

Microsoft Teams Cloud Contact Center Solution

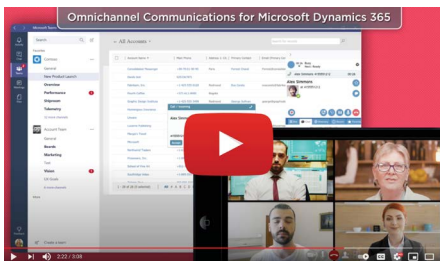


Bright Pattern for Microsoft Teams

Bright Pattern's omnichannel contact center solution can fully integrate Microsoft Teams into the platform, allowing your staff and employees to connect with one another easily and seamlessly over Microsoft Teams. Bright Pattern's Microsoft Teams integration works seamlessly with Microsoft Dynamics to help power your customer's journey.

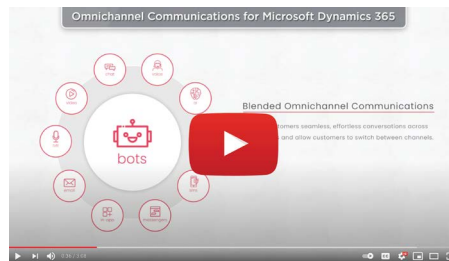


Full CRM Integration with Collaboration



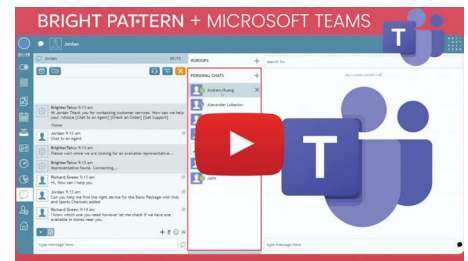
Bright Pattern integrates seamlessly with Microsoft products, giving you access to Microsoft Dynamics and Microsoft Teams and the same platform. Get comprehensive customer info and history while easily collaborating with your teammates for seamless customer experiences.

AI and Bot Enabled for Microsoft Users



Bright Pattern also integrates with powerful artificial intelligence (AI) and bot solutions to give agents and customers enhanced automation to speed time to customer resolution and improve the overall customer experience. Bright Pattern works with AI-powered bots of third-party vendors, including Microsoft.

Extended Communication Channels



Bright Pattern's platform lets you take the conversation off teams and into other channels. Connect with your teammates over Microsoft Teams through Bright Pattern's platform, then take the conversation to other channels like SMS, texting, messaging apps, and more.

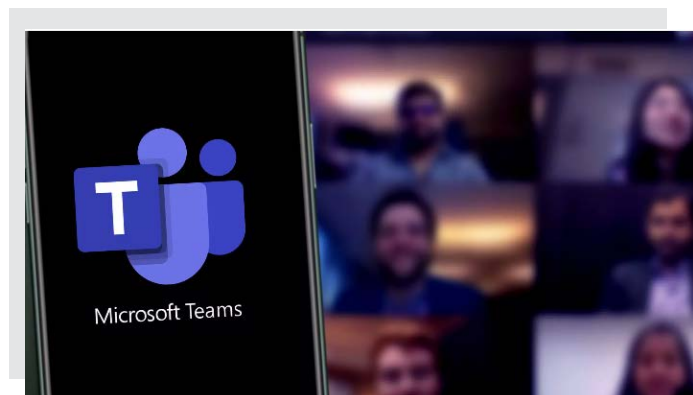
See Who's Available On Your Team

Bright Pattern's Microsoft Teams integration allows you to see user presence in your team. See whether your teammate is available, busy, away, or offline on Microsoft Teams through Bright Pattern's platform. Get customers to the right agent or support specialist quickly by figuring out which team member is available at the moment, and reduce friction in the customer journey.



Extend the Conversation Beyond The Contact Center

Bright Pattern's Teams integration allows your agents to seamlessly connect with other members of the company outside of the contact center. Your agents can connect with members of other departments, like the customer support team, sales team, or retail team right inside the Bright Pattern platform through the seamless Teams integration. Your agents can get information and support quickly, even from outside the call center.



Your Teams And Groups On The Platform

Bright Pattern's Microsoft Teams integration allows Teams to fully integrate into the platform, meaning that your workforce will be divided into the teams and groups that were set for your organization. Keep your teams and workforce organized for greater productivity, easier communication, and better customer journeys.



Manage Workforce Communication Through One Platform

Microsoft Teams on Bright Patterns allows your agents to quickly chat with administrators and managers, allowing workforce communication to happen seamlessly and easily. With user presence and team chats within the platform, make announcements to your team and keep them up-to-date in Bright Pattern's platform. Bright Pattern's Teams integration allows your office to communicate, whether the team is a remote workforce or scattered across the globe.



Bright Pattern Launches the Most Advanced Integration for Microsoft Teams and Dynamics

Microsoft Teams is a business communication platform that facilitates teamwork and communication in the workplace. With the continuation of the pandemic, many businesses are still operating on a remote workforce and rely on platforms like MS Teams to help connect colleagues and promote knowledge sharing.

To help our customers and partners improve internal communication in their remote workforce, we've recently launched a brand new Microsoft Teams integration that can integrate Teams directly onto the Bright Pattern agent desktop.

Bright Pattern's Microsoft Teams integration allows companies to bring everyone in every department together to improve the customer experience:



See user presence on Bright Pattern's platform. Agents can see if a colleague is online, away, busy, or offline, and bring them into a contact center conversation immediately



Invite subject matter experts to join phone calls for transfers and conference calls



See Microsoft Teams directories and group membership



Allow users outside the call center to call agent extensions



Allow users outside the call center to start chats with agents as if it was a regular Microsoft Teams conversation

Bright Pattern's Microsoft Teams integration enables omnichannel communication throughout the enterprise:



Move the conversation from Microsoft Teams to any channel, like voice, chat, text, SMS, messengers, etc.



Invite Microsoft Teams users outside of the call center to join conversations over SMS, web chat, Facebook Messenger, Twitter direct messaging, Viber, LINE, and other messengers



Use their Microsoft Teams extension as a phone device option or softphone

Why did the  choose Bright Pattern over Five9, Genesys, inContact and RingCentral?

Microsoft Teams integration was a key requirement, and they wanted to be able to have integration available directly in the CCaaS desktop. Bright Pattern's Microsoft Teams integration was superior to the competition. Agents can see Teams users and presence status, chat with experts within the organization, and invite Teams users to join on other channels (SMS, Facebook, Twitter and others). Teams users can see agents, call agent extensions, chat with Reps. SSO and ADFS Support is also available.