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Transform Your  
Customer Engagement  
and Call Management

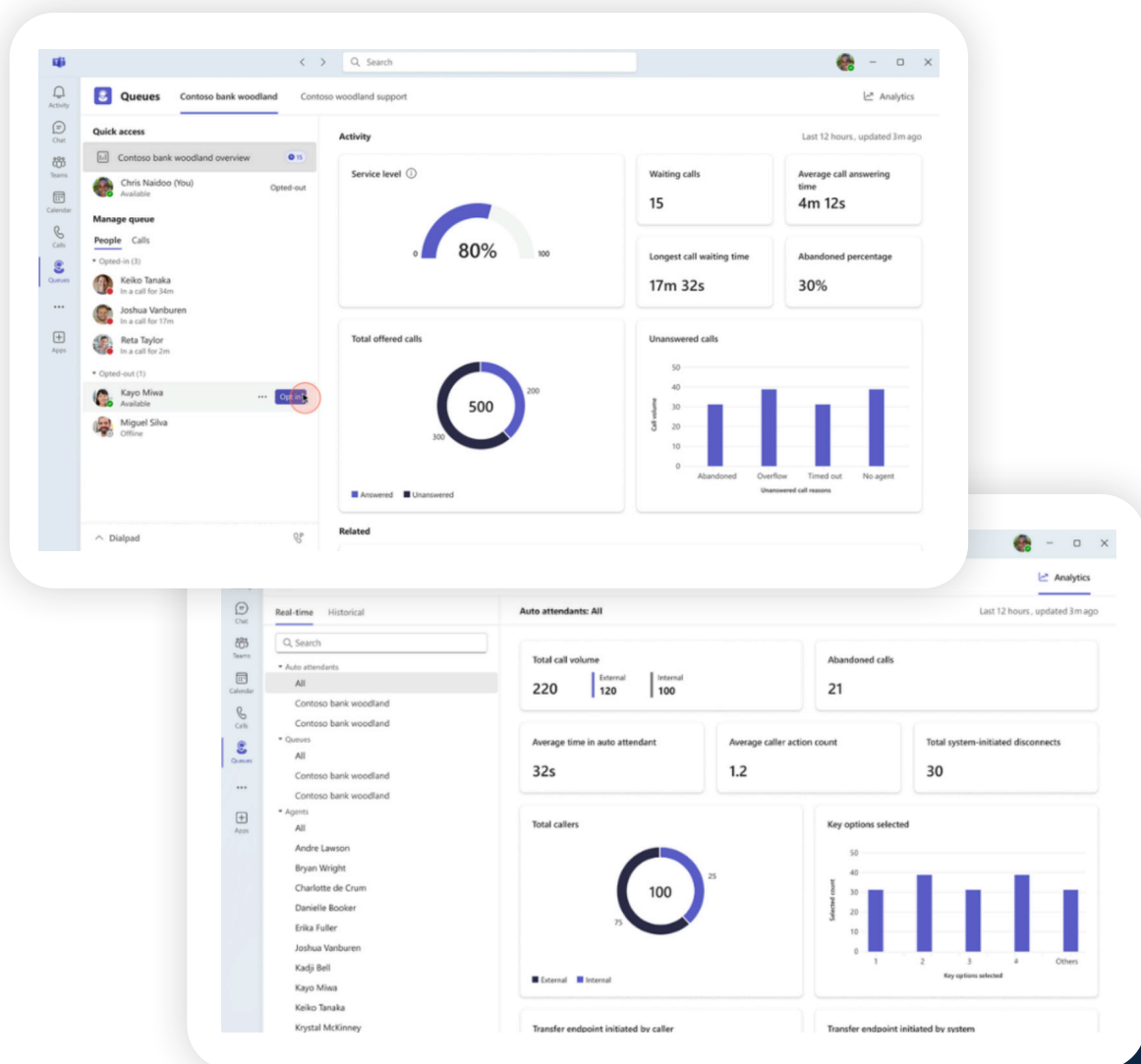
# Teams Premium & Queues

## Introduction

# Why Choose Teams Premium?

Teams Premium is a powerful tool for organisations looking to enhance their collaboration and communication capabilities with:

- Advanced meeting capabilities with real-time translation and AI-generated tasks.
- Enhanced security and compliance features.
- Streamlined virtual appointments with custom waiting rooms and SMS notifications.



# Microsoft Teams Premium

Microsoft Teams Premium also offers a range of advanced features designed to enhance the standard Teams experience.

## Personalised and Intelligent Meetings

- **AI-Powered Meeting Notes:** Automatically generate meeting notes, recommended tasks, and personalised highlights
- **Live Translation:** Translate captions live - up to 40 languages
- **Custom Meeting Templates:** Create and use customised meeting templates for different types of meetings
- **Branded Meetings:** Add organisational branding to meeting lobbies and backgrounds

## Enhanced Security and Protection

- **Advanced Meeting Protections:** Features like watermarks, sensitivity labels, and end-to-end encryption to keep meetings confidential
- **Limit Recording:** Control who can record meetings to enhance privacy

## Advanced Management and Reporting

- **Real-Time Telemetry:** Access in-progress meeting telemetry with 24-hour retention
- **Detailed Reporting:** Get advanced reporting capabilities for better management and analysis

## Virtual Appointments and Webinars

- **Virtual Appointments:** Streamline appointment management and track performance with reports and analytics
- **Webinars:** Host engaging webinars with features like custom registration pages and attendee reporting

## Immersive Experiences

- **Microsoft Mesh:** Host immersive 3D spaces for events like all-hands meetings, town halls, and onboarding sessions

## Revolutionise Your Call Management

# Queues App Features

The Queues app for Microsoft Teams is a tool designed to enhance customer engagement and call management within Teams. If you are already using Teams Calling this is a great addition that enables reporting and analytics.



### Call Queue Management

You can delegate authorised users to manage and configure call queues and auto attendants directly from the Teams app.



### Real-Time Metrics

The app provides real-time metrics, including, the number of waiting calls, average wait time, and longest call waiting time.



### Historical Reporting

Users can view historical metrics for call queues and auto attendants, with reports available for up to the past 27 days.



### Collaborative Call Handling

Team members can manage customer calls, make outgoing calls on behalf of call queues, and collaborate seamlessly within Teams.



Book a Free Consultation Today!

# Ready to Transform Your Customer Engagement?

These features make Teams Premium a powerful tool for organisations looking to enhance their collaboration and communication capabilities. If you have any questions, book a consultation with our team who can provide a full demonstration.

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