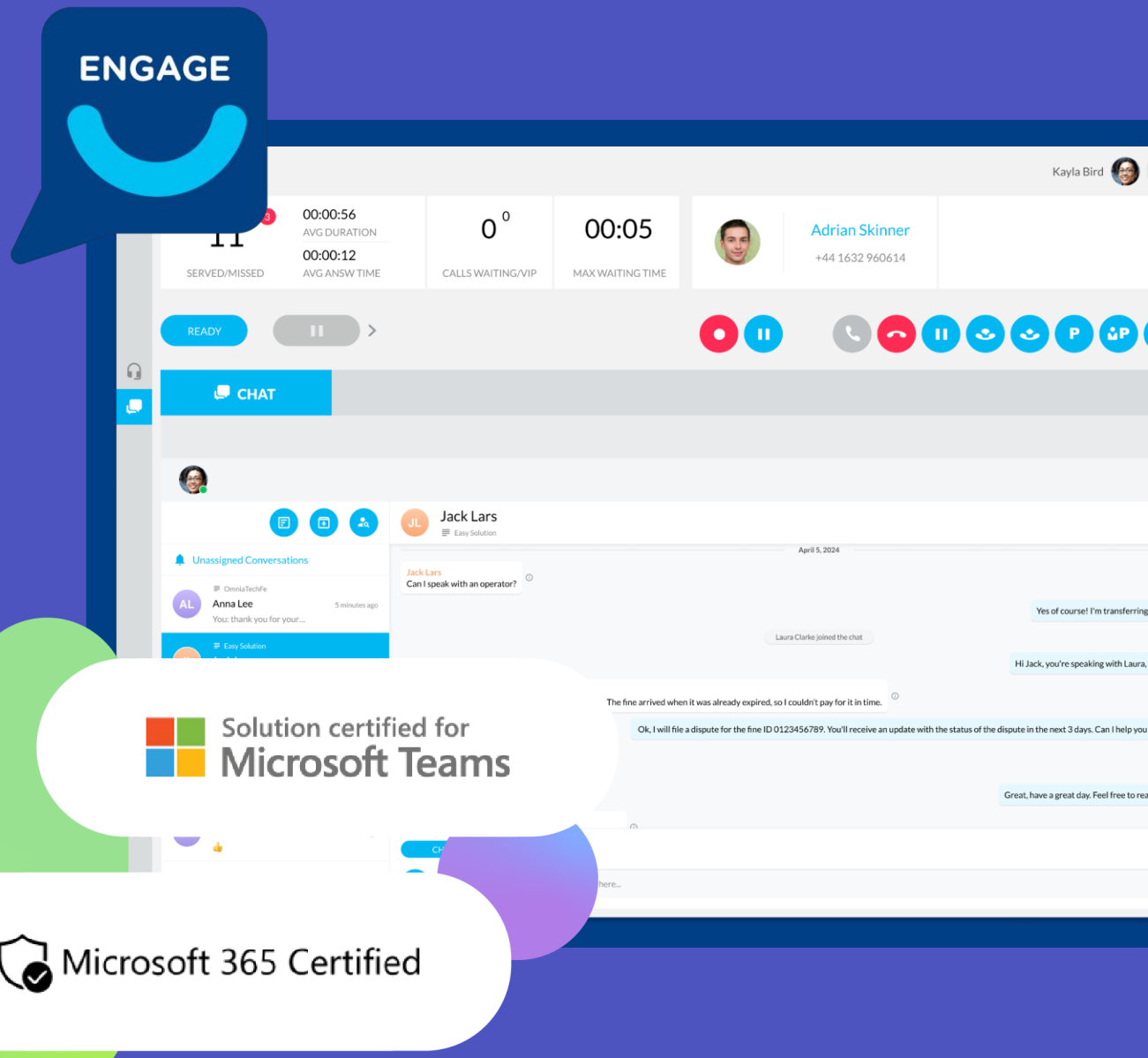
imagicle®
ZUCCHETTI

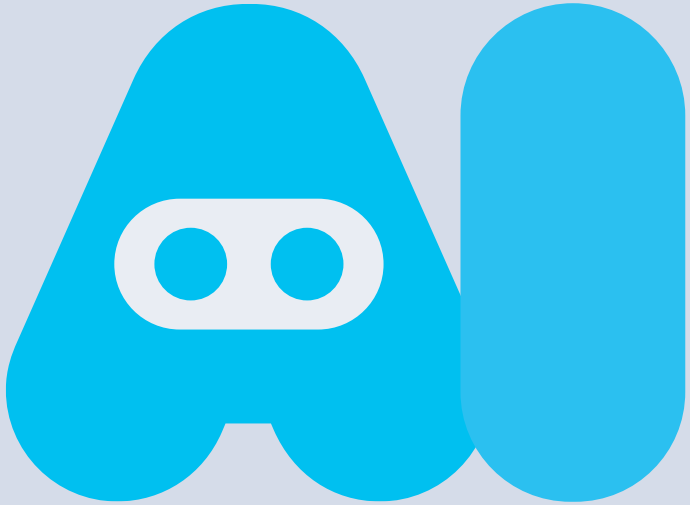
Imagicle Contact Center for MS Teams

The Omnichannel Contact Center Solution you need for MS Teams.



Contact Centers are evolving, with Customer Experience at the core of this transformation.

AI & Automation



42%

of Contact Centers aim to adopt AI by 2025*. Why?

Automate repetitive task with chatbots and voicebots

Faster resolution times and 24/7 self-service support

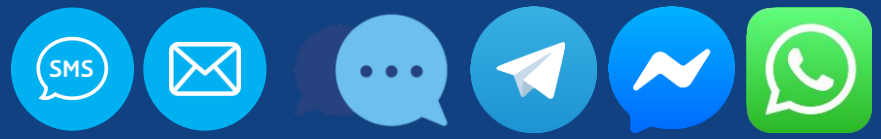
Reduce human workload and operational costs

*Source: market.us Scoop- Contact Center Analytics Statistics 2025

Omnichannel communication

Omnichannel is a must have.

Today, customers demand seamless and fluid interactions,
expecting to switch effortlessly between channels
website, like social media, email, and phone.



Self-service

59%

of customers prefer self-service
when they have a simple question or issue.*

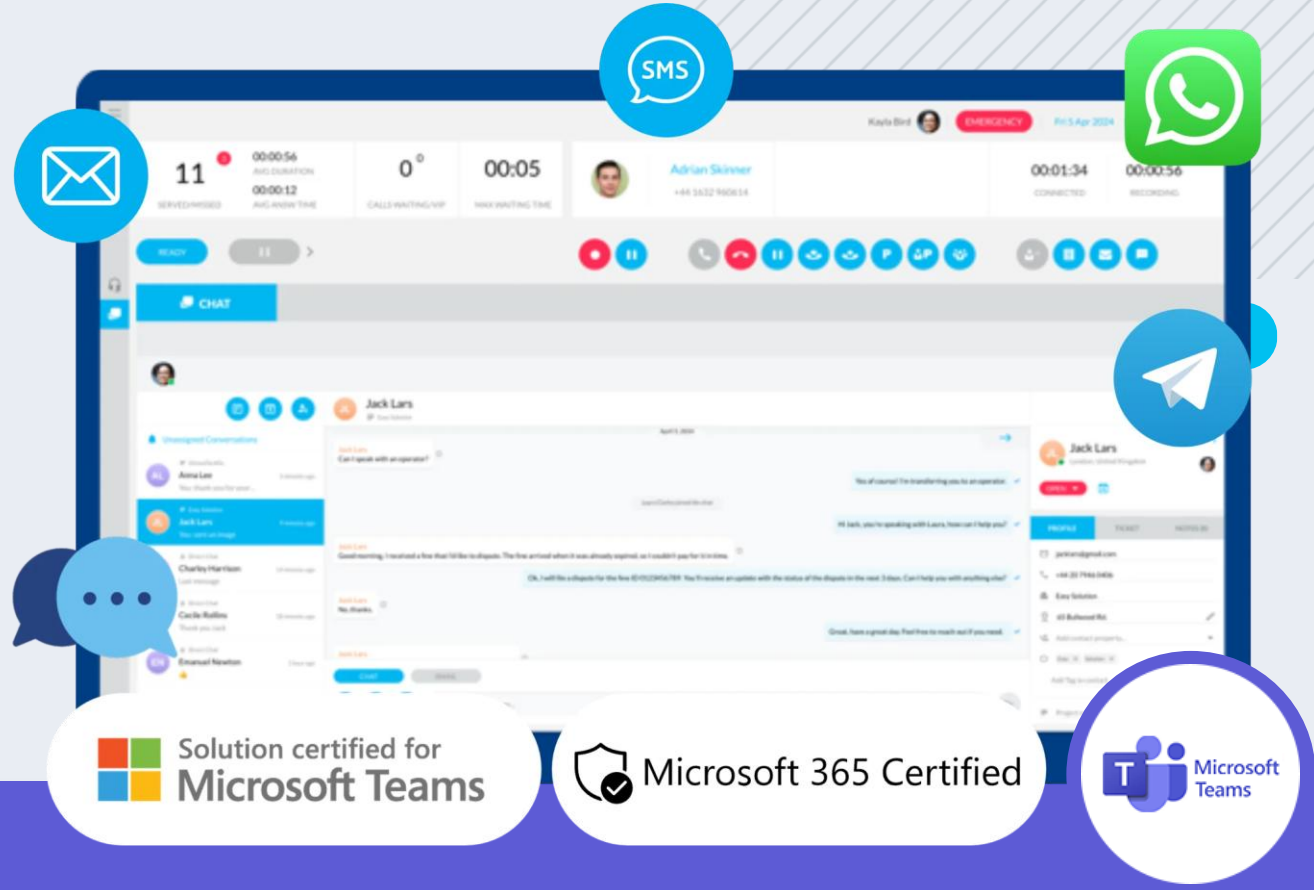
*Source: Salesforce - Salesforce State of Service Report (2024)

But, true
Omnichannel CX covers everything.

Imagicle Contact Center.

AI-powered, automated, and truly omnichannel for MS Teams.

BOOK 1:1 DEMO



Agent Workspace

An omnichannel console for seamless customer engagement across voice and digital channels.

AI Virtual Receptionist and Agents

Automate voice and digital conversations, with self-learning AI powered bots.

Supervisor Workspace

Real-time control of agents and queues for quick intervention.

A smart Contact Center.

Powered by people and AI.

Agent

Frontline experts equipped with a unified workspace to handle voice and digital interactions efficiently.

Virtual Agents

Always-on assistants that handle routine tasks, automate workflows, and respond instantly, cutting wait times and increasing efficiency.

Supervisor

Real-time decision-makers who monitor performance, optimize queues, and support agents with actionable insights and historical analytics.

Customer

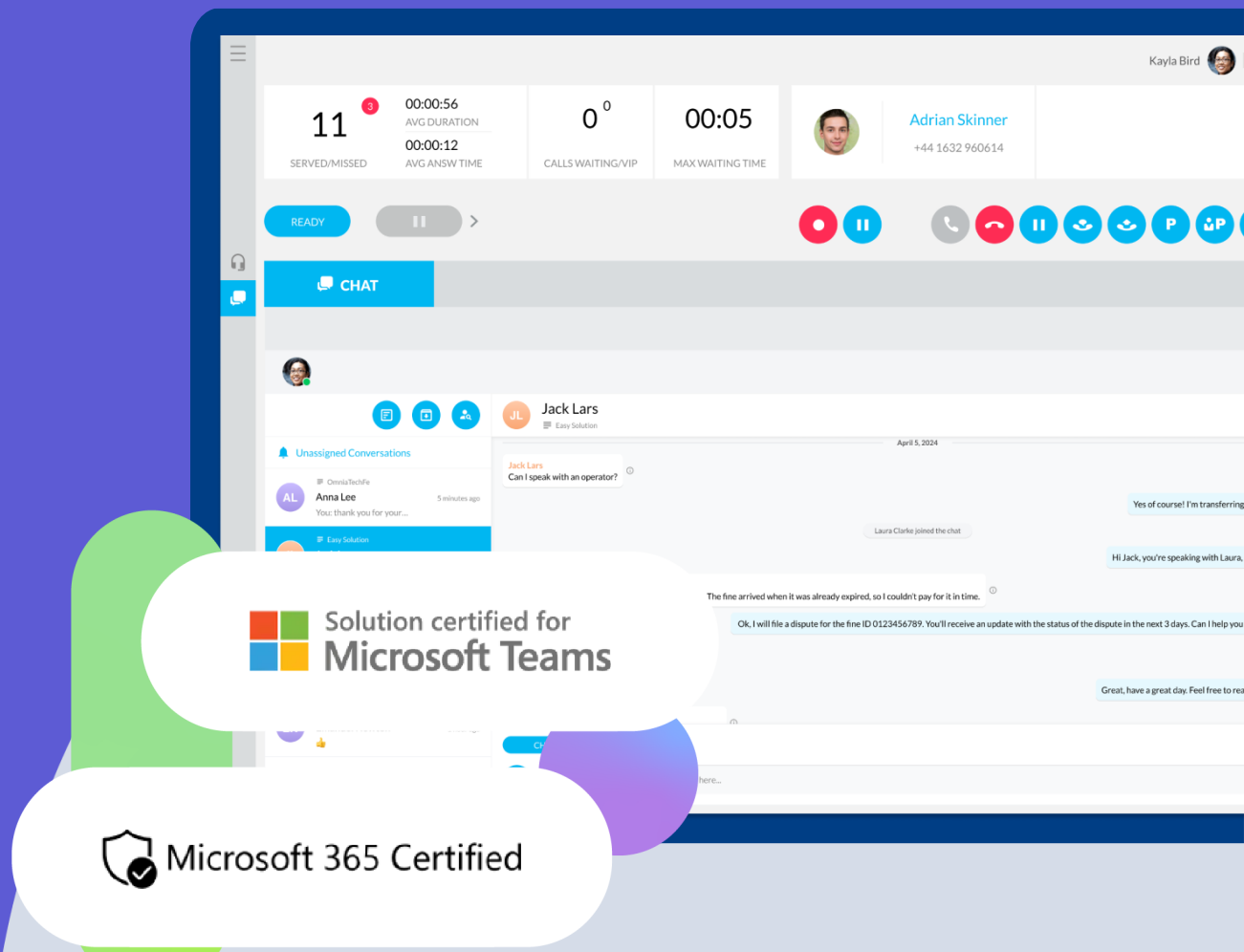
The center of it all—served on their preferred channel (voice, chat, WhatsApp, email) with fast, personalized, and frictionless experiences.

Bring together every role to deliver seamless customer experiences.

IMAGICLE CONTACT CENTER for TEAMS

Want to explore it live?

SCHEDULE A PRODUCT WALKTHROUGH

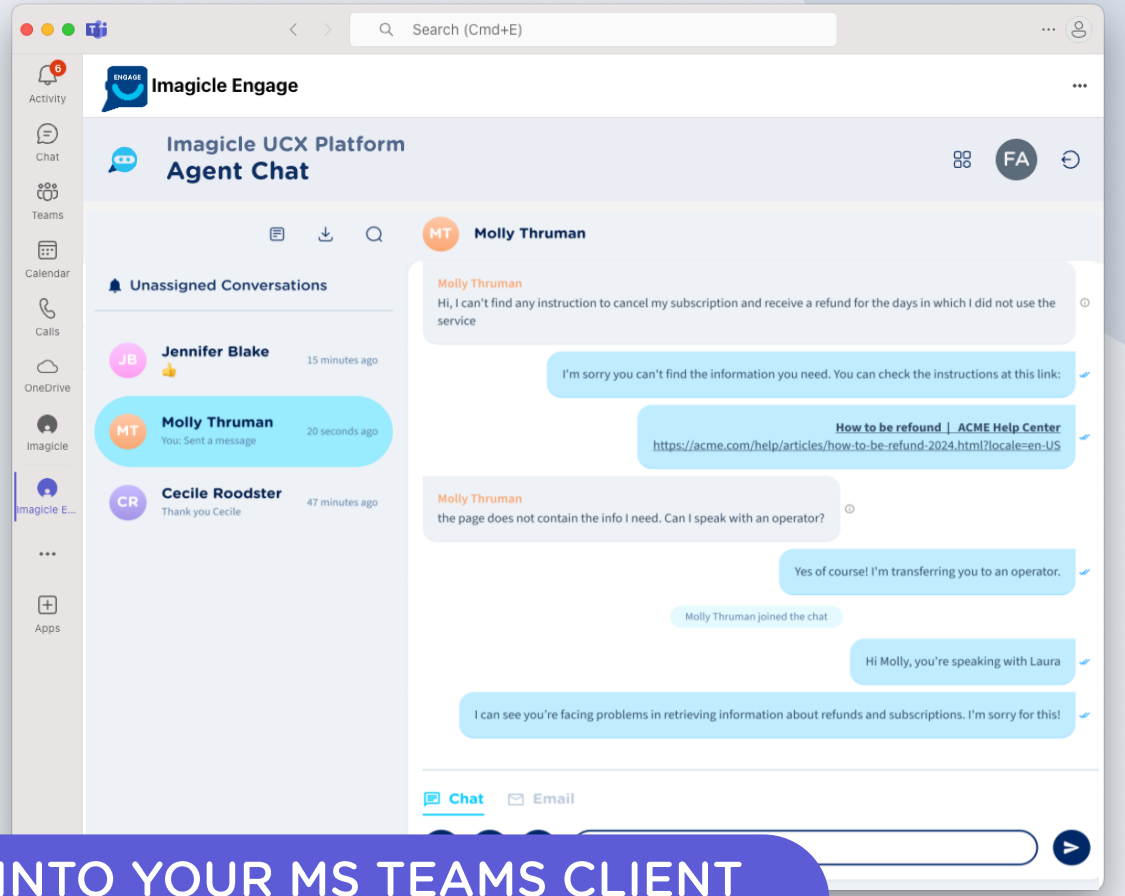


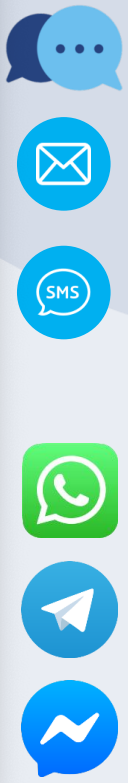
Agent

Simplify work. Amplify impact.

- Handle calls and digital chats from a single, unified workspace.
- Eliminate tool-switching to stay focused and respond faster.
- Boost agent productivity and deliver outstanding customer experiences.

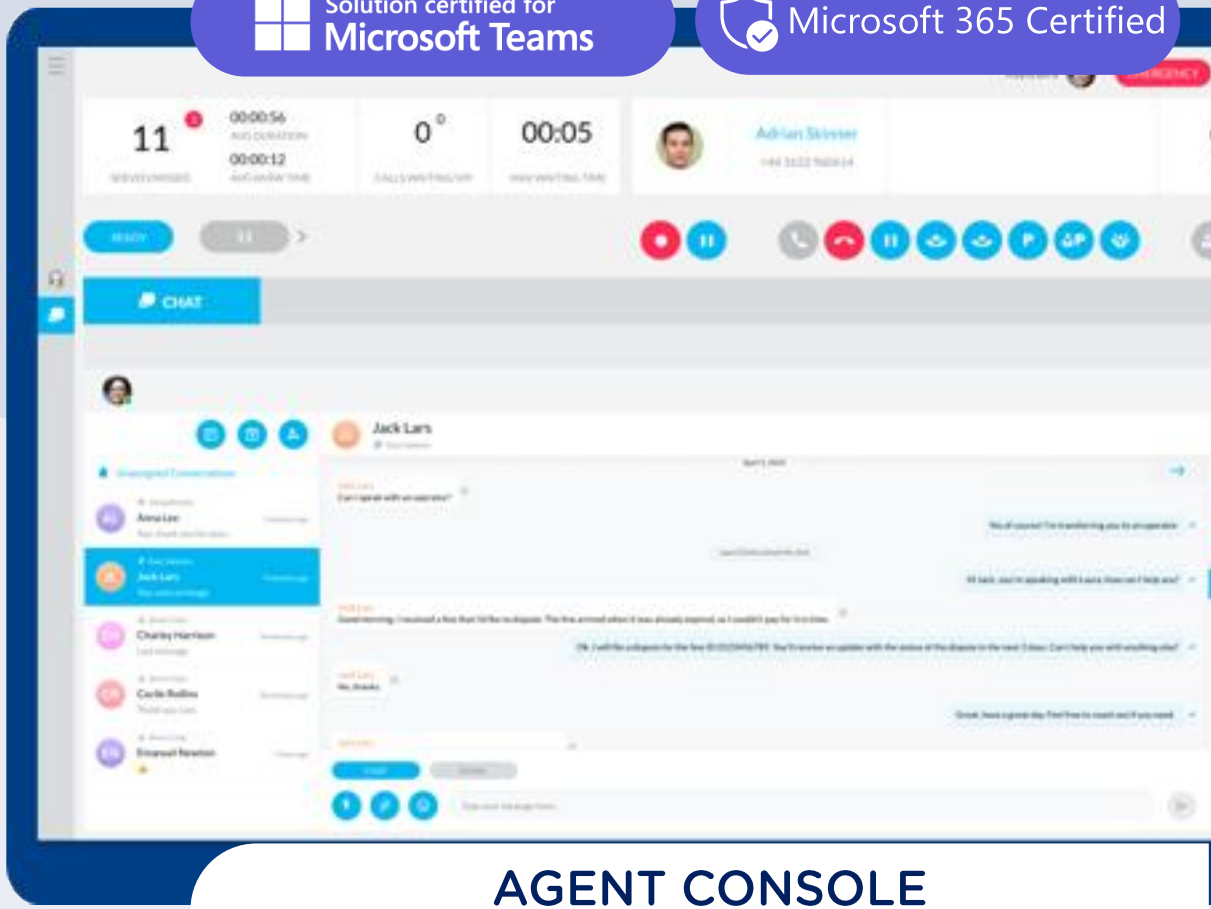
2 different agent workspaces.





Solution certified for Microsoft Teams

Microsoft 365 Certified



INTO YOUR MS TEAMS CLIENT

To add digital channel to your MS Teams client.

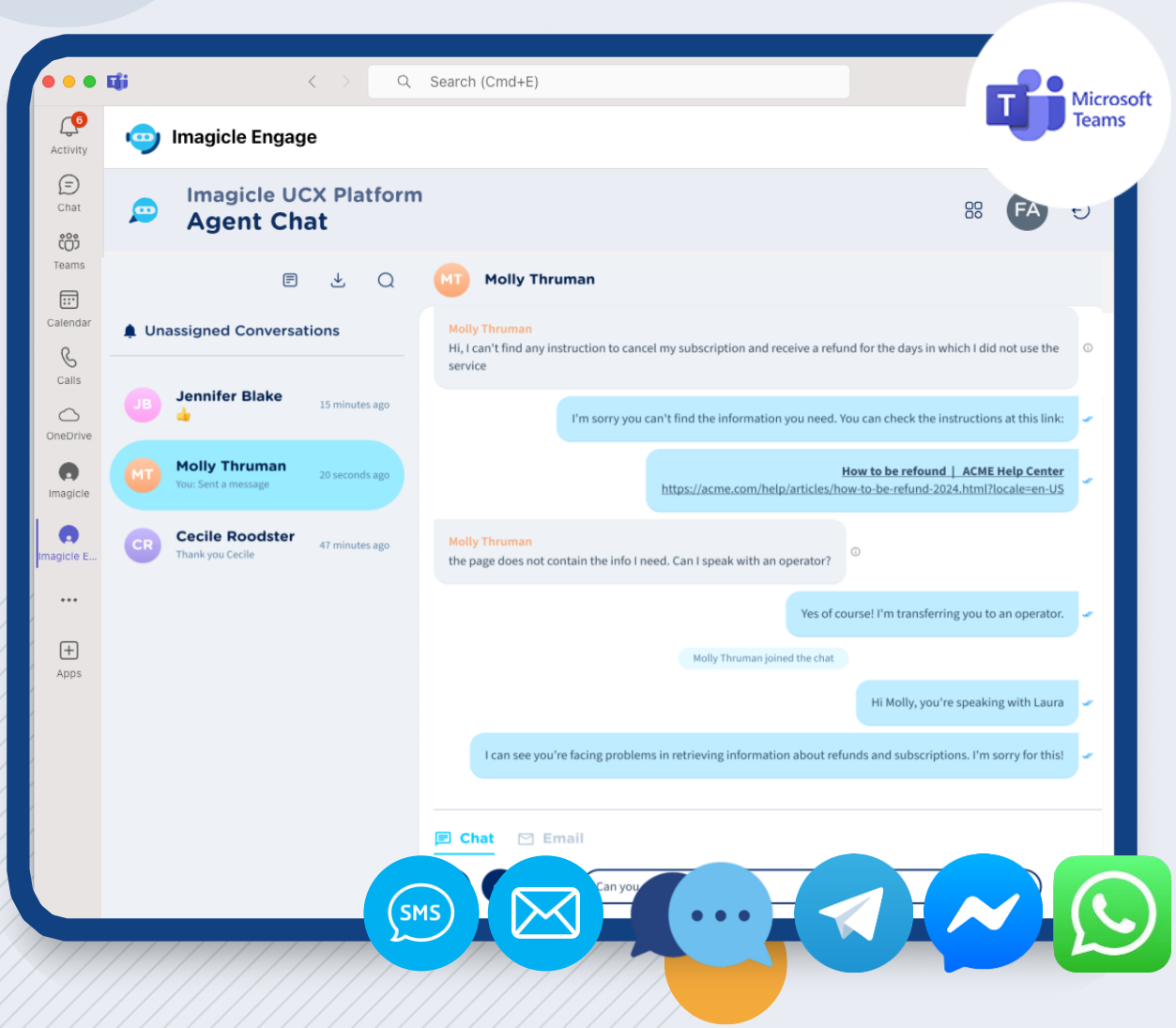
AGENT CONSOLE

For seamless management of calls and digital chats.

BOOK YOUR CUSTOMIZED DEMO

Imagicle Agent Chat Console

Add digital chat capabilities to your MS Teams.



Customers can reach out your business through their preferred messaging app with instant answer.

Make Agents job easier with real-time chat.

- Engage with customers on digital channels: Whatsapp, SMS, Telegram, Website chat and more
- Inbound chats are routed to available agents, who can reply instantly via the integrated MS Teams gadget.
- Chats from multiple channels are centralized in one intuitive interface.

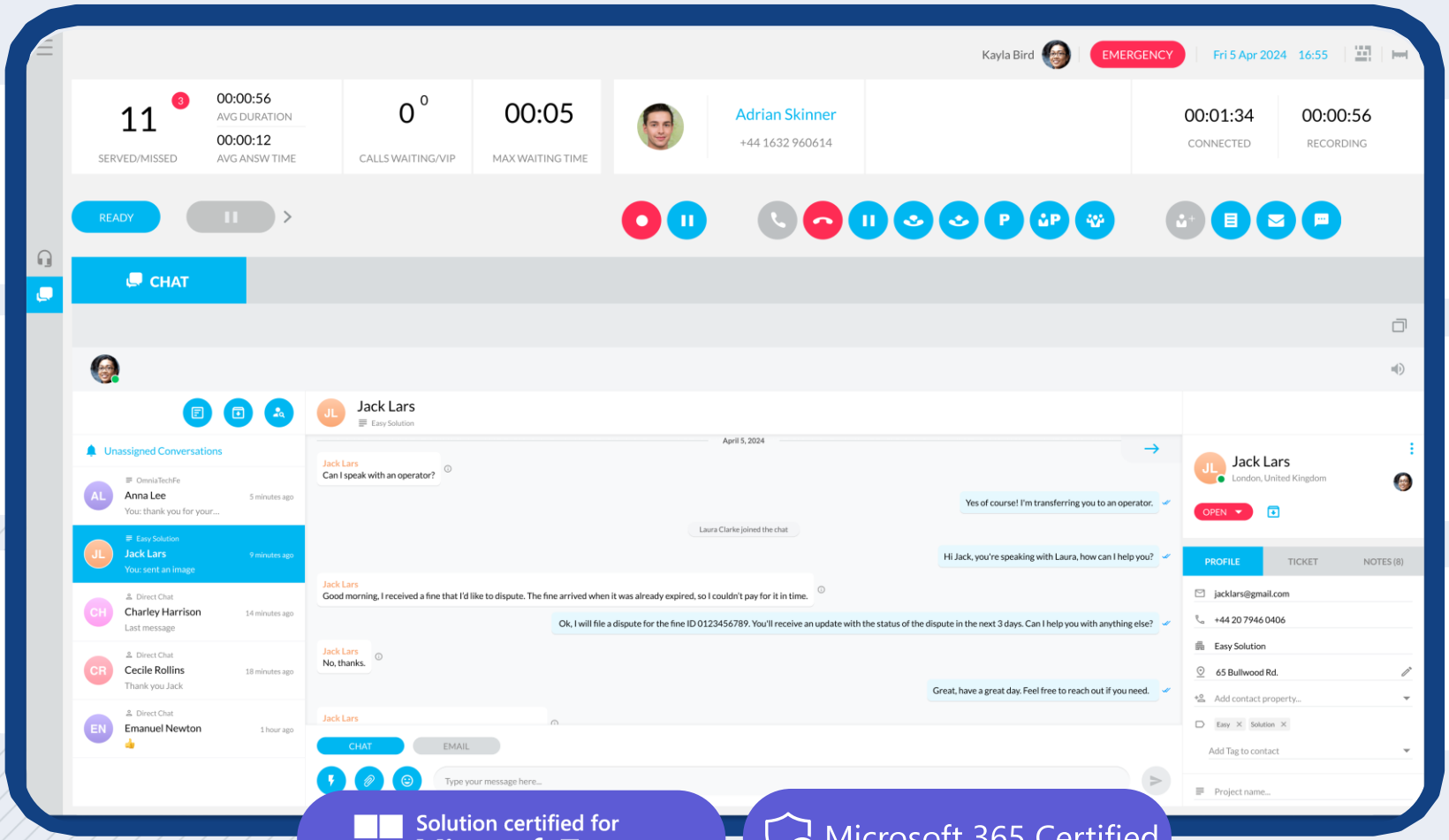
Imagicle Agent Console.

Certified for Microsoft Teams, delivering seamless management of calls and digital chats.

Monitor queues and login when you're ready to answer.

Answer, transfer, park calls in 1 click.

Instantly identify callers with real-time caller ID



Real-time chat to interact with customers

Access customer information instantly for faster support

View complete chat history to provide consistent assistance

Solution certified for Microsoft Teams

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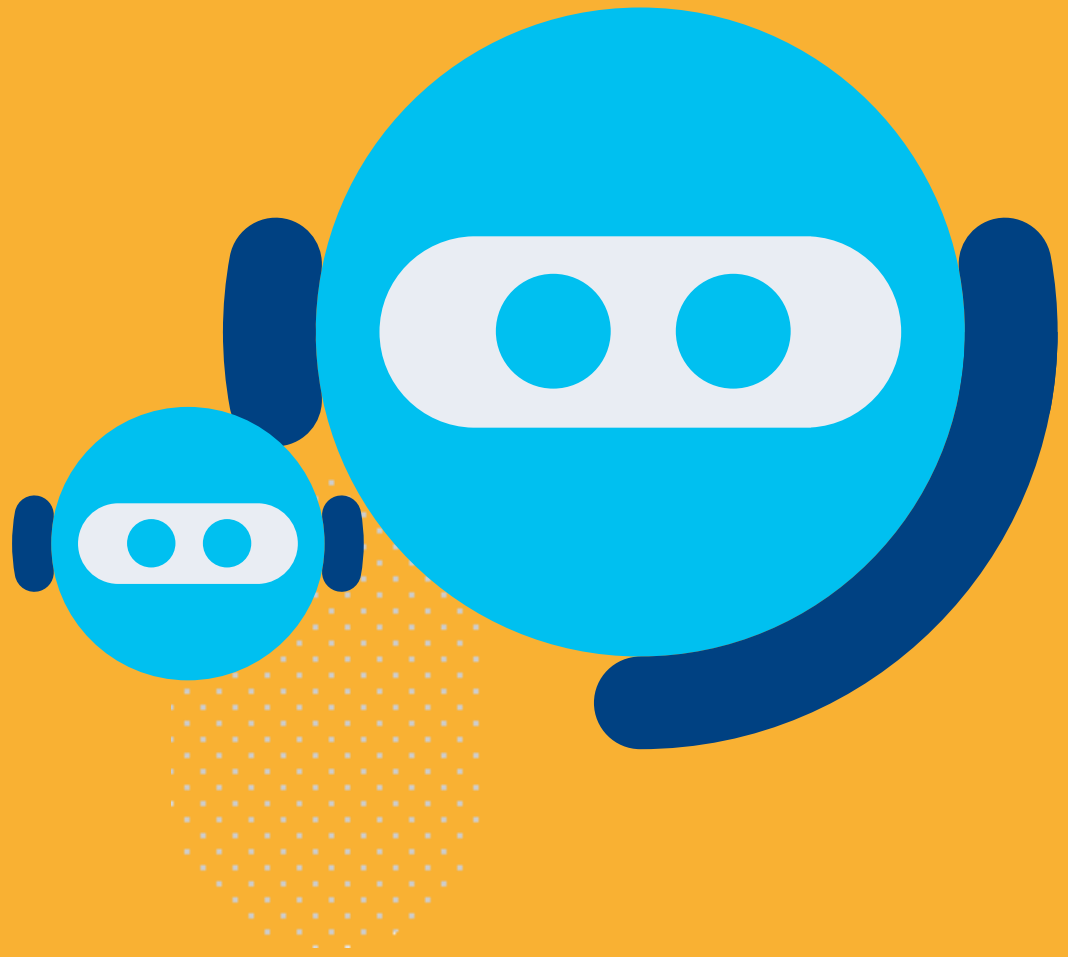
Virtual Agents

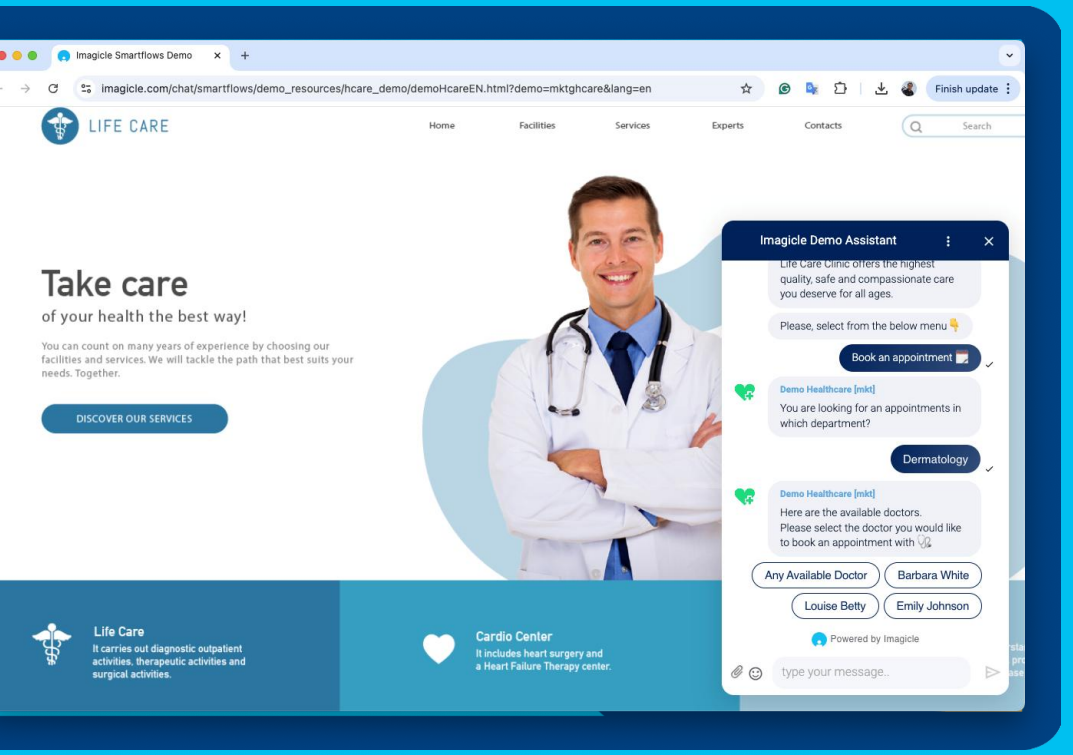


Automate more. Serve Faster.

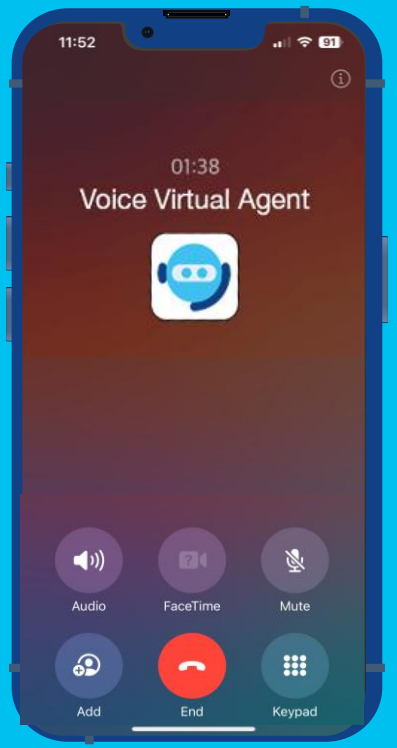
- Instantly handle routine questions and tasks with always-on AI assistance.
- Automate your front desk to answer, assist, and transfer calls seamlessly.
- Seamless escalation in case of complex issues to human Agent.

Imagicle Virtual Agents

Automate your conversations through Voice and Digital channels,
for a true omnichannel AI Experience.



DIGITAL
VIRTUAL AGENT



VOICE
VIRTUAL AGENT

AI Self-Service

Empower your calling services with conversational voice bots and chatbot, with human escalation capabilities.

No-code configuration

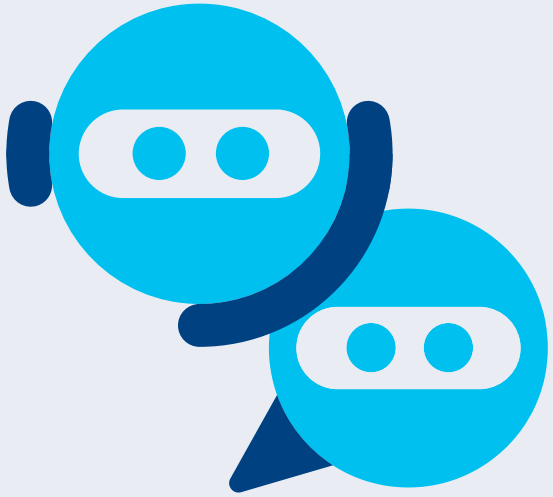
Leverage a visual flow editor to define the conversational voice or digital flows. No code/low code.

Self-learning

Built-in capability to self-learn from customer kb (docs, websites,..), to avoid the complexity and cost of manual training.

Built-in AI

No need for the customer to set up and manage external Gen AI accounts, as already Built-in with leading LLM models.



Meet Imagicle Virtual Agents.

Customizable experiences for any industry or vertical.

HealthAgent

- Self-service appointment scheduling
- Appointment reminders
- FAQs answering on procedures, test results and hospital facilities.

BankAgent

- Instant credit card block
- General loan advice and information.
- Nearest ATMs location
- Branch appointment booking

EduAgent

- 24/7 Student Support & FAQs
- Administrative & Enrolment Assistance
- Personalized Learning & Study Assistance
- IT & Technical Support

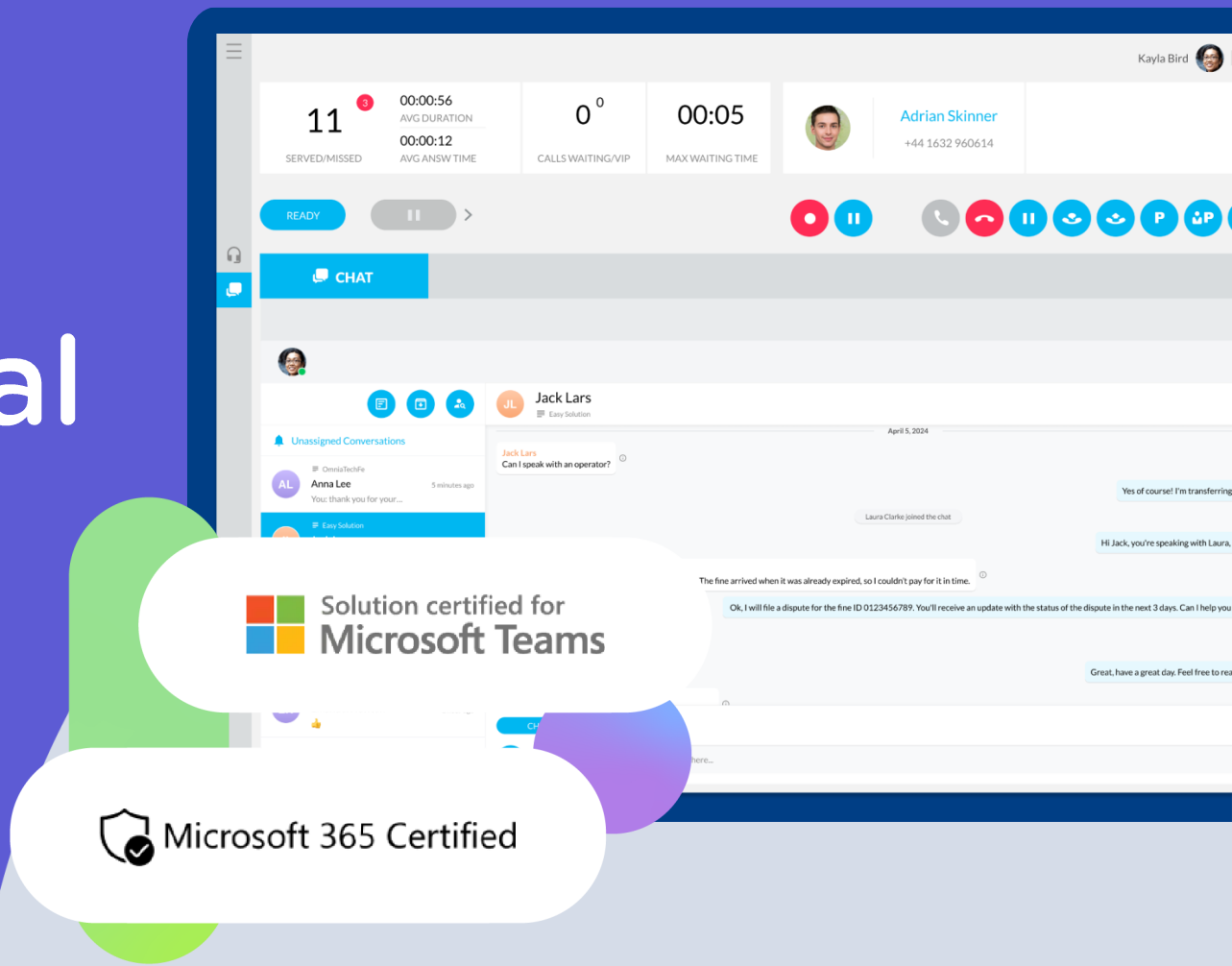
GovAgent

- Instant answers to common questions
- Real-time updates on services, appointments, and deadlines
- Book ID renewal or view tax reports

IMAGICLE CONTACT CENTER for TEAMS

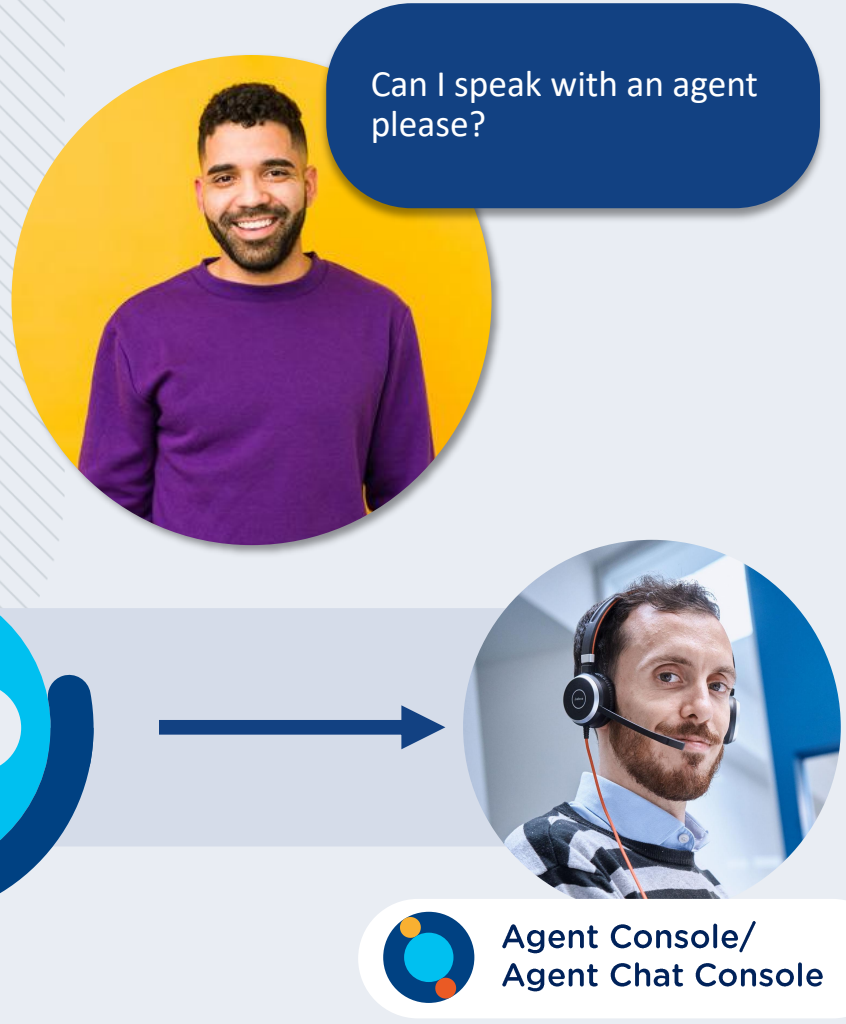
Experience Virtual Agents firsthand

REQUEST FREE TRIAL



Complex issue? Escalate it to a Human Agent!

Regardless of how a customer reaches out, the AI chat agent can smoothly escalate to a human agent who will take over and provide assistance through our dedicated agent workspaces.



Supervisor

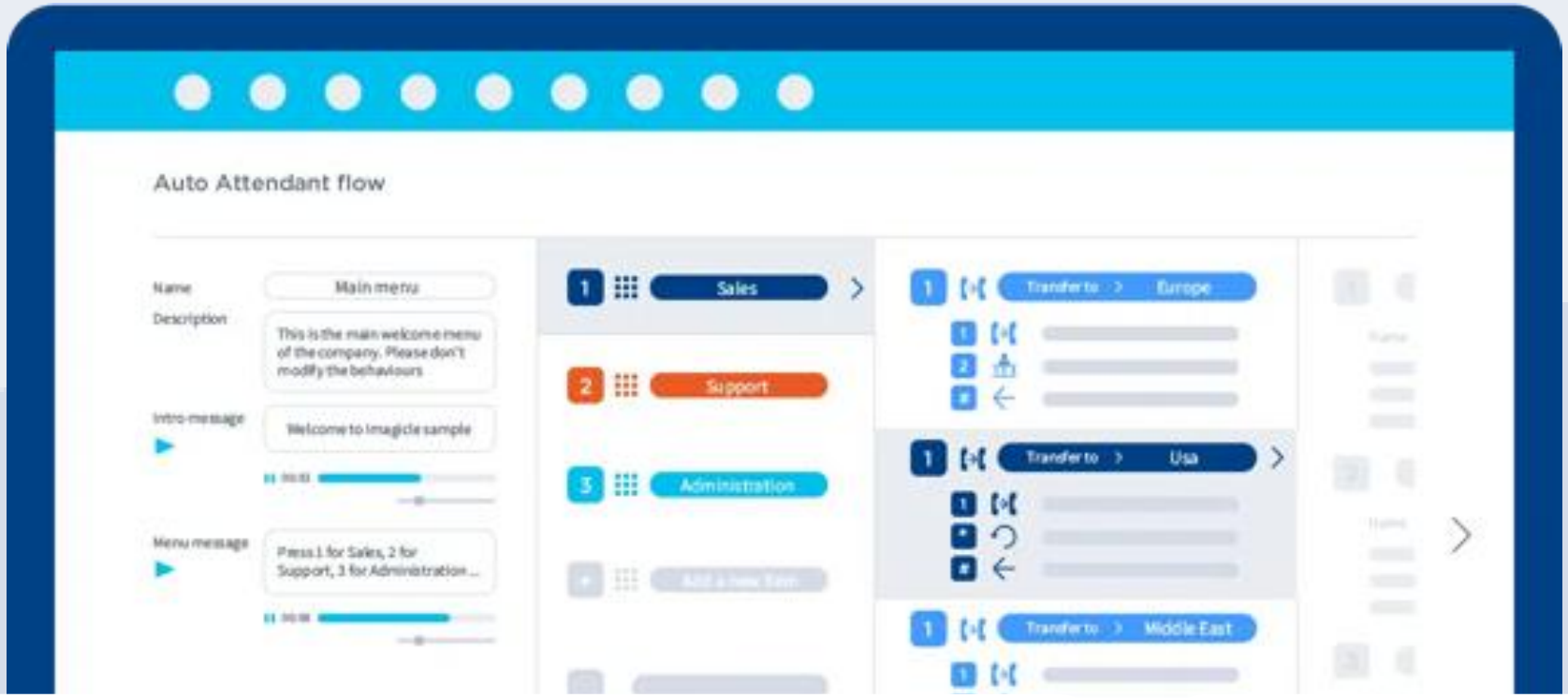
Everything under control.

Real-Time Oversight
Monitoring of agents, queues, voice and digital interactions.

Actionable Insights
Reporting on calls and digital conversations, sentiment analysis and transcription.

Queues Control
Full flexibility over setup and flow.

Fast & smart queue management.



Customized welcome greetings.

Upload custom MP4 welcome messages to greet customers with a warm, branded experience.

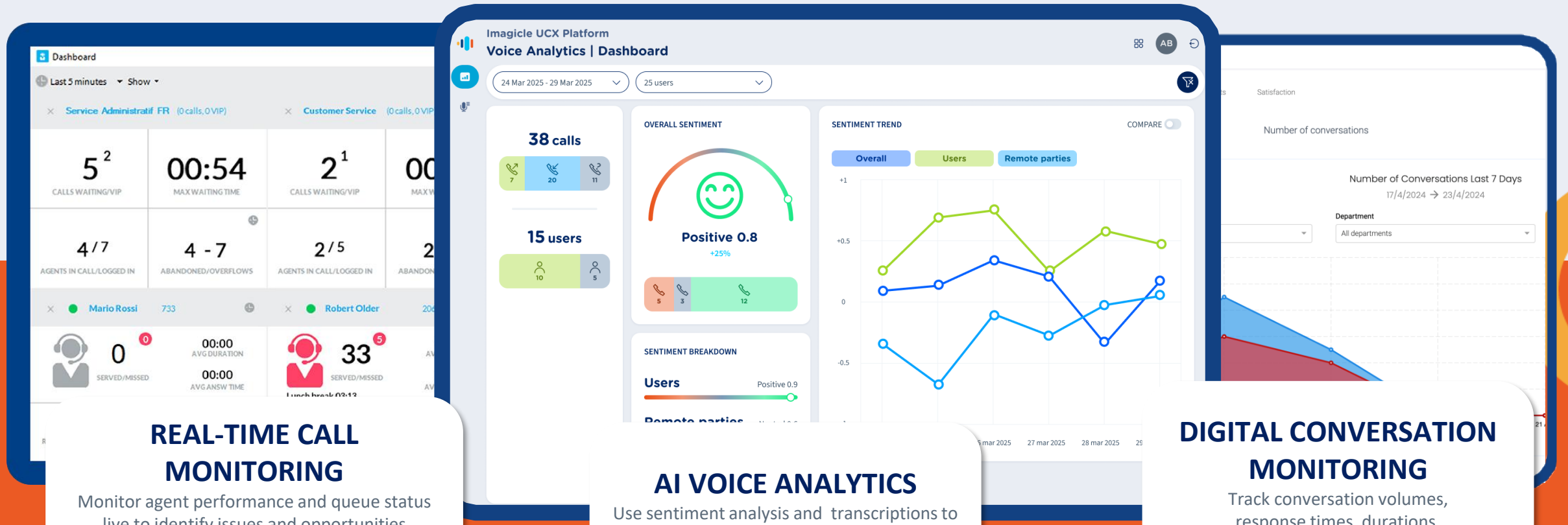
Tailor queues to your needs.

Leverage smart distribution algorithms to ensure fast, 24/7 service with reliable routing.

Full control at your fingertips.

Advanced user roles, easy login/logout, wrap-up time settings, and real-time queue intervention.

Your Supervisor Toolkit.



REAL-TIME CALL MONITORING

Monitor agent performance and queue status live to identify issues and opportunities instantly.

AI VOICE ANALYTICS

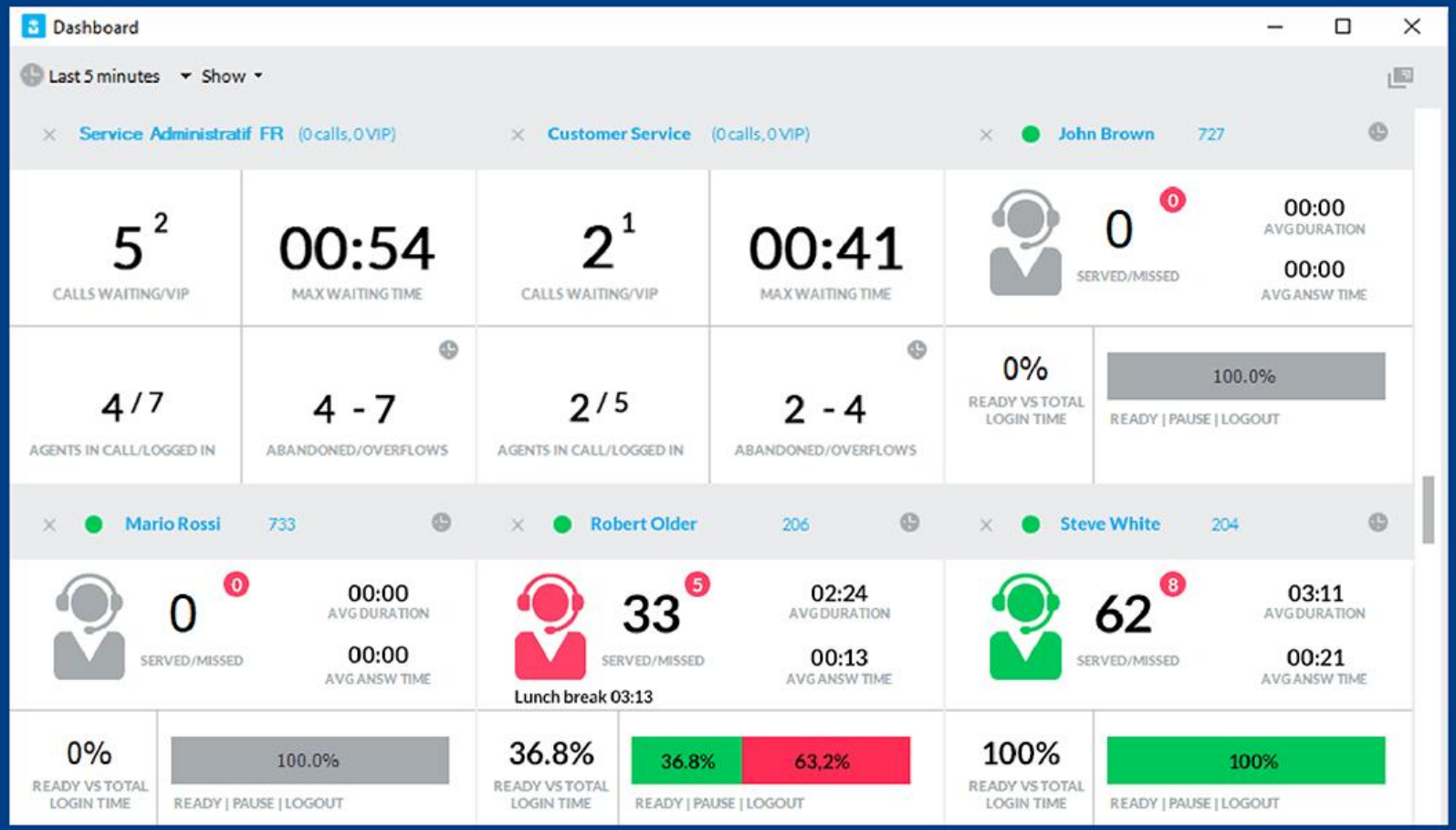
Use sentiment analysis and transcriptions to uncover actionable insights from voice interactions.

DIGITAL CONVERSATION MONITORING

Track conversation volumes, response times, durations, and more.

Calls & Queues Dashboard

Track performance, manage queues, and intervene promptly.



REAL-TIME VISIBILITY

Monitor queues and agent activity live, with instant access to critical metrics like wait times, abandoned calls, and agent status.

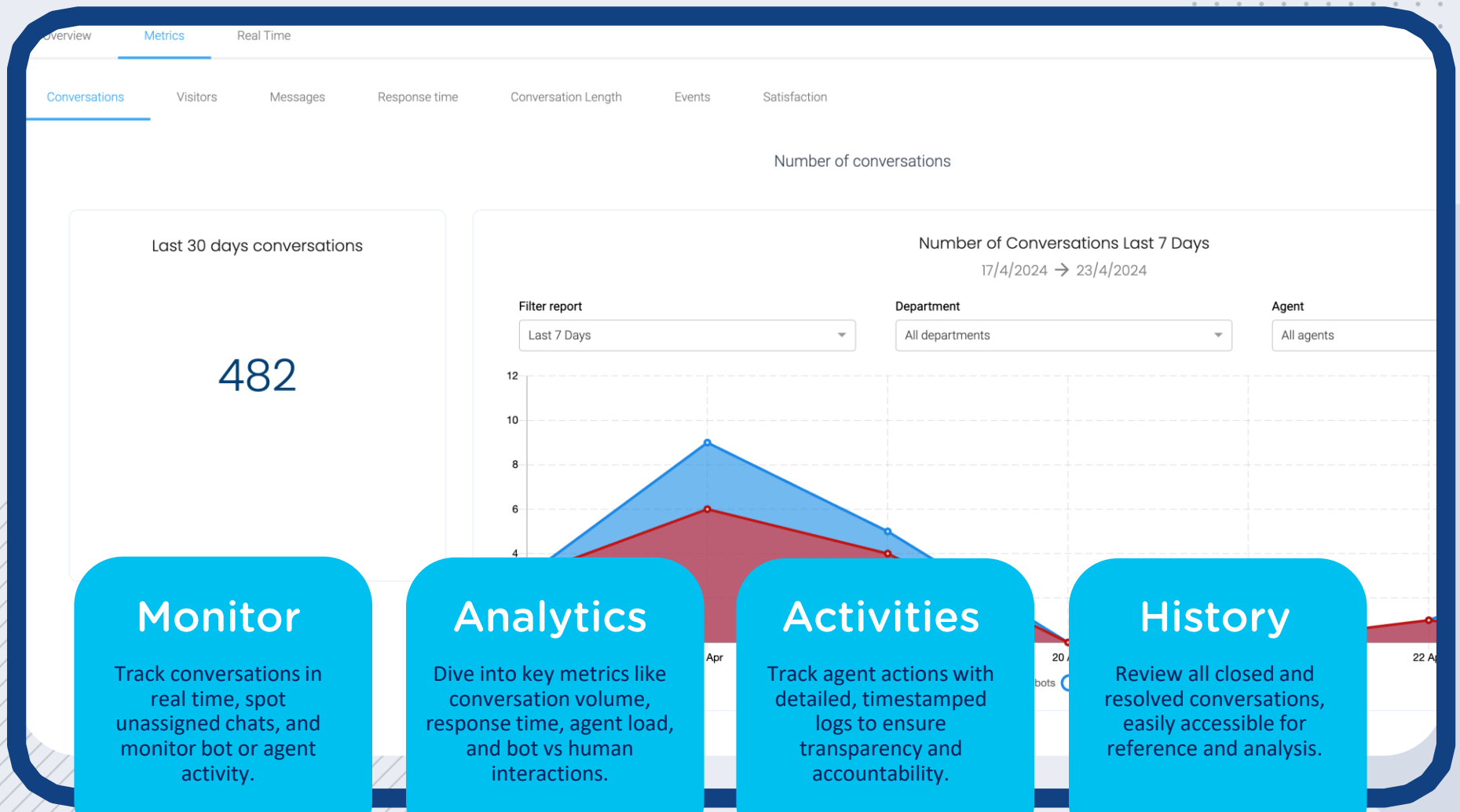
PERFORMANCE INSIGHTS

Track agent activity and performance with detailed metrics to identify bottlenecks and improve team efficiency.

FULLY CUSTOMIZABLE

Tailor your dashboard to focus on what matters most, with ready-to-use reports and full visibility across operations.

Digital Conversations dashboard.



Monitor

Track conversations in real time, spot unassigned chats, and monitor bot or agent activity.

Analytics

Dive into key metrics like conversation volume, response time, agent load, and bot vs human interactions.

Activities

Track agent actions with detailed, timestamped logs to ensure transparency and accountability.

.

History

Review all closed and resolved conversations, easily accessible for reference and analysis.

Imagicle AI Voice Analytics

Get the real value out of your conversations with AI by analyzing the voice interactions with your customers.

TRANSCRIPTIONS

What was said during conversation with a customer?

Any interactions will be **transcribed** to be reviewed later in case of need.

SENTIMENT ANALYSIS

How the conversation went?

With **AI Sentiment Analysis** you'll be able to understand by the words use if it was positive, neutral or negative.

KEYWORD ALARMS

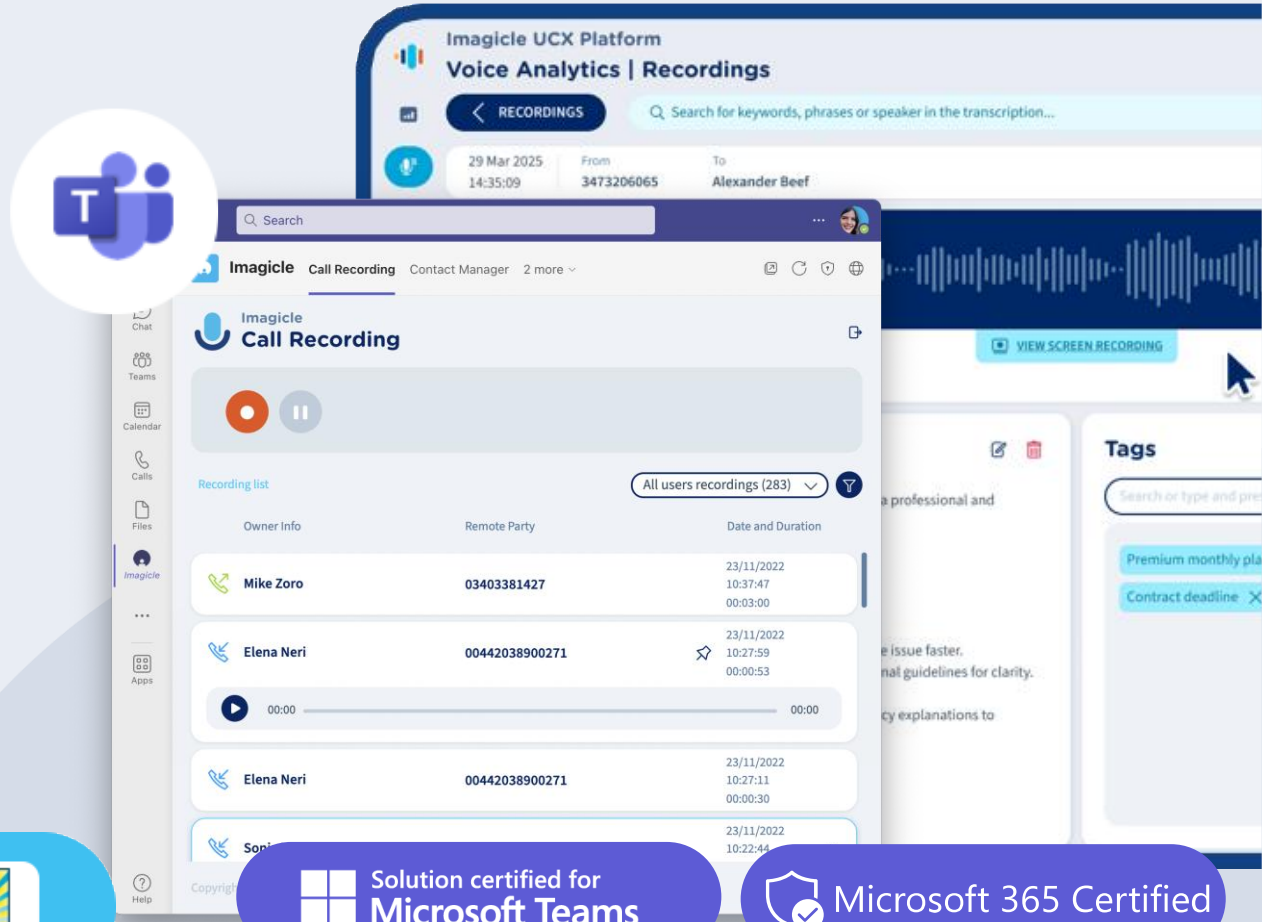
Is there any critical issues to be aware of?

Get notified as soon as specific words are been said during a conversation to intervene promptly.

Powered by Imagicle Call Recording.

Microsoft Teams certified and fully compliant, ensuring reliable capture of all conversations.

- Possibility to **Start/Stop/Pause/Resume recording** directly **in the MS Teams client.**
- Supporting **Always On** and **On Demand** recording on a per user basis.
- Recording filters in the flow, to avoid recording specific calls & meetings providing even **stronger compliance**
- Analyse conversations with **transcriptions** and **AI sentiment analysis** for top quality evaluation
- Possibility of implementation directly on **Customer Azure** (self-hosted) for specific requirements



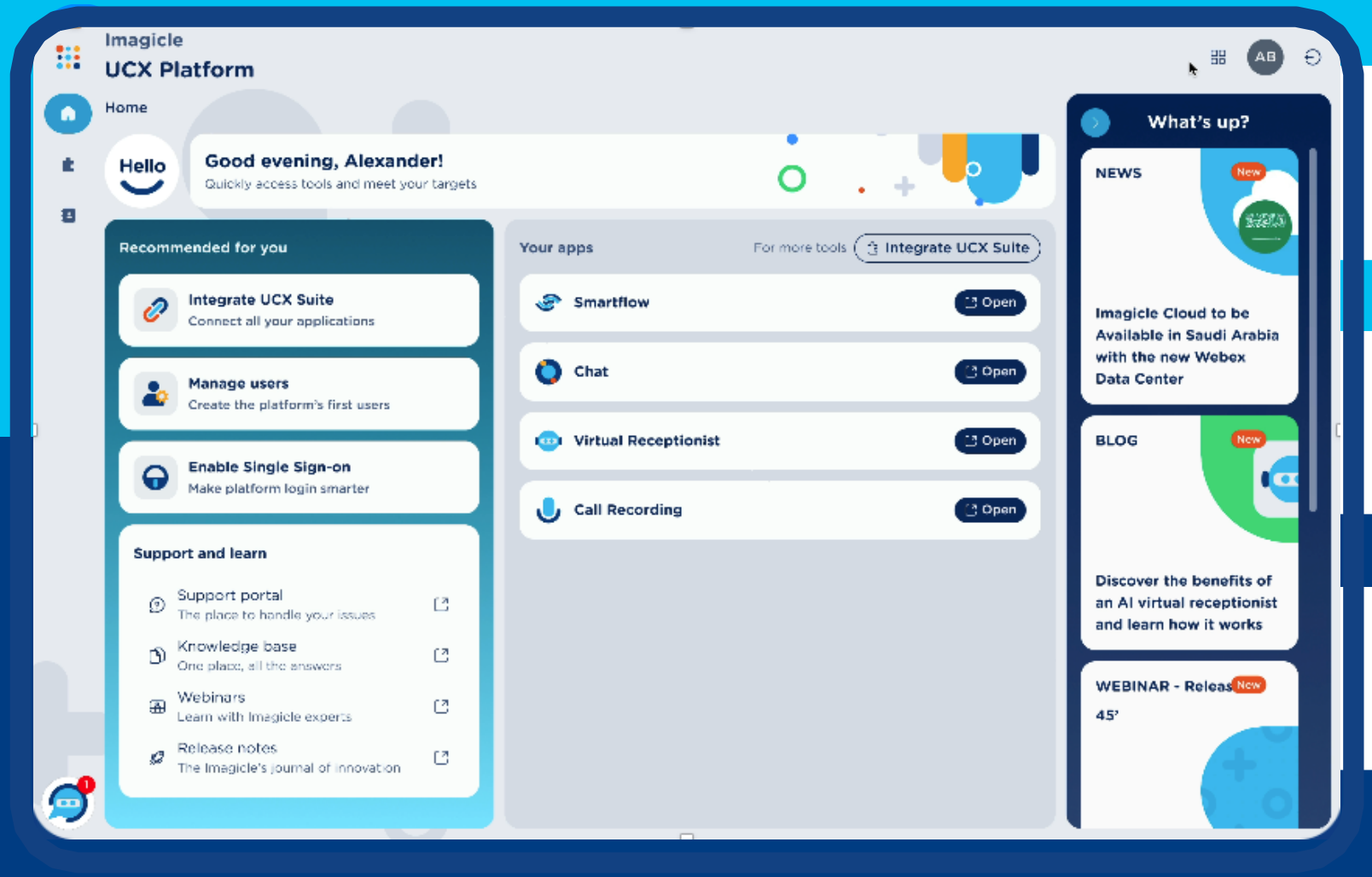
Bulletproof security and compliance

GDPR · MiFID · HIPAA COMPLIANCE · PCI DSS · finma · DODD-FRANK

Solution certified for Microsoft Teams

Microsoft 365 Certified

A new experience for all new MS Teams customers.



ONE UNIFIED INTERFACE

To modernize the experience and simplify access to existing and new AI functionalities.

W/O UCX SUITE

UCX Suite no longer required for **MS Teams** customers.

COMPLIANCE PROOF

Capture conversations securely to protect data and meet security regulations.

A Seamless All-in-One Interface.

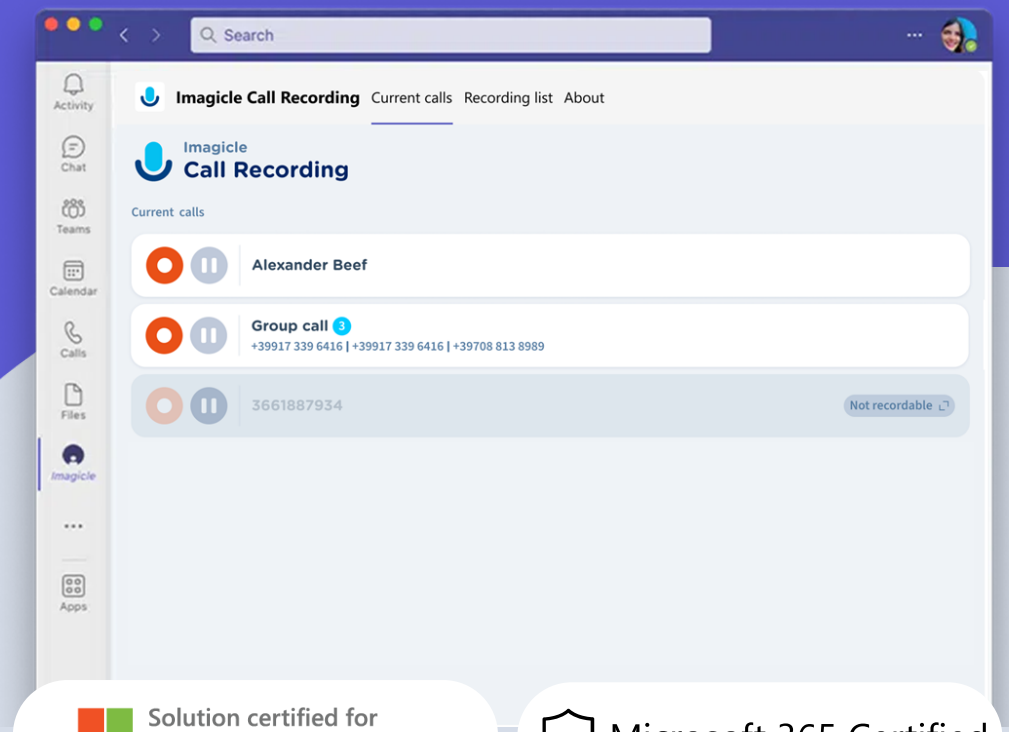
Retrieve, replay, analyze your conversations.

BRAND NEW

IMAGICLE CONTACT CENTER for TEAMS

Want to explore Call Recording live?

BOOK A PRODUCT WALKTHROUGH



Solution certified for Microsoft Teams

Microsoft 365 Certified

Get it from Microsoft AppSource

Available on Microsoft Azure Marketplace

Big news: transactable on the Microsoft Marketplaces!

Expected by Early September.

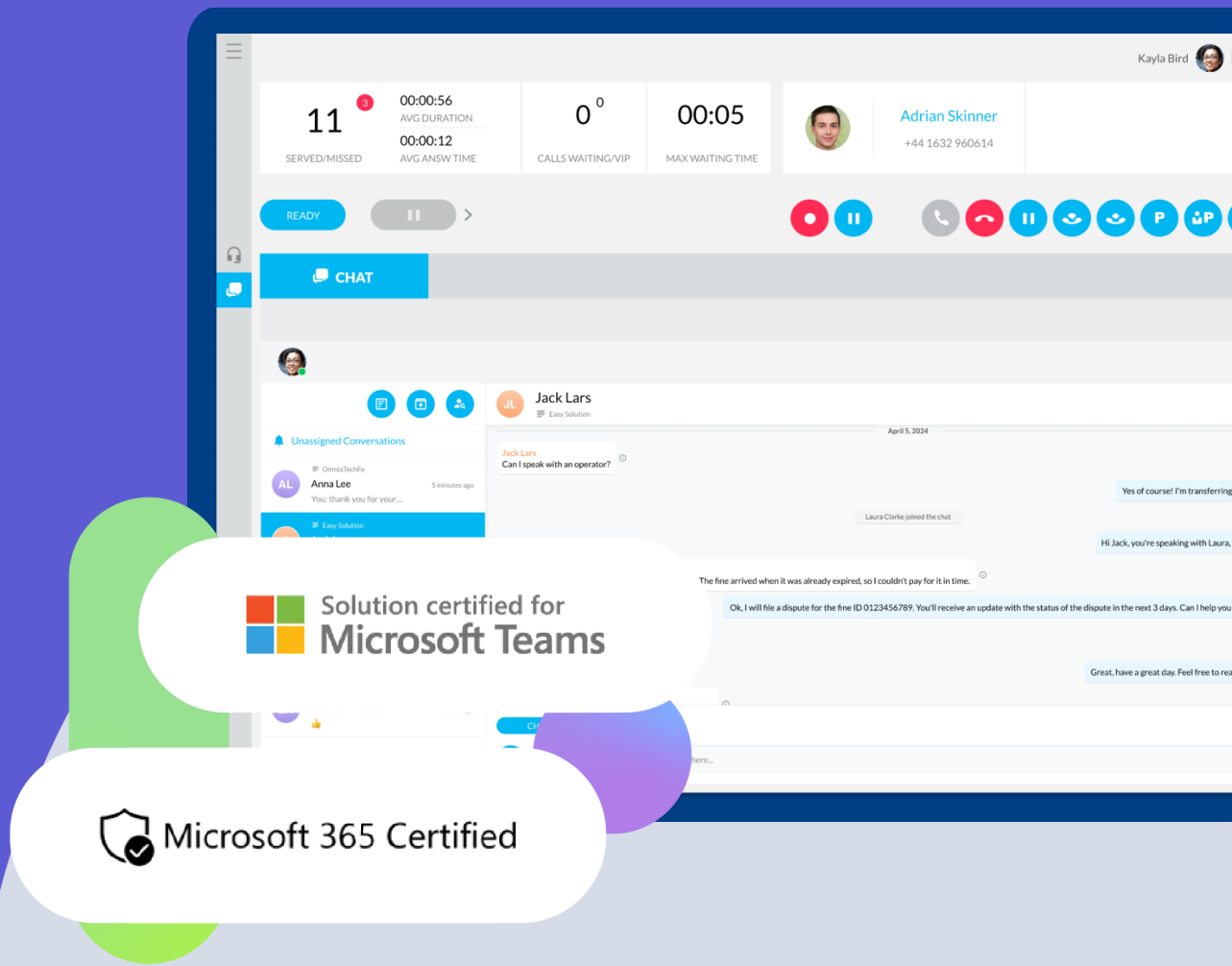
- Contact Center
- Call Recording
- Attendant Console

Easily find and purchase Imagicle apps.

IMAGICLE CONTACT CENTER for TEAMS

Want to explore it live?

BOOK A 1:1 DEMO



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Microsoft Gold Partner

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.

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Let's build your ideal solution for Teams

Contact us today!

Live Demo

Discovery Call

POC/ Free Trial

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