

# Genesys Cloud CX integration with Microsoft Teams

Customer relationships can be complex.  
Your technology shouldn't be.

Get simplified, integrated communications  
and easier collaboration between the  
Genesys Cloud CX™ contact center  
solution and the Microsoft Teams  
collaboration platform.



## Why it matters

# 57%

of employees consider time  
spent switching between  
applications as a primary  
barrier to getting things done

Source: IDC

# 70%

of employees are looking  
for more agile ways to work

Source: IDC

# 86%

of businesses consider the  
impact of employee experience  
on customer experience of  
great importance

Source: Gartner

## How your business benefits

Make it easier for contact center agents to collaborate with subject matter experts across the company and deliver memorable customer experiences with the Genesys Cloud CX platform and Microsoft Teams.

### Connect, communicate and collaborate with ease

- Take advantage of the connected productivity and communication capabilities of Microsoft Teams
- Use the integrated directory, search and presence features to determine availability and collaborate in real time with a single click

### Choose your carrier

- Select from Microsoft, Genesys or another carrier of your choice for inbound and outbound voice and internal calls
- Get the industry-leading Genesys Cloud CX routing and artificial intelligence capabilities — with a single point of control

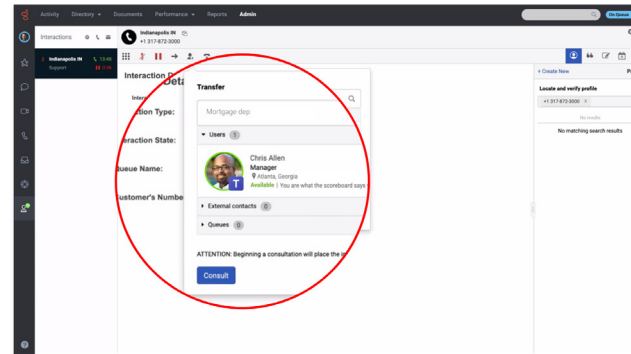
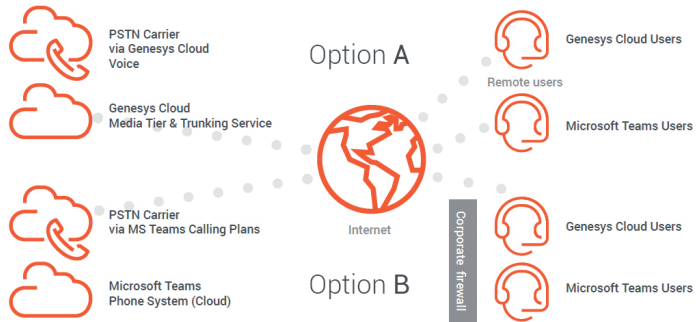
### Improve agent productivity

- Empower agents with a single interface to communicate and collaborate
- Resolve customer issues within the first contact by giving agents real-time access to experts across your company

“Deploying Genesys made it simpler for our employees to work with students. The new integration with Microsoft Teams allows our student care teams to connect with one another and share knowledge so they can efficiently support students.”

Adam Davis, Director of Operations,  
Western Governors University

## How it works



## What you can do when solutions work together

- Sync directories between Microsoft Active Directory and Genesys Cloud CX
- Search within Genesys Cloud CX for Microsoft Teams contacts, information and presence
- Transfer interactions between Genesys Cloud CX and Microsoft Teams with click-to-call (compared to DID)
- Enable calling between telephony and digital platforms without incurring additional telephone charges
- Enable calling with your existing Bring Your Own Carrier (BYOC) and BYOC-premises capabilities
- Support call transfer, recording and analytics – like all other BYOC voice interactions

## Create seamless connections across your company

Bring together the contact center and the back office in a single user experience through native integration between Genesys Cloud CX and Microsoft Teams.

Genesys Cloud CX agents can search the Microsoft Teams directory and view contact information and Microsoft Teams user status within the Genesys Cloud CX interface. From there, they can click to call or initiate a warm transfer.

It's a perfect fit for customers looking for best-in-class solutions: Genesys for customer experience and Microsoft for unified communications and productivity.

Solve customer problems faster. Get started with your Genesys Cloud CX and Microsoft Teams today.

## ABOUT GENESYS

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service™, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

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