

Unite and Contact Center (CC) for Teams Advanced Customer FAQs

Q: WHAT IS UNITE FOR TEAMS ADVANCED?

A: Unite for Teams Advanced is a powerful integration of Intermedia Unite's cloud-based phone system with Microsoft Teams, providing a seamless communication and collaboration experience within a single platform. Collaboration features including chat, meetings, and file sharing are utilized in Teams, while communication features, such as advanced calling and SMS, are all handled via the Unite tab, all within the Teams app.

Q: DO I NEED A MICROSOFT TEAMS PHONE LICENSE TO USE UNITE FOR TEAMS ADVANCED?

A: No, Unite for Teams Advanced provides advanced calling functionality directly within the Teams app without requiring a separate Microsoft Teams Phone license.

Q: HOW DOES UNITE INTEGRATE WITH MICROSOFT TEAMS?

A: Unite's advanced calling and SMS features are seamlessly embedded within the Teams app, allowing users to access these functions directly from the Teams interface via the Unite tab.

Q: HOW DOES THE UNITE TEAMS EMBEDDED EXPERIENCE ENHANCE BUSINESS CONTINUITY?

A: If Microsoft Teams experiences connectivity issues, Unite ensures you can still make calls via the Unite mobile or web app, providing an extra layer of redundancy.

Q: WHAT ARE SOME KEY FEATURES OF UNITE FOR TEAMS ADVANCED?

A: Key features include reliable, high-quality calls, advanced call center features (call queues, monitor, whisper, barge), business SMS, global connectivity with unlimited calling to 33 countries, voicemail transcription, and CRM integrations. You may also add Contact Center which gives them access to AI-powered customer communication capabilities for an additional charge.

Q: CAN I SYNC MY PRESENCE STATUS BETWEEN UNITE AND TEAMS?

A: Yes, you can easily sync your presence status between Unite and Teams, ensuring an uninterrupted workflow and helping you stay focused throughout your day.

Q: WHAT ARE THE BENEFITS OF USING UNITE FOR TEAMS ADVANCED?

A: Benefits include increased efficiency, enhanced productivity, improved customer experience, cost savings (no need for Teams Phone license), and business continuity.

Q: HOW DO I GET STARTED WITH UNITE FOR TEAMS ADVANCED?

A: To get started, contact our sales team for a demo, and they will guide you through the setup process, ensuring a smooth integration with your existing Teams environment.

CONTACT CENTER CUSTOMER FAQs

Q: HOW DOES THE CONTACT CENTER INTEGRATION WORK WITHIN TEAMS?

A: Contact Center is an add-on to Unite for Teams Advanced, allowing agents to handle all customer interactions, and collaborate with team members from the familiar Teams interface. This industry-first integration eliminates the need for separate UCaaS and Contact Center applications, while leveraging Teams' native collaboration features like chat, channels, and file sharing.

Q: WHAT CONTACT CENTER FEATURES ARE AVAILABLE WITHIN TEAMS?

A: All core Contact Center capabilities are available, including omnichannel support (voice, chat, SMS, and email), intelligent routing, real-time queue management, comprehensive supervisor dashboards, and advanced analytics - plus AI-powered features like sentiment analysis, interaction summaries, and transcription redactions - all accessible directly within Teams.

Q: WHAT CONTACT CENTER FEATURES ARE AVAILABLE TO SUPERVISORS IN TEAMS?

A: Supervisors have complete visibility into agent performance, real-time queue metrics, and customer interactions directly within Teams. They can monitor calls, whisper, barge, provide coaching, evaluate, and access comprehensive analytics without leaving the Teams environment.

Q: HOW DOES THE CONTACT CENTER INTEGRATION IMPROVE AGENT EFFICIENCY?

A: Agents can handle customer interactions, collaborate with team members, and access resources all within Teams. This unified experience eliminates app switching, reduces training time, and helps agents deliver a better customer experience. Agents can instantly connect with subject matter experts, share knowledge, and resolve customer inquiries faster - all from the familiar Teams interface.

Q: CAN I HANDLE MULTIPLE CUSTOMER COMMUNICATION CHANNELS WITHIN TEAMS?

A: Yes, agents can manage voice, chat, and email interactions all within the Teams interface. The omnichannel capability ensures consistent customer experience across all channels while maintaining the efficiency of a unified workspace.

Q: WHAT HAPPENS TO EXISTING CONTACT CENTER WORKFLOWS WHEN MOVING TO THE EMBEDDED TEAMS EXPERIENCE?

A: All existing Contact Center workflows, routing rules, and configurations will be preserved when transitioning to the embedded Teams experience. There will be no need to recreate or modify existing business rules and automation processes.

Q: WHAT ARE THE LICENSING REQUIREMENTS FOR CONTACT CENTER AGENTS USING THE EMBEDDED TEAMS EXPERIENCE?

A: Contact Center agents will need:

- Unite For Teams Advanced license
- Microsoft Teams license (minimum Microsoft 365 Business Basic)
- Contact Center Pro or Elite license

Note: The \$8 Microsoft Teams Phone license is not required for the embedded experience.

CONTACT CENTER CUSTOMER FAQs

Q: IS THE CONTACT CENTER LICENSE MODEL BASED ON NAMED OR CONCURRENT USERS?

A: Intermedia Contact Center uses a concurrent user license model. You are billed based on the maximum number of agents logged in and actively using Contact Center at any given time, not on individual named users.

Q: DO SUPERVISORS NEED A CONTACT CENTER LICENSE?

A: Supervisors need a Contact Center license only when accessing the Real-Time Monitoring (RTM) supervisor page. However, they do not need a license to access other administrative features in the Contact Center admin portal, such as reports and quality management tools.

Q: CAN I PURCHASE CONTACT CENTER FOR TEAMS WITHOUT UNITE?

A: To access the Microsoft Teams integration within Contact Center, you will need to have a Unite subscription.

QUESTIONS? CONTACT US TODAY!

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