

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.