

Guide to Migrating your Contact Centre to Microsoft Teams



Enhouse
Interactive

Introduction

Digitalisation

is not just changing the way we live and work. It is also changing our customers' expectations of how providers should respond to their needs. Optimising digital operations is critical if organisations want to retain customer loyalty and remain competitive and it's why Digital Transformation is now a top priority for CEOs.

Microsoft Teams

is helping to lead business communications optimisation and digital transformation. Teams offers organisations a way to respond more efficiently and effectively to customer interactions and has the potential to significantly change the landscape of customer engagement.

90% of employees say mobile tools and collaboration services have improved the productivity of their workplace



90%

Microsoft Teams

500,000+

More than 500,000 organisations use Teams

91%

Fortune 100 companies use Teams

44+

In 181 markets with support for 44 languages and growing

75 million

Daily active Teams users

88% of people consider it important to be routed quickly through to an expert whenever and however they communicate with an organisation

The fastest growing application in the history of the Microsoft ecosystem, at just two years old, Teams has already become one of the biggest global contenders in the enterprise collaboration environment, fundamentally democratising digital transformation.

In July 2019, Microsoft revealed that more than 13 million people are using Microsoft Teams daily, along with more than 19 million weekly active users. Over the past two years, Teams has grown significantly in both new capabilities and customer usage, acting as the hub for teamwork that brings people together and fosters a culture of engagement and inclusion.

So how do you go about harnessing this power for CX success?

Benefits of a Teams Contact Centre

A contact centre integrated with Teams extends the reach of your customer services operation, making your whole organisation responsible for your brand in ways that have never previously been possible.

Contact centre agents, also referred to as “front-line workers”, were often isolated. Teams now ensures that these critical personnel can be backed up seamlessly by subject matter specialists and other experts throughout the company.

If you improve the communication between the many silos of your organisation, you will find that the experience you offer your customers is inevitably improved. And due to the efficiencies, your outcomes also become significantly more cost-effective.

For example, whether they're in the office or using their smartphone remotely, a front-line worker on Microsoft Teams can effortlessly request assistance from a team of colleagues outside the contact centre. They simply posts a request for assistance to the team he wants, and one of them responds!

With Teams, organisations can also have front-line people working remotely, providing home office options as well as after hours or emergency backup.



Alex Black, CTO – Enghouse Interactive

We've been talking about breaking down islands of communication for 20 years now, but we've never been able to get all the way there. I think that Microsoft Teams could be the thing that changes all of that.



Key Benefits Of A Teams Contact Centre



- ✓ Extend the reach of your customer service operation to your whole organisation
- ✓ Get seamless access to subject matter specialists through intelligent collaboration
- ✓ Support your agents with business tools that unite them with the rest of the organisation
- ✓ Back up your front-line workers with different Teams in the organisation. It's then just a couple of clicks to escalate or ask for help from the group

Digital transformation *...your way*

Mayo County Council

As part of the strategy - commitment was made to the Microsoft Stack and subsequently Microsoft Teams throughout the whole organisation. The missing piece was to find a contact centre to integrate within the Teams environment.



Case study: Mayo County Council

It was key that the chosen solution was cloud-compatible; capable of refining internal processes and associated communications, and that it provided detailed reporting and call analytics. Getting agents set up, trained and using the solution was quick and easy. Productivity has grown - Agents are now typically handling 30-40% more calls than they did before. In some cases individuals are answering up to 300 calls per day. Mayo has also benefited from the additional support provided by being able to add additional users when call volumes are high.

Flogas

Its telephony solution is mission critical as primarily they interact with their customers via phone. There was a urgent need for change. Along with upgrading to a new telephony platform they sought out a resilient and robust contact centre solution.



Case study: Flogas

The chosen solution needed to be affordable, easy-to-use and integrated with the Microsoft Technology Stack. The UC and contact centre solution also had to be cloud-compatible to enable remote working, along with the ability to work on different devices, from a corporate laptop to a tablet or a smartphone. The new Enghouse solution was easy and intuitive to use and Flogas were able to get up and running with it quickly, with a single resilient and robust contact centre solution in place for the whole of Ireland.

Landmark

After an initial trial in a small workgroup, the solution is rolled out across a department and then an entire organisation. Ideal as a low-risk migration option.



Case study: Landmark Information

Landmark needed a better way to provide products and services to customers. Our contact centre solution enabled a richer and faster user experience, whilst allowing changes to be made in real-time to maintain service excellence. A phased approach moved users into UC then, one by one, into the contact centre. All agents use the same platform so there is limited change in functionality. It is one centralised system that can be individually reconfigured according to needs.

Where to Begin your Journey

Once you've made the decision to transition your contact centre to Teams, it's important to plan a seamless migration that won't disrupt your day-to-day business.

Key to your success will be finding the right partners on your journey. As well as a top quality Microsoft integrator to deliver all your Microsoft needs, you will also need a proven contact centre provider, with an excellent track record who will not only deliver the contact centre functionality you need for ultimate success, but can also work with your integrator to help guide you throughout your critical migration project.

Organisations thinking about a Microsoft Teams contact centre are in good hands with Enhouse Interactive. Having spent over 25 years developing specialist contact centre software, we have worked closely with Microsoft for over 12 years as a key member of the Microsoft Technology Adoption Program (TAP), providing solutions for Office Communications Server (OCS), Lync, Skype for Business and now Teams.

A Microsoft Gold Certified Partner, Enhouse Interactive has delivered over 600 contact centre solutions in a Microsoft environment and is rated in the top 1% in Microsoft's partner ecosystem.



Bjanka Colic, Product Marketing Manager – Microsoft

Our customers benefit from working together with Enhouse and Microsoft providing additional value plus a unique experience and solution. Enhouse can really build on our solutions to give customers something extra.





Key Benefits of an Enghouse Contact Centre



Danny O'Toole – Head of Digital Transformation, Mayo County Council

The combination of Enghouse and Microsoft Teams has been a game changer for Mayo County Council. It has taken our customer service to a whole new level. We believe our customer service has jumped forward a generation, indeed, staff and customer satisfaction is a testament to this.



Enghouse Interactive:
specialist contact centre
provider in the cloud
and on premises

World's first
Microsoft cloud-based
contact centre



Get better understanding and control
of each customer's journey



Use improved business intelligence
to make further efficiencies



Build both customer and staff loyalty
with tools that enhance and
maximise engagement



Summary

Grow your customer engagement by uniting the power and flexibility of a Microsoft Teams collaboration environment with the proven intelligence and superior routing capability of an Enhouse Interactive contact centre.

Not only will you enhance the experience you offer your customers: you will also significantly expand the support your organisation provides for the critical front-line workers who represent your brand while punching through internal barriers to efficiency and productivity.

Enhouse Interactive's advanced interaction handling and comprehensive reporting enhance the Microsoft Teams platform to deliver a complete customer experience package. CIOs can confidently secure all the benefits of Microsoft Teams for their organisation, knowing they will be setting the contact centre on a path to elevated performance in this environment.

Online

For more information, visit
enghouseinteractive.co.uk/microsoft/teams

Microsoft is still working on its contact centre API for Microsoft Teams that will enable native integration for all contact centre providers. In the meantime, alternative integration methods are utilised.



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