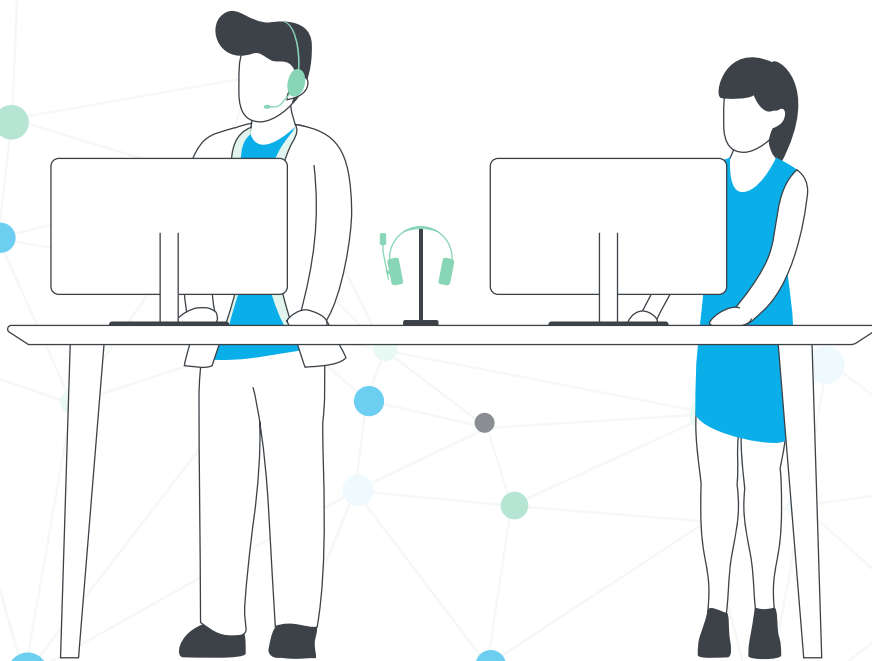




Call queueing and smart routing for Microsoft Teams




Luware Routing adds extensive call queueing and routing features to Teams, including a visual workflow editor for call queues, IVRs/ Auto Attendants, reporting and even CRM integration. It is natively built on Azure and thus integrates all the powerful Azure tools for the use in your customer service, such as human-like text-to-speech, Power Automate for connecting CRM and ticketing and many future integrations and automations. Leverage your investment into Microsoft and Teams and empower your employees to serve internal and external customers easily with Teams – at your help desk, local branch office, service number or hotline.



Our solutions for call queueing and routing

Mix & match

Luware Routing is part of **Luware Nimbus** – our modular customer service suite for Microsoft Teams, covering comprehensive customer service scenarios for Routing, Contact Center, **Attendant Console** and **Recording**. Our Routing solution comes in these two editions, tailored to different needs:

	 Microsoft Teams	 Luware Advanced Routing	 Luware Enterprise Routing
Teams for taking calls	●	●	●
Opt in/out of services	×	●	●
Workflow editor	×	●	●
IVR/Auto Attendant	⦿	●	●
Opening hours	⦿	●	●
Service availability routing	×	×	●
Interactive queueing	×	×	●
Call picking	×	×	●
Power Automate integration	×	⦿	●
Customer information	×	●	●
Screen pop-up (e.g. CRM, ticketing)	×	×	●
Personal & service reporting	×	●	●
Power BI reporting	×	●	●
Task completion codes	×	×	●
User-management in Teams	●	●	●
Role-based access	×	●	●

Visit our website for a **detailed feature comparison** and description of the functionality

Native integration

Luware Nimbus uses the new Microsoft Graph API and the most modern technology. The cloud-native, SaaS application minimizes IT infrastructure, reduces complexity and makes the setup extremely fast and flexible. Nimbus runs on Azure and it is built on Azure – which brings the full power of the Microsoft ecosystem and Teams to your call queuing and routing scenarios.



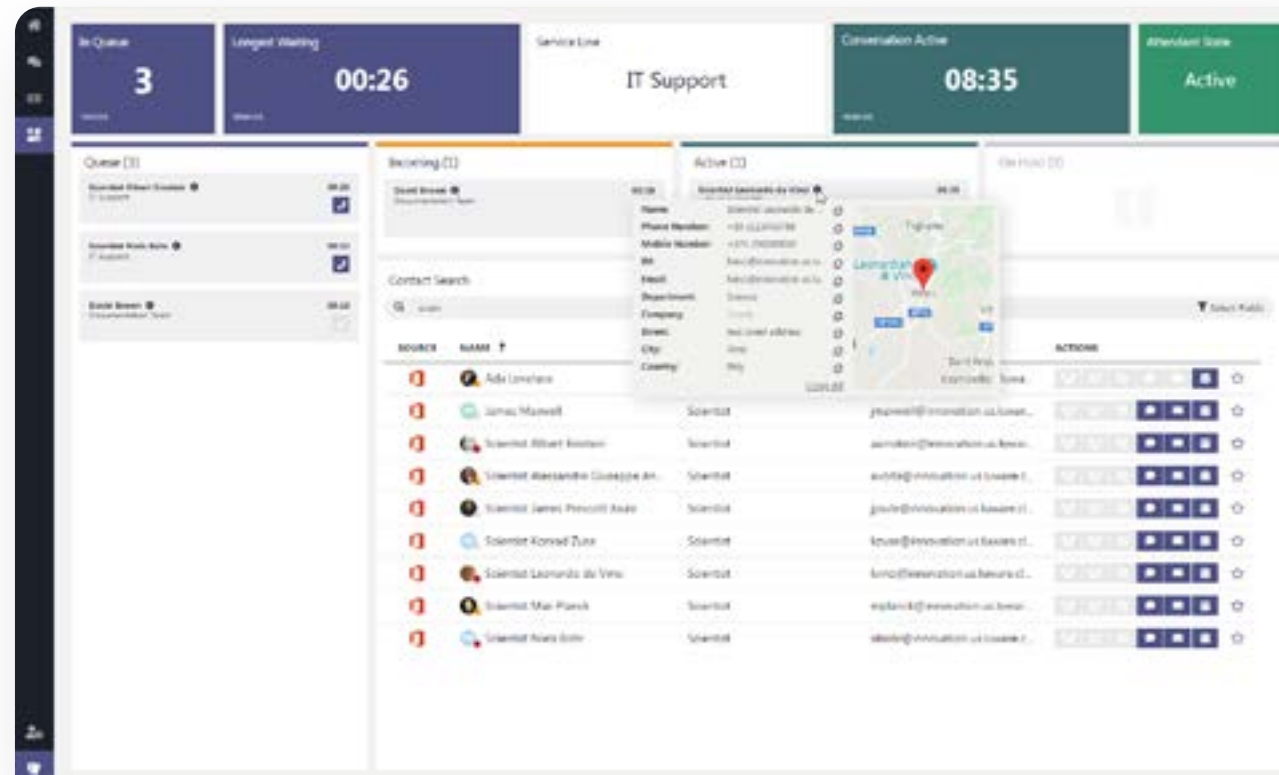
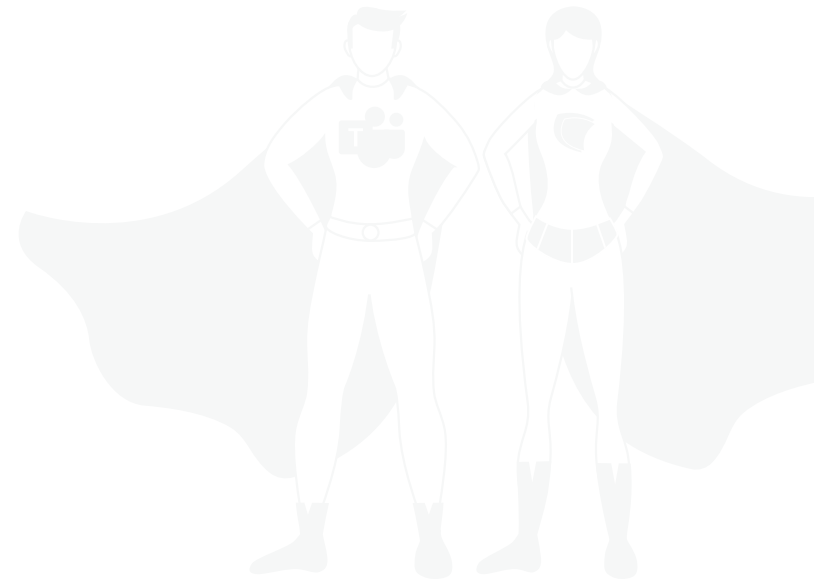
Combine flexibly

You only need to install Luware Nimbus once for your company and you can then use it anywhere in your organization – just decide which employee needs which solution and edition.



Upgrade anytime

Start small, upgrade whenever and only those call queues and service lines that you need now. Or simplify your migration strategy by starting with the easy use cases first (e.g. Routing or Attendant Console) and tackling complex scenarios later (e.g. Contact Center).



Features to transform your call queueing and routing



Calls directly in Teams

Your users take calls directly in Microsoft Teams – and use Teams as the only client for all phone calls. Employees see at a glance which service number or hotline the customer has called, allowing them to respond individually and even actively manage the calls in the queue.



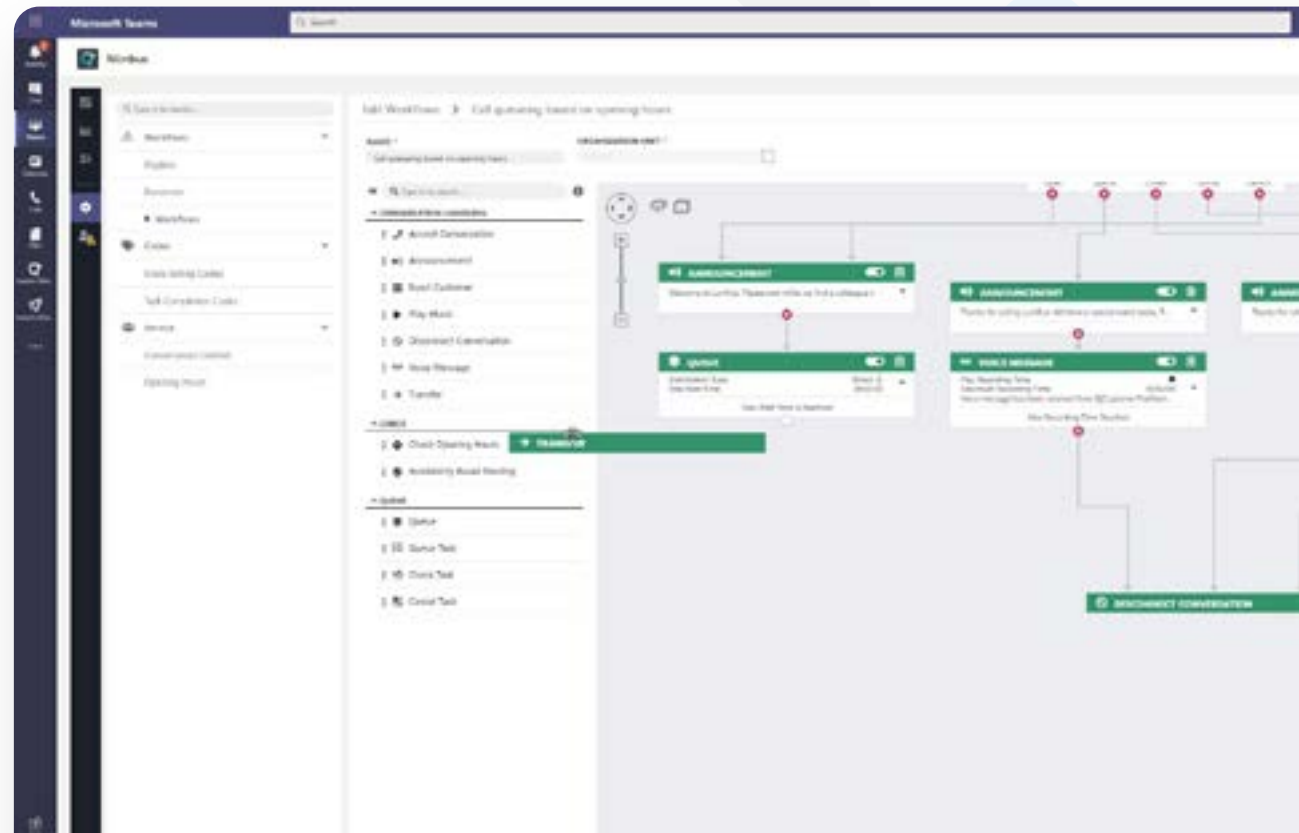
Workflow editor

Processes can be complex – that's why we make it easy for you. Our visual workflow editor lets you change your routing and queueing setup in no time, with immediate effect and without the help of IT. Drag and drop the elements, connect them, define rules, go live instantly.



Opening hours

Have your opening hours changed? Do you have a one-time event or a local holiday? Team owners can easily adjust the availability in the call queue calendar, without the help of IT, in real-time.



Features to transform your call queueing and routing



Service reporting

Personal performance and team dashboards offer employees, managers and supervisors valuable insights including call queue statistics and personal performance. This enables informed decisions to adapt processes, manage staff members and to meet customer service requirements.



Power Automate

Take care of what's important (e.g. customer service) and automate the rest (e.g. business processes). With Microsoft Power Automate, you can integrate CRM, ERP or ticketing systems using standard connectors – without writing a single line of code or the help of IT.

Ready to route your call queues?

Get in touch with us to clarify the details and to get a personalized quote.



250

Customers

100 000

Users

500 000

Daily interactions

Luware is a leading provider for customer service solutions that are seamlessly integrated into Microsoft Teams and Skype for Business. The backbone of our modern software and close customer relationships are 90 Luwarians in Switzerland, the UK, Germany, Belarus and the USA with a passion for cutting edge technology and high service quality. Driven by the market' needs, managed by the founders and in close collaboration with Microsoft, Luware has been developing customer service software for over 10 years.

www.luware.com/en/routing