

storm® Teams Integration

Seamless contact center-to-back-office collaboration



THE PROBLEM

In the age of distributed working, your employees use a range of different digital tools to communicate with one another. To keep your business running as usual during unprecedented times, and to optimize your operations, it is essential that you align your front- and back-office teams, by providing them with access to their preferred methods of collaboration.

To be successful, your contact center's external communications solution needs to integrate with the internally-facing technology used throughout the wider organization by back-office subject matter experts, such as Teams.



THE SOLUTION

storm® Teams integration enables users to transfer phone calls to back-office subject matter experts on Teams who are best placed to advise customers. The process works equally effectively in the opposite direction, to create one unified environment for employees to communicate externally and internally.

With **storm**, users can dial external numbers through Teams and have their own DDI numbers for Teams users. Employees can quickly locate one another, and view live availability statuses, with presence sync available on **storm** DTA® (Desktop Task Assistant) across both **storm** and Teams, to ensure full visibility while collaborating.

storm VIEW™ displays management information from multiple services side by side on a single screen. **storm** RECORDER™ enables full converged recording of every channel of communication that your employees use, enabling you to monitor and support agents to ensure a consistent service level and complete compliance.



KEY FEATURES

- The integration provides powerful management information reporting across Teams that provides access to a range of sophisticated statistical analysis tools.
- **storm** provides 99.999% reliability and virtually limitless scalability to ensure no call is dropped and a consistently excellent standard is maintained.
- **storm** has unmatched integration capabilities with hundreds of successful integrations to third-party software systems, including Microsoft Teams, Azure and Dynamics.



BUSINESS IMPACT

- Improve first-contact resolution by empowering front-office agents to be a single point of customer contact who can collaborate quickly with the wider organization to solve any query.
- Live availability statuses give front-office employees full visibility while communicating, with real-time presence sync available on **storm** across both systems.

storm[®] Teams Integration



HOW storm TEAMS INTEGRATION WORKS

- Users can dial external numbers directly through Teams via a SIP trunk, an affordable and easy-to-use mechanism to make calls.
- Front-office users can transfer contact center calls on **storm** to back-office subject matter experts who use Teams, and vice versa.
- A **storm** agent will be able to see a Teams user in the **storm** directory and their associated presence prior to facilitating a transfer to Teams.
- Integrations with **storm** VIEW and RECORDER enable end-to-end reporting and recording across Teams.

The screenshot displays the Microsoft Teams interface. On the left, the 'Calls' section is visible, showing a dial pad with the number '204' entered. The main area shows a 'History' table with the following data:

Name	Type	Duration	Date
204	Outgoing		2:37 PM
204	Outgoing	47s	11/10 11:06 AM
MSTeamsAgent02	Incoming	5s	11/10 11:02 AM
204	Outgoing	19m 20s	11/10 10:08 AM
204	Outgoing	15s	11/9 5:36 PM
MSTeamsAgent02	Outgoing	16s	11/9 4:25 PM
Storm Agent01	Outgoing		11/9 4:25 PM
Storm Agent01	Outgoing	6s	11/9 4:05 PM
MSTeams Agent02 (Storm Agent01)	Incoming	1m 37s	11/9 3:58 PM
MSTeams Agent02 (Storm Agent01)	Incoming	1m 31s	11/9 3:53 PM
Storm Agent01	Incoming	51s	11/9 3:52 PM
Storm Agent01	Incoming	31s	11/9 3:48 PM
Storm Agent01	Outgoing	30s	11/9 3:47 PM
Storm Agent01	Incoming	35s	11/9 3:45 PM



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