# **talkdesk**<sup>°</sup> | Microsoft Teams

# 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.

Calls

2 3

5 6

9

nber: +1 720-798-519 Parked calls

D Internal Mic and Speakers

(50)

8

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# **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.



Easy access to subject matter experts

Improve customer experience

## 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.



Friction-free routing

Seamless employee experience

# Real time alerts.

Maximize cloud investments.

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.

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



Deliver relevant insights

Improve customer experience

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Reduce total cost of ownership

# 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.

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< Contact details				
Josep Hylian Turer   Jurar   Variar   Variar	Contacts Talkdesk Conversations	Internal	r.	Works with   Image   Image
		sine +1 234 567 899 · Direct line	6	
	Microsoft Teams	Internal	r.	
		<b>==</b> +1 768 434 2339		
	External numbers	+1 175 604 5104	ر ۵	
	Personal number	== +1 565 740 4026	ر ۵	
	Email	joseph.turner@talkdesk.com		
		joseph.turner@microsoft.com		
	Collaboration tools	R Talkdesk Conversations		
	About			
	Job title	Agent		
	Department	Sales		
	Skills	Sales VIP		
	Languages	English Portuguese		
	About me	I love Talkdesk		
	Pronouns	he / him		
	Local time	12:12 AM		
	Location	USA, California, San Francisco		
	Office location	Remote		

## 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.

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Experience. A better way.

Talkdesk Microsoft Teams Connector

