

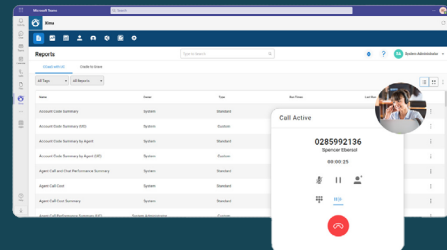
# Customer Service Directly in Microsoft Teams



If you've worked in customer service, you know that things can get chaotic very quickly. Hitting peak hours for customer service calls can often mean there's far more callers than agents available.

## User Activity, All in One Place.

A critical component of the integration is viewing your MS Teams users' activities. With bidirectional presence sharing, you'll immediately see your MS Teams users' or contact center agents' statuses. Additionally, you can evaluate their efficiency and effectiveness by running status reports in Xima.



## Investigate Customer Service Issues Faster

Gain valuable insights into user or team efficiency and effectiveness with our quick investigation tools. Easily delve into specific users or teams to uncover key metrics and performance indicators. Our intuitive interface allows you to swiftly navigate through data, empowering you to make informed decisions. Streamline your workflow and enhance productivity with our user-friendly investigation features.

## Deeper Insights for MS Teams

Measuring the right metrics can mean the difference between an optimised contact center and a liability. In this section, we'll explore essential KPIs that directly impact your contact center's ROI.



### Better Agent Insights

Our integration measures and manages contact center and MS Teams users, providing insight into their activities anytime.



### Easy to Setup, Easy to Learn

Utilising the MS Teams softphone to answer Contact Center calls eliminates the need for businesses to learn an entirely new platform.



### One Spot for All Your Data

Xima's integration with MS Teams gives businesses a comprehensive view of their employees' performance.



Microsoft Teams



# Customer Service Directly in Microsoft Teams



## Meeting Recording in One Place

Offers easy access, filters, storage, and playback for online meeting recordings.



## See Who's Available

Supervisors and Team members will immediately see other MS Teams users' or contact center agents' statuses.



## Stop Wondering and Start Managing

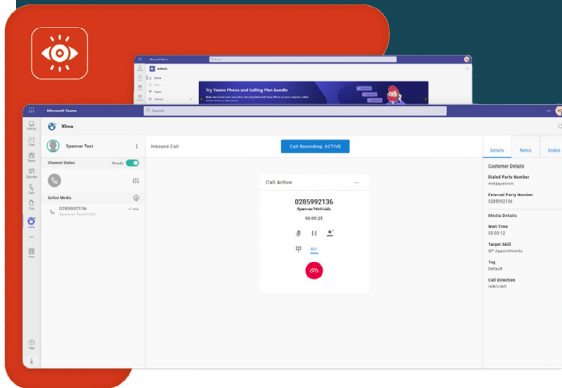
You'll be able to see your contact center, MS teams, and office data all in one dashboard.



## Features with an Immediate Impact

Xima for Microsoft Teams offers ease and efficiency. Seamlessly view Teams users' activities in real-time, providing valuable insights into their availability and status.

Say goodbye to navigating multiple windows; our integration streamlines communication by bringing all essential information into one centralised hub. With this feature-rich integration, enhance collaboration, productivity, and customer service within your contact center effortlessly.



## Do you relate to any of these statements?

- › I have a UC phone system and use Microsoft Teams for internal communication.
- › I want to run reports on my MS Teams users' activities.
- › I want a user-friendly interface to run reports, filter out call flows, and find the details I need for a specific call flow or online meeting playback.
- › Industry policies or company quality goals require us to store meeting recordings for longer than the 60 days offered by Microsoft.
- › I want cohesion between my UC phone system, MS Teams, and Contact Center.
- › I want to answer customer phone calls and respond to emails, web chats, and texts, all within the Teams application.

If you have any questions, please reach out to Invosys  
or visit [Invosys.com](https://www.invosys.com).

