

# Microsoft Teams Contact Centre

Digital and Voice Customer Interaction using Microsoft Teams



Geomant has a long track record of successfully deploying solutions for Microsoft Unified Communications platforms, including Skype for Business. We are now bringing our experience to organisations looking to get maximum return on investment for their Microsoft 365 teamwork solution.

Buzeasy from Geomant transforms Teams into a multichannel contact centre, enabling voice and digital customer interaction. Utilising the Teams infrastructure, we have added multiple inbound and outbound interaction channels to extend collaboration beyond the enterprise.

With the huge and increasing adoption of Microsoft Teams as a collaboration hub (145 million daily active users, and growing), extending its capabilities to customer interaction offers huge benefits.

## Why Buzeasy for Teams?

- Complements Microsoft Teams, providing contact centre functionality native to your existing collaboration platform.
- Future-proof solution – Buzeasy is highly flexible with multiple modules meaning you can scale features up or down to meet your business needs.
- Connects front-line agents with back-office staff - Employees can collaborate and serve customers on the same platform, spending less time switching between tools and apps.

## What Channels are Supported?

- Voice (using Interactive Voice Response - IVR)
- SMS
- WhatsApp (via Bot)
- Email
- Web form
- Facebook Messenger (via Bot)
- Twitter direct messaging (via Bot)
- Web chat (via Bot)

## Buzeasy for Teams Contact Centre Features



### Smart Voice & Digital Routing

Segment, prioritise & route your customers to the desired agent groups based on attributes collected through the customer journey, leveraging AI to assist in first contact resolution.



### Proactive Reach

Built-in proactive outreach using the customer's desired channel. Hop between the channels if needed or reschedule with callback. Use intelligent campaign strategies to define whether digital or voice is the best route.



### Easy Channel Management

A single solution delivering chat across multiple channels - email, web chat, Facebook, Twitter, Skype, SMS, and now WhatsApp.



### Connects to Critical Apps

Available connectors to leading CRM systems such as Microsoft Dynamics & Salesforce, as well as other business applications using our APIs.



### 360° Customer Journey

Immediately see your customer's journey regardless of how they make contact by providing a unified view across all channels. No more silos!



### Self-Service using AI & Bots

Using AI self-service and chatbots, instantly answer a customer's question 24/7, without them having to wait in a queue or until the next day when your office opens.



### Monitor Performance

Power BI reporting and real-time analytics including wallboards to monitor operational performance.



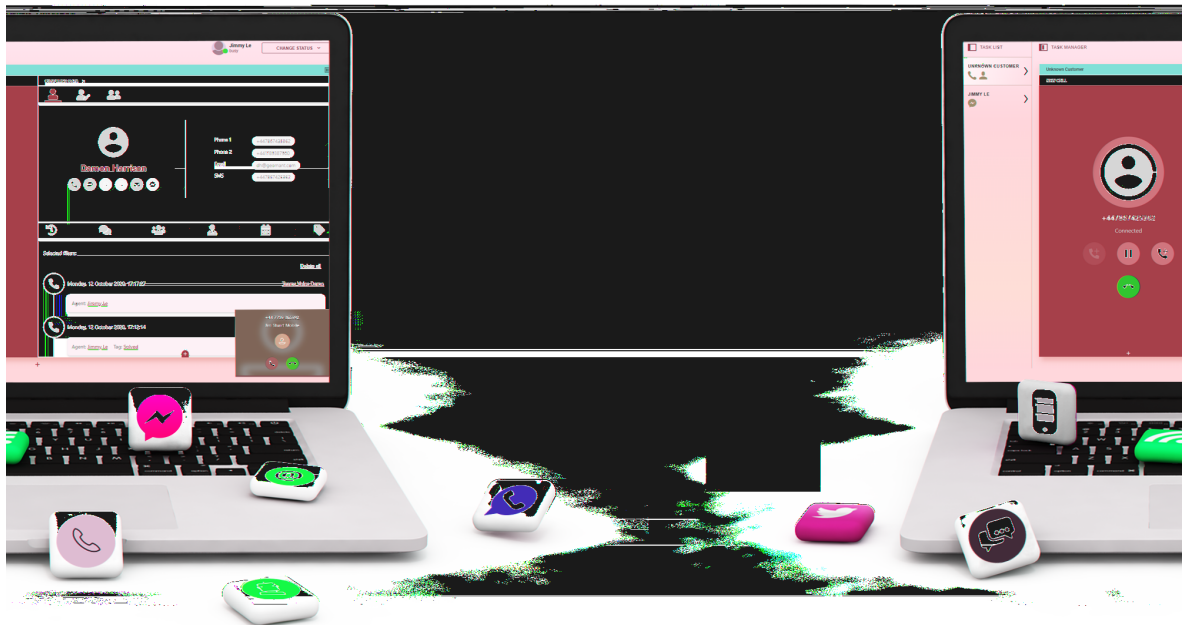
### Outbound Dialling Campaigns

Automates manual outbound dialling saving agents time, reducing errors and eliminates the need for list or result administration.



### Supervisor Insight

Live conversation monitoring and coaching of agents in real-time across any channel.



## Already Using Skype for Business?

We can help you transition your contact centre to Teams.



## Part of the Buzzeasy Portfolio from Geomant

Using the latest Cloud and Bot technology, Buzzeasy revolutionises the way that customers engage with your organisation. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button – and without ever having to wait in a queue.

Your Digital Experience (DX), Customer Experience (CX) and Agent/ Employee Experience (EX) strategies working together, seamlessly!

### About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.



### Contact Us

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### Buzzeasy Offers:

- ✓ In-Queue & web callback
- ✓ Bots
- ✓ Multichannel chat
- ✓ Customer surveys
- ✓ SMS campaigns
- ✓ Voice and digital channel alignment