

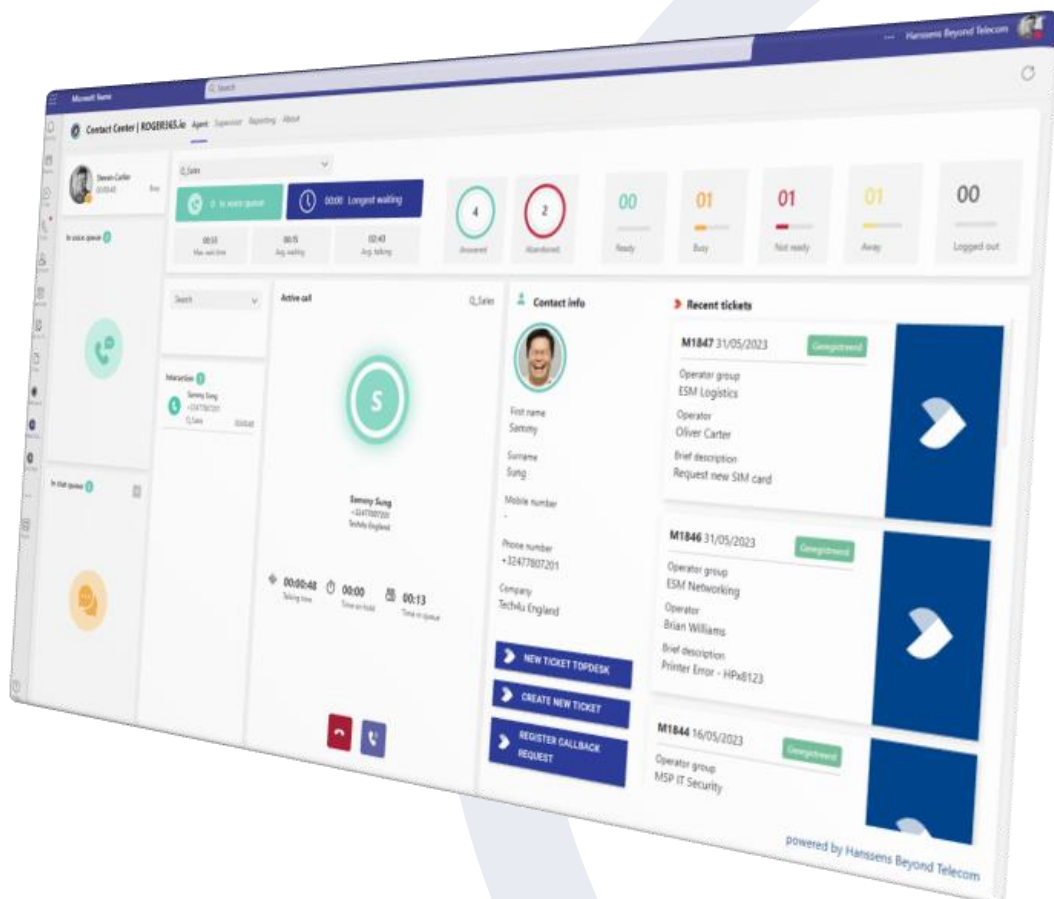


hanssens application for Microsoft Teams

HT TOPdesk Extender for ROGER365.io

communicate efficiently with an exceptional experience

The HT TOPdesk Extender is an add-on for ROGER365.io and offers an ultimate employee experience for call center agents as well as reception staff. The extender enriches the ROGER365.io application with important TOPdesk information about the caller such as name, picture and company and makes it possible to open tickets in TOPdesk.



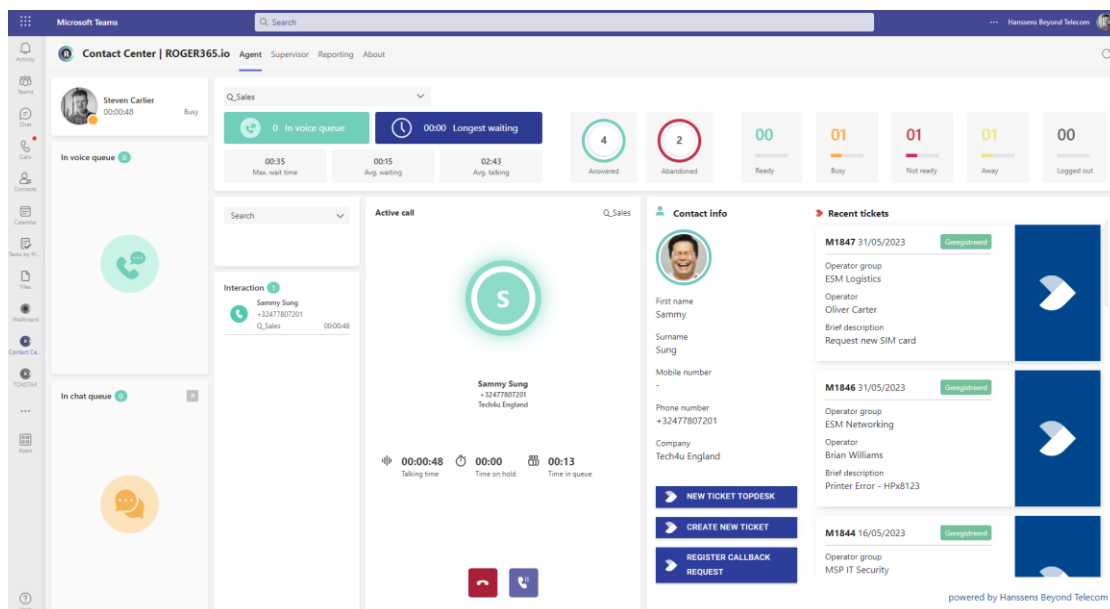
ROGER365.io upgrades your existing Microsoft Teams environment to a professional Contact Center. It makes MS Teams the central communication hub in your organization by integrating your CRM, Voice, WhatsApp, Facebook Messenger, SMS, Webchat, and chatbots.

360° customer view

Despite the very strong possibilities and extensions ROGER365.io offers to organizations that use Microsoft Teams as a central communication platform, Hanssens takes it a step further in terms of software integrations with important CRM/ERP/ticketing applications. Through more extensive integrations, the HT TOPdesk extender offers users of ROGER365.io a 360° customer view of the caller. This increases the efficiency of every communication and gives your customers an exceptional experience. Your agents are aware of the situation immediately, without even leaving the ROGER365.io application.

TOPdesk integration

Today ROGER365.io makes it possible for organizations to make a basic connection with TOPdesk through an optional API connector offering more information about the customer in case of incoming communication such as telephone number, name and company. However, the HT TOPdesk Extender for ROGER365.io goes a lot further and offers an ultimate employee experience for the agents of your call center as well as reception staff.



relevant customer data at a glance

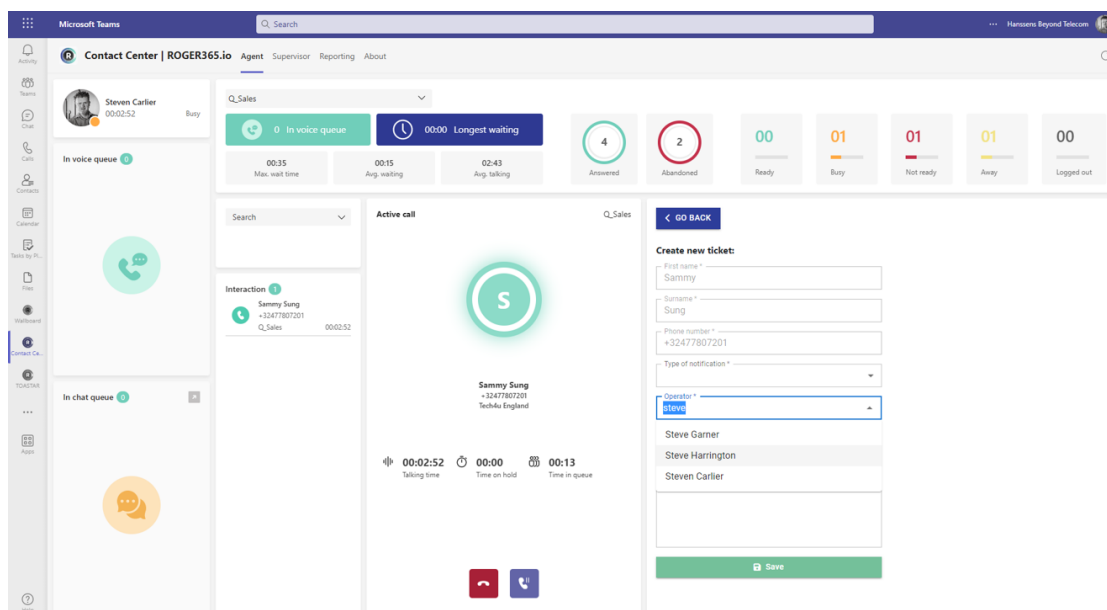
Our extender ensures that important TOPdesk information appears in the ROGER365.io Powerframe. This is not limited to name and company but shows much more information about the incoming communication: photo, surname, first name, company, telephone number, mobile numbers, division... Which fields you wish to see can be chosen in the administrator panel. So only the relevant information appears for the agent.

overview recent TOPdesk tickets

By clicking on the photo you will be taken directly to the contact sheet in TOPdesk. Without manually opening TOPdesk, you can immediately consult all the information that is not yet shown in the predefined fields. On the right side of the screen, up to a maximum of 10 TOPdesk tickets are displayed that are directly connected to this contact person. By clicking on a ticket you will be redirected to TOPdesk and you will be taken directly to the relevant ticket where you can further edit and adjust it.

Shortcuts to create new TOPdesk tickets

In addition, we have provided a number of shortcuts that make the life of your call center agents even easier. Because the agent often has to respond quickly and must be able to create a ticket while still in communication with the customer, a shortcut was developed that immediately starts a new empty TOPdesk ticket. In this way, it is directly linked to the customer without the agent having to do this manually in TOPdesk.



A shortcut is also available to create a new empty ticket without going to TOPdesk. This is a form where you can choose the 'practitioner' via dropdown and fill in the fields freely.

Because some people can be connected to multiple organizations, you can choose via a dropdown for which organization this person has communicated. This dropdown appears automatically if the system finds the name multiple times in the TOPdesk database, allowing the agent within the ROGER365.io frame to choose the correct situation.

requirements

To enjoy the HT TOPdesk Extender for ROGER365.io functionalities, you need the necessary TOPdesk environment, as well as ROGER365.io including the optional TOPdesk connector and of course use Microsoft Teams as a communication platform. The extender can be set in English, Dutch or French.