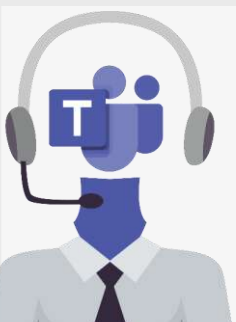


Jasco Communications

# How to use Microsoft Teams as your Contact Center

Microsoft Teams as a customer Interaction Platform

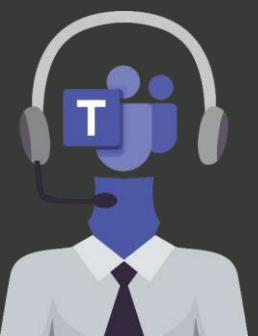
*Effortless Customer Interaction*



# Why Microsoft Teams?

## Teams Ecosystem:

- Microsoft Teams adoption was exceptional before the epidemic, now it is booming
- Skype for Business Online EOL announced
- COVID-19 work from home transition.





# Microsoft Teams in a CS Environment

## Key Requirements:



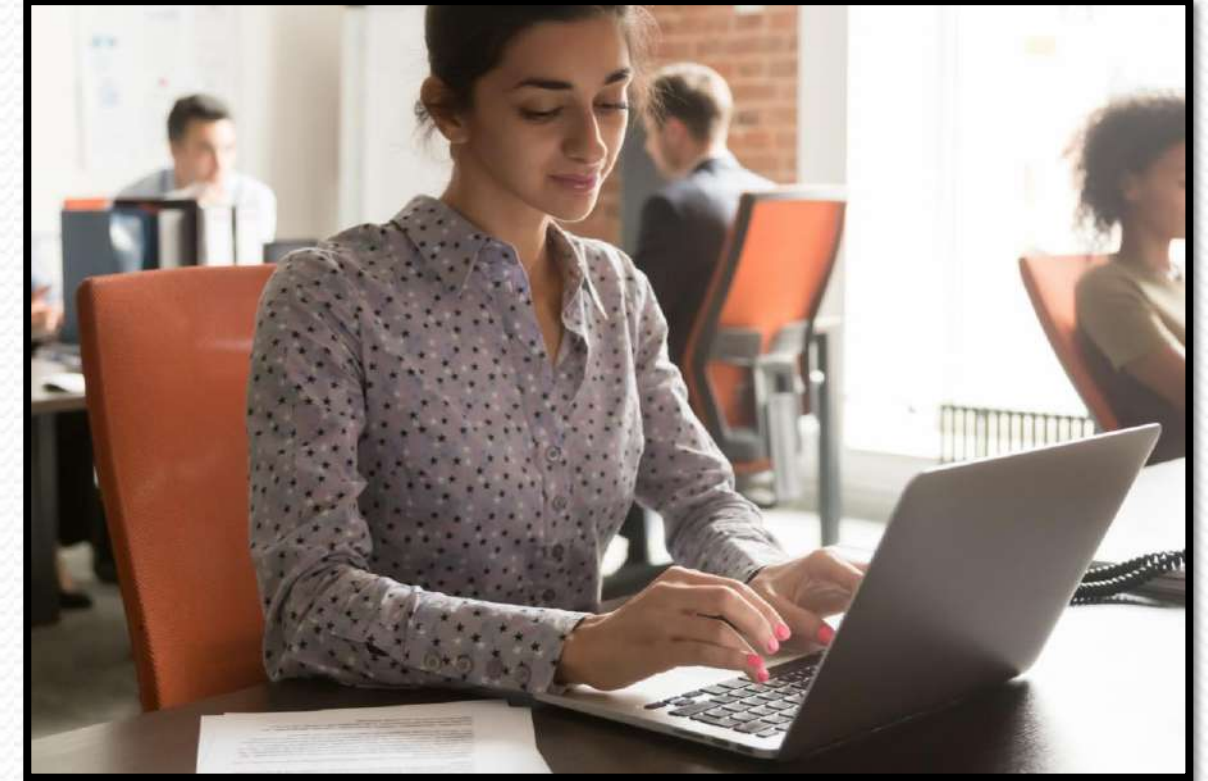
### Customer Routing

- Set skills/attributes to the customer conversation
- Wait in a queue for best suited agent
- Update agent skills/attributes through a self-service portal



### Customer Service Insight

- See agents activity in real-time for customer service conversation's
- Historical insight of agent and conversation activity
- Customised to your business KPIs



### Flexible Working

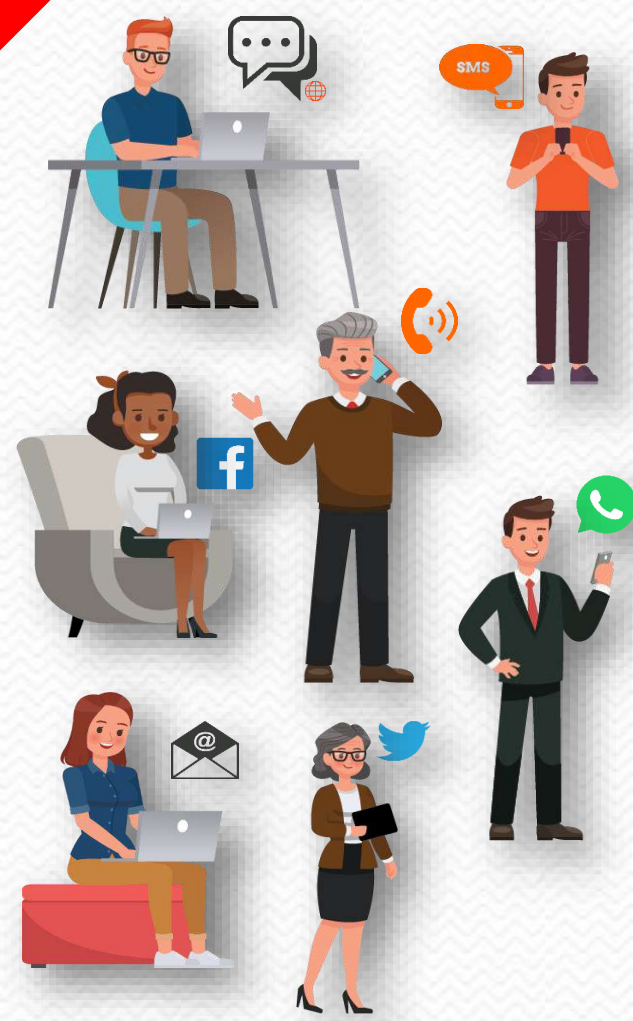
- Work from home
- Consistent level of customer service experience, **anywhere, anytime, any agent**





# Contact Center Features

## Omni-Channel Connect



## Intelligent Connect Interaction Routing

- IVR & Routing**
- Attribute Based Routing
  - Preferred Agent
  - Longest Idle
  - CRM Based
  - WFO Based
  - Priority/VIP based

## Reporting Recording Analytics

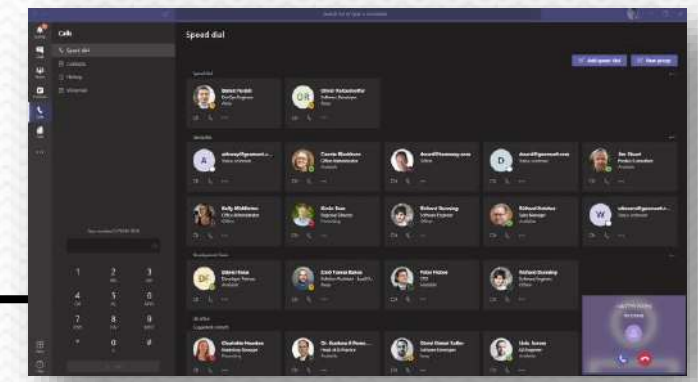
- Analytics**
- Activity Reporting
  - Historical and Real-time reporting
  - Agent Reporting
  - Power BI integration
  - Call Recording

## 3<sup>rd</sup> Party Integration

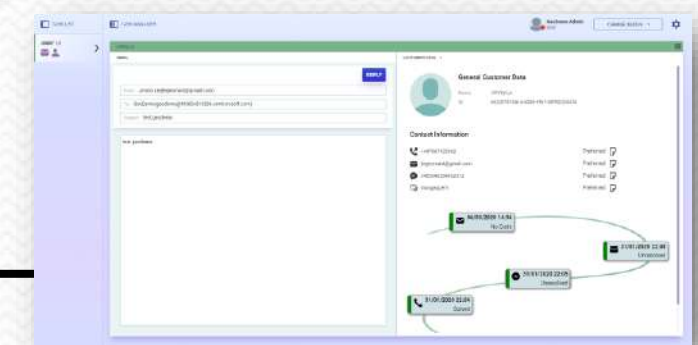
- CRM Data Processing
  - Chatbot Integration
  - Contact Center Wallboards
  - Escalation to Agent
  - Schedule Callback
  - Channel hop
- salesforce      Microsoft Dynamics 365

## Agent Experience Agent Connect (CRM Connectors, Complementing CC/UC, Agent UI, Wallboard Visualisation, Single-Pane of Glass to UC)

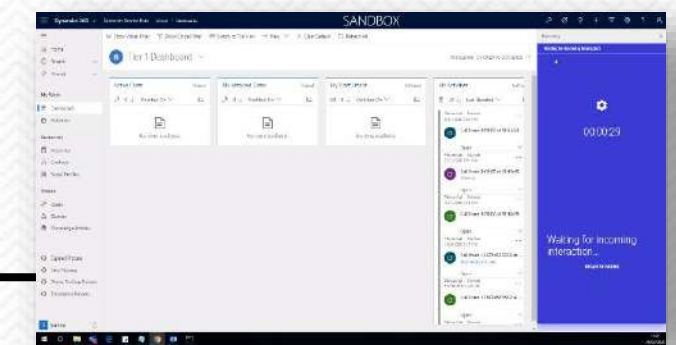
### Within Teams



### Buzzeasy Web



### CRM Embedded





# Agent & Supervisor Experience

The screenshot displays a call center agent's interface. On the left, a 'TASK LIST' and 'TASK MANAGER' are visible. The main area shows a call in progress with a '00:04' timer and 'Connecting...' status. A 'CUSTOMER DATA' panel on the right provides 'General Customer Data' (Name: David Webb, ID: f15e563d-4ae7-46c9-b88f-8b61f2c5643) and 'Contact Information' (Phone: +44775555555, Email: david.webb.geomant@gmail.com, WhatsApp: +44775555555). A mobile app overlay for 'Buzzeasy Teams' is shown on the left, and a floating call control panel is at the bottom right.

The screenshot shows a Power BI dashboard titled 'Teams Voice Interactions Report' by Buzzeasy. It features several key performance indicators (KPIs) and charts:

- Longest Wait Time:** A table showing wait times by department: Marketing (02:09), Support (01:05), and Sales (00:58).
- Longest Call Duration:** A table showing call durations by department: Sales (05:24), Support (01:19), and Marketing (00:47).
- Calls Abandoned vs Handled:** A pie chart showing 53 (43.8%) abandoned calls (red) and 68 (56.2%) handled calls (green).
- Average Queue Time:** A bar chart showing queue times for Marketing (~23s), Sales (~13s), and Support (~7s).
- Average Handle Time:** A bar chart showing handle times for Sales (~55s), Marketing (~18s), and Support (~10s).
- Peak Hour Call Traffic:** A bar chart showing the number of calls per hour, with a significant peak at 14:00.

The dashboard is powered by geomant and includes filters for Date Range (Last 1 Year) and Departments (All).

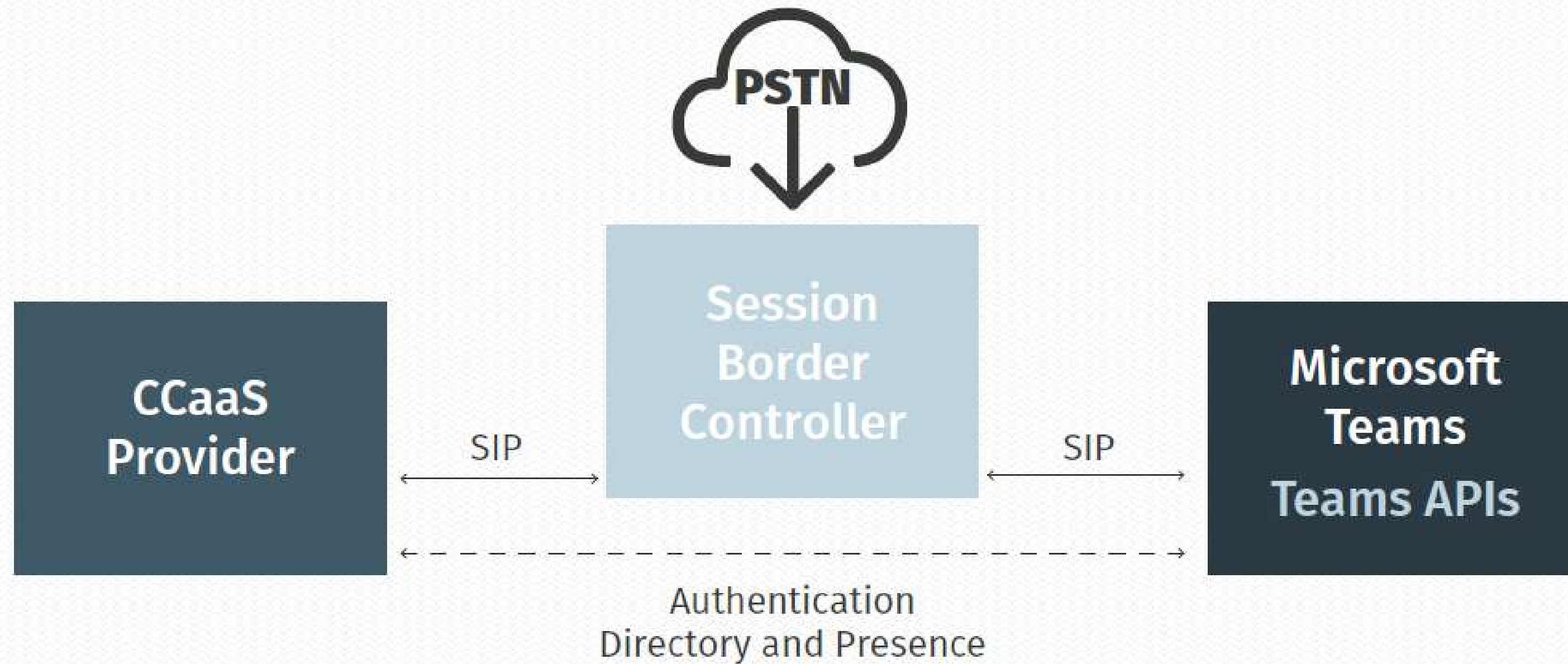


# How does it work?





# Common Architecture for Contact Center Partner Integration Using Microsoft Direct Routing



**Note:**

API = application program interface

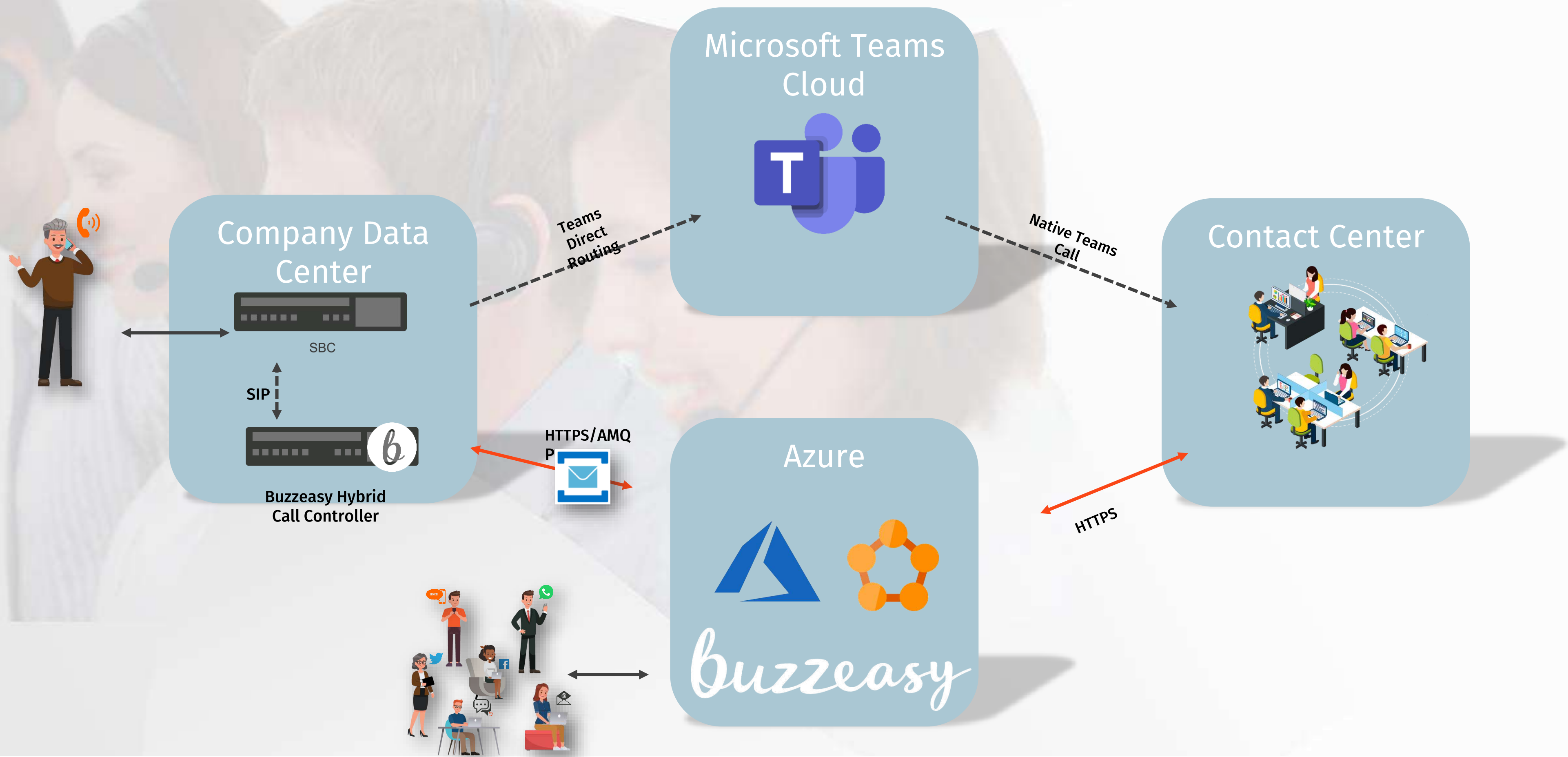
CCaaS = contact center as a service

PSTN = Public Switched Telephone Network

SIP = Session Initiation Protocol



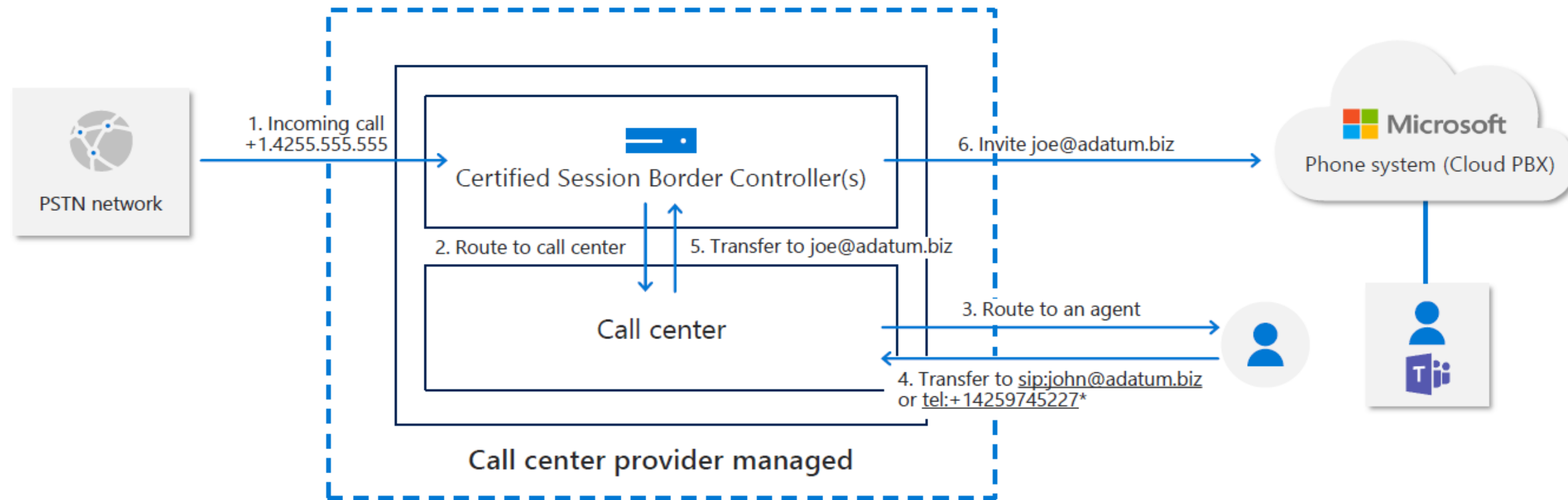
# Hybrid connectivity – Local voice





# Microsoft reference architecture

## High-level call flow. Incoming call from PSTN



Call comes via PSTN Trunk to call center provider SBC and routed to the call center agents.

Call center agents can transfer to SME in same organization. SME using Teams as primary calling client.

\*DR distinguishes using `user=phone`. Need sip uri to route to non-DID



*Collaboration Platform*  
**Microsoft Teams**



**Contact Center  
Application**

*Existing/New  
Contact Center  
Application*

**Teams  
Integration**

*Basic/Native  
Integration With  
Microsoft Teams*



**Microsoft Teams**



**Contact  
Center  
Application**

**Basic/Advance  
Teams  
Integration**





# Levels of integration available

Connect

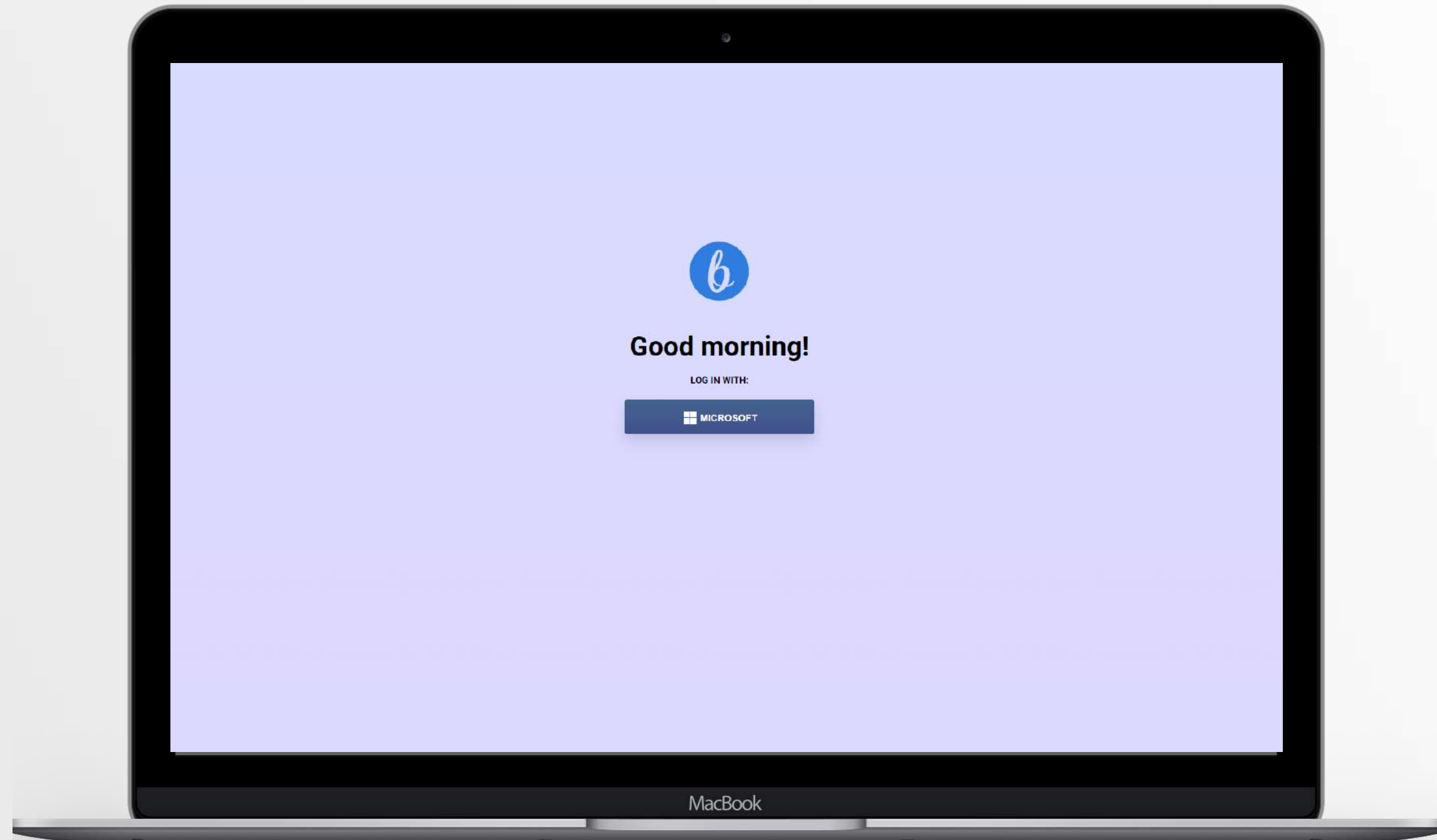
Extend

VS

Power



# Connect

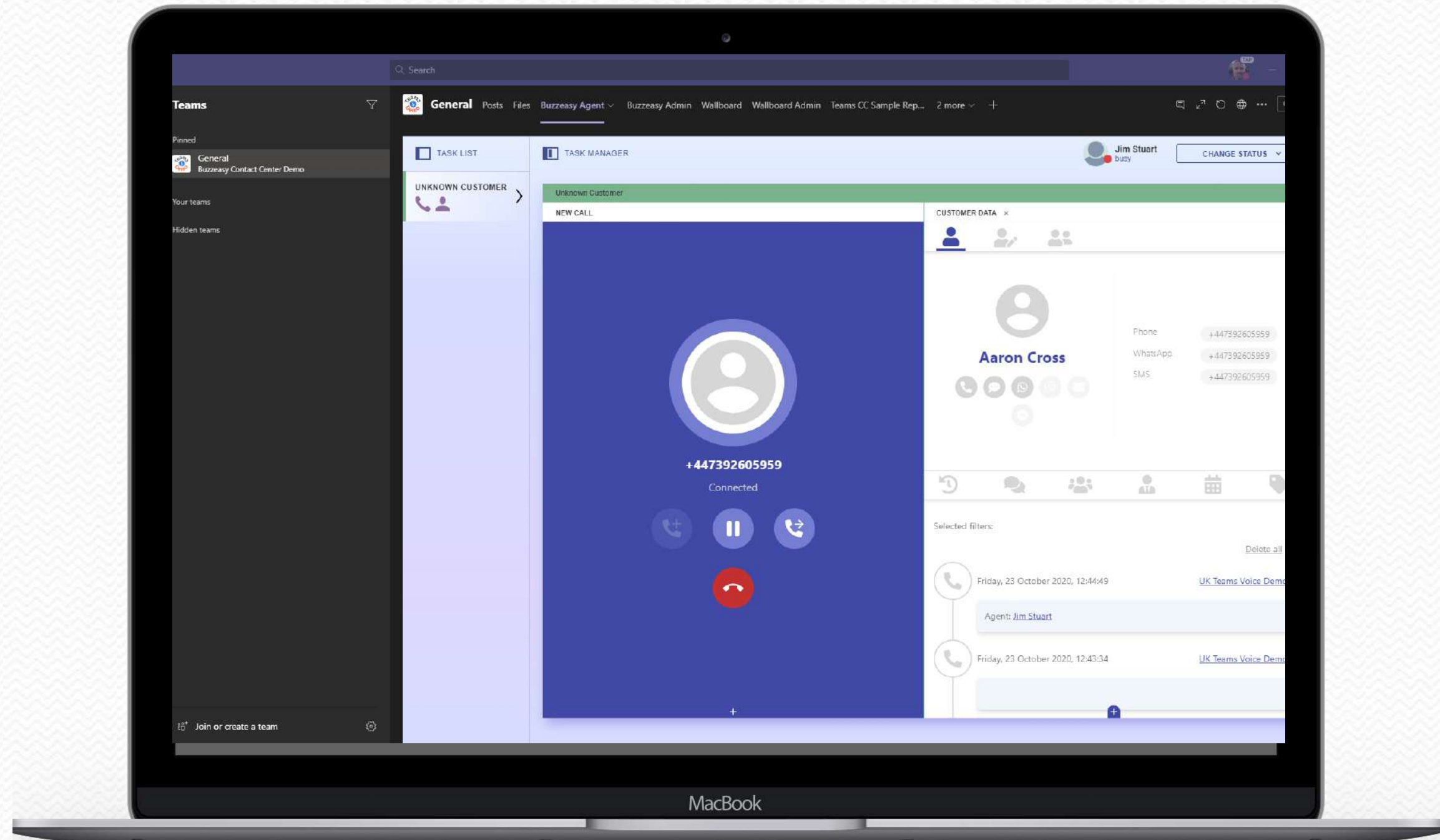


- **M365** login for contact centre agents
- Call Flows via Direct Routing
- Teams Graph API integration for Presence
- Use of Microsoft certified Session Border Controller





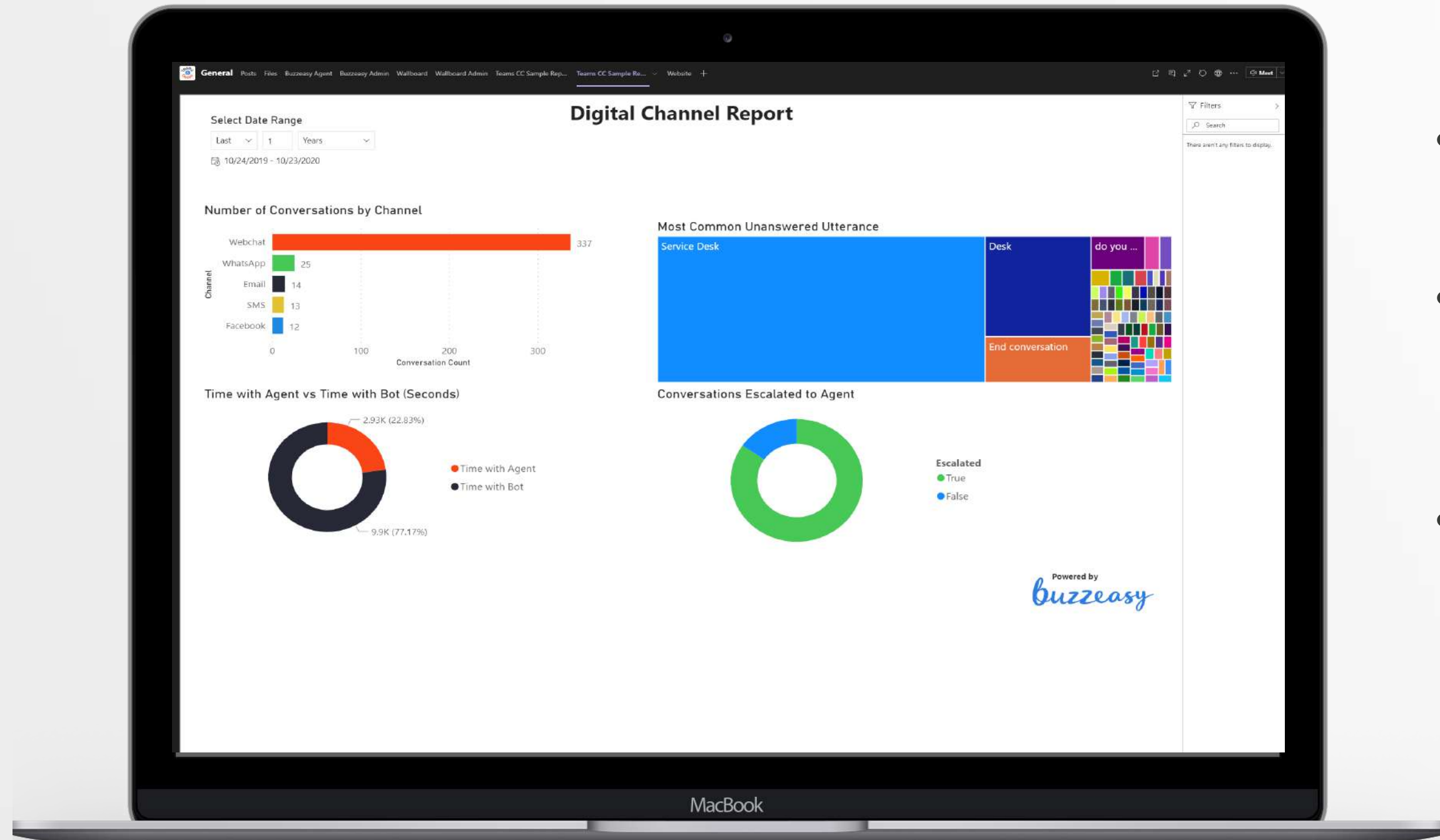
# Connect & Extend



- Call control handling
- Advanced routing configuration and workflow setup for complex call flows
- Chat and other digital channels integrated with Microsoft Teams



# Extend & Power



- CCaaS solution delivered from Azure platform natively
- Power conversation by Azure services such as AI for Omni channel routing
- Integration to Power Platforms such as Power Virtual Agents





# Licensing Requirement

Users of Buzzeasy Contact Centre for Teams must have one of the following licenses assigned in Microsoft 365:

- Microsoft E3 + Phone System.
- Microsoft Teams E5
- Microsoft 365 Business Basic
- Microsoft 365 Business Voice (without calling plan)



**Thank You!**

**Get In Touch!**

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