

MS TEAMS

Seamlessly connect front office and back office staff



Executive Summary

Organisations are increasingly turning to Teams for web meetings and file sharing, becoming the hub for internal communications.

Organisations can integrate Teams with their contact centre to continue existing business workflows. CCXP is here to provide a seamless way to connect your front and back office staff.

Connecting front office & back office staff

Front office staff typically refers to the customer-facing agents within your contact centre. Back office staff typically refers to the business function that isn't directly customer-facing. This is usually claims processing, accounting, or order fulfillment.

- Real estate: realtor receives a call from their client asking if the escrow payment was received. The realtor needs to conference in their broker on Teams to confirm.
- Medical: a patient calls in with a question about a recently prescribed medication. The front desk transfers the call to the nurse practitioner in Teams rather than a voicemail box.
- Workers compensation: A worker calls in to follow up on their recently submitted claim. The representative initiates a consultation with teams.



DIRECTORY & PRESENCE SYNC

Quickly find and connect with Microsoft Teams users outside of your contact centre through the directory for faster customer service and higher first call resolution.



HOLISTIC COMMUNICATION

Streamline how your agents connect with subject matter experts by providing them a way to collaborate with back office staff in a single phone call.



CHOOSE YOUR CARRIER

Select a Microsoft Calling Plan or Microsoft-approved carrier of your choice for internal agent-to-back office communications.



OUT-OF-THE-BOX

No need for custom development or deployments. This pre-built integration allows you to deploy in a matter of minutes.