



Teams Contact Centre and Advanced Routing



Turn your Microsoft Teams platform into your Customer Services hub

Organisations are under pressure to optimise its IT services and reduce costs. At the same time, customers have increasingly high expectations of customer service. To manage this challenge, organisations are increasingly looking for a single integrated cloud platform for all their internal and external communications.

With over 270 million monthly active users, Microsoft Teams has already established itself as a powerful collaboration tool. By connecting Teams to the Public Switched Telephone Network (PSTN), it is also possible to use it as a proper telephone with a real telephone number that anyone can call.

A single platform for external and internal communication

Once you enable Teams as your cloud telephony system, you can merge UCaaS and CCaaS to create a single integrated platform for all external and internal communication. That way, you can handle all your customer touchpoints, including the IT helpdesk, reception, or even contact centre in Teams.

Previously Unified Communications (UC) connected employees internally within an organisation, and contact centre solutions connected customer service agents with the public. Now you can steer all internal and external communications in one platform. By integrating the contact centre into Teams, companies can streamline communication and reduce the touchpoints to help customers quickly. Agents can see the presence status and the responsibilities of subject matter experts directly in the contact centre solutions and consult them while the customer is on hold or even transfer the call to them. Agents can better communicate information to customers through video, screen, and file sharing by having access to all the Teams tools.

Consider the advantages of using Microsoft Teams for all your customer touch points with Luware Nimbus:

Reception

Receptionists are the gatekeepers of your business. Deploy an advanced auto attendant console that provides a dashboard to see the number of callers in a queue, and allows you to answer calls, find contacts based on attributes like name or department, and transfer to colleagues based on their presence status.

Contact Centre

The ultimate customer touchpoint is the contact centre. To fully leverage these benefits of Teams, you can bring agents on the same communication platform as other employees with all the features you need. Take advantage of skills-based routing, real-time dashboards, whisper/barge, KPIs and CRM integration.

Internal Helpdesks

Add extensive call routing capabilities, user management, and powerful automation features to boost your service desk's efficiency, including low-code automation of case management.

Call Pickup Groups

Call pickup groups, or hunt groups, refer to a group of people answering an impersonal phone number. This might be a Sales or HR hotline. Extend Teams with advanced functionality to easily set up call flows, manage opening hours and IVRs, and upload announcements and hold music, all with self-service capability that doesn't need IT support.

Branch Numbers

Manage multiple locations and branches with one solution. Easily manage users, announcements, and opening hours. See which service line (or branch) the caller has dialed and transfer callers to the right person internally.

Additional touchpoint: multi-national organisation: If you have subsidiaries or divisions that operate independently, offer self-service for subsidiaries and divisions to manage and configure their services themselves. Recreate your organisation structure and centrally manage corporate resources such as announcements to ensure on-brand communication.

SoftwareOne, in partnership with Luware, has a solution tailored to your needs:

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| Advanced Routing | Enterprise Routing | Contact Centre |
| Routing, queueing and reporting to manage service numbers and call groups. | Advanced Routing features plus integrations and automations to manage helpdesks, service desks and simple contact centres. | Enterprise Routing features plus complex call distribution and insights to manage fully-fledged contact centres. |
| Attendant Console | Interact | Call Recording |
| Fast and easy call management for receptions, operators and frequent callers. | Web-integrated call and video conferencing for remote support and advisory services. | Automatic recording of interactions for training purposes and quality assurance. |

From streamlined operations to elevated customer engagement, Luware Nimbus empowers your communication infrastructure with its advanced features and seamless integration. Explore the array of advantages:

- **Tailored to changing needs:** Luware Nimbus is one suite with modules for various customer touchpoints. Mix and match them to suit your needs – today and in the future. Add modules, users, or subsidiaries as your project or company grows.
- **Integrated in every aspect:** Leverage your investments into Microsoft and other tools within your IT landscape. Luware Nimbus is deeply integrated with Microsoft Teams and Azure and offers easy integrations into third-party applications.
- **Extend Contact Centre to Teams:** Luware Nimbus is a Microsoft-certified extended contact centre for Microsoft Teams. Users use Teams as their only client. The native Teams call handling ensures that the call and media stream stays in your Teams environment and that the Teams security and encryption standards apply.
- **Simplifying IT:** Luware Nimbus is a service – it requires no infrastructure, runs in the cloud, and updates automatically. Your line of business gets ownership and can configure the solution and draw reports themselves.
- **Part of the Microsoft Azure ecosystem:** Luware Nimbus doesn't just run on Azure, it's part of Azure. Therefore, it can leverage powerful Microsoft tools for cognitive services like text-to-speech, the bot framework, business intelligence, Azure communication service, and Power Automate.

If you are looking at combining unparalleled audio and video quality, exceptional scalability, and a seamlessly immersive user journey into one single call centre solution, fully implemented and running on Microsoft Teams, request a demo today to witness firsthand how it all comes together.

CONTACT US TODAY

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