

# CONTACT CENTRE COLLABORATION WITH MICROSOFT



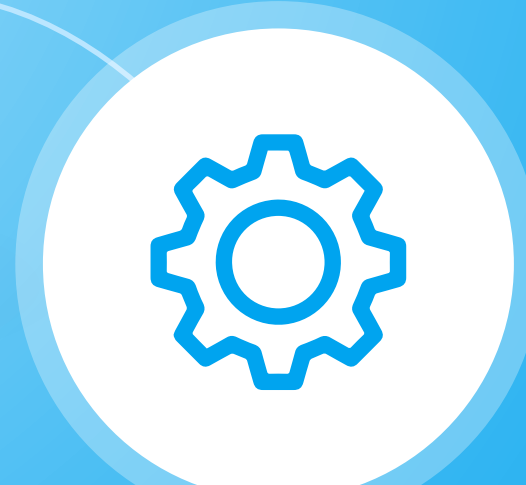
## CONTACT CENTRE COLLABORATION

Connect to the right employees across the business



Makes everyone responsible for customer service

Cost and resource savings



Greater productivity



Empowered employees and agents

Employee time spent collaborating

**80%**



**72%**

workers will be working remotely by 2020



**TEAMS IS THE FASTEST GROWING BUSINESS APP IN MICROSOFT HISTORY**



**329K**  
Organisations use Teams

**87**  
Fortune 100 companies use Teams

**44**  
languages are supported in Teams

**CONTACT CENTRE COLLABORATION**  
The answer to true collaboration and a team approach to your customers

### ENGHOUSE AND MICROSOFT WINNING GOLD PARTNERSHIP

Enghouse is a specialist contact centre provider and Microsoft Gold Partner.

We've worked with Microsoft for more than 11 years – at the leading edge of technology.

A key member of Microsoft's Technology Alliance Program (TAP) for Teams

Over 600+ contact centre deployments in a Microsoft environment



### SAFE PAIR OF HANDS

- Connect your customers, across your enterprise
- Achieve greater efficiencies, collaboration and service flexibility
- Sweat your assets and perform a staged migration together
- 600+ customers have trusted Enghouse/Microsoft solutions
- The first cloud-based contact centre for SFB
- Integration with Teams

We rank in the **top 1%** Microsoft's partner ecosystem

and hold Microsoft Gold Application Development and Communications competencies.



"The tight integration between Microsoft technology and Enghouse solutions plays an important role in facilitating and simplifying the migration experience for customers - and their resulting collaboration, communications and productivity gains."



Find out how to migrate your Contact Centre in a Microsoft environment faster, more easily and at lower cost.

[Find out more](#)