



# Transform Your Teams Experience **with Tendfor**

Native. Nimble. Ready to Roll.

Tendfor is a Microsoft Teams-native contact center and attendant console, purpose-built for organizations that value speed, flexibility, and simplicity in their communications. By leveraging deep Microsoft integration and a mobile-first design, Tendfor streamlines operations, reduces complexity, and delivers enterprise-grade reliability – empowering every agent to deliver exceptional customer experiences, wherever they work.

## Why Choose Tendfor?

**Seamless Microsoft Teams Integration:**

Tendfor is built for Teams, delivering secure, reliable call handling and a familiar experience with no adapters or add-ons.

**Empower Every Agent:**

In the office or remote, Tendfor's simple interface and mobile support let anyone provide professional service from anywhere.

**Fast to Deploy and Scale:**

Go live in days. Built-in workflows and intuitive admin tools make it easy to adapt as your business grows.

**AI-Driven Efficiency:**

With Copilot Studio compatibility, Tendfor enables automation and personalized customer journeys that help teams work smarter.

**Lower Total Cost of Ownership:** By uniting voice and contact center functions within Microsoft 365, Tendfor cuts integration costs and maintenance.

# Modern Features for Modern Teams

## Customer Experience, Elevated



### Intelligent Routing:

Skills-based and presence-aware call handling ensures every caller reaches the right expert, every time.



### Personalized Service:

Integrated CRM and calendar data surface context, speeding up resolutions and building stronger relationships.



### Multi-Language Support:

Consistent, high-quality service across regions and teams.

## Productivity Without Limits

### Intuitive UX:

Hotkeys, instant logins, and productivity-boosting tools for power users – available on Windows, Teams app, web, or mobile.

### Unified Workspace:

Agents and attendants manage calls, messages, and customer data from a single, familiar Teams interface – reducing context switching and training time.

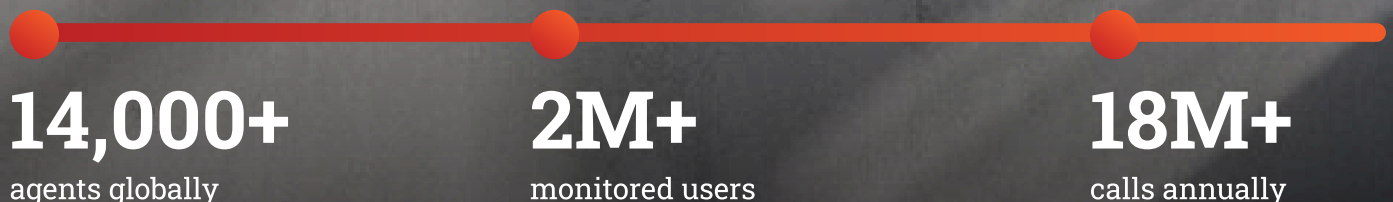
### Automated Workflows & Insights:

Power Automate manages routine tasks and escalations. PowerBI delivers real-time dashboards and wall boards for instant visibility.

## Future-Proof Flexibility

- ✓ **Flexible PSTN Strategy:** Mix and match Microsoft Calling Plans, Operator Connect, or Direct Routing – Tendfor adapts to your global needs.
- ✓ **Resilience & Compliance:** Native Azure services, high availability, and secure API integrations ensure robust uptime and governance. ISO 27001 certified, GDPR-aligned data handling, and enterprise-grade security.
- ✓ **Copilot Studio Ready & Built for Innovation:** Seamlessly integrate with Microsoft Copilot Studio to enable AI-powered workflows and bots, so your contact center can evolve as new capabilities become available.

## Customer Proof Points



## Start elevating every conversation.

Discover how Tendfor can revolutionize your communications.