



# MAKE THE MOVE TO A COLLABORATIVE CONTACT CENTRE WITH MICROSOFT TEAMS



**Enghouse**  
Interactive



# DIGITAL TRANSFORMATION AND COLLABORATION

## TECHNOLOGY IS CHANGING THE WAY WE WORK

Digital transformation top of the CEO's agenda \*

Everyone within the business is responsible for customer service and for your brand

Shift from traditional PBX to Unified Communications for a more collaborative approach

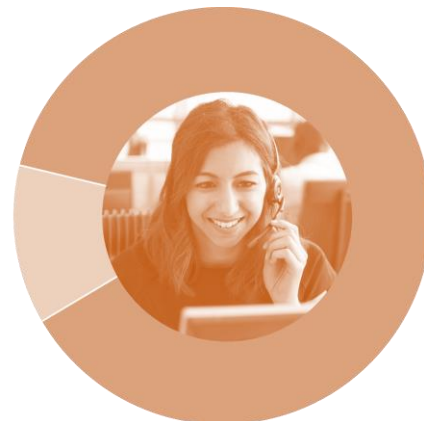
Introduced collaborative technologies such as Microsoft Teams: fastest growing business app in Microsoft's history

Customers expect to contact you on their terms and speak to the right person or resolve queries first time

### EMPLOYEES

**9/10** 

Collaborative services have improved productivity



### CUSTOMERS

**88%**

It's important to speak to the expert quickly when contacting a business



# A SUCCESSFUL **GOLD** **MICROSOFT** RELATIONSHIP

## A DECADE-LONG CLOSE PARTNERSHIP

A Microsoft Gold Certified Partner

Integrated to Microsoft products for 12 years with Teams, Skype for Business, Lync and even OCS

Rated positively in Gartner's Magic Quadrant for Contact Centre Infrastructure based on our Microsoft success

The first cloud-based Contact Centre for Skype for Business

A key member of Microsoft's TAP\* for Teams... with early access to APIs, and collaborative roadmap development

Presented solutions on-stage alongside Microsoft at Ignite and Inspire conferences for past several years

Gold  
Microsoft Partner



Rated in the top 1% in Microsoft's partner ecosystem

**OVER 600 successful Contact Centre solutions deployed with Skype for Business**

\*Technology Alliance Program

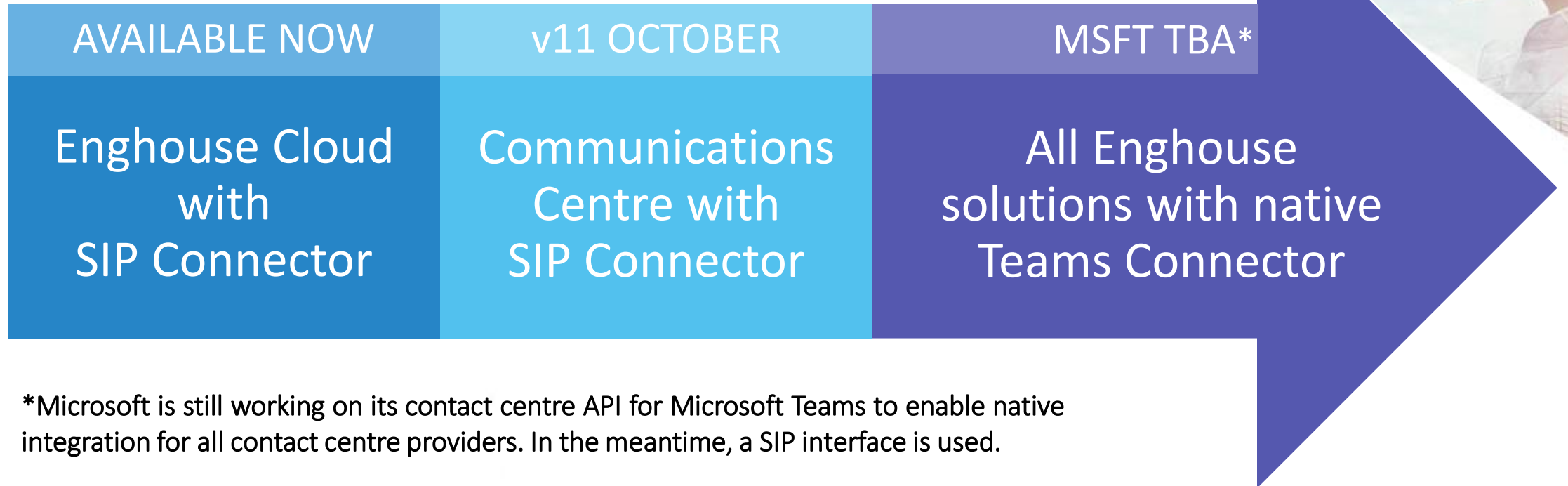


# A SUCCESSFUL GOLD MICROSOFT RELATIONSHIP

"The tight integration between Microsoft technology and Enghouse solutions plays an important role in facilitating and simplifying the migration experience for customers - and their resulting collaboration, communications and productivity gains."



# ENGHOUSE + TEAMS



\*Microsoft is still working on its contact centre API for Microsoft Teams to enable native integration for all contact centre providers. In the meantime, a SIP interface is used.



# COMMUNICATIONS CENTRE: PICK YOUR FLAVOURS

## DEPLOYMENT



CLOUD



ONPREMISES



MANAGED

## ENVIRONMENT



NEC

AVAYA



## USER EXPERIENCE



THE SAME

## COMPONENTS



## CONNECTIONS



INTEGRATION

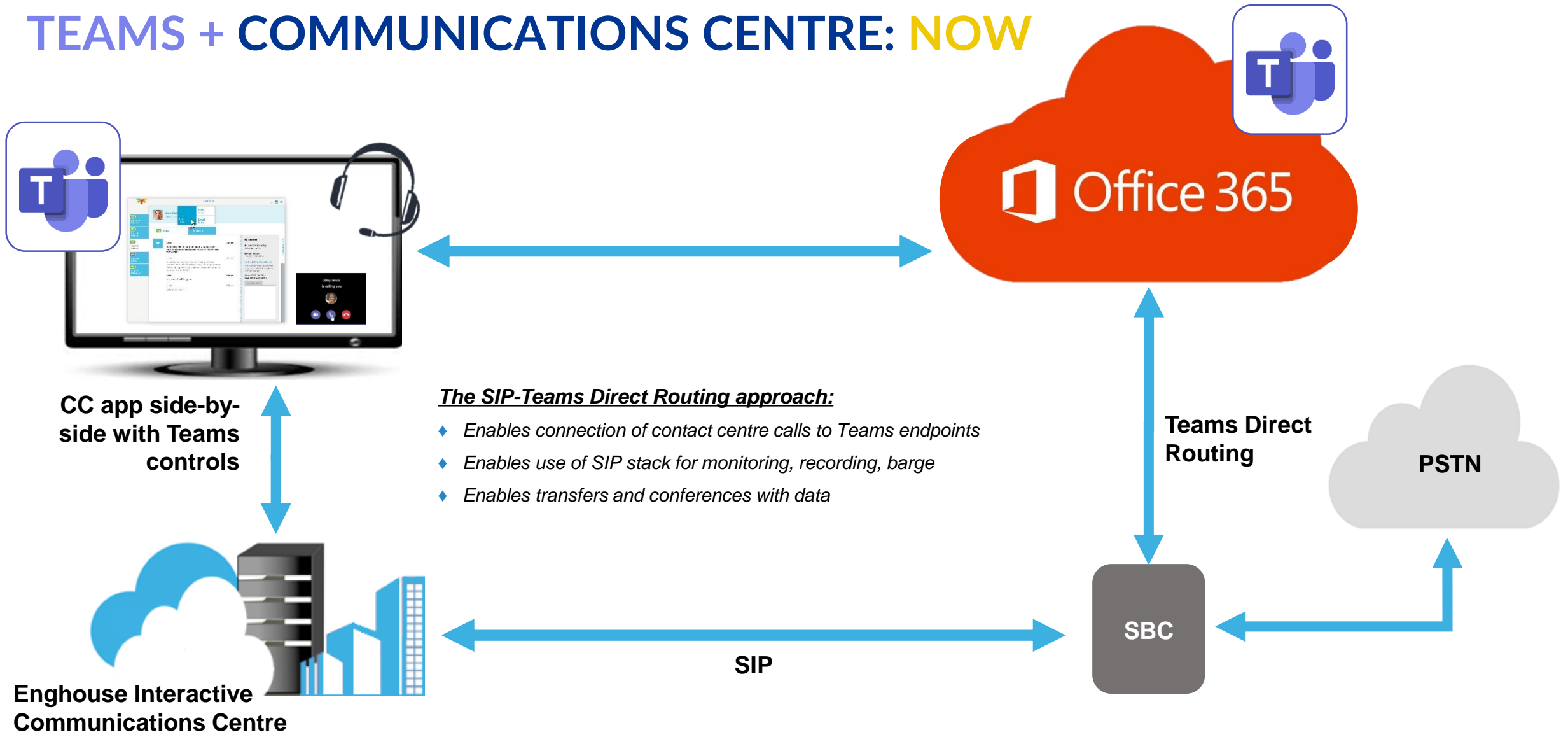


ORACLE

# JUST SOME OF OUR APAC CUSTOMERS ON THE JOURNEY WITH ENGHOUSE AND MICROSOFT

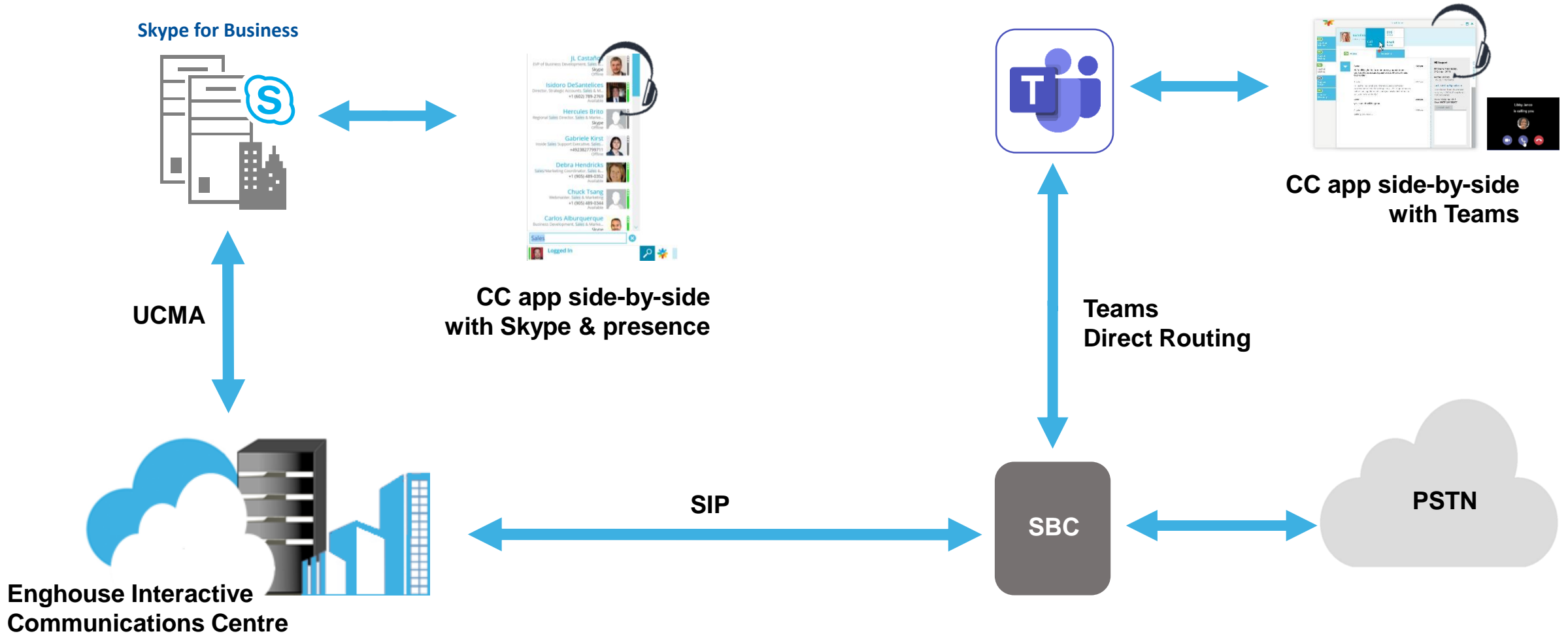


# TEAMS + COMMUNICATIONS CENTRE: NOW



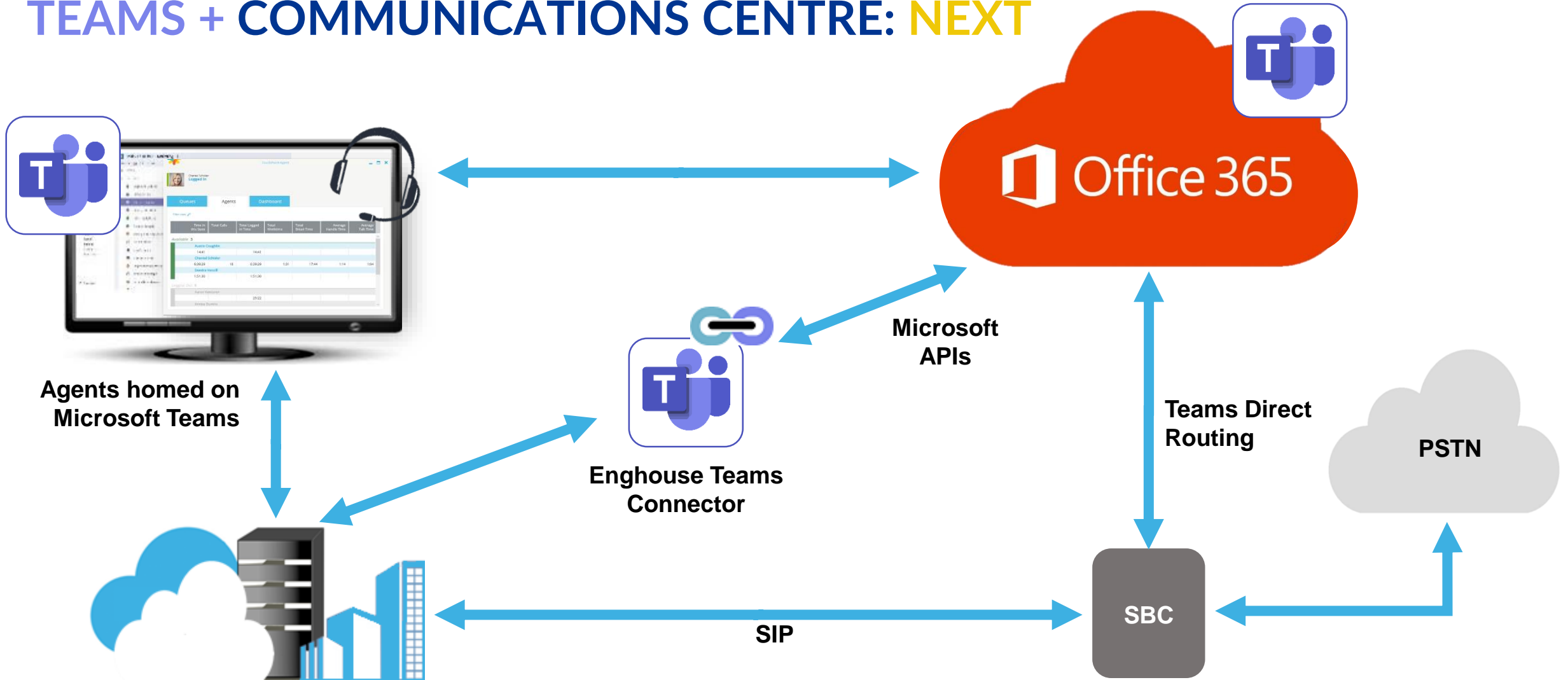


# A HYBRID APPROACH: NOW TEAMS + SKYPE FOR BUSINESS + COMMUNICATIONS CENTRE



Single Unified Environment – Some agents on Skype, others on Teams

# TEAMS + COMMUNICATIONS CENTRE: NEXT



## The value of Teams Collaboration:

- ◆ **Consult with your Experts** – Presence visibility within Enhouse apps for all Teams users
- ◆ **Get timely assistance** – Supervisor notifications to Teams user(s)
- ◆ **Practical support** – provide real-time help to agents in your Team

# TRANSFORM YOUR CONTACT CENTRE WITH EASE WITH YOUR CHOSEN MICROSOFT PROVIDER

Work with someone who understands collaboration and the contact centre

Trust in a vendor with a proven Microsoft pedigree

Be confident in a way forward that optimises Microsoft Teams as the platform develops



Migrate your Contact Centre  
for success – today and into tomorrow.

[www.enghouseteams.com](http://www.enghouseteams.com)



## ENGHOUSE VIDEOS



[https://www.youtube.com/watch?v=vS1\\_bTjC6v0](https://www.youtube.com/watch?v=vS1_bTjC6v0)



[https://www.youtube.com/watch?v=VK0pdkJ\\_eyU](https://www.youtube.com/watch?v=VK0pdkJ_eyU)



<https://www.youtube.com/watch?v=HNja2SFvyzc>