

# Contact Centre solutions for Microsoft Teams

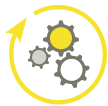
Effortless omnichannel customer interactions



M247 helps businesses transform customer engagement into a powerful competitive advantage.

Our technology helps increase customer satisfaction and adapt to the digital economy while meeting the needs and behaviour of multiple generations of buyers.

As part of the **247Unified** portfolio, our cloud-based contact centre solution for Microsoft Teams helps businesses like yours benefit from:



**Easily integrate data, systems and platforms**



**Measure and monitor customer engagement**



**Consolidate all communication channels in a single dashboard**

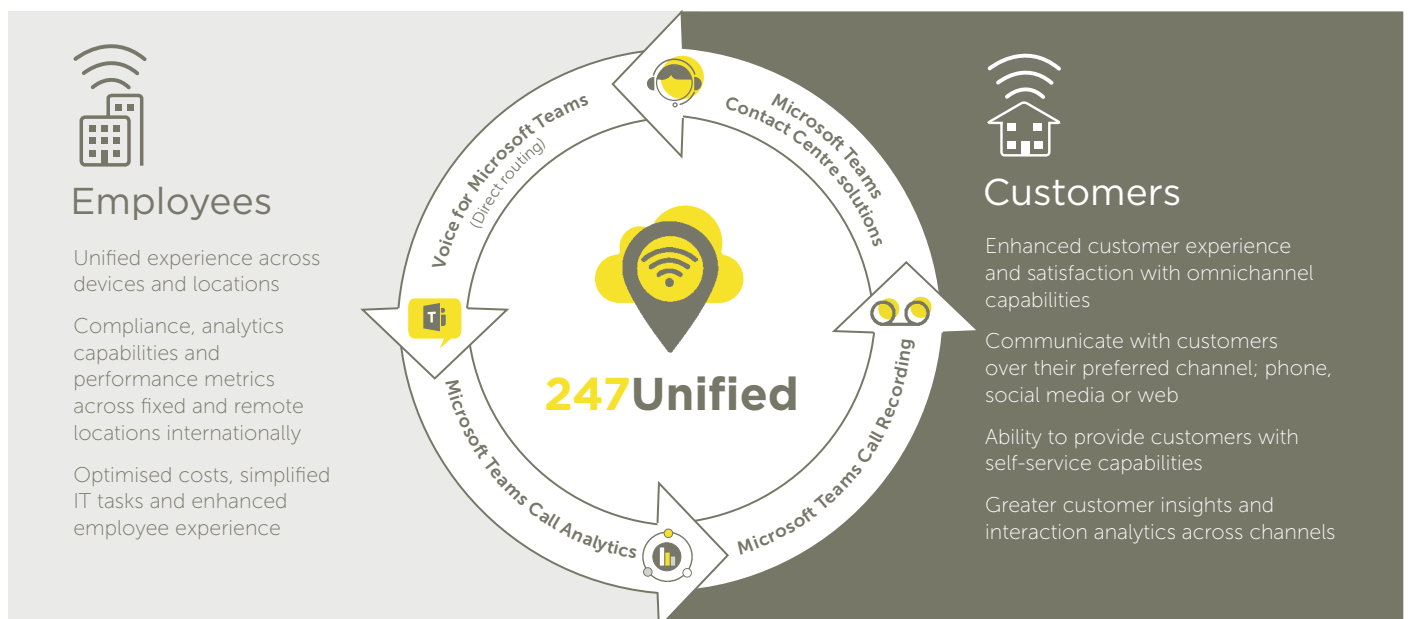


**Activate the full potential of voice and data**

- Are you looking for a seamless integration of contact centre capabilities into your Microsoft Teams platform?
- Does your business have multiple applications to handle day-to-day telephony, customer interaction and workforce management that have become hard to manage, monitor and control?
- Are you looking to improve the way you interact with your customers and streamline communications across different channels but don't know where to start?
- Are you stuck with legacy, on-premise infrastructure and costly maintenance?

**If your answer is yes to any of the above questions, it's time to re-think your contact centre strategy. Get the most from your Microsoft investment with Contact Centre solutions for Microsoft Teams**

Extend and power up your infrastructure with contact centre technology



Contact our experienced team today to find out more

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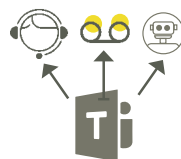


## M247 Contact Centre solution features



### Consolidated view

Single dashboard and unified customer journey across all channels.



### Business critical integrations

PSTN/SIP connectivity and Teams Direct Routing integration. API connectors to well-known CRM systems.



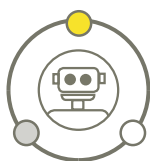
### Performance measurement and monitoring

Real-time measurement and analytics, wallboards, reports and BI, monitoring operations and performance.



### Omnichannel management

Manage customer interactions across email, social, webchat, Facebook, Twitter and WhatsApp.



### 24-7 voice and digital routing

Instant customer interaction using AI and self-service. Routing customers to the desired groups and agents.



### Customisable solution

From integrations to dashboards, workflows, reports and visibility of data for any sector or business needs.

## M247 is a global connectivity and cloud services technology partner for growing businesses

We specialise in delivering cloud, unified communications and connectivity solutions. Our network is built on a resilient global infrastructure, currently accessed by over 10,000 customers across 110 countries.

We aim to bring together service innovation and robust technology partnerships, with the goal of enhancing the business transformation journey of enterprise and public sector organisations in the new digital economy.

Powered by Geomant, we transform businesses with technology, and challenge them to re-think customer engagement, making everything accessible 24-7, from any location.

### Why M247 Contact Centre solutions for Microsoft Teams

- Single end-to-end partner for billing, service management and support
- Microsoft Teams Direct Routing capability delivered and fully integrated
- Flexible commercial options for every business need



Silver  
Microsoft  
Partner

Contact our experienced team today to find out more

[info@m247.com](mailto:info@m247.com) 0808 301 9688 [m247.com](http://m247.com)