Five9
The Intelligent Cloud Contact Center

Five9 UC Integration with Microsoft Teams

Increase first contact resolution and improve customer experiences

Overview

Whether purchasing your products or needing service, your customers are increasingly more demanding. They want you to understand them. They want options on how to reach your business. And when your customers speak to a live agent, they expect their purchase request or service inquiry to be resolved the very first time.

One of the best measurements in terms of impact to the customer experience is first contact resolution (FCR), which is among the key performance indicators (KPIs) measured by many organizations. FCR is important because it's tightly correlated to customer satisfaction (CSAT) and net promoter score (NPS).

The Five9 Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents to Teams users.

There are a number of ways businesses today are improving FCR. With proper training, motivation, and the right information at the agent's fingertips, they are able to provide extraordinary customer experiences and resolve customer issues on the first contact.

But what if your highly motivated, well-trained, and incentivized agents don't have all the information they need to completely and accurately answer customers' questions?

Enter Agent-Expert Consultation, the Five9 UC Integration with Teams. Regardless of where your agents are located, they can easily access subject matter experts who are using the unified communications capabilities of Teams.

Agent-Expert Consultation

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users throughout the organization. Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.

Using Agent-Expert Consultation, agents have an "at-a-glance" directory on their desktop with presence status showing whether the Teams user is available, busy, away, etc. Teams users are identified by department, allowing agents to quickly find an expert to help them. Once the right expert is identified, the agent can talk with them one on one, conference them with the customer, or transfer the call. Regardless of how the call is handled, the goal is to resolve the customer's issue the first time, every time.

Agent-Expert Consultation Features:

- Agents can view a consolidated directory with Teams subject matter experts
- Teams users can be identified by department for agents to quickly find the right expert to help
- "At-a-glance" directory on the agent desktop provides presence information for experts (available, busy, away, etc.)
- Agents can easily click to call, conference, or transfer a call to any Teams user

Telephony Connect Features:

- Calls to a company's general number can be automatically redirected to the contact center
- Calls requiring contact center personnel can be directed to the correct skill groups in the contact center
- Calls coming to the company's 1-800 number can be redirected to a specialist work group outside of the contact center
- Five9 contact center agents can talk with back office experts who use Teams
- Toll-free on-net calling, conferencing, and transfers

Agents can quickly identify subject matter experts, collaborate with them and resolve customer issues the first time.
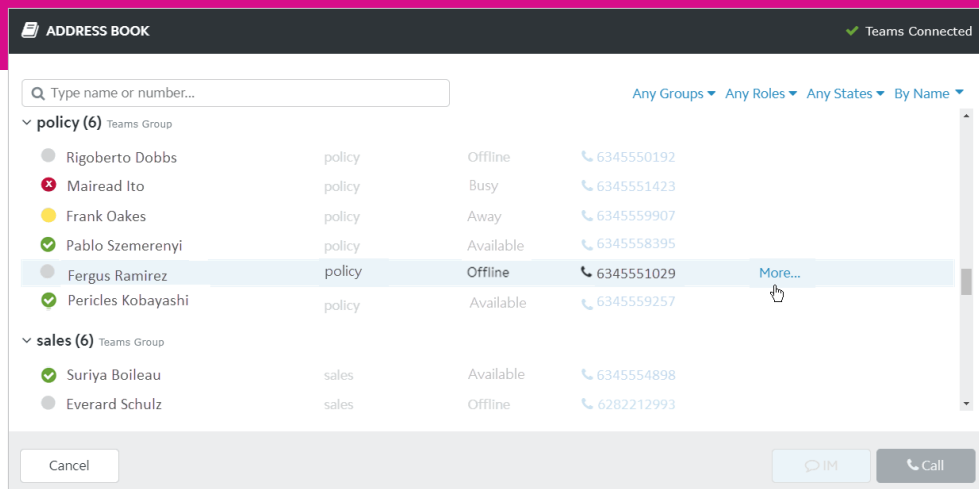
Consolidated directory of Teams users on the agent desktop to quickly find the right expert.
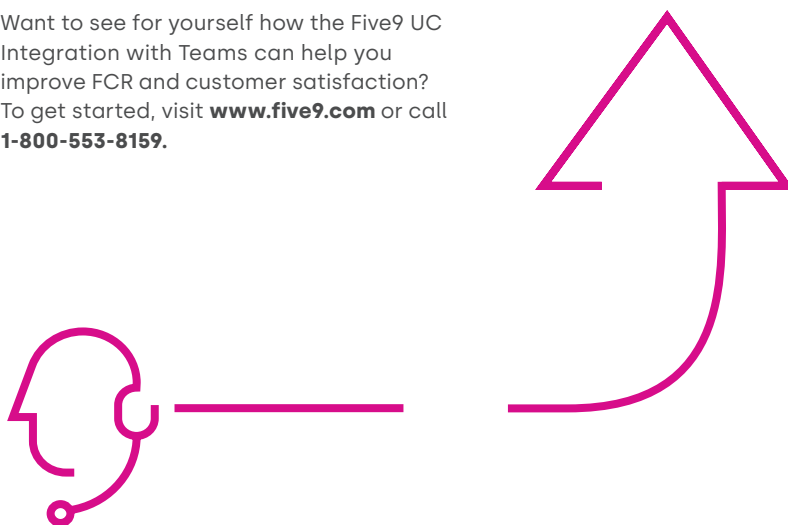
Telephony Connect

Another element of the Five9 UC Integration with Teams is Telephony Connect. Telephony Connect offers a Five9 to Teams cloud-to-cloud integration over a private network to support on-net calling and transfers. This allows calls to be effortlessly moved between Teams and the Five9 Intelligent Cloud Contact Center without incurring additional toll charges.

Five9 and MS Teams

Whether you need to seamlessly move calls between Teams and the Five9 contact center or provide your agents with easy access to experts throughout your organization, the goal is simple: provide the best possible experience for your customers.

Learn More

Want to see for yourself how the Five9 UC Integration with Teams can help you improve FCR and customer satisfaction? To get started, visit **www.five9.com** or call **1-800-553-8159.**

About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit **www.five9.com** or call **1-800-553-8159**.

4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000 **www.five9.com**