

ROGER365.io centralizes all communication touchpoints into Microsoft Teams regardless of how the contact was initiated: webchat, WhatsApp, or any of the supported social channels.

Our customers are using social platforms to communicate more and more by you 'meeting them where they are' give your business a competitive advantage.

### 1. What is ROGER365.io?

Roger365 is an add on to Microsoft Teams that enables a seamless integration with WhatsApp, Facebook, Twitter, Web Chat, BOTs and more!



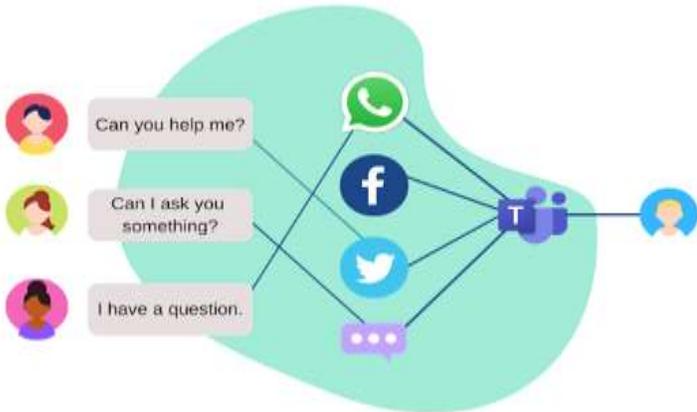
### 2. Why would one consider using this solution?

We have found that many customer facing businesses are opening using these social platforms to communicate with their potential new and existing customers for Sales, Support and Feedback.

Not managing these various platforms can lead to loss of business and poor customer service.

In order to standardize and to be more efficient, ROGER365.io brings all communications into a central familiar platform – Microsoft Teams.

CRM plugins gives you the 360-degree customer view as it enables automatic linking, logging and tracking of the client and their instant messages, voice calls, documents, and even photos.



### 3. How would this help us?

Centralised communication means faster response times, better customer service and the CRM integration enables you to understand your client better!

### 4. How can we benefit from the BOT technology?

Add the chatbot technology for handling most of the first line questions or assist your customers before connecting them to a live agent. In this way reduce unnecessary calls, allowing your agents to spend their time on more valuable work.



### 5. Can we integrate this within our Line Of Business Application?

Make all your communications part of your business processes and trigger workflows in your Line of Business (LOB) application or perform repeatable tasks (Robotic Process Automation, RPA) with the Microsoft Power Platform integration.

### 6. How can Argantic help?

We are a Roger365.io Partner and have a direct relationship with them! Argantic will explain the solution and how its capabilities could meet your needs.

We will also deploy the service and offer support. We are a Microsoft Teams Partner and can build additional Process Automation or Customisation using Microsoft Power Automate.



Get in contact today for a demo of the solution or have an exploratory discussion with us!

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Visit: [www.argantic.co.za](http://www.argantic.co.za)

Read more here: <https://www.roger365.io/>

2min Demo video: <https://youtu.be/2mguwsAAwuA>