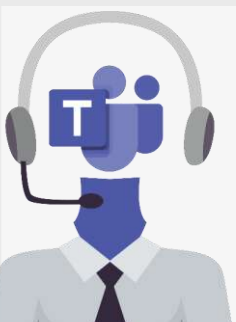# How to use Microsoft Teams as your Contact Center

Microsoft Teams as a customer Interaction Platform

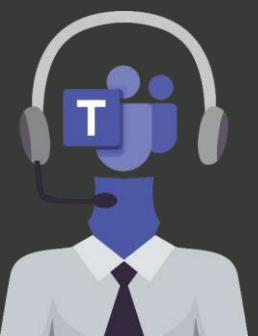*Effortless Customer Interaction*

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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
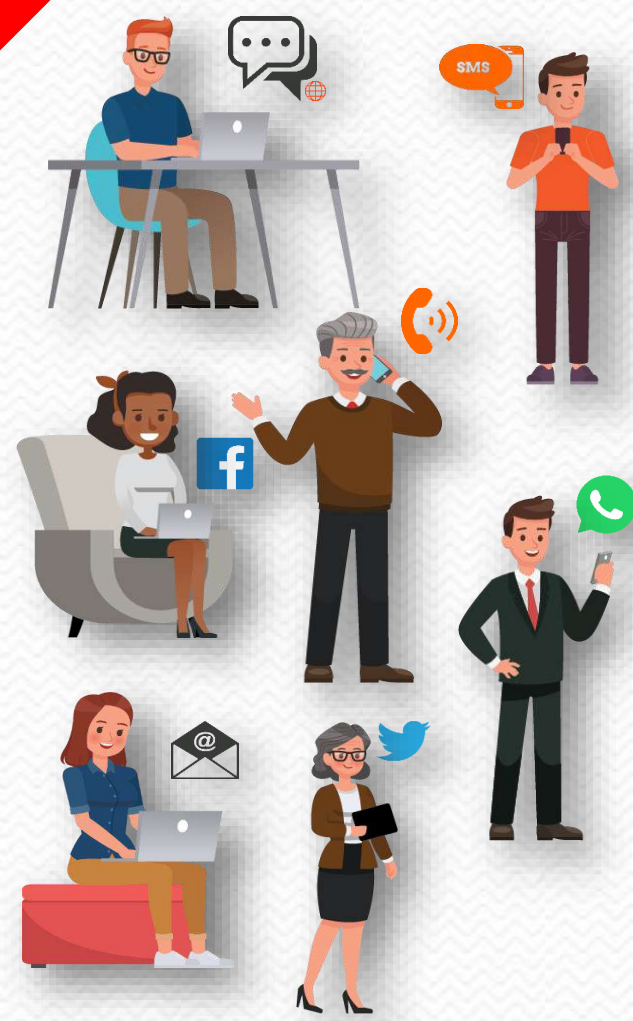- Customised to your business KPIs
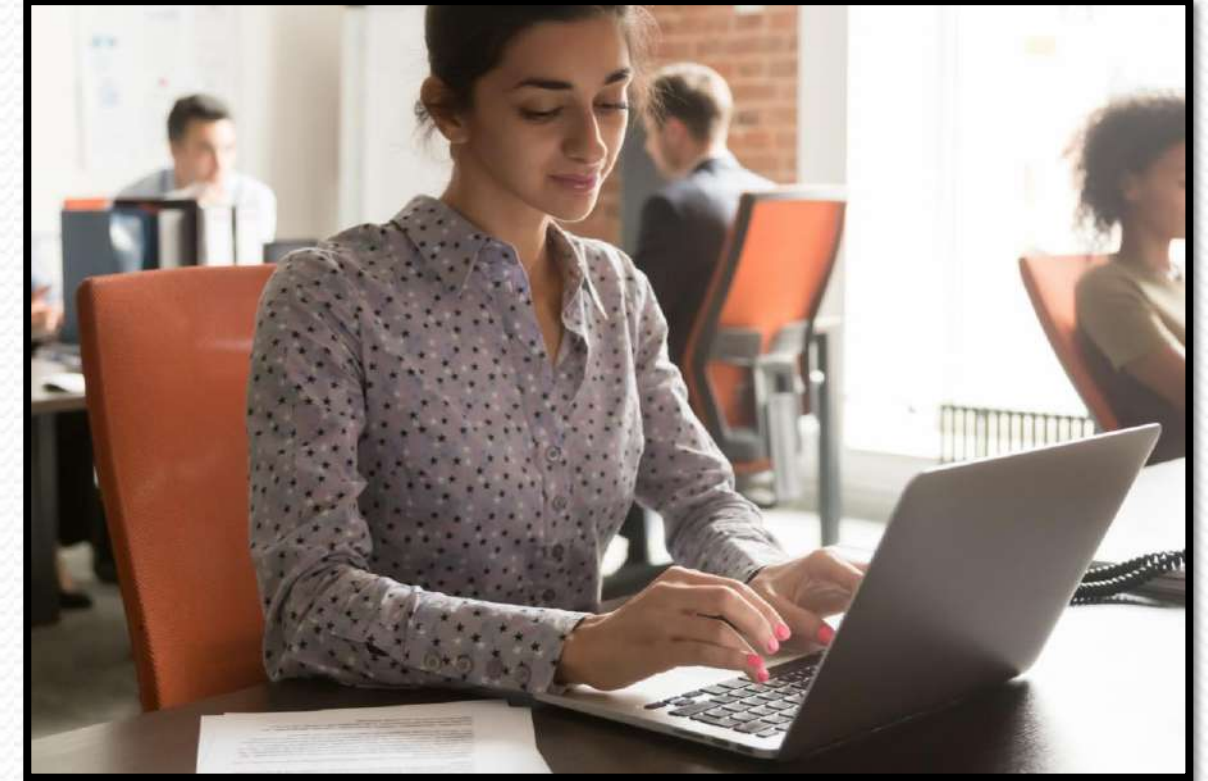
Flexible Working

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

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Contact Center Features

3rd Party Integration

**Reporting
Recording
Analytics**

Intelligent Connect
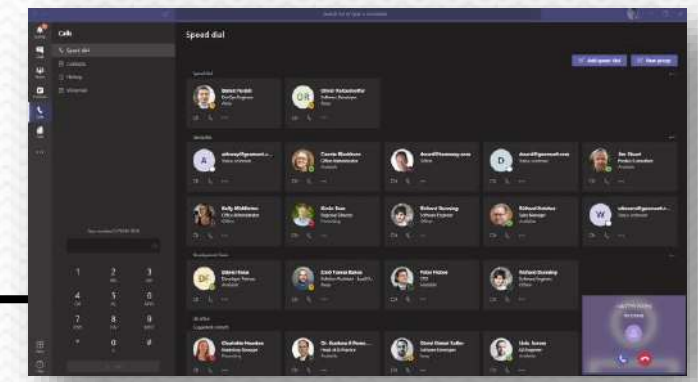Interaction Routing

Within Teams

**Omni-Channel
Connect**

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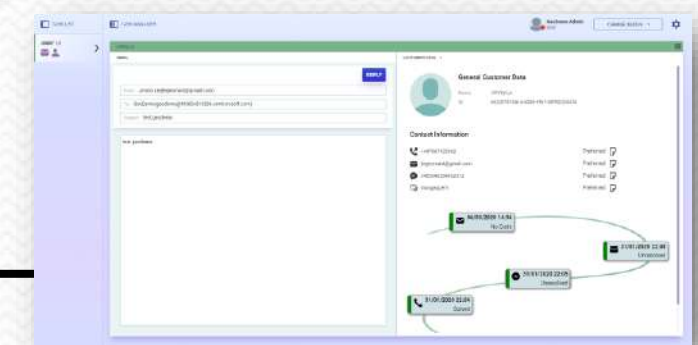- Power BI integration
- Call Recording

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

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

salesforce

Microsoft
Dynamics 365

Buzzeasy Web

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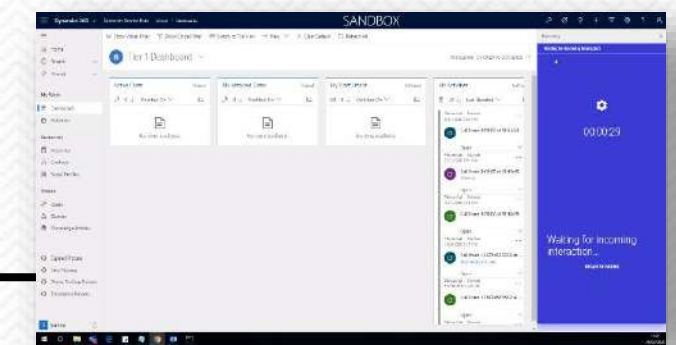Agent UI, Wallboard Visualisation, Single-Pane of Glass to UC)

CRM Embedded

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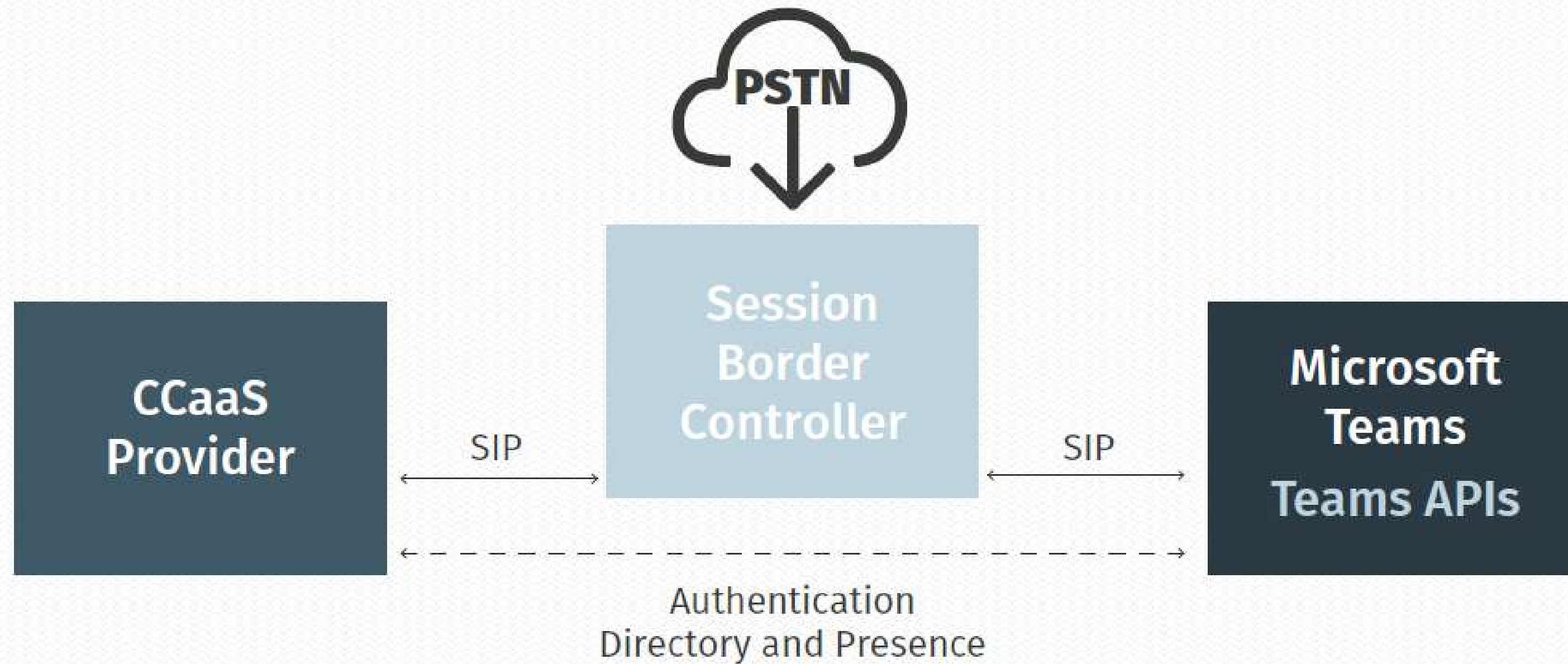Intelligent Technologies

Agent & Supervisor Experience

How does it work?

Common Architecture for Contact Center Partner Integration Using Microsoft Direct Routing

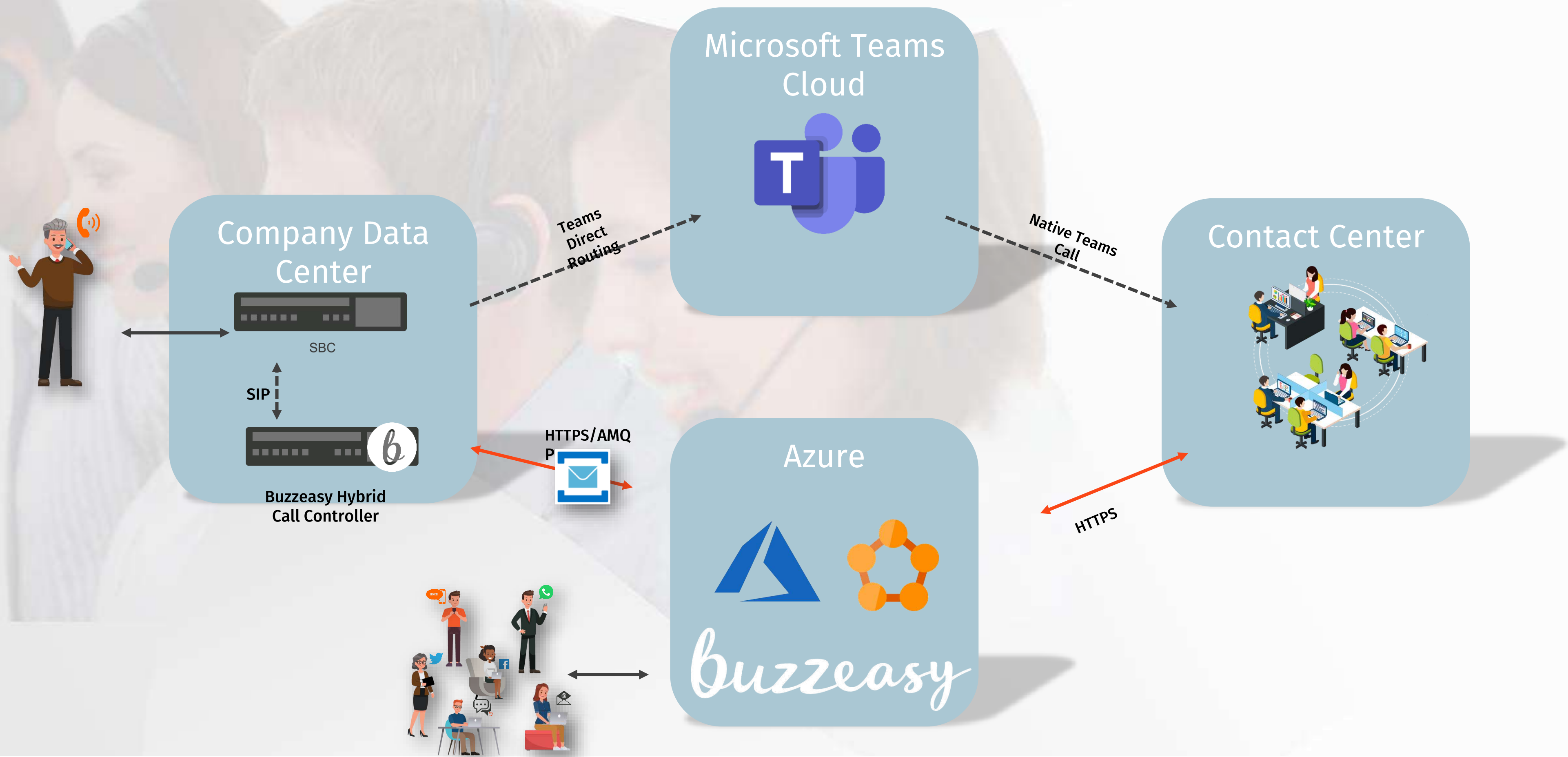Note:
API = application program interface
CCaaS = contact center as a service
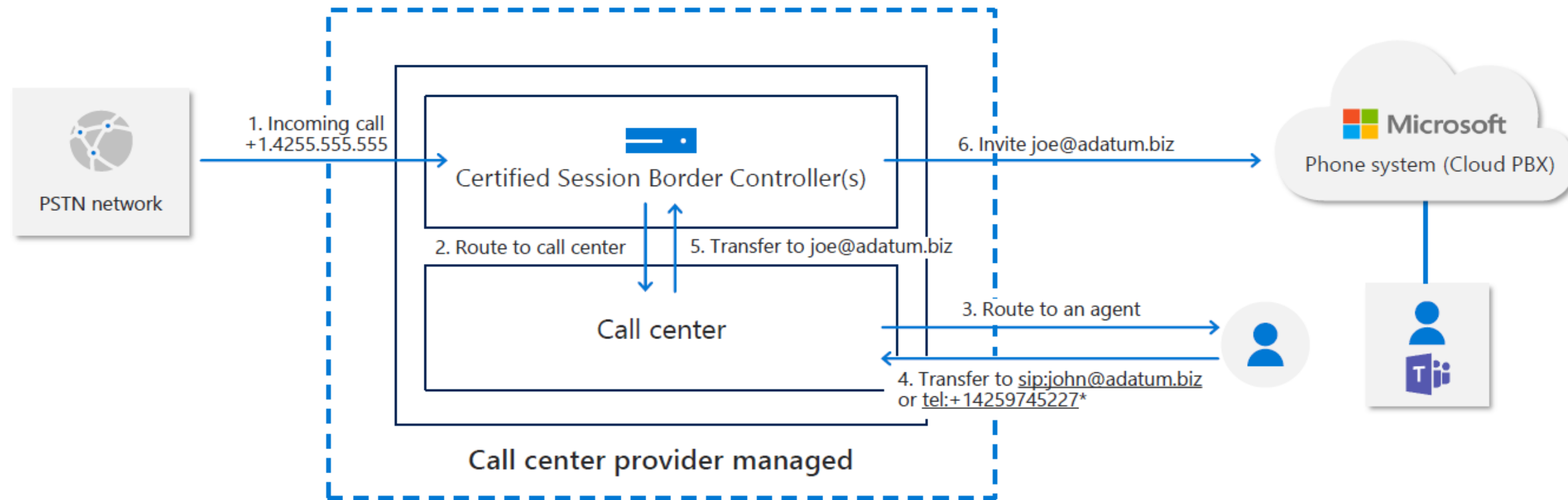PSTN = Public Switched Telephone Network
SIP = Session Initiation Protocol

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

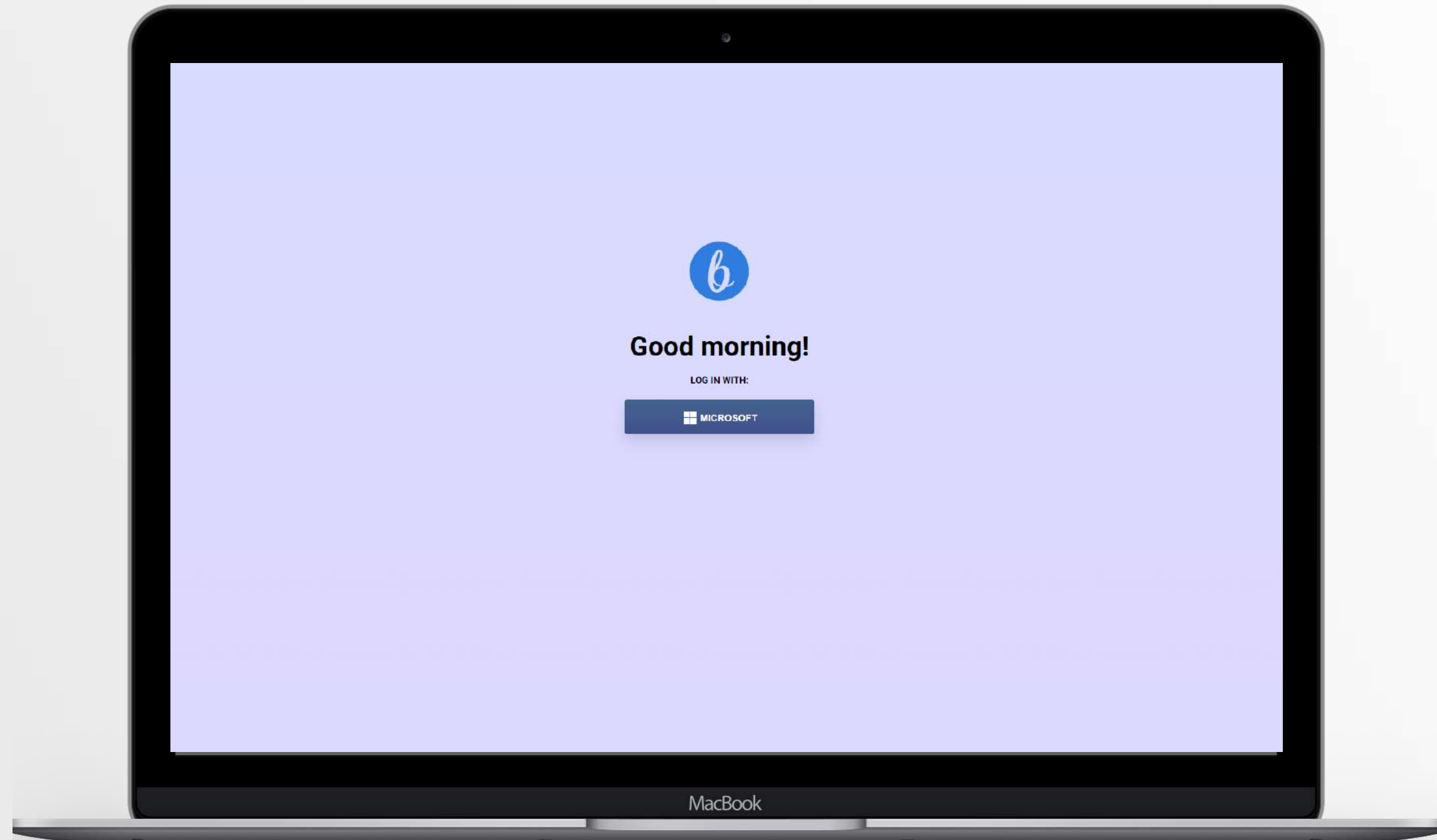# Levels of integration available
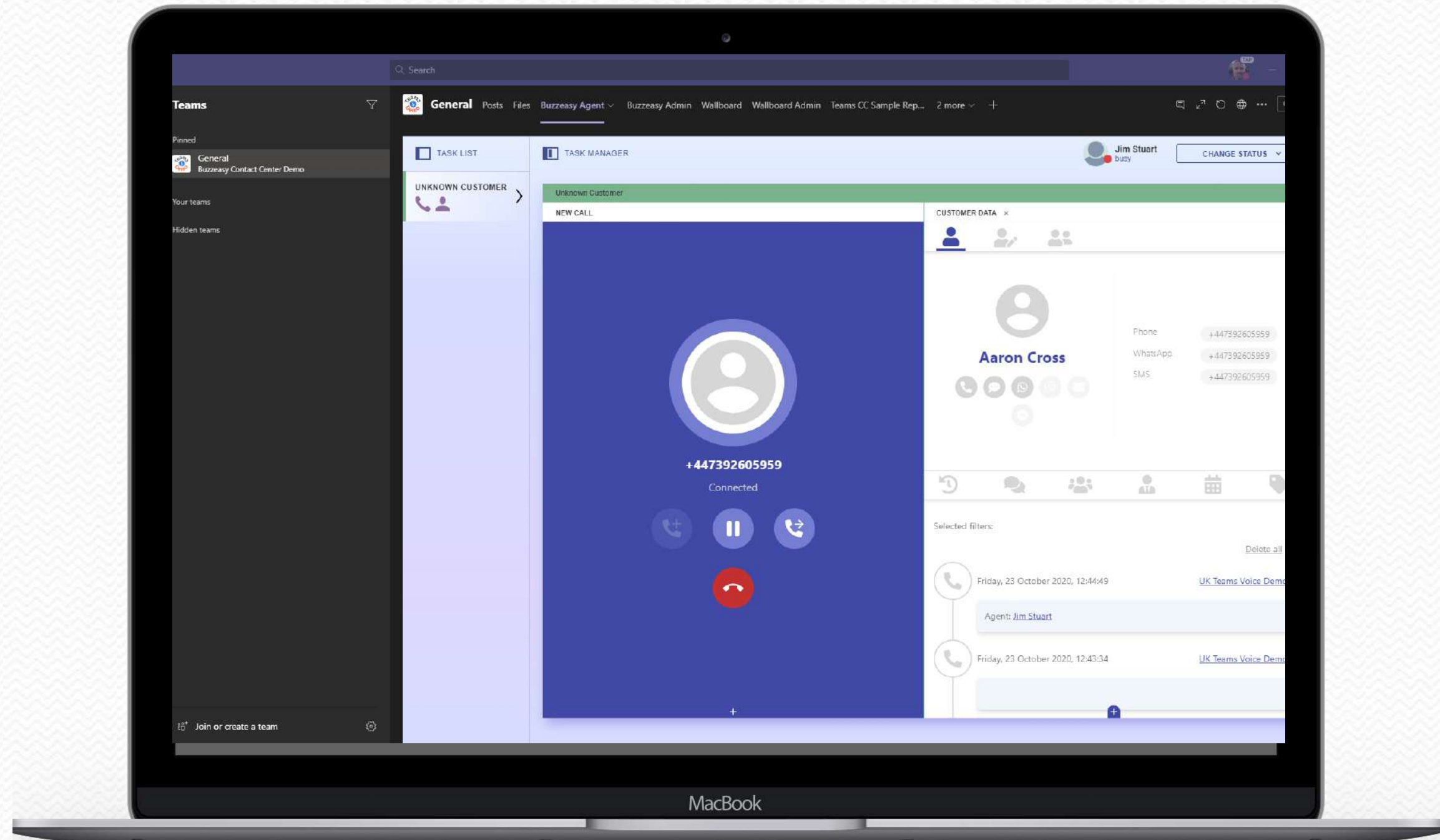
Connect

Extend

VS

Power

Connect

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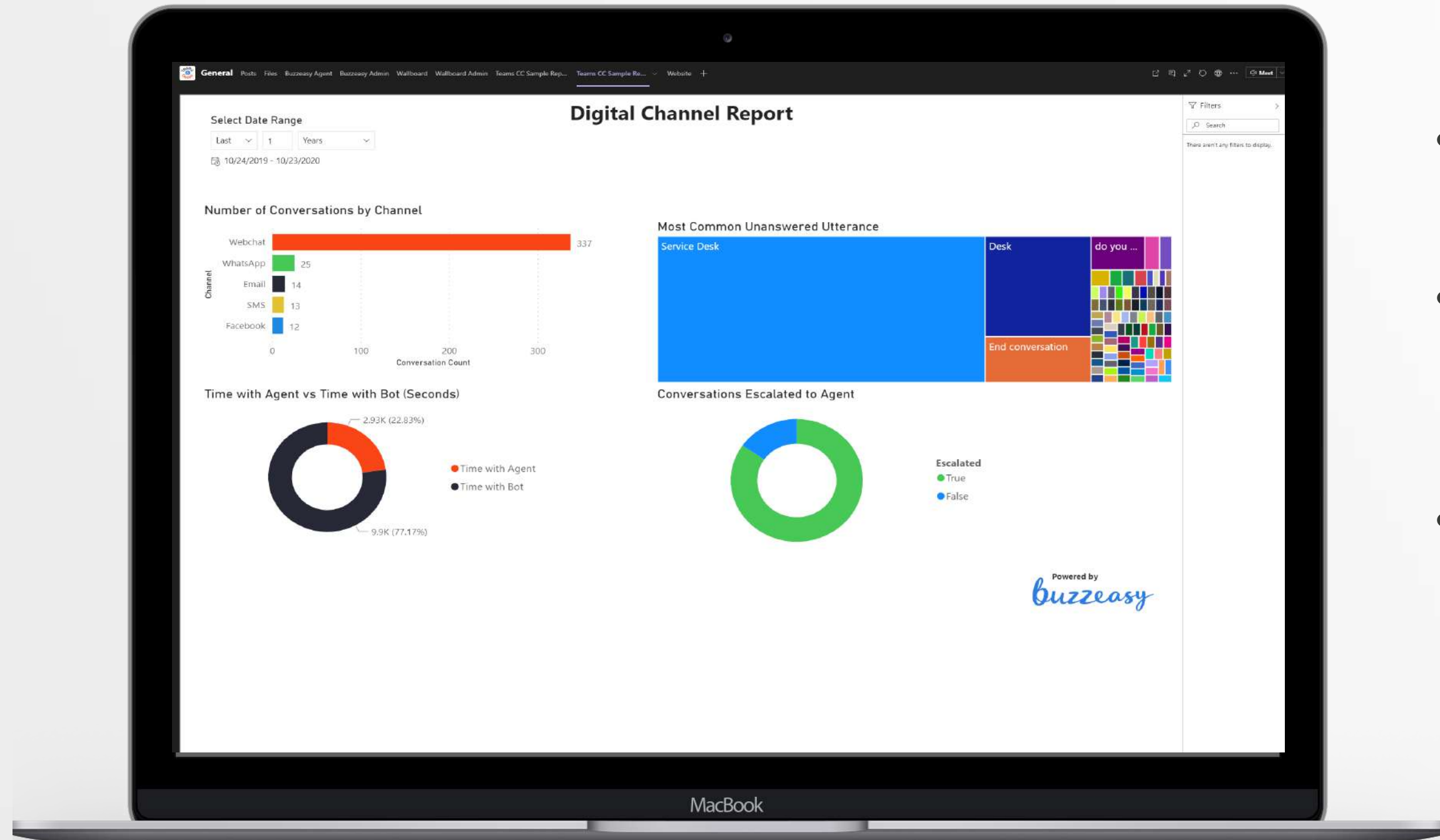- Use of Microsoft certified Session Border Controller

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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