

Contact Center for Microsoft Teams



Simple

Contact Center is Quick & Easy to Buy, Setup, & Use.

Familiar

Contact Center looks and feels just like Microsoft Teams. It visually integrates with Teams to appear as one unified solution.

Powerful

Contact Center brings you the most requested functionality: Live customizable wallboards, Recording, In depth Reporting, Etc.

Open

Contact Center is designed to work with Microsoft Power Automate, Power Apps, and Power BI.

Trusted

Contact Center is a native Microsoft Teams solution built on Azure that "just works."



Key Benefits

- Instantly add contact center functionality to Microsoft Teams
- Easily add advanced features like Barge In and Call Recording to Teams in minutes
- Reports that get just the data your call center managers need
- Everything secured by an elegantly simple but powerful, hierarchical permission structure

DATA SHEET Contact Center for Microsoft Teams

User Interface Features

- Looks and acts just like Microsoft Teams
- Familiar & Intuitive Interface means low training time
- Keyboard, mouse or touch support
- Multilingual user interface

Barge In

- Ability for managers to view their agents calls and barge into the call

Wallboards

- Configure unlimited custom wallboards
- Designate custom group of Queues to display
- Show direct calls to agents

Live Sentiment Analysis

- Ability for managers to see the real-time sentiment of an agent's call
- Uses Microsoft Cognitive Services

Reporting

- Calls Per Hour
- Agent Details
- Call Details
- Agent Summary
- Wrap Up Answers Summary
- Queue Calls Chart
- In vs Out Call Chart
- Call By Day Chart



T2M Works
Denver, CO USA
www.t2mworks.com

User Interface Features

- Looks and acts just like Microsoft Teams
- Familiar & Intuitive Interface means low training time
- Keyboard, mouse or touch support
- Multilingual user interface

Barge In

- Ability for managers to view their agents calls and barge into the call

Wallboards

- Configure unlimited custom wallboards
- Designate custom group of Queues to display
- Show direct calls to agents

Live Sentiment Analysis

- Ability for managers to see the real-time sentiment of an agent's call
- Uses Microsoft Cognitive Services

Reporting

- Calls Per Hour
- Agent Details
- Call Details
- Agent Summary
- Wrap Up Answers Summary
- Queue Calls Chart
- In vs Out Call Chart
- Call By Day Chart

Call Recording

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- Auto upload recordings to secure Azure portal for web based manager listening
- Granular security structure

Caller Features

- PSTN or Microsoft Teams callers
- Music on Hold
- Position in Queue notification
- Allow Caller to ask to be called back

Agent Features

- Persistent Agent Panel with Microsoft Teams User Experience
- Sign in & Out of queues
- Set agent status like Available, Off, & Break.
- Multiple vendor CRM or Line of Business Customer Call Information and Editing via Power Apps
- Agent can be presented with wrap up questions at the end of a call
- Call recording control (based on policy)
- Abandoned Calls Report
- Wall Boards
- Convenient Azure AD Sign In
- Notification when a caller has asked to be called back in the order they were in the queue. (Call back initiated but Teams client handles calling out at this time)

Manager Features

- Active Calls Status
- Barge In
- Wall Boards
- Call Recording
- Granular CDR Access Control
- Live Call Sentiment
- Reports
- Call Recording Listening portal
- Abandoned Calls
- Agent Summary
- Call Detail Records
- Sentiment Record
- Queue Calls by Hour
- Call Wrap Up Answers
- Agent Status Timeline

Administrator Features

- Familiar Microsoft 365 Administrator portal
- 1 Minute organization setup
- Native Teams App for easy deployment
- Easy Call queue configuration
- Multiple Queue Routing Methods
 - Serial
 - Attendant
 - Skills
 - Round Robin
 - Longest Idle
 - Presence Based Routing
- Granular Access Control
- Azure Active Directory
- Office Connection Webhooks Triggers
 - New call in queue
 - Abandoned call
- Microsoft Flow automation via the noted webhook triggers
- Live Microsoft Power BI analytics via the noted webhook triggers
- Supports calls originating from Microsoft Phone Numbers, Direct Routing, or Microsoft Teams contacts
- Call recording storage in your own Azure Blob
- Export Data
- IVR with data dip capabilities

