



One Platform. One Provider. All Services.

Solgari provides every cloud telephony & business communication service through the cloud to all devices, users & locations



Key Highlights

- ✓ Integration to CRM, ERP and back office system
- ✓ MS Dynamics, Salesforce and Bullhorn
- ✓ Caller ID Look Up
- ✓ Record pop on incoming calls
- ✓ Click to dial for outbound dialling
- ✓ Journal entry to CRM notes or specific objects
- ✓ Integrated advanced IVR
 - PCI payment
 - Survey
 - Identification



Key Highlights

- ✓ Worldwide numbering
- ✓ Tier 1 Voice quality
- ✓ Softphone & Mobile App
- ✓ Supported on Windows, Mac OS, IOS and Android
- ✓ Open SIP support
- ✓ Voicemail
- ✓ IM & Presence
- ✓ Corporate directory
- ✓ Fully managed
- ✓ Call conferencing
- ✓ Global Voice Network

Optional Features

- ✓ Call Recording
- ✓ Advanced IVR
- ✓ Compliant Call Archiving



Solgari Contact Center

Key Highlights

- ✔ Log in and out of queues
- ✔ Supervisor Listen, Whisper & Barge
- ✔ Agent visibility
- ✔ Wallboard
- ✔ Individual queue visibility
- ✔ Intelligent routing of calls
- ✔ Hold music, messaging or advertisements
- ✔ Auto attendant
- ✔ Skills based routing

Optional Features

- ✔ Call Recording
- ✔ Advanced IVR
- ✔ Compliant Call Archiving



Solgari SUAS - Solgari User Application Suite

Key Highlights

- ✓ To view, listen to and see the flow of calls run Solgari Callview
- ✓ To run PBX and ACD reports choose Solgari Reports
- ✓ To analyse overall system use choose Solgari Analyser



Solgari WebMeeting

Key Highlights

- ✓ No software download or install needed
- ✓ Web Browser based Video meetings
- ✓ Screen share
- ✓ Control desktops
- ✓ Record the full session
- ✓ Automatic meeting report emailed at the end of each meeting



Call Now



Hang Up



Key Pad



About



Message

Visit Solgari



Solgari Connect

Key Highlights

- ✓ Web Browser based inbound dialling
- ✓ Simple click and talk
- ✓ DTMF tones form keypad
- ✓ Agents can add instant messages
- ✓ Add chat to the voice conversation
- ✓ Agent escalation to Video
- ✓ Call can be treated the same as standard calls.



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