

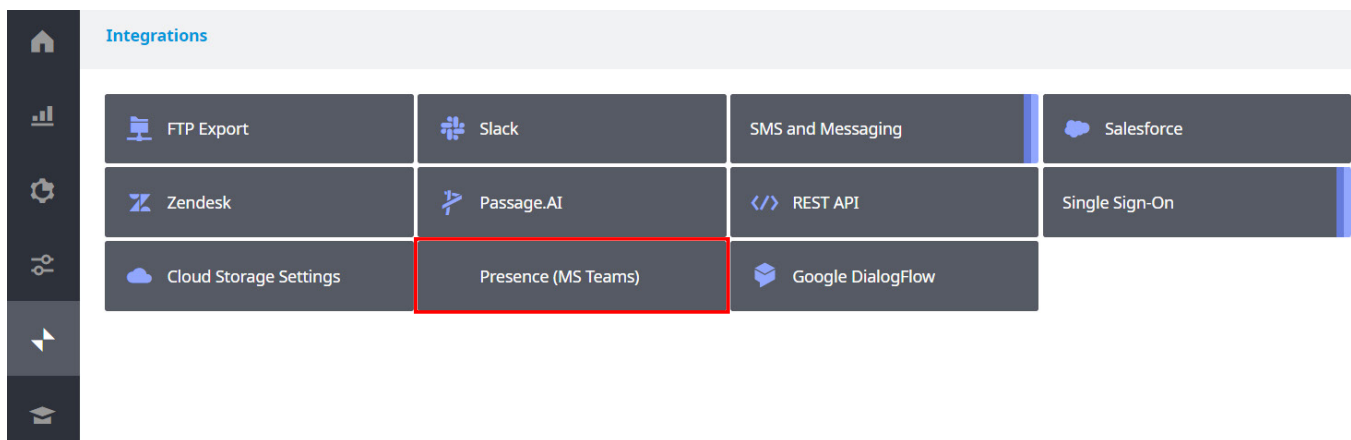
MICROSOFT TEAMS INTEGRATION WITH CONTACT CENTER FAQ-CUSTOMERS



1. How does Contact Center integrate with Microsoft Teams?

To integrate with Microsoft Teams, admins will need to connect their Teams account with their contact center account using the following general steps:

1. You will need to create an **app** within your Microsoft 365 account that will register URLs from Contact Center. Once created, this app will provide you necessary information pertaining to **Tenant ID** and **Client ID**. These two codes will be needed to update of your Microsoft Presence Integration Settings within Contact Center's Admin Portal.
2. To update your Presence Integration Settings: In the Client Admin Portal, navigate to **Integrations > Presence (MS Teams)**.



- Enter the following information:

Integrations > Presence (MS Teams)

Tenant Id

Client Id

API Username

API Password

☒ Enabled

Update Delete

Synchronize Users

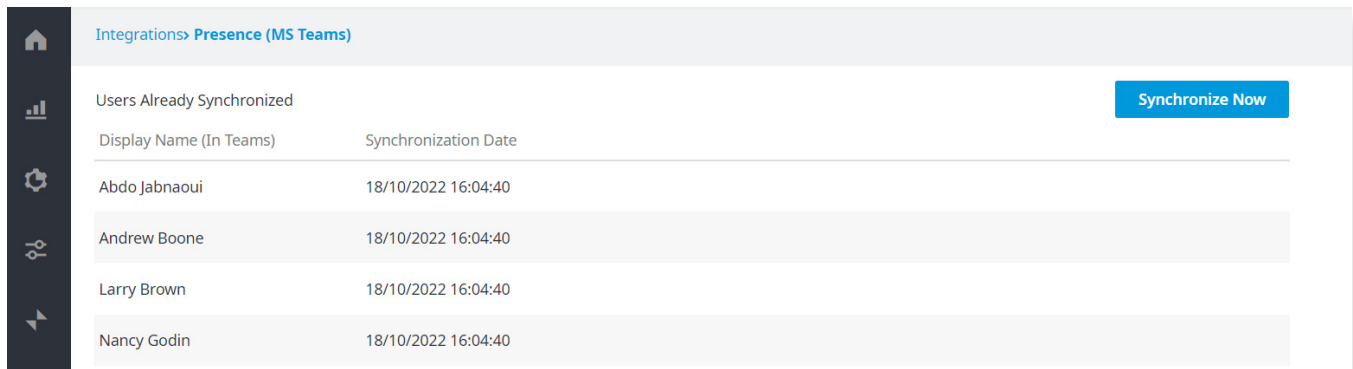
- ☐ **Tenant ID:** Enter the tenant ID code you recorded when setting up your MS-365 account client app.
- ☐ **Client ID:** Enter the client ID you recorded when setting up your MS-365 account app. [This is the **Application (Client) ID** code].
- ☐ **API Username:** Enter the MS-365 account ID needed to log into your account.
- ☐ **API Password:** Enter the needed MS-365 password.

3. Click **Update** when done.

To receive presence notifications from Microsoft Teams, you will need to synchronize all applicable Contact Center users in the same Microsoft Teams account.

Important: All users in Microsoft Teams who are also Contact Center users must have MS365 email accounts for the synchronization to work.

4. Click **Synchronize Users**. The Synchronization screen will appear with a list of all the users that are part of the Contact Center team.



Integrations > Presence (MS Teams)	
Users Already Synchronized Synchronize Now	
Display Name (In Teams)	Synchronization Date
Abdo Jabnaoui	18/10/2022 16:04:40
Andrew Boone	18/10/2022 16:04:40
Larry Brown	18/10/2022 16:04:40
Nancy Godin	18/10/2022 16:04:40

5. Click **Synchronize Now** when done.

For additional, detailed integration information click [here](#) or contact your account representative.

2. What are the benefits of integrating Microsoft Teams with contact center?

- ☐ Agents can answer calls using their Teams endpoint and collaborate with other knowledge workers within Teams to reduce (call) handle times, improve first contact resolution, and create a better customer experience.
- ☐ The new Contact Center integration allows businesses to utilize the Contact Center intelligent routing, reporting and analytics, AI-powered quality management, self-service tools, automated notifications and more to further enhance/satisfy customer interactions.

3. Can I make and receive calls directly within Microsoft Teams after integrating with Contact?

Yes

4. Are there any additional costs associated with integrating Microsoft Teams with Contact Center?

No, everything needed is included; there are no additional costs.

5. Why would I use Teams over Unite?

Simply put, the decision to use Teams is typically driven by an organization's desire to fully leverage all of Microsoft 365's applications. The downside is that Microsoft Teams lacks the advanced customer communications capabilities that allow businesses to retain and grow their customer base. This integration gives you the flexibility to still use Microsoft Teams while giving your customers a better experience.

There are many benefits to using Unite over Teams including access to features like AI, company messaging, and archiving. For those looking for a more unified, immersive experience between customer communications and employee collaboration, Unite with Contact Center is by far superior to the experience between Microsoft Teams and Contact Center.

6. What does it mean to have this integration be Microsoft-certified?

Intermedia is certified for the Microsoft Teams Connected Contact Center solution, which has been vetted and tested (e.g., basic telephony testing from a contact center IVR to an agent logged in via a Teams phone; Intermedia provided Microsoft with evidence to validate and confirm that we protect user data both in policy and practice; Intermedia also provided evidence to validate that we offer sufficient protection for ourselves with regards to malicious attacks, known viruses, cyber security vulnerabilities – etc.; this means that the Contact Center solution has undergone rigorous testing by Microsoft to ensure that it meets (their) performance, scalability, and reliability standards [e.g., stress testing, security testing, and compatibility testing].

Whether you need to seamlessly move calls between Teams and the contact center or provide your frontline users (agents) with easy access to experts throughout your organization, the goal is simple: provide the best total experience possible for your customers.

QUESTIONS? CONTACT US TODAY!

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