



OFFICE 365 ISV:
Bridge Communications, LLC

WEB SITE: www.bridgeoc.com

LOCATION: Fargo, ND, USA

ORG SIZE: 11-50 employees

OFFICE 365 ISV PROFILE:

Bridge Communications provides Operator Consoles for efficient and effective call handling. Our philosophy is simple: We listen to our customers and develop solutions that exceed expectations. We keep everything simple, including pricing, sales support, installation services and technical support (if needed). Customers with 5-50K+ end points in nearly every vertical have found value in the Bridge Operator Console.

Office 365 Skype for Business Client now has Enterprise-Grade, Feature-Rich Console Ability

“Office 365’s feature set makes it ideal to pair with our Operator Console solution. Our solutions ‘bridge the gap’ in functionality for roles needing to handle high call volumes and transfer calls efficiently and effectively.” – Doug Routledge, Head of Development, Bridge Communications

• SITUATION

Customers often require additional call control features and lightening fast searching in the Skype for Business client. The ability to control calls, utilize several transfer methods, join or record calls, discover availability and see users transfer preference and perform these actions from a single super fast interface can slow the adoption of a new solution in some scenarios. The Bridge Operator Console provides a solution for these challenges.

• SOLUTION

The additional enterprise features make the Bridge Operator Console a “must have” for Office 365 users. By leveraging all the features in the Office 365 Skype for Business Client, the Bridge Operator Console provides enterprise-level call control capabilities in an efficient and familiar interface. From ribbon controls to the ability to change themes, the Bridge Operator Console interface was designed by users for users. Customers can now migrate to Office 365 with confidence with the Bridge Operator Console.

• BENEFITS

Office 365 Skype for Business, with the addition of the Bridge Operator Console, can now offer the features enterprise customers demand.

Active Directory integration removes the need for customers to manage multiple data sources.

