

# Microsoft Teams Contact Centre

ENGHOUSE INTERACTIVE COMMUNICATIONS SOLUTIONS  
FOR MICROSOFT TEAMS – GET THE BEST FOR THE BEST



Enghouse  
Interactive

# Bring your contact centre with the rest of your organisation when you migrate to Teams

Teams continues to grow astonishingly fast in both new capabilities and customer usage as a new hub for collaboration, bringing people together in a culture of engagement and inclusion.

As did Skype for Business, Microsoft Teams has a space for a specialist contact centre partner to fill, to deliver items such as skills-based routing, BI, quality management and more. Meanwhile, Teams' rich collaboration infrastructure makes it the ideal platform for any integrated contact centre solution.

The combination of Teams and Enghouse Interactive CX solutions creates an easy-to-use, flexible, cost-efficient option that allows you to continue delivering a premium experience to your customers or clients.

As Microsoft continues to develop the Teams environment, even richer functionality can be expected. Teams contact centres can satisfy their needs today and get even more than they imagined tomorrow, as new features continue to arrive.

Enghouse Interactive's Contact Centre for Teams intelligently manages all contact interaction types – phone calls, voice messages, email, SMS, web chat, social media – in a single, fully integrated solution. For your customers it means quicker response times, and for your organisation the results are lower operational costs and exceptional gains in efficiency.

“Our customers benefit from working with Enghouse and Microsoft together. The additional value, the unique experience and solutions that they get from Enghouse is something that we can't provide. Enghouse can really build on our solutions to give customers something extra”

**Bjanka Colic,**  
Product Marketing Manager – Microsoft

## Contact Centre Benefits

Native Teams Presence integration along with enhanced collaboration options boost first interaction resolution outcomes

Round the clock self-service opportunities bring increased revenue and satisfaction

Prioritised handling of high-value customers increases revenues

Managing all interactions in a single client reduces handling time and boosts productivity

Gamified interface and dashboard heighten agent enjoyment and engagement

Improved context and history for every interaction provide agents with an enhanced understanding of the customer journey, increasing both customer and staff loyalty

Superior business intelligence, including personal and centre-wide dashboards, as well as both out-of-box and custom reporting, drives further efficiencies and improvements

Faster response times brought by overall improvements achieve significant reduction in lost and abandoned calls, along with costs

Gold  
Microsoft Partner



## 1 Natively-Integrated Teams-Embedded Agent Interface

A responsive interface for multi-channel contacts, with minimal footprint, empowers agents and managers with a transparent view into all activities and performance throughout the contact centre and organisation. Native Teams Presence integration delivers real-time visibility of all Teams users in the organisation, boosting the performance of agents by enabling them to collaborate outside the contact centre to resolve interactions.

## 2 Intelligent, Flexible Skills-Based Routing

Intelligent routing gets queued interactions to the most suited agent each time. Backed up by Teams' powerful collaboration options, agents can now resolve every interaction more efficiently and effortlessly than ever before.

## 3 Integrate with your CRM

Integration with Microsoft Dynamics CRM (or other CRM) increases agent productivity and delivers a significantly heightened customer experience. Screen-pops for recognised customers (based on caller ID or a keyed PIN) can take an average of 15 seconds off each call by automatically popping a customer's CRM record, eliminating both the agent's manual look-up time and possibly a time-intensive identification dialogue.

## 4 Empower Customers to Self-Serve

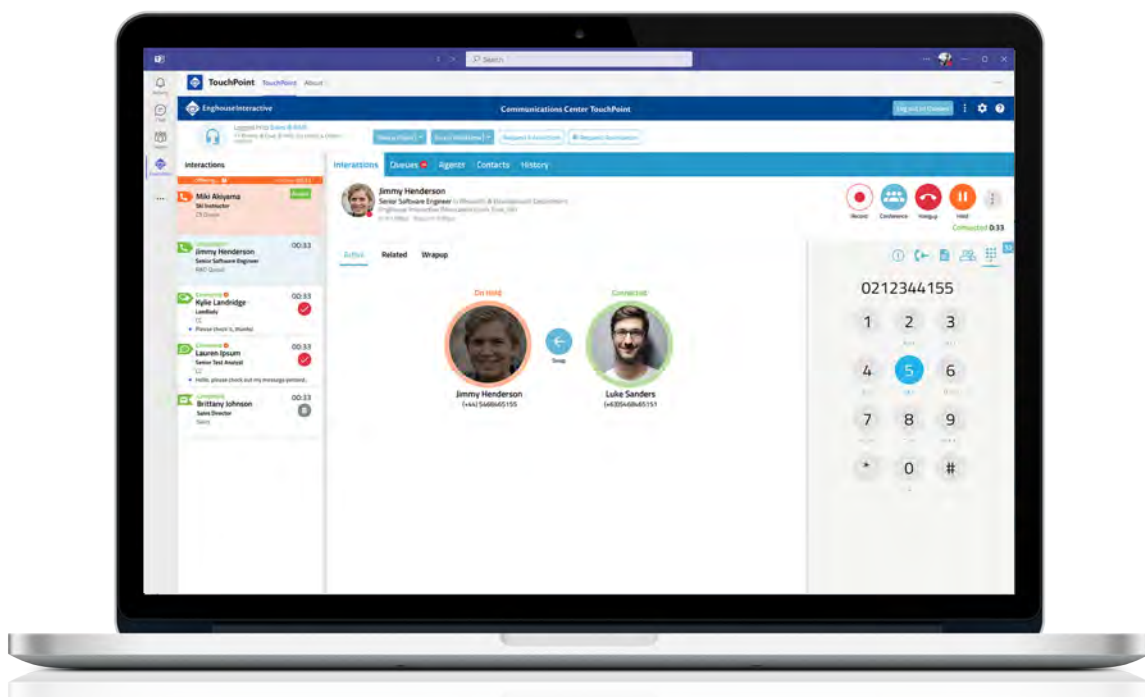
Relieve live agents of routine work and increase productivity while you boost customer satisfaction and provide callers with the opportunity to instantly gain the information they are looking for. Fully integrated with Teams, Enghouse Interactive has a wide range of speech recognition touch-tone self-service solutions that are quick to implement, powerful and extremely cost-effective. Solutions include purpose-built IVR applications, mobile navigator tools, an easy-to-use Knowledge Management Suite, corporate web directories and a development platform that enables organisations to quickly deploy self-service applications for telephony, SMS, and email.

## 5 Integrated Quality Management and Compliance

Enghouse Interactive Quality Management Suite is an enterprise-ready interaction recording and evaluation solution for Microsoft Teams. Leveraging the rich history of Enghouse Interactive's communications expertise and unique Teams features, Quality Management Suite helps organisations maintain their quality of service while providing the security of stored records, captured according to local and international regulations.

## 6 Leverage your Investment

Your organisation may already use Teams, so you'll be familiar with its simplicity and connectivity. Enghouse Interactive contact centre solutions allow you to migrate from legacy to Teams without interrupted service.





# About Us

We are the world's most **reliable** contact centre technology provider. Our global brand is built on our track record of consistently honouring our commitments – to our customers, our staff and our shareholders.

**Enghouse Interactive**, a subsidiary of **Enghouse Systems Limited** (TSX: ENGH), is a leading global provider of contact centre software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Globally, Enghouse Interactive's divisions support over 10,000 customers across 100+ countries, respecting local regulatory requirements. Our solutions support any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by *their* customers – anytime, anywhere, and via any channel.

## Contact us to Learn More

With over 35 years of deep contact centre expertise and more than 600 Microsoft contact centres, our team of experts is ready to optimise the solution that's best for your contact centre, right now and into the future.

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