



Product Description

AI-Powered Omnichannel Contact Center Solution for Microsoft Teams

ROGER365.io empowers your organization with AI-driven capabilities like virtual agents, smart analytics and seamless omnichannel communication all within Microsoft Teams. Deliver faster, more personalized customer experiences while boosting efficiency, consistency, and satisfaction. Welcome to the future of customer engagement.

www.roger365.io

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Introduction

ROGER365.io empowers organizations to deliver exceptional customer engagement by transforming Microsoft Teams into a unified, AI-powered omnichannel hub for all communications.

With seamless integration of voice, chat, social messaging, CRM, AI, and advanced analytics inside the familiar Microsoft Teams environment, ROGER365.io enables businesses to connect with customers on their preferred channels while maximizing efficiency, productivity, and satisfaction.

Built on Microsoft Azure serverless architecture and officially Microsoft Teams Contact Center Certified, ROGER365.io combines enterprise-grade security with rapid deployment and a transparent, queue-based pricing model. Businesses of all sizes can centralize communications, boost collaboration, and deliver outstanding service without the complexity or cost of traditional contact centers.

Why Choose ROGER365.io?

Unlike standalone platforms, ROGER365.io extends Microsoft Teams with advanced customer engagement tools while maintaining a native user experience. Its AI-driven features, queue-based pricing, and seamless integration with CRM, Power Platform, and analytics tools make it a cost-efficient and future-proof solution for any organization.

- **Seamless Teams-native experience:** All customer interactions voice, WhatsApp, SMS, social media, chat handled directly within Microsoft Teams.
- **Certified Contact Center:** Recognized by Microsoft as a certified Teams-native CCaaS solution.
- **AI-powered engagement:** Intelligent Agent Assist, routing, sentiment analysis, and chatbot capabilities.
- **Transparent pricing:** Queue-based model, no per-user fees, predictable and scalable.
- **Rapid onboarding:** Up and running in 10 minutes.
- **Compliance by design:** Built on Microsoft Azure, inheriting 90+ Microsoft compliance certifications.

Key Capabilities

ROGER365.io equips agents, supervisors, and managers with all the tools they need. From skill-based routing and intelligent Agent Assist to omnichannel messaging, wallboards, and real-time analytics, every interaction is optimized. Agents gain a 360° customer view, supervisors monitor performance live, and businesses automate workflows for higher efficiency.

For a complete overview of all available features and the most up-to-date details, please visit our website: www.roger365.io.

The online documentation (<https://doc.roger365.io>) provides in-depth descriptions, videos, and practical guides to help you explore the full capabilities of ROGER365.io.

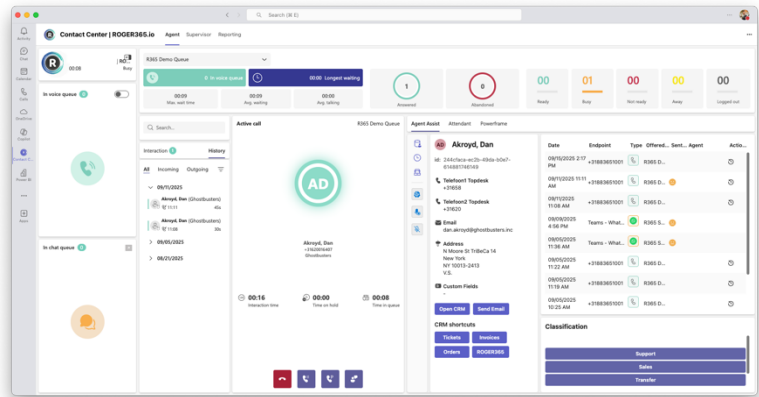


Figure 1: ROGER365.io native Teams App

Contact Center

ROGER365.io enhances Teams with enterprise-grade contact center capabilities such as automatic call distribution, advanced call routing, supervisor controls, and detailed reporting. Agents gain real-time insights into queues and customer interactions, while supervisors can monitor, coach, and optimize performance seamlessly.

- **Agent Console:** 360° customer view with CRM data, last interactions, sentiment, call notes, callback requests.
- **Attendant Console:** Efficient call handling with Outlook/Teams presence insights.
- **Supervisor Tools:** Live monitoring, whisper, join calls, real-time queue and agent stats, wallboards.
- **Reporting & Analytics:** Real-time dashboards, historical insights, SLA tracking, Power BI & Microsoft Fabric integration.

Smart Features That Make Every Call Better

With ROGER365.io, every customer interaction becomes an opportunity to create lasting impressions. From post-call surveys that capture valuable feedback to virtual wait options that respect customers' time, every feature is designed to enhance the caller experience while empowering agents to deliver exceptional service.

Advanced Call Distribution: Skill-based routing, automatic call distribution, smart routing, personalized greetings, and preferred agent matching ensure callers always feel recognized, while seamless transitions to WhatsApp and flexible callback options keep conversations flowing on the customer's terms.

Together, these smart features help businesses turn routine calls into meaningful connections.

- Callback Options – Let customers choose a callback instead of waiting on hold.
- Switch to WhatsApp – Move conversations seamlessly from voice to chat.
- Queue Transparency – Keep callers informed with their queue position and wait time.
- Preferred Agent Matching – Reconnect customers with their last or favorite agent for a smooth, personal touch.
- Personalized Greetings – Give every caller a warm, customized welcome.
- Virtual Wait – No one likes to wait. Let callers hang up but keep their spot in line and ROGER365.io calls them back when it's their turn.
- Schedule Labels – Stay flexible during holidays or special events with custom routing and tailored recordings.
- Smart Call Routing – Connect callers to the right queue or agent using Caller ID and CRM recognition.
- Advanced Search – Find the right customer fast with powerful CRM search by name, group, title, and more.
- Post-Call Surveys – Instantly capture customer feedback to boost service quality and agent performance.
- Skill-Based Routing on Queue ensures calls are directed to the right agent within a queue based on expertise, language, or role reducing transfers and improving first-call resolution.

Omnichannel Messaging

Customers want flexibility, and ROGER365.io delivers by centralizing WhatsApp, SMS, Facebook, webchat, and Teams channels in one place. Hybrid queues, sentiment analysis, and chatbot integration reduce wait times, improve satisfaction, and ensure agents deliver faster, more personalized responses.

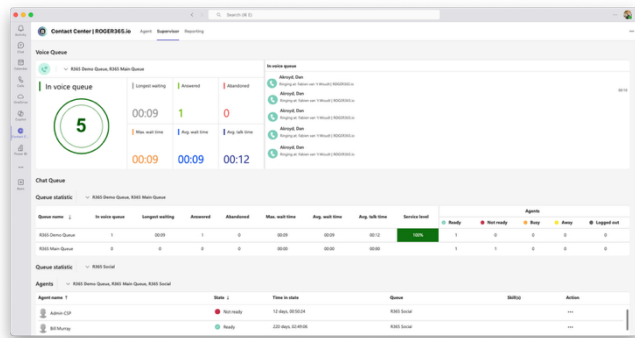


Figure 2: Supervisor view

- **WhatsApp, SMS, Webchat, Facebook:** Unified in Teams with hybrid queues.
- **Agent Assignment & Collaboration:** Assign conversations, mention colleagues, activity alerts.
- **Wallboards:** Real-time conversation monitoring.
- **Sentiment Analysis:** Detect changes in tone and trigger alerts.
- **Chatbot & AI:** Automate FAQs, reduce handling times, improve CX.

Agent Assist & AI

With AI-driven insights, agents never start a conversation blind. ROGER365.io recognizes customers, shows their journey history, and classifies calls automatically. Features like transcription, smart routing, and translations empower agents to work smarter, not harder, while supervisors gain clear visibility into performance trends.

- Caller recognition and journey history.
- Automated call transcription and classification.
- Smart routing with AI and translations.
- Actionable insights extracted from customer interactions.

Business Process Optimization

Beyond communication, ROGER365.io integrates with Microsoft Power Platform and APIs to automate repetitive tasks and connect to CRM, ERP, or custom apps. Whether triggering workflows, launching outbound campaigns, or linking service management systems, businesses turn their contact center into a driver of efficiency and innovation.

- Automate workflows via **Microsoft Power Platform** and APIs.
- Trigger CRM ticket creation, update records, or initiate campaigns directly from Teams.
- Integrate custom applications via **PowerFrame** and Event Grid.

Harnessing AI

ROGER365.io leverages AI to make every interaction smarter and more efficient. Calls and messages are routed and prioritized intelligently, ensuring customers reach the right agent at the right time. Agents instantly see customer context, CRM summaries, and even suggested replies or translations, reducing handling time and improving accuracy. AI-powered sentiment analysis helps identify service quality in real time, while repetitive tasks are automated to free up agents for higher-value work. Self-service bots handle routine requests 24/7, and supervisors benefit from advanced tools like Model Context Protocol (MCP) and Workforce Management integrations to monitor and optimize performance at scale.

- Smarter routing & prioritization with AI
- Instant customer context & CRM summaries
- Sentiment analysis for better service
- Automation of repetitive tasks
- Self-service bots to handle simple requests 24/7
- Supervisor assistance with Model Context Protocol (MCP) & Work Force Management

Insights & Analytics

The Insights & Analytics module gives you real-time visibility into your customer communications, agent performance, and workflow efficiency all directly within your ROGER365.io environment. With instant dashboards, actionable reports, and plug-and-play integration, it transforms raw data into clear insights that help you optimize operations, improve response times, and deliver better customer experiences. Whether you're managing sales, support, or service teams, Insights & Analytics empowers your organization to make smarter, data-driven decisions that drive measurable results.

Subscriptions

Flexible subscription tiers Basic, Business, and Enterprise ensure every organization finds the right fit.

With this companies avoid per-user licensing costs while scaling easily as their needs evolve. Enterprise plans include all advanced features, and AI enhancements by default.

- **Basic:** Core voice and queue features.
- **Business:** Adds supervisor, analytics, and reporting tools.
- **Enterprise:** Full-featured, unlimited scalability, AI-driven enhancements, and all add-ons included.

All subscriptions support the predictable queue-based pricing.

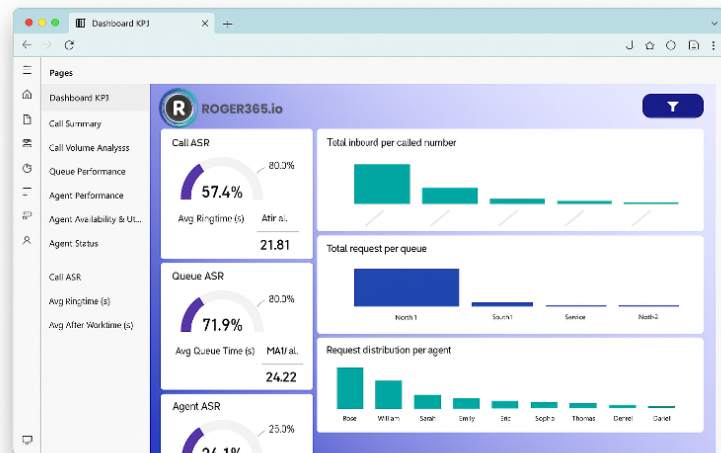


Figure 3: Insights & Analytics

Proven Results Across Industries

Organizations in finance, healthcare, government, and beyond have achieved measurable improvements with ROGER365.io. Customers report reduced wait times, higher first-call resolution, improved citizen accessibility, and optimized workflows leading to stronger loyalty, higher efficiency, and a rapid return on investment.

- **Financial services:** Reduced average wait times to under 2 minutes, 90% first-call resolution.
- **Government & municipalities:** Unified citizen communication across WhatsApp, chat, and phone with integrated ticketing.
- **Healthcare & pension services:** AI-driven automation and CRM integration cut handling time by 40%.

Security & Compliance

Compliance and security are built into the DNA of ROGER365.io. Based entirely on Microsoft Azure serverless architecture, it benefits from over 90 Microsoft compliance certifications. Certified for Teams and Microsoft 365 security standards, ROGER365.io ensures every customer interaction is secure, reliable, and future-proof.

- **Compliance by Design:** Built entirely on Microsoft Azure serverless architecture.
- **Certified:** Microsoft 365 App Compliance, Security & Privacy, Operational Security.
- **Future-proof:** Scalable, resilient, and compliant with the highest industry standards.

More details: [Compliance Documentation](#).

Resellers

ROGER365.io is only sold via our global reseller network. Deployment, consultancy, and support for ROGER365.io is performed via certified partners. Please refer to this website for our current list of partners.

If you cannot find a partner in your region or want to become a ROGER365.io reseller, please let us know and we will help you.

Try ROGER365.io

Getting started is simple—organizations can be up and running within 10 minutes. A fully functional 14-day trial allows businesses to experience the benefits firsthand, making it easy to transform Microsoft Teams into a certified, AI-powered omnichannel contact center.

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