

# Customer story

INDUSTRY:

IT



## HIGHLIGHTS

Omni-channel Communication for the IT team with Presence Contact center and Microsoft Teams Integration

### CLIENT

A prominent IT services company with a substantial global presence, providing a wide range of technology solutions and services to clients around the world.

### REQUIREMENT

The client needed to deploy an omni-channel contact center system for its tele-sales team.

- The client also required a solution that could facilitate direct routing and API integration to ensure smooth operation and an optimal user experience.
- It was essential that the new contact center platform co-exist with the existing Microsoft Teams platform, allowing seamless communication between users on both systems.

### CHALLENGE

The primary challenge was to integrate the contact center system with Microsoft Teams in such a way that users from both platforms could easily communicate.

- Inability for tele-sales team to manage communications across multiple channels efficiently.
- Difficulty in maintaining seamless communication between contact centre agents and employees using Microsoft Teams.
- Increased response times and potential miscommunication due to lack of integrated systems.
- Limited visibility into agents' status and availability, leading to inefficiencies.
- Inconsistent user experience for both customers and staff.

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## SOLUTION

### [ Contact Center for Microsoft Teams ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- **Integration:** Presence offered native integration with Microsoft Teams, enabling seamless integration with the client's Microsoft Teams tenant through Direct Routing and the Teams-Presence API.
- **Upgraded Connectivity:** Contact centre agents using the Presence platform can connect with other employees using Microsoft Teams.
- **Improved Search and Communication:** Contact centre agents can search for and call Microsoft Teams users.
- **Status Synchronisation:** Agents' status updates are synchronised with Microsoft Teams status.
- **Efficient Call Delivery:** Calls can be delivered to Microsoft Teams users.
- The integration allowed both platforms to co-exist as a unified solution, enabling the client to maximise their return on investment (ROI) for both systems.
- The seamless operation between Presence and Microsoft Teams has significantly enhanced communication and efficiency across the client's tele-sales team and broader organisation.