

# Innovative Call Management Solutions with ChorusCX

At Xima, we continually enhance how customer care teams manage interactions. Our latest enhancement, the Gmail integration for our contact center platform, brings the same level of convenience and efficiency to Gmail users as our Microsoft Outlook integration.

## Effortless Collaboration, Enhanced Productivity

Effective communication is vital for business success. Our Microsoft Teams integration simplifies communication, making it feel like one cohesive system.

### Unified Communication Experience

With our integration, your Teams users can easily access all the communication tools they need, including voice calling, video conferencing, and instant messaging, all from within the Teams interface. This unified experience not only saves time but also improves collaboration, allowing your teams to work together more effectively.

### Bolt On Our Contact Center for Microsoft Teams

You can easily bolt our Contact Center onto your existing Teams instance and start enjoying the benefits right away. This seamless integration provides instant access to unified communication tools without any hassle. Enhance productivity, streamline workflows, and improve customer service immediately with Xima Software.

## Key Advantages of Direct Routing



#### Flexibility

Unlike traditional telephony systems limited by hardware and infrastructure, Direct Routing allows you to choose your telecom provider. This gives you the freedom to select the provider that best meets your needs and budget. The flexibility also extends to your geographical reach, allowing you to easily expand your communication capabilities to new markets and regions.



#### Cost Savings

By leveraging the internet for voice communication, Direct Routing eliminates the need for costly hardware and infrastructure, making it a cost-effective solution for businesses of all sizes.



#### Enhanced Customer Service

Direct Routing ensures that calls can be efficiently routed to the right place, whether it's within Teams or to a representative in the Contact Center.



#### Flexibility and Customization

Dial plans and SIP header translations allow for customized routing and handling of calls, ensuring that your specific business needs are met.



#### One Spot for All Your Data

Employees can use Teams for all their calls, meetings, and chats, even if Teams is acting as the main phone system.