

Contact+ for Microsoft Teams

Introduction

Contact+ is an omni-channel communications management system, suitable not only for use in traditional contact centres but also for SME's to help them manage multi-channel communications.

The same version of Contact+ can be implemented both on premise and in the cloud using SIP channels to connect to existing telephony infrastructure.

MS Teams

MS Office 365 offers users a PBX facility within Teams which allows users to replace any on-premise or cloud-based PBX with the Teams Phone System.

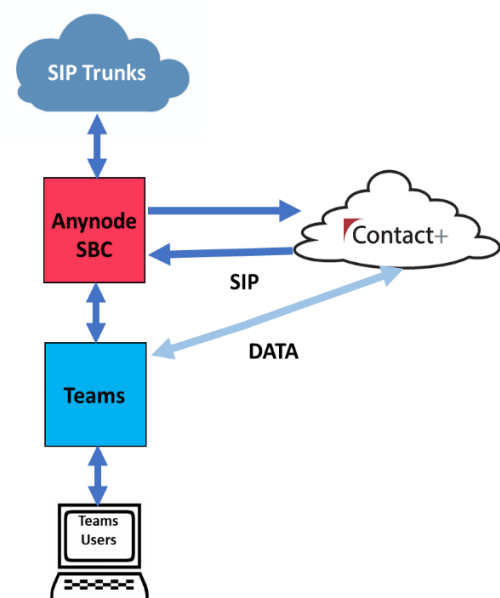
There are MS approved SBC's to allow 3rd party systems to connect to Teams in order to send and receive voice calls to and from the Teams Phone System.

Teams also provides an API to allow 3rd party systems to use the Teams desktop user interface for their applications.

Contact+ Teams Integration

Macfarlane have produced a Proof of Concept for the integration of Contact+ with Teams. This PoC:

- Shows that Contact+ can connect to and use the Teams PBX as described above to send and receive voice calls to and from the Teams Phone System
- Illustrates the use of the Teams user interface to provide the agent functionality required to use Contact+. This Teams-based user interface replaces the standard Contact+ agent client module



Macfarlane have used a software-based SBC called Anynode to provide the connection between Contact+ and Teams.

It is also possible to use just the user interface with a 3rd party PBX instead of the Teams Phone System making it possible for a user with an on-premise or cloud PBX to use Teams as their desktop interface to Contact+.

Benefits

This integration can bring the benefits of an omni-channel system to SME's who may not operate a traditional contact centre. This could involve the management of e.g. voice, email and web chat interactions with customers in an integrated way with full reporting and other benefits such as Contact+ Conversation Management, detailed reporting across all media channels and integration to CRM systems.