



OPTO4CONTACT

Supercharge your agents

Considering taking your customer engagement to the next level?



OPTO4Contact revolutionizes the way in which customers engage with the enterprise. Never before has it been more important in the new hybrid world of work to be able to engage with customers using tools they feel most comfortable with, whether it be calling, SMS, WhatsApp or social media.

Whether you have a contact center with 1,000 agents or you require certain departments to have additional features such as custom IVR, skills-based agent routing of voice, chat, email and supervisor functions, OPTO4Contact can deliver a solution that is fully customized within Microsoft Teams.

Omni-Channel Customer Experience

OPTO4Contact ensures that your digital experience (DX), customer experience (CX) and agent/employee experience (EX) strategies are working together, seamlessly. No more silos!





Empowering your enterprise by optimizing the Contact Center

- Improve productivity.
- Unified & familiar Microsoft Teams experience.
- Create and configure the customer journeys.
- Empower your agents to work from anywhere.
- Simple setup.
- Intelligent callback from any digital channel.
- Secure, quick to deploy and easy to use.
- Completely customizable.

In order to achieve this, SCB Global delivers a feature rich omni-channel workflow, incorporating advanced analytics and reporting under one single pane of glass within Microsoft Teams.

SCB Global understands the contact center and the importance of compliance especially around call recording. OPTO4Contact delivers compliant call recording PCI/MiFID II and enhanced security giving peace of mind to work from within Microsoft Teams.





OPTO4Contact unlocks powerful and intelligent Contact Center solutions inside Microsoft Teams

Future Highlights

- User-wise time zone.
- Barge in / coaching / whisper Time conditions based inbound.
- Call routing.
- Real time queue & agent status.
- DID management.
- Dashboard.
- Recording playback & download real-time wallboard.
- Voicemail & voice to email.

How does it work?

OPTO4Contact is a feature rich cloud-based omni channel contact center that is natively integrated into Microsoft Teams.

OPTO4Contact delivers a simple agent experience with a single pane of glass for all applications including all leading CRMs which means no more screen hopping or silos with everything flows perfectly from the single pane of glass experience ensuring excellent customer experience every time.



182

Countries global coverage

63

Countries with full stack

10

Global super POPs

90+

Countries with two way voice

Our strengths



Compliant call recording
PCI / MiFID II



13+ years Microsoft voice
solution experience



Enhanced security OPTO
Shield



Customized Solutions for
each individual enterprise

Supercharging your agents

- Enable fair work distribution based on agent skill and availability.
- Maximize Microsoft investments.
- Keep a record of both written and spoken conversations.
- Understanding the caller.
- Interactive whiteboard.
- Analytics.
- Compliant call recording
- Integrate with other applications such as CRM.
- Connect with your customers via their preferred channel of interaction.
- Global reach with flexible deployment options.
- Allows your agents to have interactive, standardized scripts to follow.
- Instantly shows performance of agent.



Meet the SCB Global Team



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