



SAMWIN 11

CONTACT CENTER FOR MICROSOFT TEAMS

With samwin, your Microsoft Teams environment becomes a fully featured contact center. The solution enhances Teams with professional capabilities for customer service, attendant operations, and customer communication — seamlessly integrated, easy to use, and designed for maximum availability.



Communication redefined. Real-time. Intelligent. Future-ready.

samwin 11 integrates perfectly with Microsoft Teams: as a professional contact center and attendant solution, it extends the Microsoft Teams environment with targeted features for availability, routing, and call control — exactly where traditional telephony meets modern collaboration.

At the same time, samwin 11 elevates contact center communication to a new level. With real-time AI assistance, the system anticipates needs, helps agents quickly understand conversation context, and supports them actively — delivering service that becomes noticeably faster, more precise, and more personal. Thanks to modern interfaces, open technology architecture, and deep Teams integration, samwin 11 blends seamlessly into your existing IT landscape — making communication efficient, intelligent, and future-proof.

The samwin Contact Center — integrated exactly the way you need it.

Whether as a fully embedded app inside the Microsoft Teams client or with lightweight presence synchronization — samwin adapts flexibly to your communication strategy.

In the integrated samwin app, your employees experience the full feature set directly within their familiar MS Teams environment: from intelligent call control to CRM/ERP integration, as well as presence and status information — all seamlessly connected.

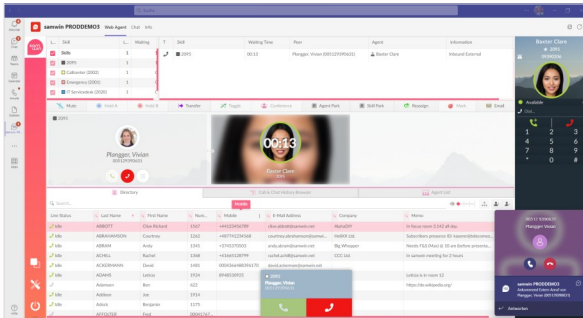
Reliably connected — even without the app: presence synchronization keeps samwin and Microsoft Teams perfectly aligned, ensuring clear availability without any client installation. With samwin, you choose how closely your contact center should work with Microsoft Teams — always with the goal of creating communication that is clearer, more efficient, and future-oriented.



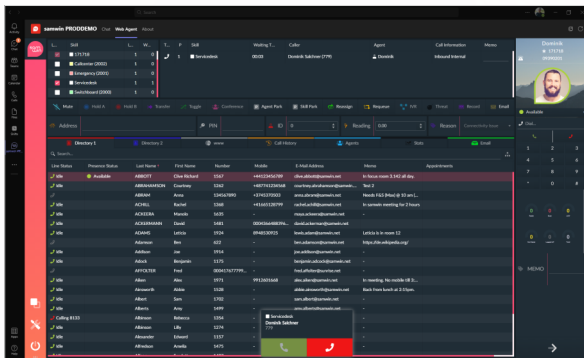


HIGHLIGHTS

- Microsoft Team Presence Synchronisation
- Microsoft Teams presence synchronization
- Minimal dependency
- High scalability
- Brick-based user interface
- Web-agent-only mode
- Full contact center functionality
- Extensive routing capabilities
- Optional: AI agent for even greater efficiency
- Optional: supervisor functionality
- Intelligent callback management
- Attendant console
- Reporting and real-time monitoring
- Flexible, needs-based licensing model
- CRM/ERP integrations
- Extendable with traditional PBX systems
- Multi-customer & multi-location support
- Overflow and night-mode features



Web-based user interface



samwin as an app in the Microsoft Teams client

INFOSHEET

Flexibly integrated — powerful and independent.

With samwin, you stay fully integrated into Microsoft Teams — while remaining completely independent. The solution works seamlessly inside Teams but can also operate autonomously. The full range of functionality remains almost identical in both modes.

Thanks to the Web Agent, the contact center is accessible at any time, even without Teams. This means not every agent needs a Teams workspace — giving you maximum flexibility, independence, and efficiency within your communication environment.

