



# MICROSOFT TEAMS CUSTOMER EXPERIENCE PLATFORM

Elevate your customer experience by streamlining your communications into a single platform, Microsoft Teams.

The Microsoft Teams Customer Experience Platform combines all your important communications channels including voice, phone system, webchat services, social media messaging and WhatsApp, and makes it available on a single platform, Microsoft Teams.

As an advanced contact centre solution, the Microsoft Teams Customer Experience Platform enables your organisation to deliver an enhanced customer experience through features such as Automatic Call Distribution, advanced call queue options, call transfer capabilities, PowerBI reporting and dashboards, and advanced call recording and playback. The Microsoft Teams Customer Experience Platform also integrates with Microsoft Dynamics 365 and Salesforce CRMs out of the box.

Providing the capability of connecting to your organisation on multiple channels can lead to increased productivity, as your users no longer need to navigate across multiple user interfaces, and an enhanced customer experience, as customers can approach your organisation through their preferred channel.

## Microsoft Teams Customer Experience Platform Benefits

Enhance collaboration with a full communications suite (phone, webchat, social media messages and WhatsApp) on a single platform.



Engage with your customers on their preferred platform.



Boost efficiency with advanced contact centre features that increase first call resolution rates.



Make business-critical decisions with advanced reporting and real-time dashboards.



## Microsoft Teams Customer Experience Platform Features

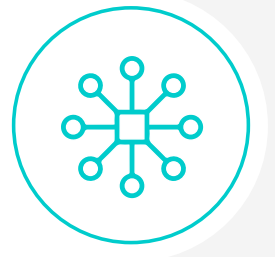


### An advanced contact centre solution directly within Microsoft Teams.

The Microsoft Teams Customer Experience Platform enables organisations to use Microsoft Teams as their main communications platform, with an advanced contact centre solution that can increase first call resolution rates with features including a skills-based Automatic Call Distribution (ACD) that directs callers to the right team or individual that can help to address their queries.

### Multi-channel capabilities transform the customer's experience.

Transform your customers' experiences by communicating with them on their preferred channels: via phone calls, social media, webchat, and WhatsApp, all from the Microsoft Teams platform.



### Increase your team's productivity and efficiency.

By combining all communications platforms onto a single platform through the Microsoft Teams Customer Experience Platform, you enable your teams to work and collaborate more effectively as they do not need to navigate to multiple user interfaces.

### Supervisor options enable business-critical decisions for better customer experience.

Generate real-time reports with KPIs around service levels, number of customers waiting, waiting time, abandoned rates, agent status and more, providing your organisation with important information that can impact processes and headcount.



### Enhance customer experience by providing additional support to agents.

Supervisor options enable managers provide support to individuals, with active call options to 'listen-in' and 'barge-in' to active calls, if necessary – beneficial for training and monitoring. There are also options to send alerts to active and inactive agents to ensure effective team management.

**Our  
Credentials**



Azure  
Expert  
MSP



Microsoft  
Partner

Gold Cloud Platform  
Gold Cloud Productivity  
Gold Security  
Gold Data Analytics  
Gold Application Integration



For more information about the Microsoft Teams Customer Experience Platform, please contact [sales@6dg.co.uk](mailto:sales@6dg.co.uk) or call 0800 012 8060.