ConnectPro for Microsoft Teams

PRODUCT FACTSHEET

Teleware

ConnectPro is a Microsoft Teams integrated contact centre solution.

When migrating to Microsoft Teams voice, organisations often find that they don't have all the features they need within Microsoft Call Queues, such as real-time statistics, agent wrap-up, CRM integration and historic reporting. Organisations turn to third party contact centre solutions to address these issues but often sacrifice functionality or compromise on licences due to budget constraints. Teleware bridges the gap between Microsoft Call Queues and typical contact centre licencing, by offering advanced capabilities cost-effectively.

ConnectPro offers a tightly integrated experience in comparison to standalone contact centres, which are typically siloed to specific user groups (e.g. customer service team). This improves communication and collaboration between ConnectPro agents and other Teams users.

Microsoft Teams integrated contact centre

- Brings together your telephony strategy, through Microsoft Teams voice, allowing you to combine Unified Communications as a Service (UCaaS) with Contact Centre as a Service (CCaaS) for better end to end communications.

- With multiple channels including voice, webchat, SMS and email, your customers have the option to reach you via their preferred method.

- Enhanced employee experience leading to improved customer experiences.

Who it's for

Organisations who are using Teams for voice or are considering the move and require:

- A fully integrated Teams experience that allows users to work from anywhere on any device.

- Advanced capabilities beyond Call Queues at a cost-effective price.

- An easy to use solution that provides departments with real-time administration and management.

- Greater real-time insights to understand customer experience and performance.

- Easy to access, detailed historic reporting.

- Simplified integration to CRM and other back-office systems to improve customer experience.
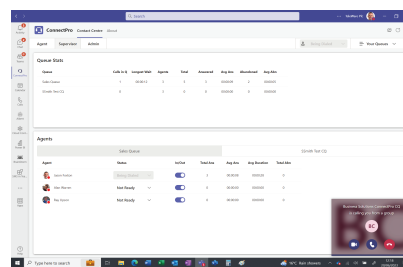
Features

- ConnectPro natively integrates into Microsoft Teams using the Microsoft Extend model.

- Agent and Supervisor app providing real-time insights including call handling, queues, customer wait times, agent availability and performance metrics.

- Advanced routing and call queuing options, equipped with self-service capabilities provide flexibility to distribute work to the right people in your organisation at all times.

- Integration with third-party platforms using Power Apps, including CRM (e.g. Dynamics and Salesforce), helpdesk, HR and financial software.

- Optional communications recording for compliance and training purposes.
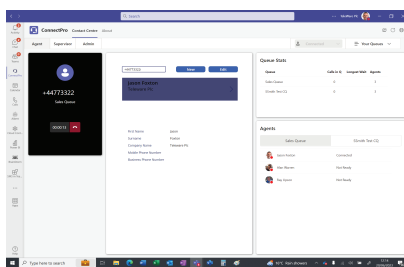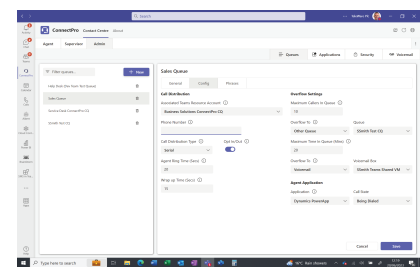
Agent view	Supervisor view	Administrator view
Integrates with your data sources using Power Apps including CRM, helpdesk, HR and financial software.	Provides real-time insights including call handling, queues, wait times, agent availability and performance metrics.	Facilitates a self-service approach to agent and team management as well as call distribution.

Benefits

- Enables departments to manage and supervise teams and agents in real-time. Adds, moves and changes are reduced from hours to seconds without the need for IT - freeing up their time to handle important projects.

- Improves first contact resolution through better collaboration with experts from the rest of the business.

- Greater insights enable the business to make effective data-driven decisions.

- Easy to deploy globally and can be live within minutes with next to no setup costs.

- Enables hybrid working throughout the contact centre, helping reducing employee attrition and cost.

- Scalable solution with the ability to add or remove users easily.

- No hidden costs.

> In summary, ConnectPro for Microsoft Teams is a comprehensive solution that provides a seamless and integrated contact centre experience for your business. You can enjoy cost savings, improved collaboration, and increased flexibility, ensuring your contact centre can evolve with your business.