



# Power the Collaborative Contact Centre

Leverage the benefits of a feature-rich contact centre with added access to intuitive collaboration tools through Microsoft Teams.

ipSCAPE offers direct routing through Teams providing an effective collaboration solution that enhances transparency between contact centre agents and the wider business through presence, and provides organisations with the reassurance of predictable costs.

## Key Benefits

- ✓ **Achieve Reduced Costs**  
Voice connectivity to the ipSCAPE platform is a free, on-net connection to minimise costs and create predictability of remote working costs
- ✓ **Improve First Call Resolution**  
Improve collaboration between contact centre staff and experts within the organisation to resolve customer queries quickly
- ✓ **Enable A Flexible Workforce**  
ipSCAPE facilitates work from home options for agents and provides a BCP solutions for contact centres
- ✓ **Know the 'Presence' of Employees**  
Availability status of agents in Teams is synced with ipSCAPE so employees can see when a contact centre agent is 'on a call', 'in a meeting' or 'available'

Microsoft Partner



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