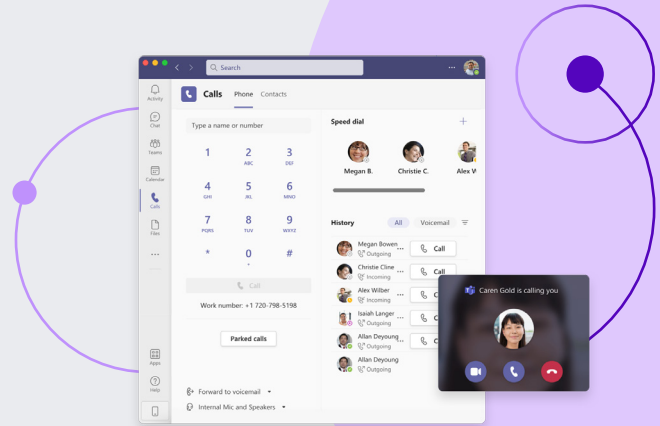


# Talkdesk Microsoft Teams Connector

Connect your contact center with the rest of your enterprise.

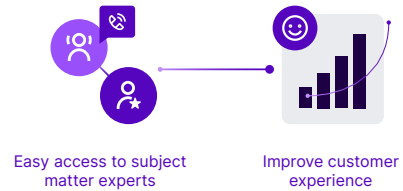


Talkdesk is a certified Microsoft Teams Connected Contact Center. The integration breaks down collaboration silos in your organization and promotes teamwork and knowledge sharing between agents and subject matter experts to solve customer questions faster, increase productivity, reduce customer effort, and improve customer satisfaction through first contact resolution.

## Main capabilities

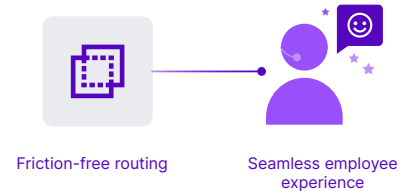
### Simple collaboration.

When a complex question requires expert assistance, agents easily can search and click-to-call or email Teams users to join the conversation all within the Agent workspace.



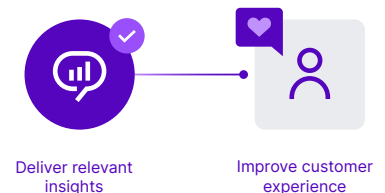
### Frictionless routing.

Provide secure SIP trunking between Talkdesk CX Cloud and Teams via direct routing for seamless transfers & conferences between Microsoft Teams and Talkdesk users.



### Real time alerts.

Ensure critical business events and relevant contact center insights are delivered to the right employees at the right time, by automating alerts & notifications in Microsoft Teams, straight from Talkdesk.



### Maximize cloud investments.

Connect Microsoft Teams with Talkdesk and add the power of the fastest growing collaboration solution in the industry to Talkdesk CX Cloud.



# Key features



## Automations

Automate notifications to relevant Microsoft Teams users or channels regarding critical contact center events.



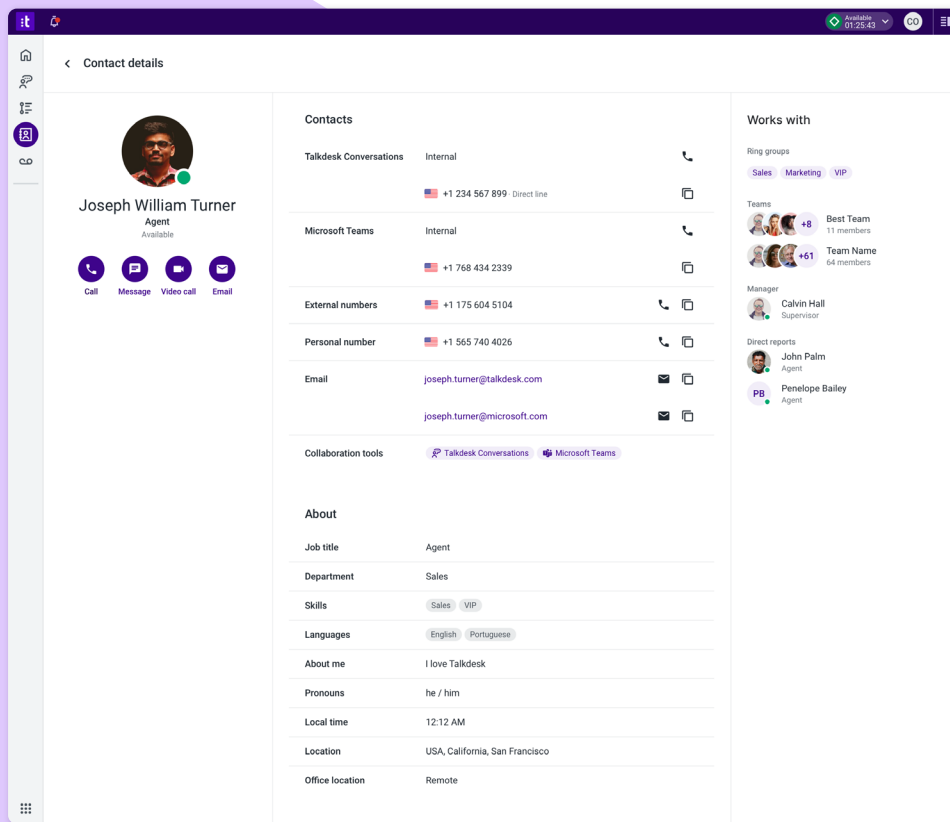
## Direct routing

Secure two-way calling between Talkdesk CX Cloud and Teams for seamless transfers and conferences between Microsoft Teams and Talkdesk users.



## Directory

Bring Teams contacts directly into the Talkdesk Agent Workspace to search, find, and click-to-call users from across the entire organization.



## About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings, and profitability.



Experience. A better way.

[Talkdesk Microsoft Teams Connector](#)

