



Enghouse
Interactive

Guide to Migrating your Contact Centre to Microsoft Teams

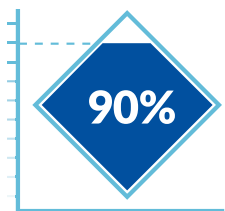
V1.0 | 2019



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



Microsoft Teams



500,000+

More than 500,000 organisations use Teams



91%

91 Fortune 100 companies use Teams



44+

In 181 markets with support for 44 languages and growing



10,000+

150 organisations have 10,000 or more active users

The fastest growing application in the history of the Microsoft ecosystem, at just 2 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, 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?



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

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 been possible.

Contact centre agents, also referred to as “frontline workers”, were often isolated but now with Teams these critical personnel can be seamlessly backed up 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, a frontline worker on Microsoft Teams can effortlessly request assistance from a team of colleagues outside the contact centre whether they're in the office or using their smartphone remotely . He just posts a request for assistance to the team he wants, and one of them responds!

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

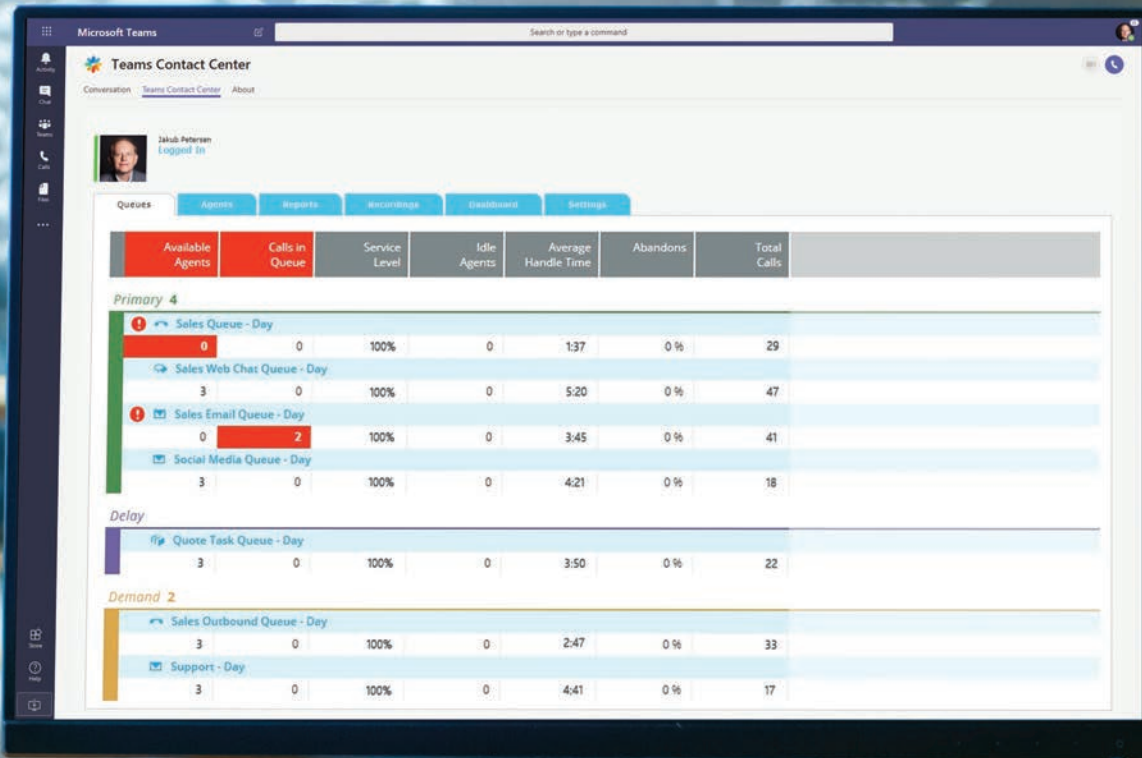
**“WE’VE BEEN TALKING ABOUT
BREAKING DOWN ISLANDS
OF COMMUNICATION FOR 20
YEARS NOW, BUT WE’VE NEVER
BEEN ABLE TO GET ALL THE WAY
THERE. I THINK THAT MICROSOFT
TEAMS COULD BE THE THING
THAT CHANGES ALL OF THAT.”**

Alex Black, CTO - Enghouse Interactive



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 frontline team with different Teams in the organisation, and then it's just a couple of clicks to escalate or ask for help from the group



Gold
Microsoft Partner



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 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 Enghouse Interactive; with 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, Enghouse Interactive has delivered over 600 contact centre solutions in a Microsoft environment and is rated in the top 1% in Microsoft's partner ecosystem.

“OUR CUSTOMERS BENEFIT FROM WORKING WITH ENGHOUSE AND MICROSOFT TOGETHER. THE ADDITIONAL VALUE, THE UNIQUE EXPERIENCE AND SOLUTIONS THAT THEY GET FROM ENGHOUSE, SOMETHING THAT WE CAN'T PROVIDE. ENGHOUSE CAN REALLY BUILD ON OUR SOLUTIONS TO GIVE CUSTOMERS SOMETHING EXTRA.”

Bjanka Colic, Product Marketing Manager – Microsoft



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

World's first Microsoft cloud-based contact centre



Key Benefits of an Enghouse 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 Enghouse Interactive contact centre.

Not only will you enhance the experience you offer your customers, but you will significantly expand the support your organisation provides for the critical frontline workers who represent your brand while punching through internal barriers to efficiency and productivity.

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





**Enghouse
Interactive**

For more information, visit
www.enghouseteams.com

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.