5 Tips for Integrating Microsoft Teams into Your Contact Center
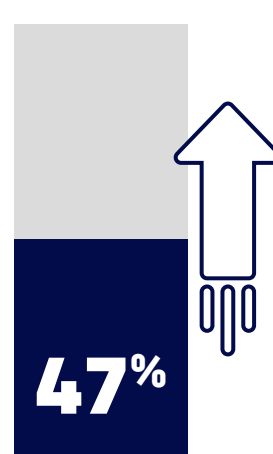
Accelerate resolutions and improve customer experiences by connecting agents with subject matter experts in real time, anywhere in the organization, with Microsoft Teams and Five9.
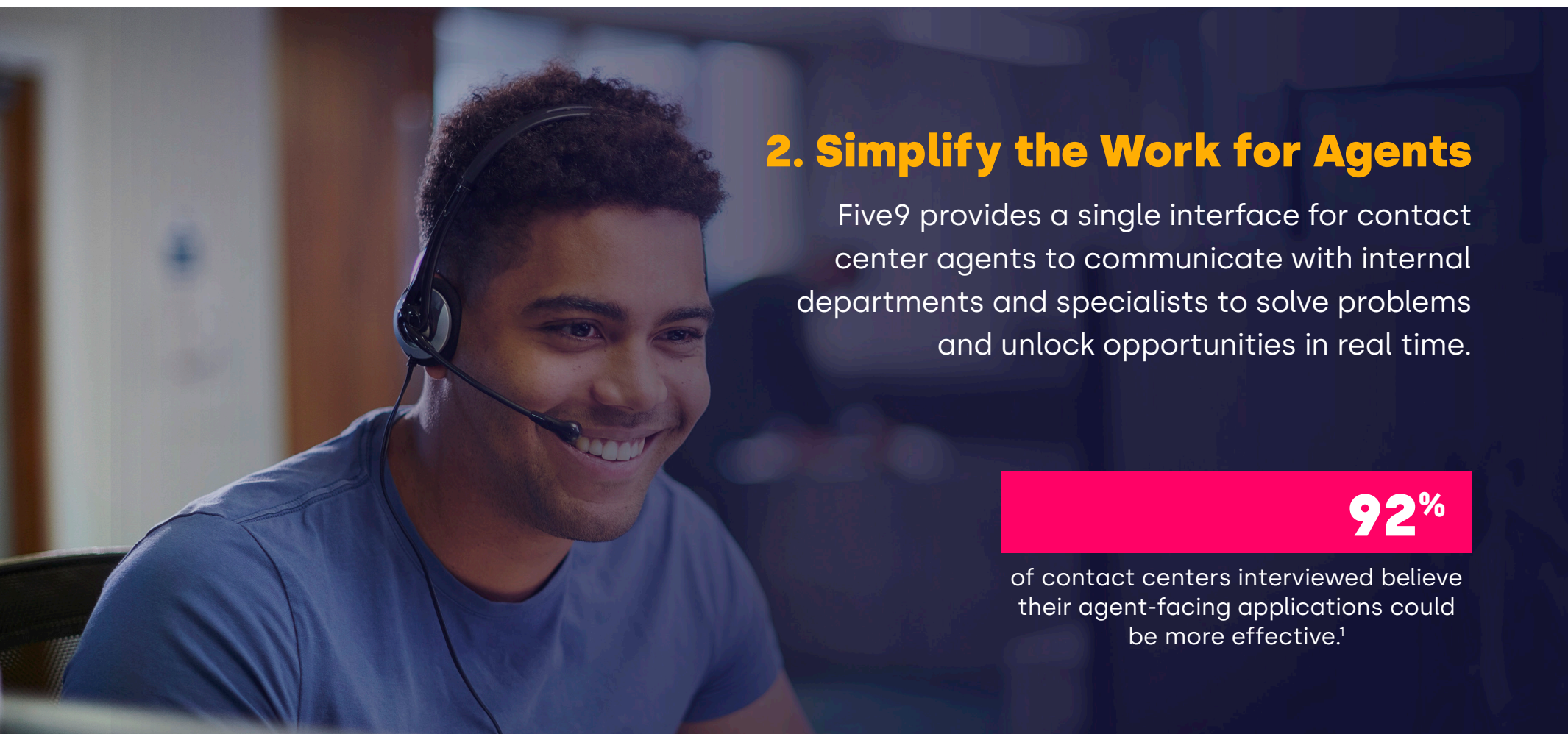
1. Build the Case

Get buy-in across the organization by identifying the use cases and predicted business benefits.

47% of contact center interactions increased in complexity between 2020 and 2021.[1]

2. Simplify the Work for Agents

Five9 provides a single interface for contact center agents to communicate with internal departments and specialists to solve problems and unlock opportunities in real time.

92% of contact centers interviewed believe their agent-facing applications could be more effective.[1]

3. Improve the Metrics that Matter

Integrating Five9 and Microsoft Teams allows agents to call, transfer, or conference in subject matter experts directly. Reducing the need for customers to repeat themselves can improve metrics including customer satisfaction, first-call resolution, and average handle time.

87% of customers find it frustrating to repeat themselves in multiple channels.[2]

4. Think About Others

Unifying the CC and UC systems into a seamless experience provides the collaboration tools you need to improve customer and agent experiences while reducing operational costs.
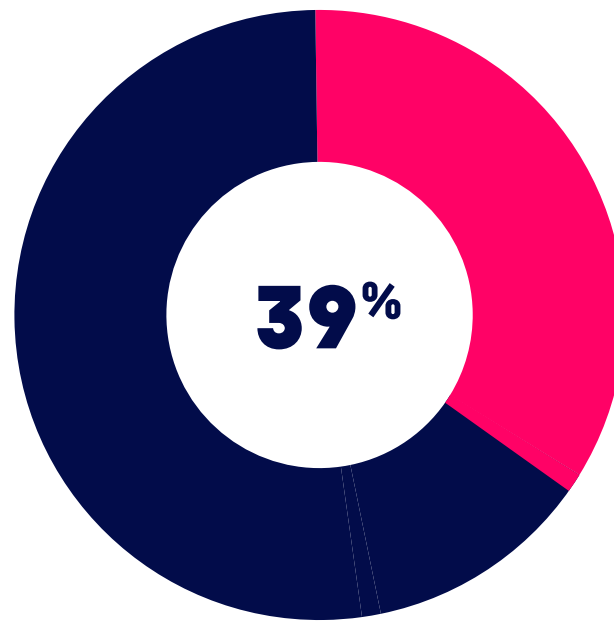
48% Contact centers that experience an increase in customer satisfaction ratings when integrating UCaaS with CCaaS.[3]

5. Trust Your Partner

Five9 implementations come with a team of experts to implement and maintain your environment, freeing you to focus on what matters most – your business and customers.

39% of respondents said legacy systems are a persistent challenge for contact centers when understanding and responding to customer needs and expectations.[1]

Resources

1 *"The Contact Center Workforce of the Future,"* International Customer Management Institute (ICMI), 2021.
2 *"Deloitte Digital, From Cost Center to Experience,"* Deloitte, 2021.
3 *"Real-World Benefits of Integrated Cloud Unified Communications and Collaboration,"* Metrigy, 2021.