

A photograph of three people in a modern office environment. A man with a beard and brown hair, wearing a blue hoodie, is seated at a wooden desk and pointing at a document. Two other people, a man with long dark hair and a woman with curly dark hair, are leaning over the desk, looking at a laptop screen. The desk is cluttered with various items including a desk lamp, a black mug filled with pens, and several potted plants. Large windows in the background provide natural light and a view of a city skyline.

Teams Call Center – Status Update

Dennis Winkelmann, Jan Lutter, Kai Mönkemeyer
GIS AG – Enghouse Interactive



Jan Lutter

Manager Pre Sales Team
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Technical Sales Consultant
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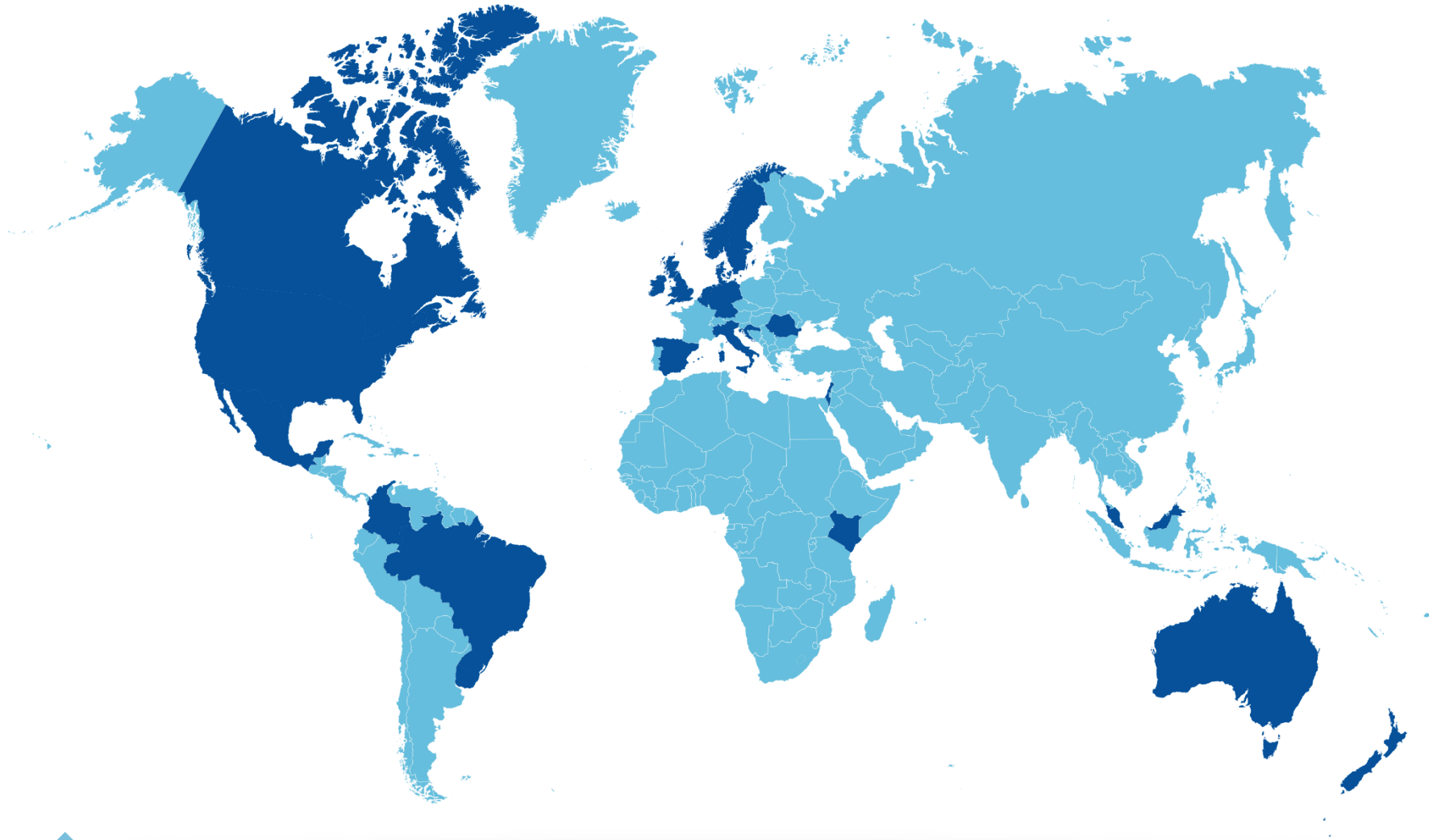


Dennis Winkelmann

System Architect
GIS AG



Enghouse – Global & Lokal



Deutschland

- Leipzig, Ahlen, Hallbergmoos

Österreich

- Mödling

Belgien

- Temse



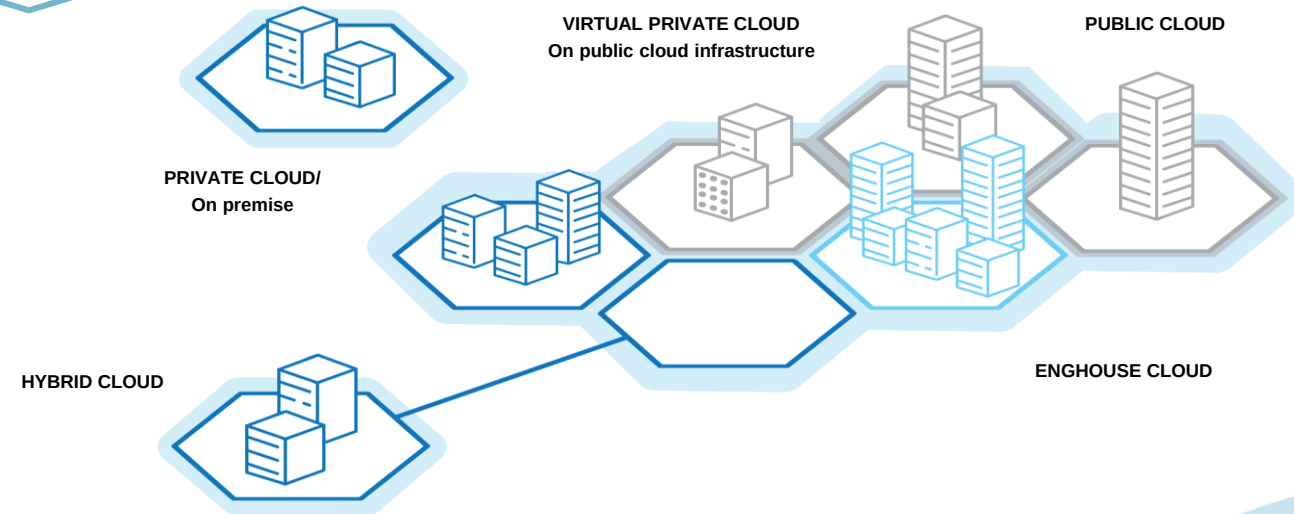
Immer in der Nähe – Lösungen zum „Anfassen“

Für jeden Bedarf die passende Lösung

Die Bereitstellung unserer Lösungsmodule richtet sich nach den individuellen Anforderungen im Projekt – von „On-Premise“ bis zur echten „Public Cloud“ als SaaS.

Auch Wechsel während der Servicelaufzeit sind möglich!

- Konsolen & Helpdesk
 - 2-50 Seats
- Value Added
 - Audio- & Screenrecording
 - Qualitätsmanagement
- Contact Center Mid-Market
 - 10-100 Seats
- Contact Center Enterprise
 - 50-1000+ Seats



Über
600

Contact Center Kunden auf Basis
von Skype for Business weltweit

Über
25.000
Agenten weltweit



Einstieg in das Thema:

<https://docs.microsoft.com/de-de/microsoftteams/teams-contact-center>

Die Microsoft Seite zum Einstieg in die Details zur Integration:



Contact Center



Vermittlungsplätze



Recording & Coaching

Connected Contact Center for Microsoft Teams Certification Program

In addition to publishing publicly-available APIs allowing partners to develop and integrate CCaaS solutions for Teams, we have developed the Connected Contact Center for Microsoft Teams Certification Program to provide customers with the assurance that each participating partner's solution has been tested and verified to provide the quality, compatibility and reliability they expect from Microsoft solutions.

The following partners are in the process of certifying their solution for Microsoft Teams and are ready to engage customers:

Partner	Solution website
Anywhere365	https://anywhere365.io/direct-routing-contact-center-for-microsoft-teams/
ComputerTalk	https://www.computer-talk.com/product/enterprise-contact-center/ice-contact-center-for-teams
Enghouse Interactive	http://www.enghousteams.com/
Five9	https://www.five9.com/products/application-integration/uc-integration
Genesys	https://www.genesys.com/microsoft
Luware	https://luware.com/en/solutions/
NICE inContact	https://www.niceincontact.com/microsoft-teams
Tendfor	https://www.tendfor.com/en/

This list will be updated as more partners join and meet the certification criteria.

✓ **Connect**

✓ **Connect and Extend**

✓ **Extend and Power**

A man with a beard and a grey long-sleeved shirt is covering his ears with both hands, his face contorted in a pained or distressed expression. He is surrounded by four thought bubbles, each containing a question in German. The bubbles are connected to the man by smaller, cloud-like shapes. The background is a plain, light grey.

Vermittlungsplatz?

Recording?

Contact Center?

**Agenten
Evaluierung?**

A man with a beard and short brown hair, wearing a grey long-sleeved shirt, is shown from the chest up. He has a thoughtful expression, with his right hand resting on his chin and looking upwards and to the left. A large, white, cloud-shaped thought bubble with a thick black outline is positioned to his left. Inside the bubble, the text 'Was bietet die Graph API' is written in a bold, black, sans-serif font. Two smaller, identical thought bubbles are connected to the main one by thin lines, one above and one below it.

Was bietet die Graph API

A man with short brown hair and a light beard is shown from the chest up, wearing a grey long-sleeved shirt. He has a wide-eyed, surprised expression and is covering his mouth with his right hand. Above his head is a large, white, cloud-shaped thought bubble with a thick black outline. Inside the bubble, the text 'Kann ich vorhandene Skype for Business Lösungen migrieren?' is written in a bold, black, sans-serif font. Two smaller, similar thought bubbles are positioned below the main one, also with thick black outlines, but they are empty.

***Kann ich vorhandene
Skype for Business
Lösungen migrieren?***



**Wie werden 3rd Party
Lösungen bereitgestellt?
Cloud? Hybrid? On
Premise?**





***Ist es möglich Bots und
KI Komponenten zu
verwenden? #CX #UX***

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Enghouse Interactive	http://www.enghouseteams.com/
Five9	https://www.five9.com/products/application-integration/uc-integration
Genesys	https://www.genesys.com/microsoft
Luware	https://luware.com/en/solutions/
NICE inContact	https://www.niceincontact.com/microsoft-teams
Tendfor	https://www.tendfor.com/en/

This list will be updated as more partners join and meet the certification criteria.

Contact Center Integrationen & Zertifizierung!

<https://docs.microsoft.com/en-us/MicrosoftTeams/teams-contact-center>

Informationen?

<http://www.enghouseteams.com/>

Kontakt?

Jedes Projekt hat eigene Anforderungen!
Sprecht uns an!

CEE.Presales@enghouse.com



Teams-Embedded Supervisor

Microsoft Teams

TouchPoint

Aaron Vancuren

Logged out

Queues

Agents

Available Agents	Calls in Queue	Longest Wait	Service Level	Average Speed of Answer	Average Handle Time	Abandons	Total Calls
All Queues 7							
Auto Attendant - Day	0	0	0%				0
Chat - Day	0	0	0%				0
Cust Service Phone - Day	0	0	0%				0
Email - Day	0	0	0%				0
Sales Phone - Day	0	2	0:54	0%			0
Social Media - Day	0	0	0%				0
VIP Phone - Day	0	0	0%				0

Microsoft Teams

TouchPoint

Aaron Vancuren

Logged in

Customer Service

2:35

Queues

Agents

Available 1

Aaron Vancuren

Customer Service - 2:35

Break 1

Libby Janco

On a break - 3:36

Logged Out 28

Ammie Corrio

Annice Dumire

Arthur Daily

Carmelina Lindall

Chantal Schisler

Chester Hammond

Cornelia Caton

Darrel Maxim

Dean Mitchell

Deborah Maud

Deedra Vencill

Derek Bayard



Enhouse
Interactive

Immer Ihr bester Kontakt



Teams-Embedded Analytics Framework

