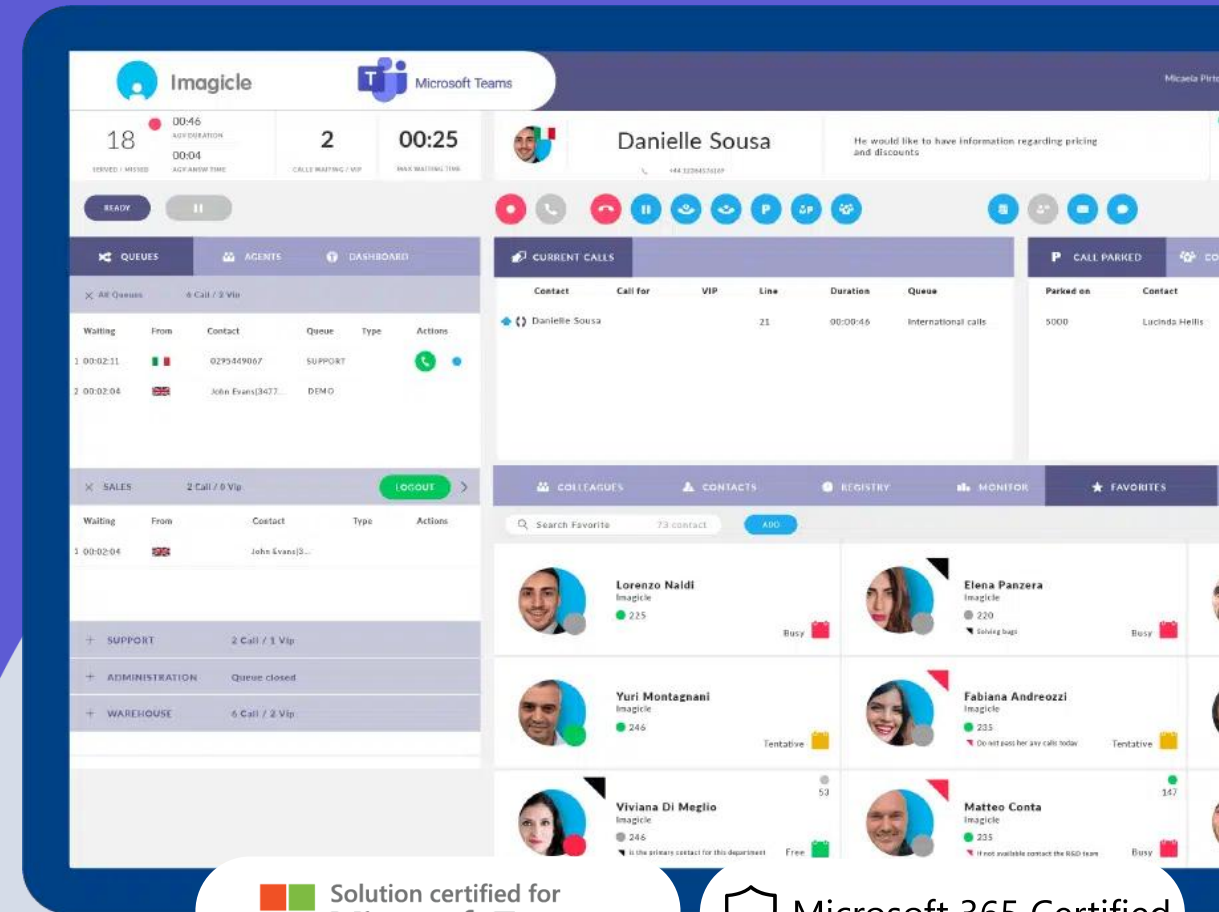
Easily find and purchase Imagicle apps.



IMAGICLE ATTENDANT CONSOLE

Want to explore it live?

BOOK A PRODUCT WALKTHROUGH



Solution certified for
Microsoft Teams

Microsoft 365 Certified



Imagicle UCX platform

Elevating the experience of your teams and customers,
making your MS Teams a better place, with AI infused services.



Welcome

customers through voice-digital interactions
with smart workspaces.

- Attendant Console
- Omnichannel Agent Console
- Auto Attend. /Adv. Queueing



Automate

conversations with customers and colleagues
via digital & voice channels.

- Virtual Receptionist
- Virtual Agent – Digital
- Virtual Agent - Voice



Ensure

adherence to external regulations
and internal procedures.

- Call Recording
- Digital Fax



Analyze

to optimize and enhance customer and
employee experiences.

- Call & Digital Analytics
- Transcriptions, Alerts, Insights
- Sentiment Analysis

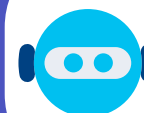
HUMAN AND VIRTUAL BETTER TOGETHER.

Exclusive Microsoft Teams native integrations.



Attendant Console

Integrated with ACS, modern and easy to use operator console covering hybrid scenarios and advanced needs.



AI Virtual Receptionist

Connect customers to the contact they're looking for through AI-powered intuitive and natural voice interactions.



Engage Advanced

The ultimate Omnichannel Contact Center Solution including Virtual Agents, designed to optimize and automate customer interactions across all channels



Call Recording + Voice Analytics

Compliance voice recording with voice AI analysis.



Digital Fax

Send and receive faxes directly from your MS Teams client. No hardware needed.



Call Analytics

+50 ready to use reports for granular analysis (extensions, departments, trunks, lines...)

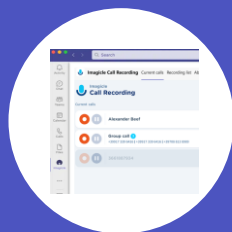


One Platform, One Experience.

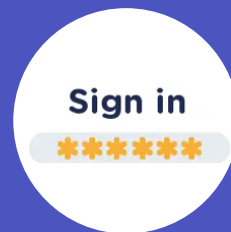
Your job done faster, smarter, and easier.



AUTOMATIC
USER'S SYNC
FROM ENTRA ID



INTO YOUR
MICROSOFT APP



MS TEAMS SSO
TO ALL IMAGICLE
APPLICATIONS



LOCAL REGION
CLOUD SUPPORT,
PUBLIC-PRIVATE



FLEXIBLE LICENSING
AND UNLIMITED
SCALABILITY

Agent and Attendant Console and Compliance Recording CERTIFIED!



Microsoft 365 Certified

Security and Privacy



Attendant
Console



Agent
Console



Compliance
Recording



Solution certified for
Microsoft Teams

Functionality



Attendant
Console



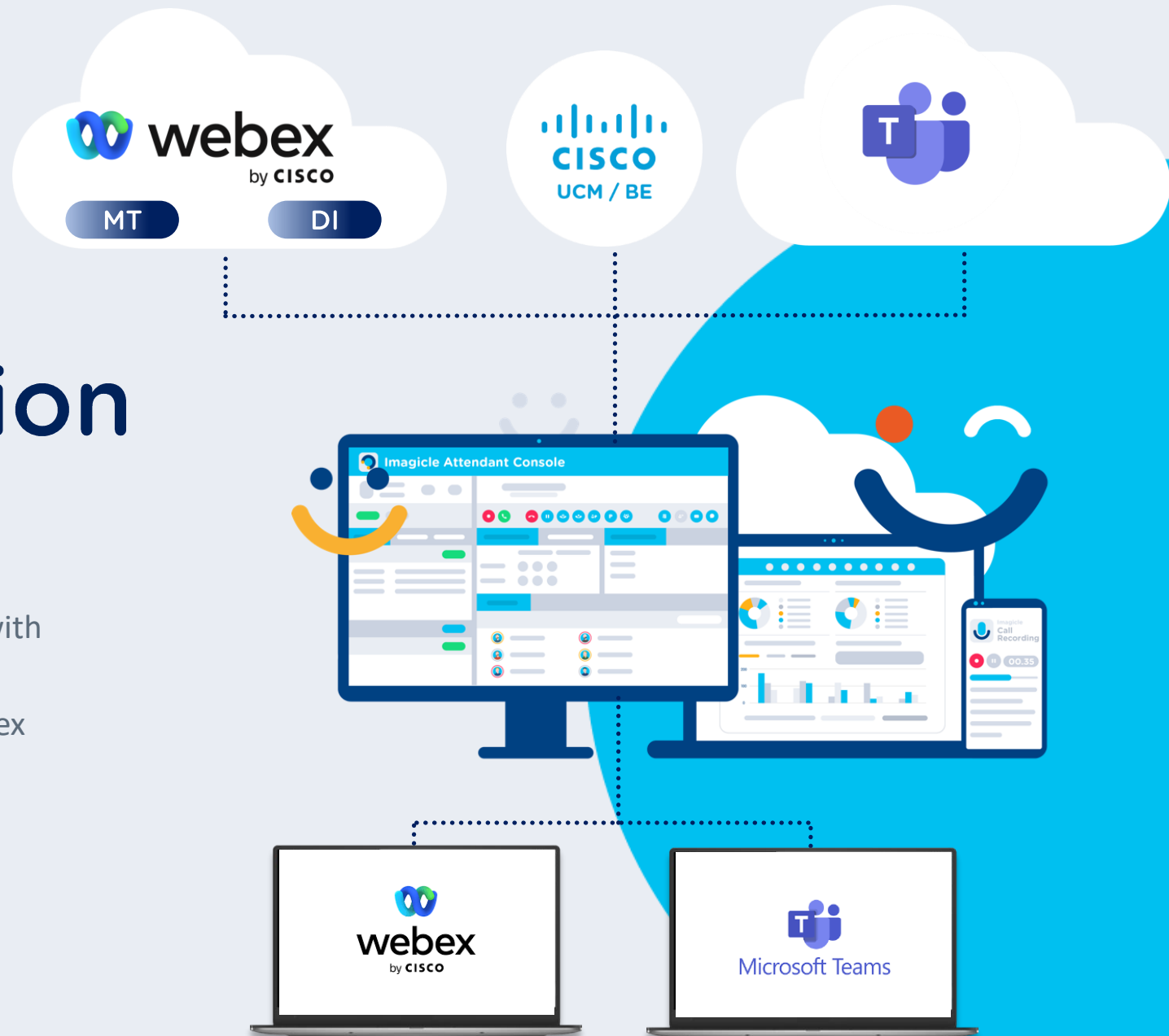
Agent
Console



Compliance
Recording

Enabling a smooth migration to the cloud.

- Full support of Hybrid and mixed environments with leading calling platforms in the Cloud or On-Prem
- Fully integrated with customers' daily tools: Webex App, Jabber, and MS Teams client



Designed to protect your data.

Top level security for your business.



Physical security.

Imagicle Cloud is based on Multicloud AWS and Azure, so you can rely on the top level security of a leading cloud providers.

Product security.

We develop our apps, putting your security first, with our Secure Software Development Lifecycle approach.

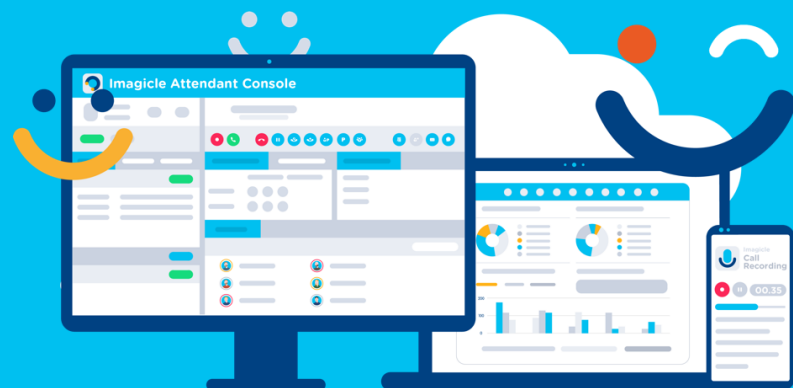
OWASP Vulnerability.

We keep your apps updated against the top 10 known vulnerabilities while performing penetration testing.

Privacy.

We adhere to privacy and data protection programs as per international regulatory organizations.

About Imagicle.



+130

HAPPY PEOPLE

A multinational organization, with a team distributed in several offices in Italy, Miami, Dubai, Paris, and in Riyadh

+15

YEARS' EXPERIENCE

A long experience in the UC and Contact Center world. A strategic partnership with Cisco since 2012. Microsoft Gold Partner for Apps Development and Amazon Web Services Select Partner.

+2,800

ACTIVE CUSTOMERS

Thousands Mid Large Customers in more than 150 countries are using Imagicle apps to improve their communications and make them faster, smarter, easier.

1

PLATFORM

A unified portal for your AI, UC, digital, and collaboration services: one experience, one support, one partner, granting a unified experience. For admins & all users.

All the services you need.

ImagicleCare and Advanced Services, delivered by experts obsessed by making customers happy.





Let's build your ideal solution for Teams

www.imagicle.com

Contact us today!



Live
Demo



Discovery
Call



POC/
Free Trial