Five9

Five9 UC Integration with Microsoft Teams

Accelerate resolutions and improve customer experiences by connecting agents with subject matter experts in real-time – anywhere in the organization

Overview

Whether purchasing your products or needing service, your customers are increasingly more demanding. They want you to understand them. They want options on how to reach your business. And when your customers speak to a live agent, they expect their purchase request or service inquiry to be resolved the very first time.

One of the best measurements in terms of impact to the customer experience is first contact resolution (FCR), a key performance indicator (KPI) measured by many organizations. FCR is important because it's tightly correlated to customer satisfaction (CSAT) and net promoter score (NPS).

There are a number of ways businesses today are improving FCR. With proper training, motivation, and the right information at the agent's fingertips, they are able to provide extraordinary customer experiences and resolve customer issues on the first contact.

But what if your highly motivated, well-trained, and incentivized agents don't have all the information they need to completely and accurately answer customers' questions?

Enter Agent-Expert Consultation, the Five9 UC Integration with Teams. Regardless of where your agents are located, they can easily access subject matter experts who are using the unified communications capabilities of Teams.

Agent-Expert Consultation

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users anywhere in the organization in real-time. Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.
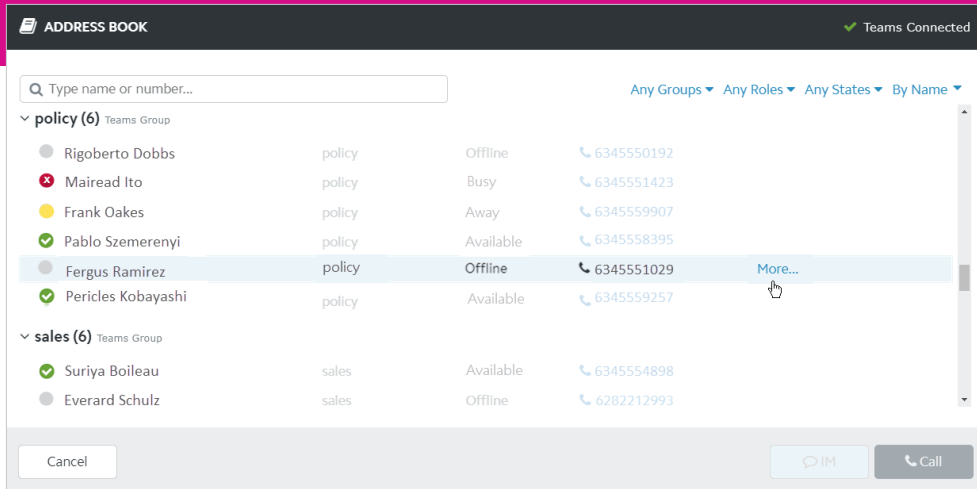
Agent-Expert Consultation Features:

- View a consolidated directory of agents and subject matter experts
- Identify subject matter experts by department to quickly find the right expert to help
- "At-a-glance" directory on the agent desktop provides presence information for experts (available, busy, away, etc.)
- Seamlessly click-to-call, transfer, or conference in any Teams user

Telephony Connect Features:

- Automatically redirect calls from a company's general number to the contact center
- Calls requiring contact center personnel can be directed to the correct skill groups
- Redirect 1-800 number calls to a specialist work group that is outside of the contact center
- Five9 contact center agents can collaborate with experts who use Teams
- Toll-free on-net calling, conferencing, and transfers

"With the Five9 integration with Microsoft Teams, we were able to put our customers and prospects in touch with our subject matter experts and account managers immediately; directly enhancing the overall customer experience. We've been able to spend less time searching for the right expert and refocus our attention to providing the right answers to customers real-time."

Keith Washington, VP of Products, **ProSites**

Consolidated directory of Teams users on the agent desktop to quickly find the right expert.

Using Agent-Expert Consultation, agents have an "at-a-glance" directory on their desktop with presence status showing whether the Teams user is available, busy, away, etc. Teams users are identified by department, allowing agents to quickly find an expert to help them. Once the right expert is identified, the agent can talk with them one-on-one, conference them with the customer, or transfer the call. Regardless of how the call is handled, the goal is to resolve the customer's issue the first time, every time.

Telephony Connect

Another element of the Five9 UC Integration with Teams is Telephony Connect. Telephony Connect offers a Five9 to Teams cloud-to-cloud integration over a private network to support on-net calling and transfers. This allows calls to be effortlessly moved between Teams and the Five9 Intelligent Cloud Contact Center without incurring additional toll charges.
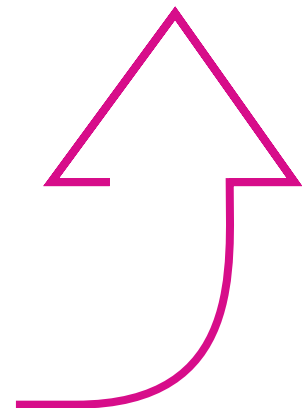
Five9 and MS Teams

Whether you need to seamlessly move calls between Teams and the Five9 contact center or provide your agents with easy access to experts throughout your organization, the goal is simple: provide the best possible experience for your customers.

Learn More

Want to see for yourself how the Five9 UC Integration with Teams can help you accelerate resolutions and improve customer experiences?

To get started, visit **www.five9.com** or call **1-800-553-8159.**

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

For more information visit **www.five9.com** or call **1-800-553-8159.**

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