

Eliminate the Need for Country-Specific Numbers

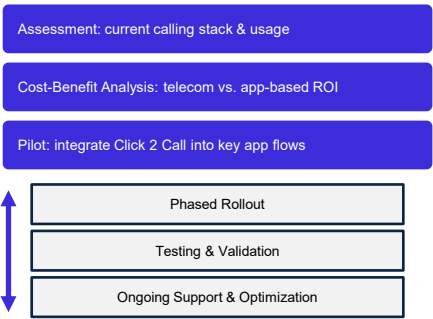
Traditional telecom calling relies on carrier-issued phone numbers provisioning, and telecom contracts, often increasing deployment timelines and operational costs across regions. Click-to-Call, integrated with Microsoft Teams, removes this dependency by enabling users to connect directly through Teams using data or Wi-Fi. Calls can be initiated seamlessly from within the application, without requiring dedicated telecom numbers or SIM cards for end users.

Hexaware helps organizations implement and scale Microsoft Teams-integrated Clic2Call solution for Amazon Connect through a structured integration and rollout approach, delivering faster deployment, simplified user experiences, improved collaboration, and measurable cost savings.

Why Move from Telecom Numbers to Smart Clic2Call?

ELIMINATE	• Per-line telecom costs & long-term contracts • Country Specific Number provisioning delays • Regional carrier dependency
BOOST	• Integration with Microsoft Teams as application • Clic2call functionality for Amazon Connect • Dashboard for queue wait time & agent availability

Move Fast with a Guided Rollout

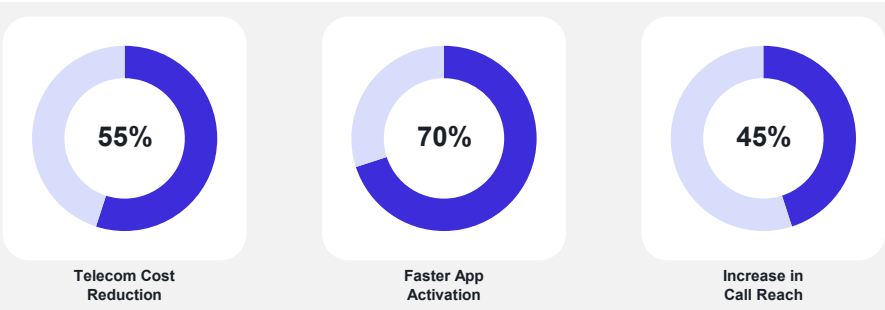


Next Steps? — Join Our Pilot Program

- MS Teams Integration and deliver a working demo within 2 week
- Run pilot across 3 core call flows within 2 weeks
- Review pilot results and finalize rollout roadmap within 2 week

AM Teams Integration + Pilot Program

Pricing Available on Request



To kick-start your app-based calling journey, please contact your Hexaware representative.