A Closer look at a Microsoft Teams Contact Centre

Anna Stokes, Enghouse Interactive

Microsoft + Enghouse

2007 — OCS
2010 — Lync
2015 — Skype for Business
2018 — Teams
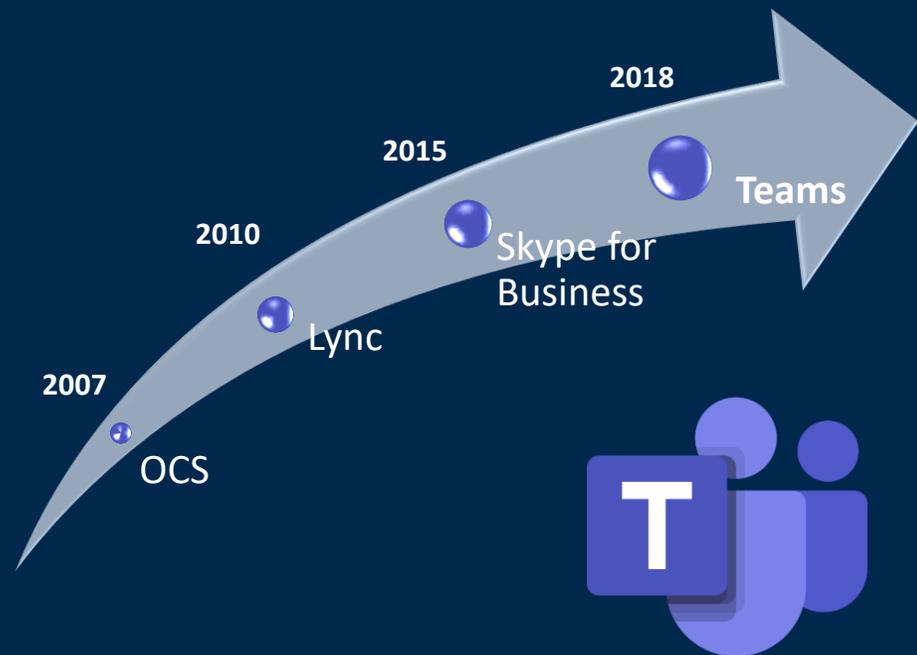
- 12+ Years as a Co-Development Partner
  - Member of Microsoft's Technology Adoption Program (TAP) for Lync, Skype and Teams
  - "Native" integrations dating back to 2008
  - Presented alongside Microsoft at Inspire and Ignite for many years
- Over 600 customers on Skype for Business
- Teams Solutions in Microsoft's Certification Program right now

Microsoft Partner
Gold DevOps
Silver Cloud Platform
Microsoft

Teams and Enghouse Interactive

Agents homed on
Microsoft Teams

Enghouse Interactive
Private Cloud OR On Premises

Office 365

Teams Direct
Routing

PSTN

SBC

SIP

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Teams and Enghouse Interactive

Agents homed on
Microsoft Teams

Microsoft
Presence APIs

Presence Server
– Teams Connector

Teams Direct
Routing

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SBC

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Enghouse Interactive
Private Cloud OR On Premises

Enghouse
Interactive

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Agents homed on Microsoft Teams

Presence Server – Teams Connector

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Office 365

The value of Teams Collaboration:

- Consult with your Experts
- Get timely assistance
- Practical support
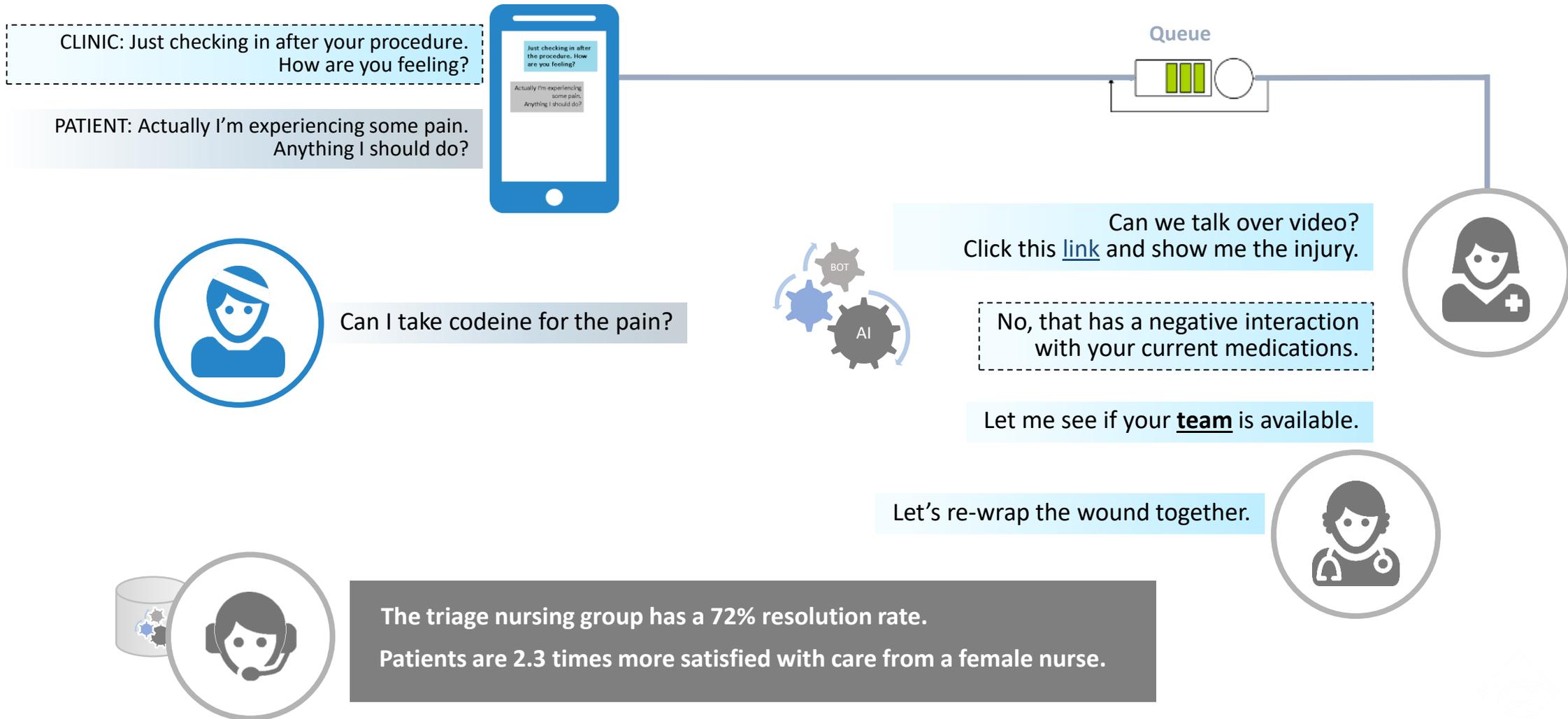
Taking it to the next level…

Just checking in after the procedure. How are you feeling?

Actually I'm experiencing some pain. Anything I should do?

Queue

BOT

AI

video

negative interaction
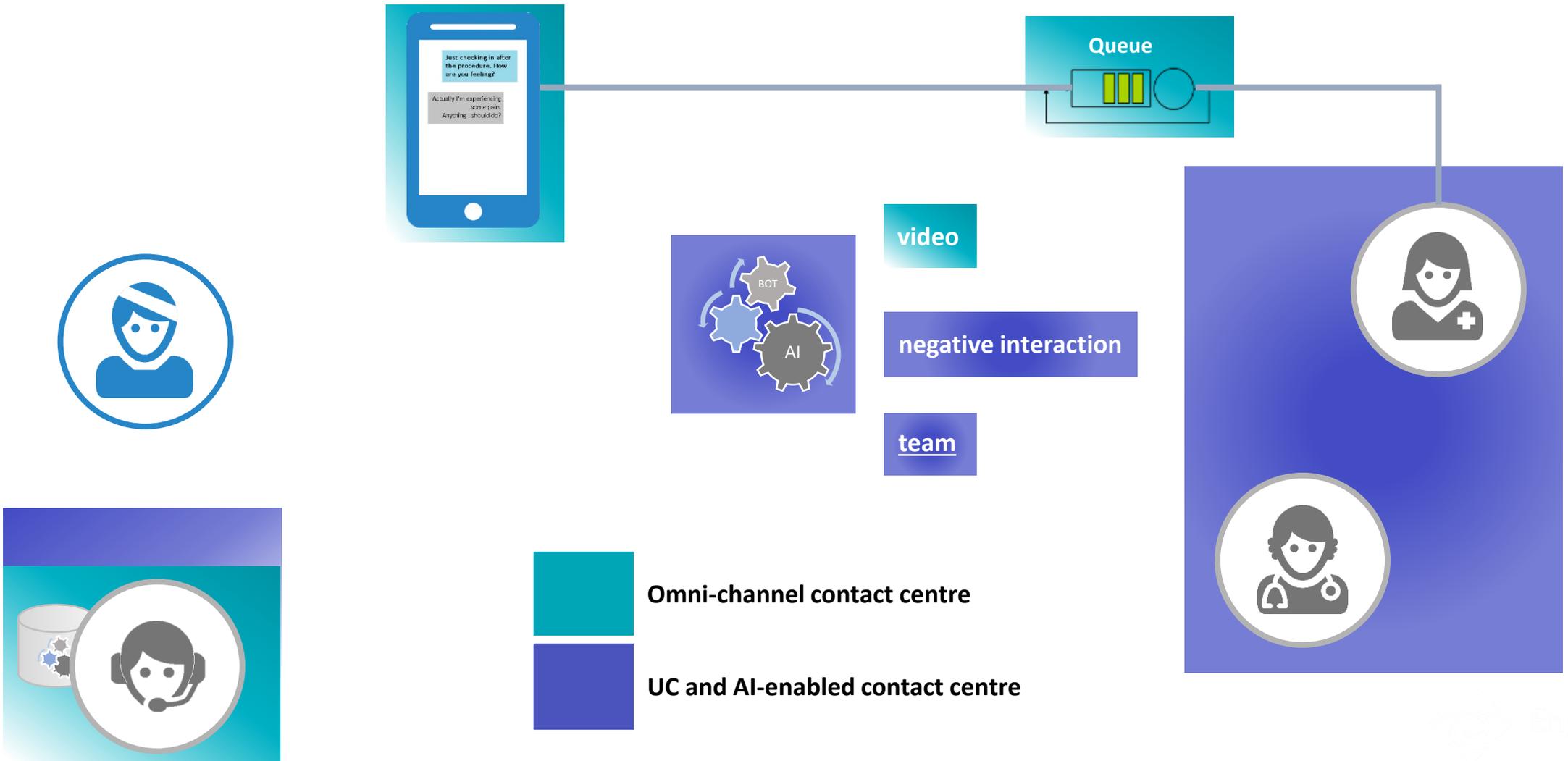
team

Omni-channel contact centre

UC and AI-enabled contact centre

Enghouse Interactive

"**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
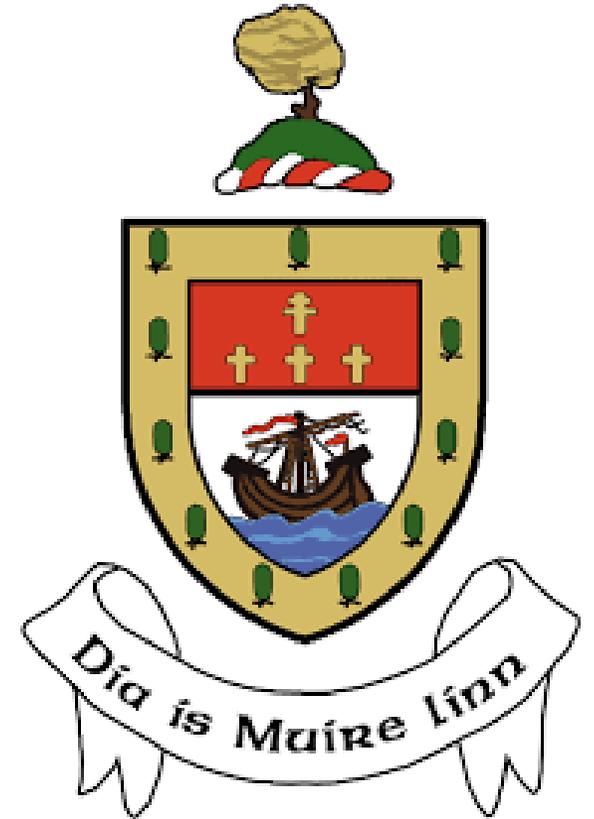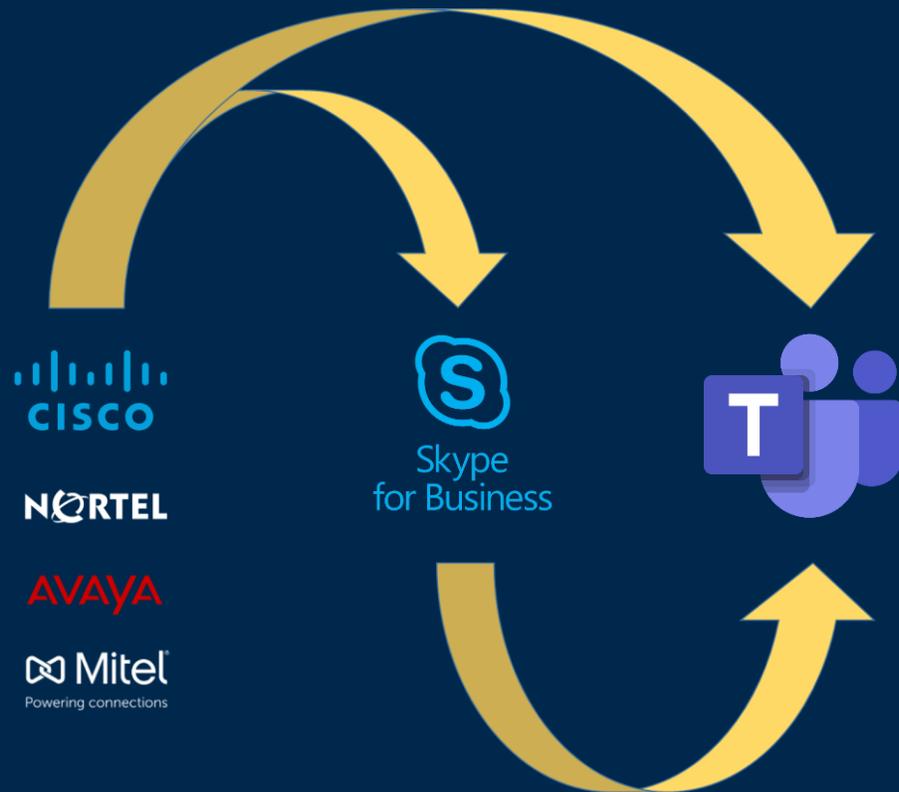
Where do we go from here?

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FUTURE →

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

The Intelligent, Collaborative
Contact Centre is Here!