

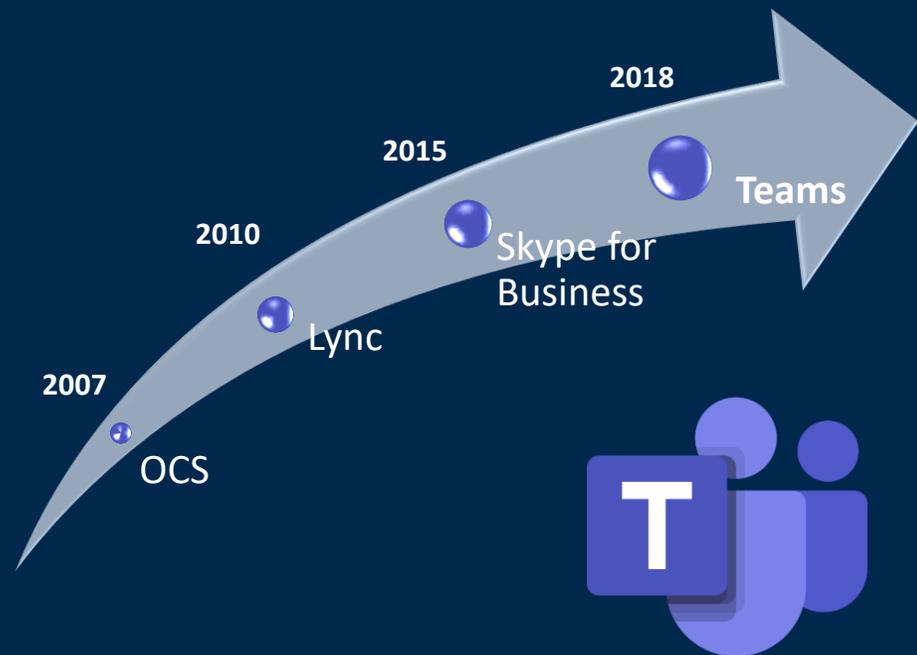


A Closer look at a Microsoft Teams Contact Centre

Anna Stokes, Enghouse Interactive



Enghouse
Interactive



- 12+ Years as a Co-Development Partner
 - Member of Microsoft’s Technology Adoption Program (TAP) for Lync, Skype and Teams
 - “Native” integrations dating back to 2008
 - Presented alongside Microsoft at Inspire and Ignite for many years
- Over 600 customers on Skype for Business
- Teams Solutions in Microsoft’s Certification Program right now



Connect

Extend

Power

Conversations

Experiences

Workflow

Insights

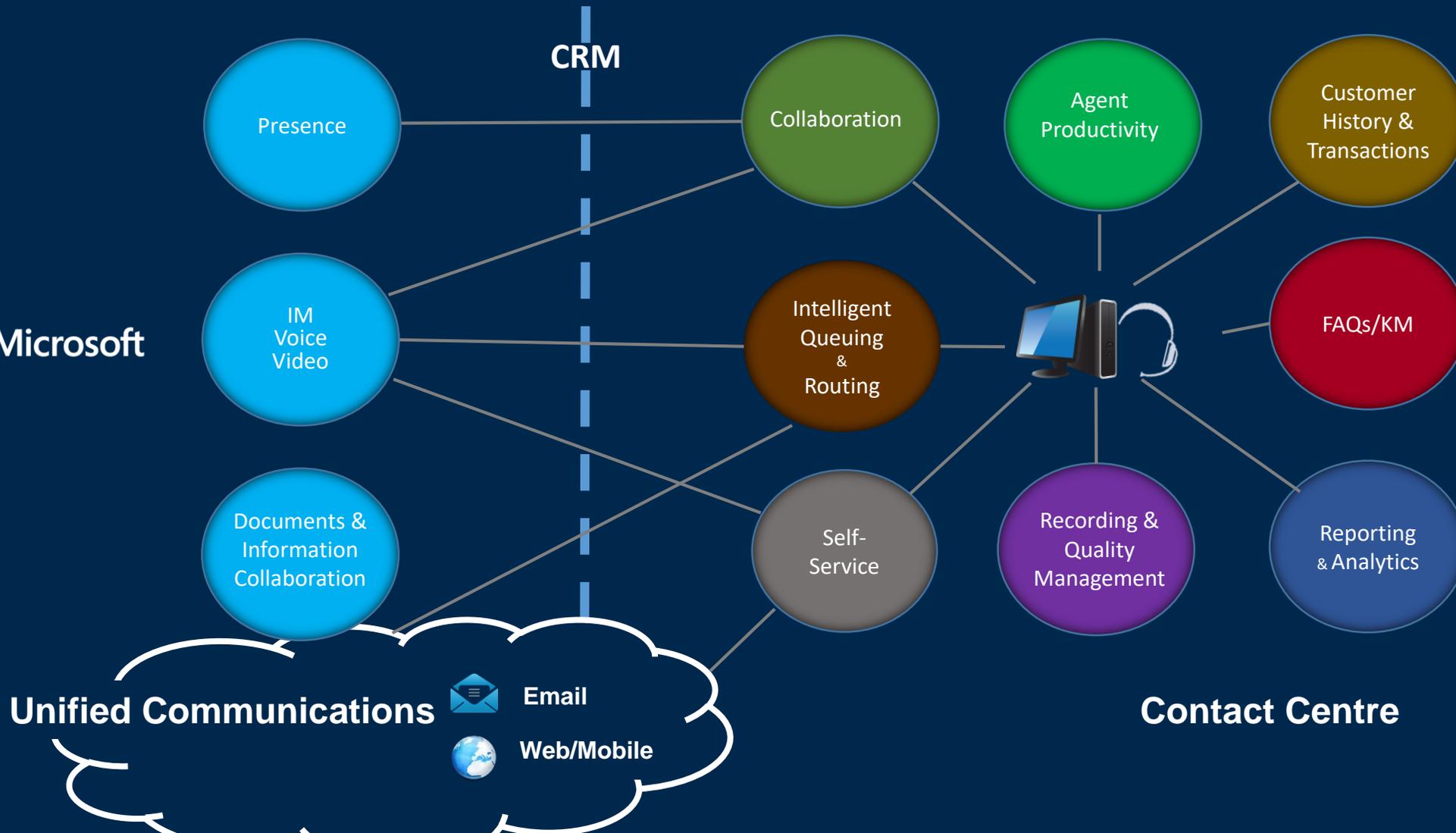
Network



Enghouse
Interactive



The Teams | Contact Centre Boundary





Eliminate Business Silos

FINANCE



DESPATCH



SALES



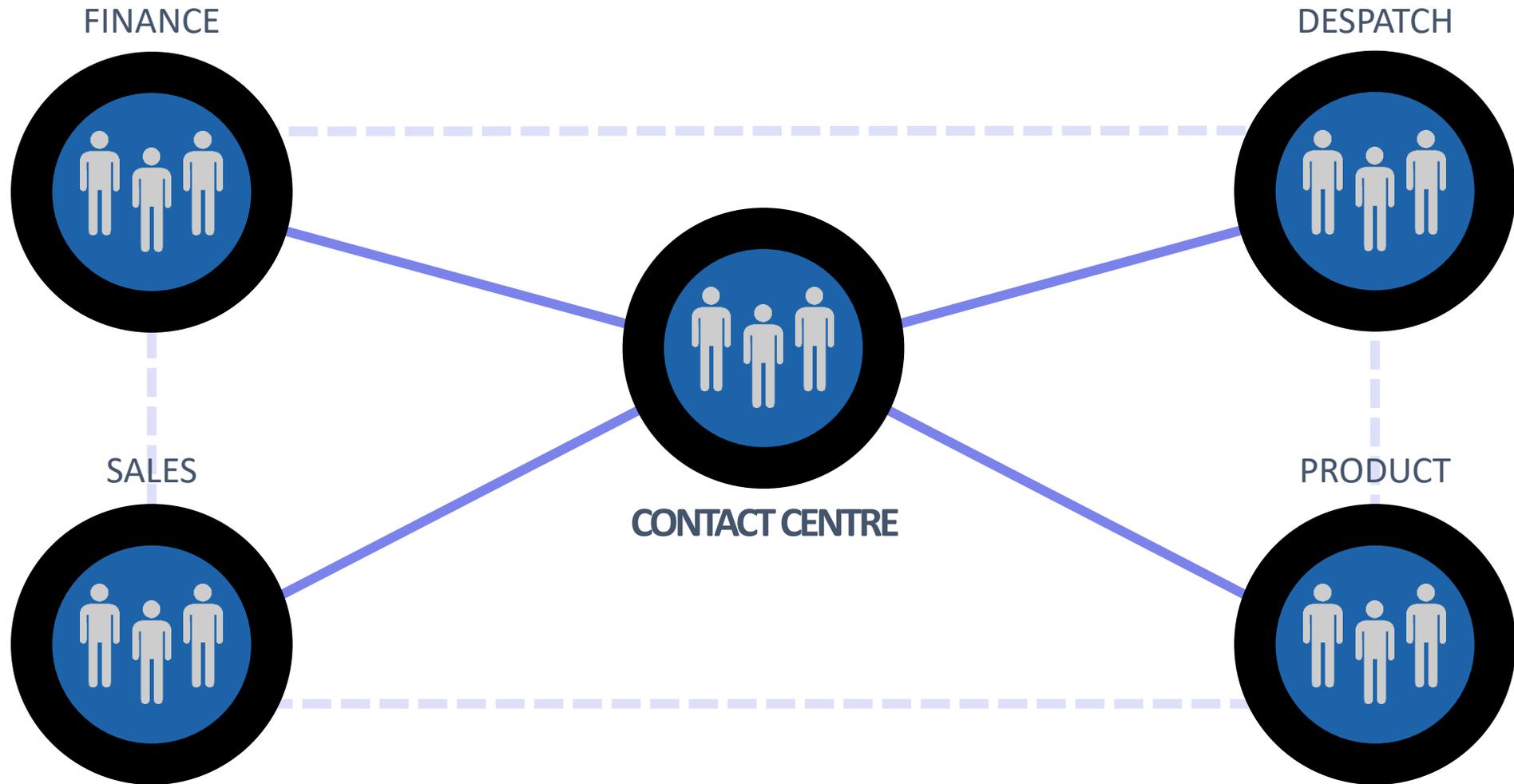
CONTACT CENTRE

PRODUCT

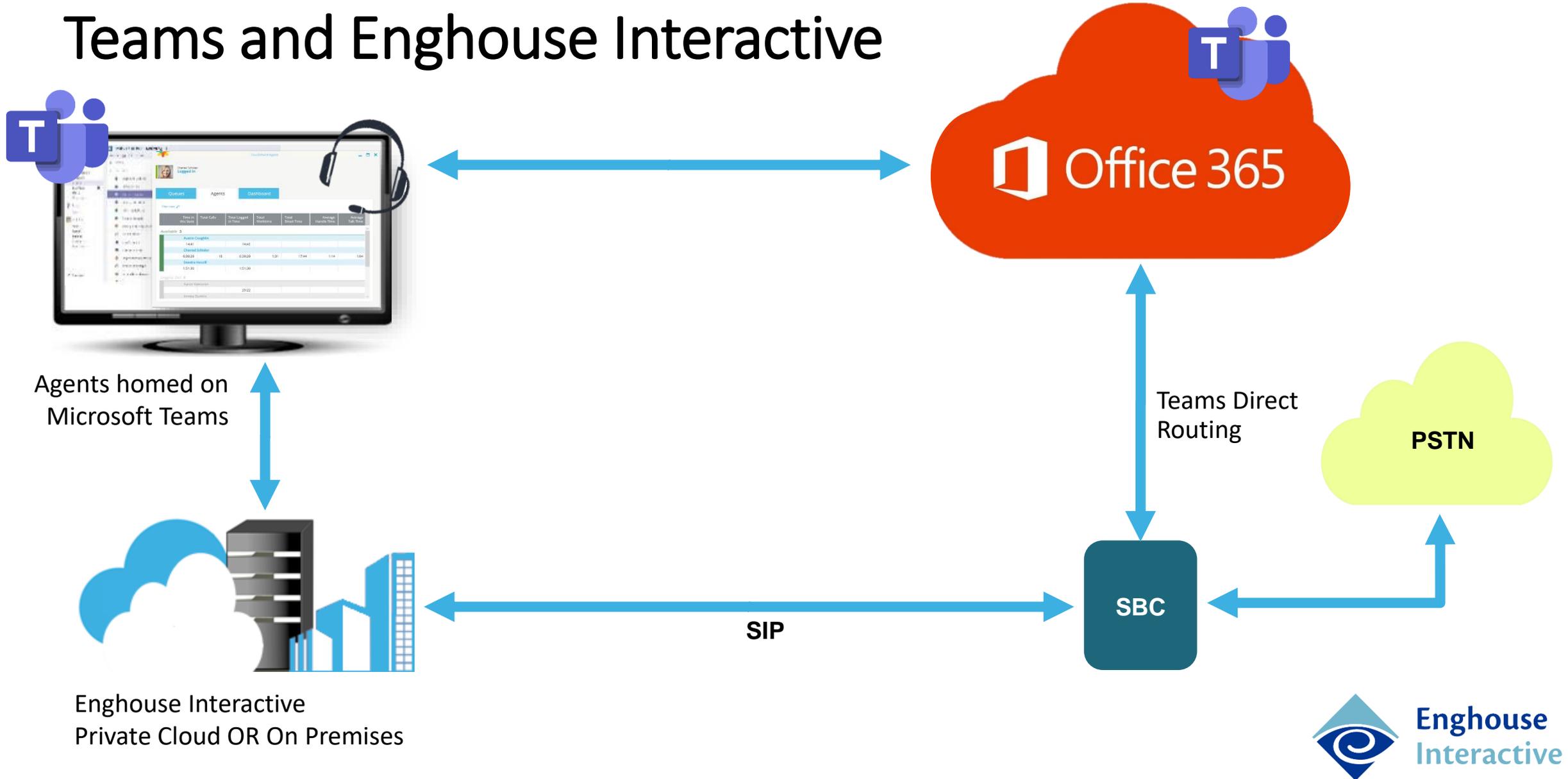




Connect the Contact Centre



Teams and Enghouse Interactive





Libby Janco
On a break

1:52 1:00

Presence unknown

Queues

Contacts

History

Dashboard

My Delivery Filter view

Table Preferences

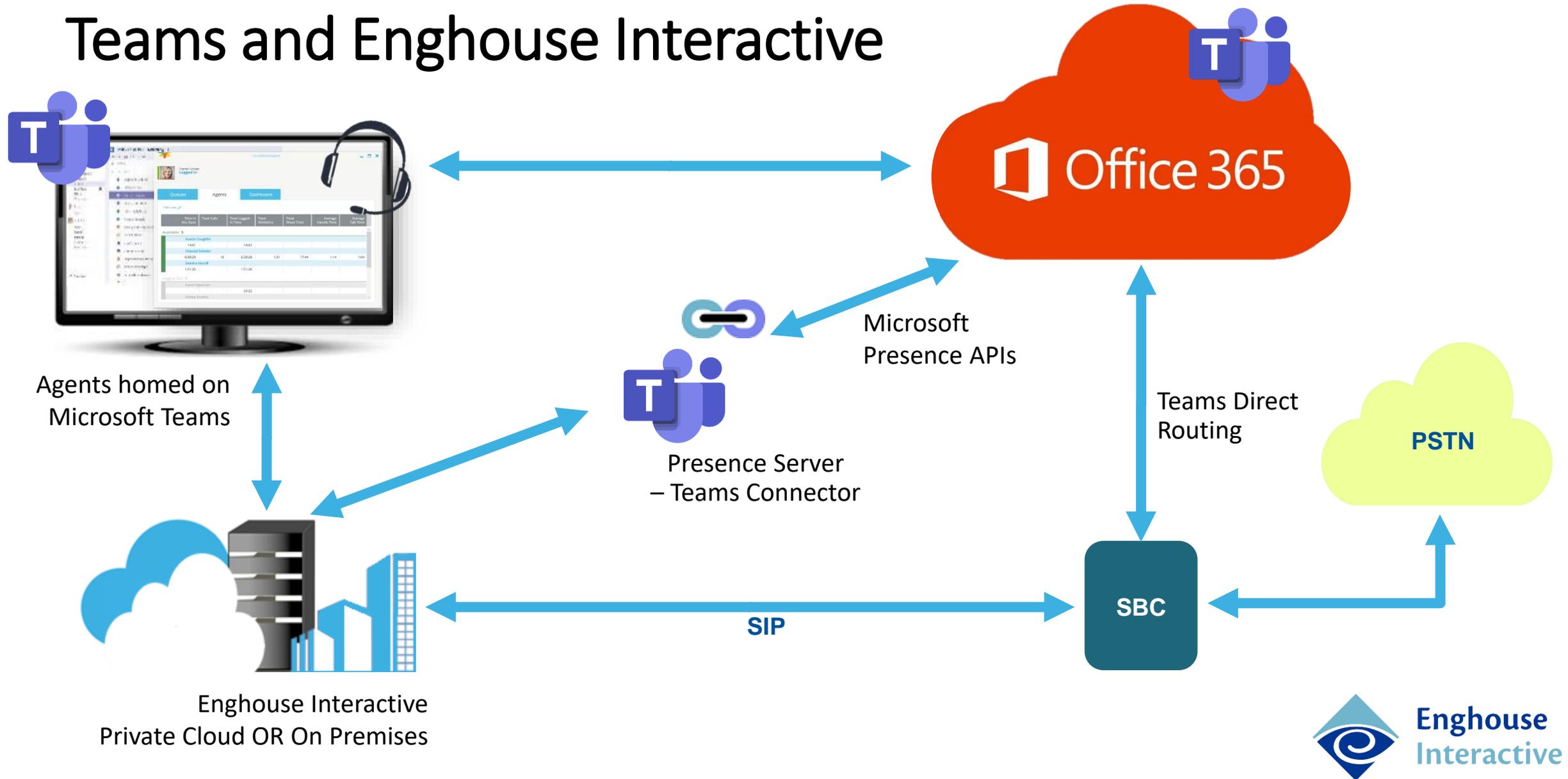
Available Agents	Calls in Queue	Longest Wait	Service Level	Idle Agents	Average Speed of Answer	Average Handle Time	Abandons	Total Calls
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Primary 6

AA-84664 - Day	0	0		0			0%	0
Support-84662 - Day	0	0	60%	0	0:33	0:10	14%	7
WebChat - Day	0	0		0			0%	0
Email Sales - Day	0	0	0%	0	6 days	0:13	0%	1
Email Support - Day	0	0		0			0%	0
Shared Queue - Day	0	0		0			0%	0

teams.microsoft.com is sharing your screen. [Stop sharing](#) [Hide](#)

Teams and Enghouse Interactive



Enghouse Interactive - TouchPoint

Aaron Vancuren
Log in to get queue calls
Available

Queues Interactions Agents Contacts History Dashboard Enghouse Google

Create New Group + Filter view Manual Layout

Favorites:
Personal
Search All Contacts

 Aaron Vancuren Enghouse Demo 7001 Available	 Anton Oleinik Skype Presenting
 Chantal Schisler Enghouse Demo 7004 Line is available	 Deborah Maud Enghouse Demo 7011 Line is available
 Kai Kohl Enghouse Demo 7015 Away	 Libby Janco Enghouse Demo 7016 Logged in

Microsoft Teams

teams.microsoft.com/_/#/teamDashboard/Teams%20Presence/19:25b54effc54cee46264624c7de09@thread.skype/td.members

Microsoft Teams Search

Teams Presence
Teams Presence users

Members Channels Analytics Apps

Search for members Add member

Owners (1)

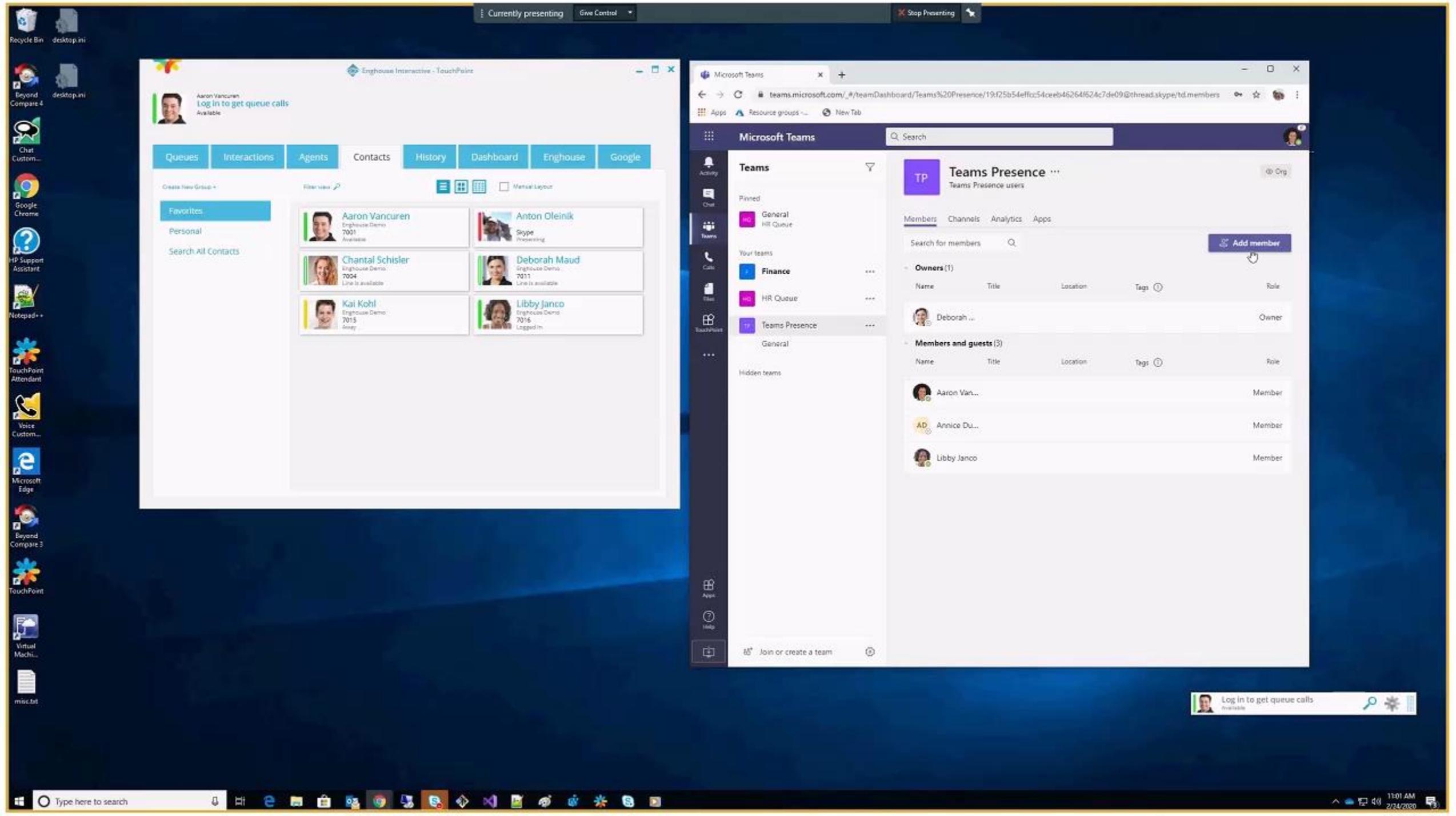
Name	Title	Location	Tags	Role
				Owner

Members and guests (3)

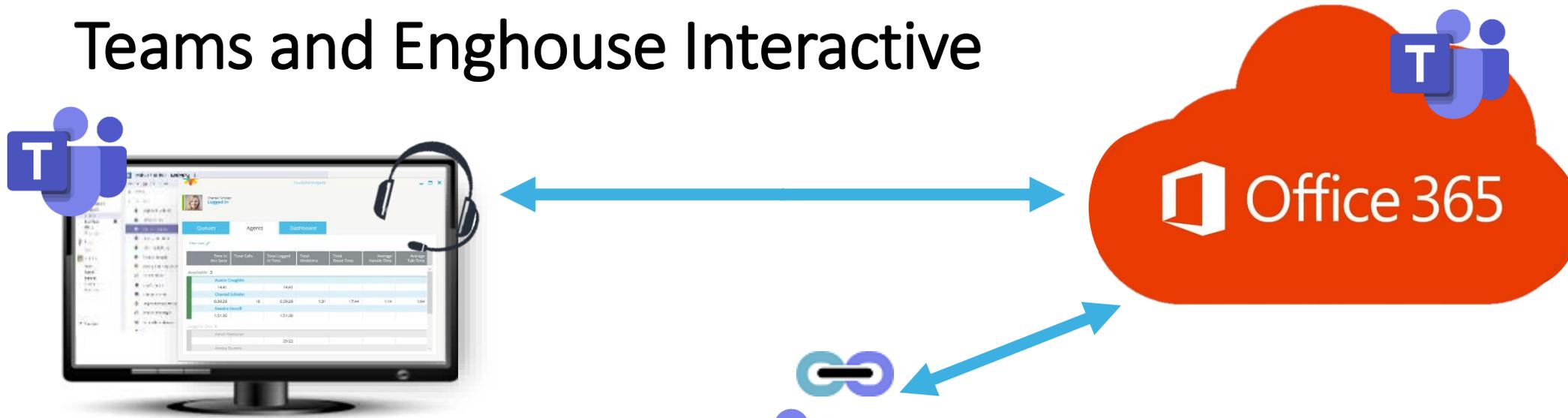
Name	Title	Location	Tags	Role
				Member
				Member
				Member

Join or create a team

Log in to get queue calls
Available



Teams and Enghouse Interactive



Agents homed on
Microsoft Teams

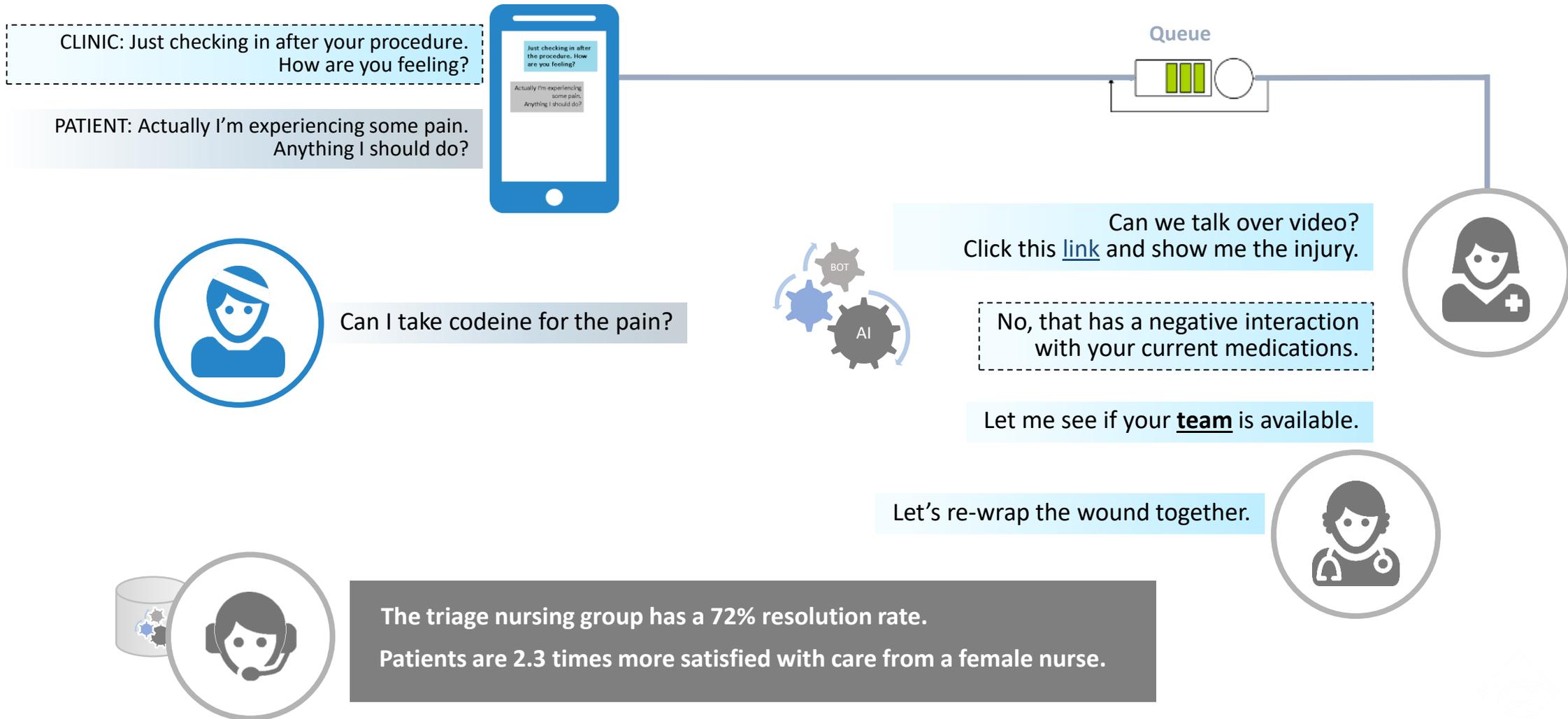


Enghouse Interactive
Private Cloud OR On Premises

Presence Server
– Teams Connector

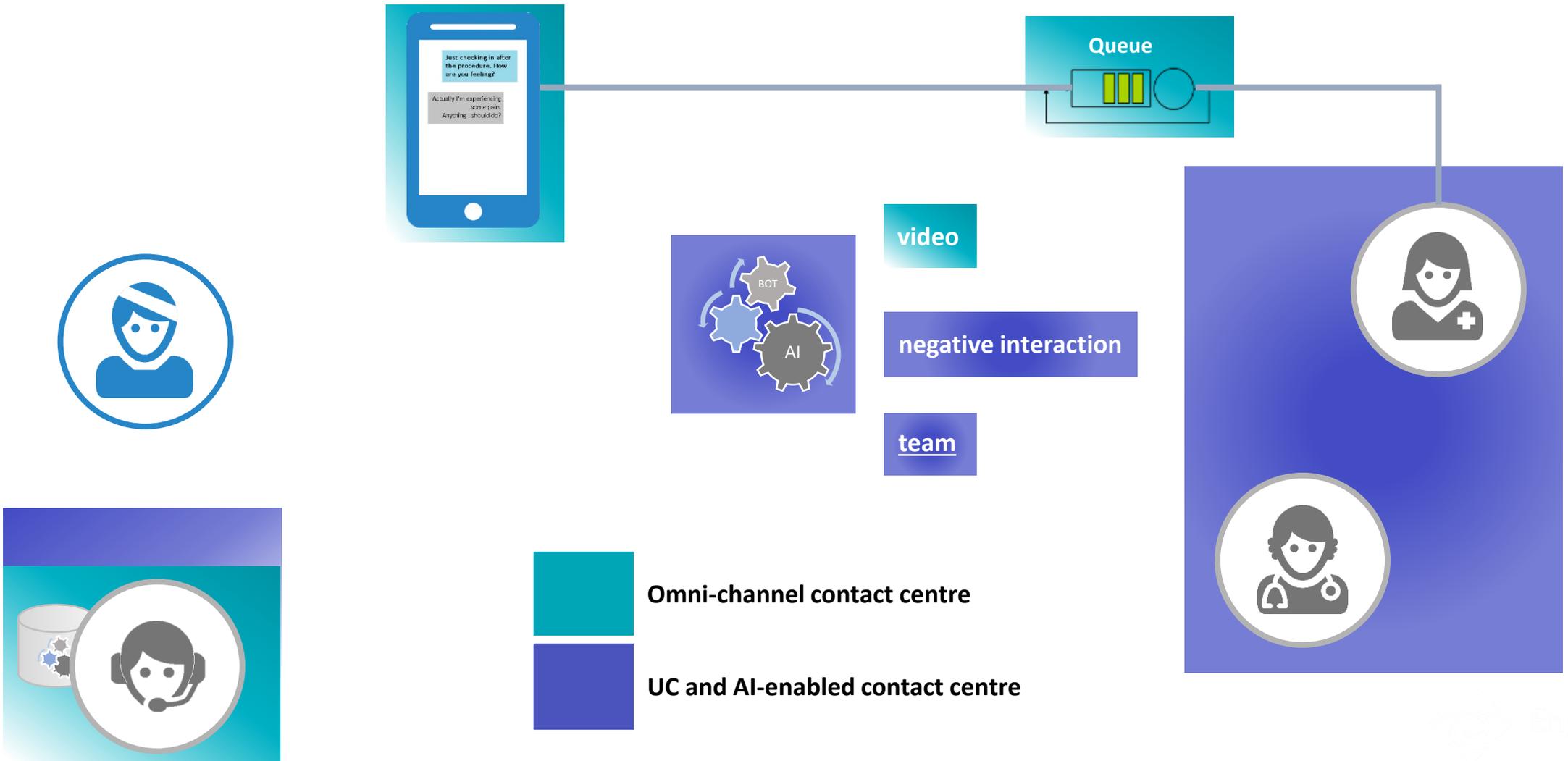
The value of Teams
Collaboration:

- Consult with your Experts
- Get timely assistance
- Practical support





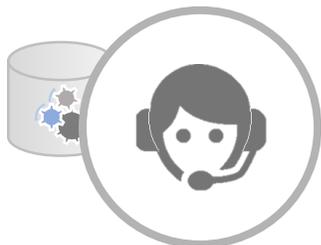
Taking it to the next level...



How do we make this work?



1. Support for full omni-channel contact centre management.
2. Delivery of calls (and other interactions) to Teams users.
3. Use of AI (cognitive services) for customer/agent assistance.
4. Customer-specific teams, with presence, used for collaboration.
5. Advanced analytics and customer insights for managers.





What does it look like?

Past Related Interactions

The screenshot shows a customer support interface for 'TouchPoint Interactions'. At the top, it identifies the customer as 'Jim Smith' with a phone number. Below this, there are tabs for 'Active' and 'Related'. A video call window is active, showing a man and a woman. To the right, a 'WEBCHAT' section shows a chat history with messages from 'Jim Smith' and the agent. Below the chat is a 'Scratch Pad' for taking notes. At the bottom, there is a 'Send' button and a status bar indicating 'You are now connected to a Video call with Jim Smith'.

IM, Call & Video
Collaboration

Context from Web
Self-Service & Queuing

Search for Collaboration
Assistance (Teams Presence)

Libraries of Common
Responses

Notes Taking
& Tracking

The screenshot shows a Teams presence interface. It lists four team members: Aaron Vancuren (Enghouse Demo, 7001, Logged In), Annice Dumire (Enghouse Demo, 7002, Line is available), Deborah Maud (Enghouse Demo, 7011, Busy), and Libby Janco (Enghouse Demo, 7002, Busy). There is a search bar at the bottom and a 'Logged In' status indicator with a user profile picture.



Logged In
Busy

Microsoft Teams | Search

TouchPoint TouchPoint About

Aaron Vancuren
Logged out

Queues Agents

Available Agents	Calls in Queue	Longest Wait	Service Level	Average Speed of Answer	Average Handle Time	Abandons	Total Calls
All Queues 7							
Auto Attendant - Day	0	0	0%				0
Chat - Day	0	0	0%				0
Cust Service Phone - Day	0	0	0%				0
Email - Day	0	0	0%				0
Sales Phone - Day	0	2	0:54	0%			0
Social Media - Day	0	0	0%				0
VIP Phone - Day	0	0	0%				0

Microsoft Teams | Search

TouchPoint TouchPoint About

Aaron Vancuren
Logged in
Customer Service
2:35

Queues Agents

Available 1

- Aaron Vancuren Customer Service - 2:35

Break 1

- Libby Janco On a break - 3:36

Logged Out 28

- Ammie Corrio
- Annicc Dumire
- Arthur Daily
- Carmelina Lindall
- Chantal Schisler
- Chester Hammond
- Cornelia Caton
- Darrel Maxim
- Dean Mitchell
- Deborah Maud
- Deedra Vencill
- Derek Bayard

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□
×

Teams

Your teams

- EC Enhouse Contact Center
- General
- Enhouse BI - Reporting
- TouchPoint Agent
- TouchPoint Supervisor

Hidden teams

Join or create a team

EC
Enhouse Contact Center > Enhouse BI - Reporting ...
Private

Conversations
Files
Wiki
Outbound Services
Inbound Services
Agent Productivity
+

Outbound calls

High level KPIs

Today outbound calls

Phone contactability: 51.55% | # of calls: 7,790

Total outbound calls

Phone contactability: 39.99% | # of calls: 888,253

Call work time

Average conversation time (s): 61.49 | Average wrap up time (s): 80.97

Closed calls

Positive response: 95,226 | Closed contacts: 258,469

Redemption

Redemption on useful: 46.28% | Redemption on closed: 36.84%

Back office

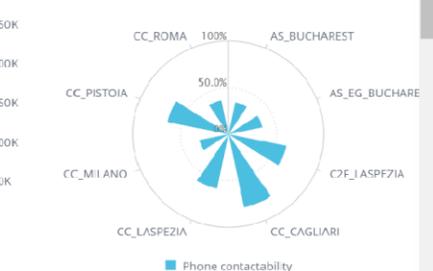
Confirmed Back Office: 65.70% | Available back office: 7,670

Contactability analysis

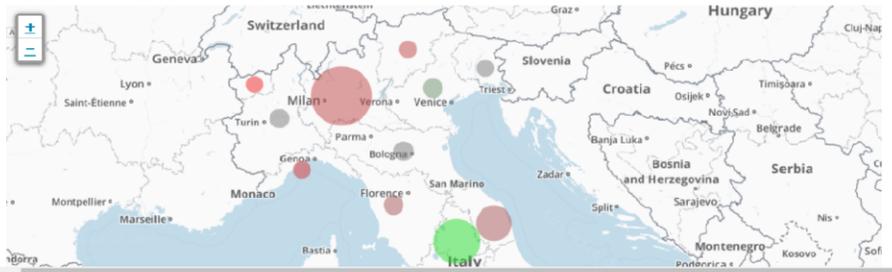
Contactability trend



Call center contactability



Contactability by region



Top 10 regions

Region	Phone contability	Total outbound contacts
Umbria	47.27%	62,368
Molise	35.74%	277
Veneto	34.61%	5,787
Lazio	34.08%	47,265
Basilicata	33.77%	302
Emilia-Romagna	32.41%	4,856
Piemonte	30.7%	4,662
Friuli-Venezia Giulia	29.72%	1,124
Toscana	29.08%	5,348
Abruzzo	27.99%	1,783



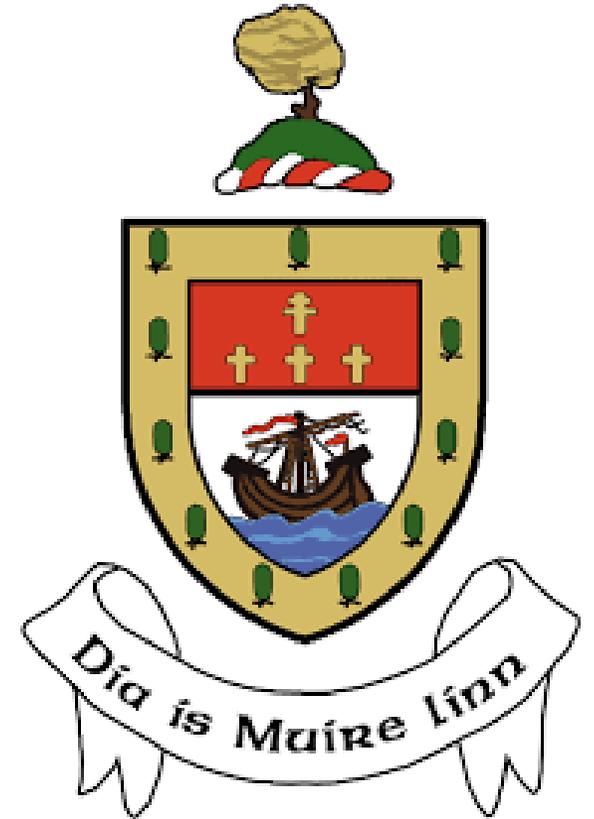
Happy Teams Customer: Mayo County Council

“The combination of Enghouse and Microsoft Teams is a game changer for Mayo County Council. It has taken our customer service to a whole new level.”

“We were keen to see what we could do in the customer service space, particularly in relation to Microsoft Teams. The journey to date has been a fruitful one. We have learned so much from the Enghouse team. Their patience, knowledge and professionalism is second to none.

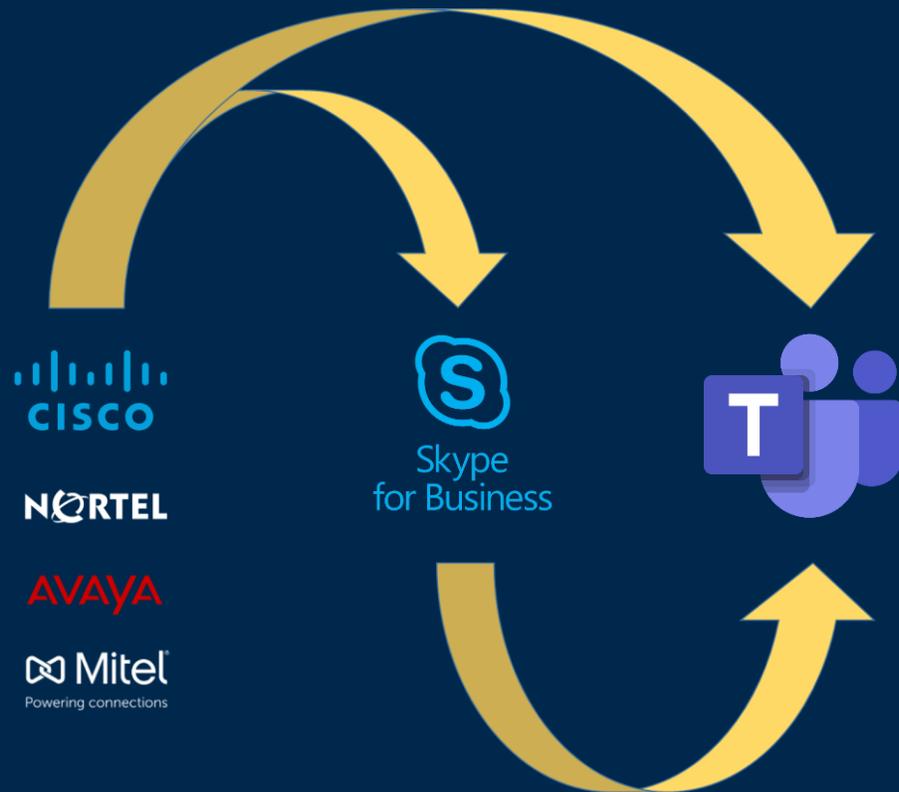
We believe our customer service has jumped forward a generation... The staff and customer satisfaction is a testament to this.”

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





Communications Platform Migration



- Staged migrations
 - Sites/Users/Queues on multiple platforms
- Consistent agent and supervisor tools
- Cross-platform integrated reporting
- Skype and Teams presence in same view

Where do we go from here?

Currently ...

- ◆ Full contact centre queuing and routing
- ◆ Multi-channel / Omni-channel
- ◆ Delivery of calls to Teams endpoints
- ◆ Monitoring, recording
- ◆ Agent desktop, side-by-side with Teams
- ◆ Presence integration
- ◆ Custom BOTs for self-service, agent assistance
- ◆ Full reporting and analytics
- ◆ Teams-embedded management tools – Supervisor, Analytics



What's next ...

- ◆ Teams-embedded agent experience
- ◆ Packaged agent assistance BOTs
- ◆ Dynamic team creation
 - Based on customer needs
- ◆ Teams native IM/Video queuing, media escalation inside Teams
- ◆ Advanced AI-based analytics



Enghouse
Interactive



Teams, The Enghouse Way

The Intelligent, Collaborative
Contact Centre is Here!