CODE.

UNLOCKED

HELLO

and welcome to April Edition of our Newsletter. We hope you enjoyed your Easter weekend and I can't believe how lucky we have been with the weather over the past month! Our world is currently everchanging and keeping on track of what day it is may be a difficult enough task at the moment. However, I have never felt more of a sense of community, hard times are bringing people together. If you want to feature in our next newsletter please get in touch!

ADAPTING TO THE USE OF NEW UC&C

Written by Jacob Elliott (Partner Account Manager)

(These questions are here to make you think, however if you want to send in your responses, we'd love to hear from you)

Ever been in an email trail that goes on and on, with people replying all collaborating with feedback and ideas? Does this same email chain happen on a regular occasion? Are files/documents shared for people to review and you then must go back through your emails to try and find it at a later date?

But do you actually have a platform where you can all chat and share ideas, such as Microsoft Teams? With the ability to have a team and a channel to send messages to each other and upload files for people to share their feedback, the need for an email trail has surely gone. However, we may step away from our inbox for an hour and we have 30 responses from an email trail asking, "what should we do about the upcoming newsletter for the end of the month".

It is within human nature to adapt to change and processes, but sometimes we find it harder than others. We are known to stay within our comfort zones and stick to processes that we are comfortable and happy with. So maybe that is why people in business are still sending emails around the whole team rather than using your smart swanky UC platform that your IT team invested so much in.

To read the full article please head to:
https://www.codesoftware.net/adapting-to-the-use-of-ucc/

2020 DIARY

3rd June
TEAMS THURSDAY NEW ENGLAND
Burlington, MA
CANCELLED
-
11th June
TECH FUSION, Bristol, UK
CANCELLED
-
6th-9th July
COMMSVERSE ONLINE
-
19th-23rd July
MS INSPIRE ONLINE
-
3rd-6th August
ENTERPRISE CONNECT
San Francisco, US
-
19th-20th August
COMMS VNEXT Colorado, US
-
21st-25th September
MS IGNITE ONLINE
-
29th Sept-1st Oct
UC EXPO London, UK
-
30th Nov-4th Dec
AMAZON RE:INVENT Las Vegas, US

NEW PARTNER ALERT!

Code is pleased to announce our new Partnership with MJ Flood Technology.

mj flood technology

MJ Flood Technology is proud to be recognised as Ireland's leading ICT solutions specialists. Offering a full ICT portfolio incorporating cloud computing, digital transformation, tailored IT Managed Services and Infrastructure Management.

Through industry partnerships with some of the leading hardware and software vendors, most notably Gold status with Microsoft and HPe, and an ongoing programme of human resource and skills investment, MJ Flood Technology has the technical capability to address the most complex and demanding technology needs.

With headquarters in Dublin and seven regional offices, MJ Flood Technology employs over 150 highly educated business and technical professionals.

**Are you finding this mildly interesting?**
If so you can view all our newsletters here: https://www.codesoftware.net/newsletter/

INTRODUCTION TO KIGALI

We have been working hard developing a new solution specifically for Amazon Chime and can now announce 'Kigali' is being released into preview. Kigali is a reporting and analytic solution for Amazon Chime delivering details on usage and costs, it is serverless and built entirely around AWS technologies. We are currently looking for beta test customers so if you or anyone you know would be interested please let us know.

For more information on Kigali please see:

https://www.codesoftware.net/solutions/amazon-connect-and-chime-solutions/
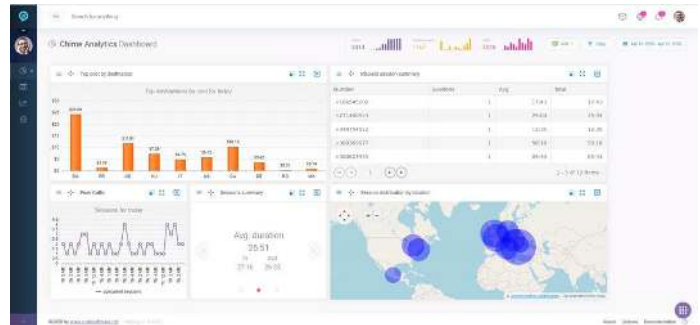
Teams Queue and Auto Attendant Reporting

With the widespread deployment of Teams as a complete voice solution many organizations are using the Queue and Auto Attendant features. Many organizations using Teams Queues and AAs feel they are missing the dashboards and detailed reporting available with 3rd party contact centers, used to view performance and drive the highest levels of customer satisfaction. This is where Clobba comes into its own delivering detailed, user driven reporting, dashboard and summary screens showing queue, AA and agent performance. The result of using Clobba is an increase in the efficiencies and use of the auto attendant and queues. This is achieved through monitoring of call handling times and volumes which will ensure there are sufficient resources available in each queue. Spikes in call volumes during the day can also be identified allowing for additional resources to be made available at these times. We have found that productivity can increase by up to 40% when agents receive a daily email with a report detailing their activity for the day.

See our full blog here:
https://www.codesoftware.net/microsoft-teams-queues-and-auto-attendant-reporting-with-clobba/

CODE HAS EXPANDED!

To facilitate Code's continued growth in US and UK we are pleased to welcome on board Steven Bruno as US Director of Business Development and Jacob Elliott as UK based Partner Account Manager.

Bruno joins Code from Poly with over 20 years' experience in the telecoms and UC space including positions at Microsoft, Dimension Data and HP. "I am thrilled to be part of the Code team. My entire career has been spent in the technology industry and I look forward to continuing that tradition by providing 'best of breed' analytic and management software to support vendors, partners and end users of UC."

Elliott joins the UK team based in Cirencester where he will have responsibility to build the partner base with a specific focus on Microsoft, Cisco and AWS. "Working in the contact centre space has given me a great grounding to drive partner led sales of Code's suite of software."

See the full blog here: https://www.codesoftware.net/code-continues-expansion-in-us-uk/