Five9 UC Integration
with Microsoft Teams.

Microsoft Teams

Increase first contact resolution and
improve customer experiences

Data Sheet

OVERVIEW.

Whether purchasing your products or needing service, your customers are increasingly more demanding. **They want you to understand them.** They want options on how to reach your business. And when your customers speak to a live agent, they expect their purchase request or service inquiry to be resolved the very first time.

One of the best measurements in terms of impact to the customer experience is first contact resolution (FCR), which is among the key performance indicators (KPIs) measured by many organizations. FCR is important because it's tightly correlated to customer satisfaction (CSAT) and net promoter score (NPS).

There are a number of ways businesses today are improving FCR. With proper training, motivation, and the right information at the agent's fingertips, they are able to provide extraordinary customer experiences and resolve customer issues on the first contact.

But what if your highly motivated, well-trained, and incentivized agents don't have all the information they need to completely and accurately answer customers' questions?

Enter Agent-Expert Consultation, the Five9 UC Integration with Teams. Regardless of where your agents are located, they can easily access subject matter experts who are using the unified communications capabilities of Teams.

The Five9 Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents to Teams users.

Agents can quickly identify subject matter experts, collaborate with them and resolve customer issues the first time.

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AGENT-EXPERT CONSULTATION.

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users throughout the organization. Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.

Using Agent-Expert Consultation, agents have an "at-a-glance" directory on their desktop with presence status showing whether the Teams user is available, busy, away, etc. Teams users are identified by department, allowing agents to quickly find an expert to help them. Once the right expert is identified, the agent can talk with them one on one, conference them with the customer, or transfer the call. Regardless of how the call is handled, the goal is to resolve the customer's issue the first time, every time.

Agent-Expert Consultation Features:

Agents can view a consolidated directory with Teams subject matter experts

Teams users can be identified by department for agents to quickly find the right expert to help

"At-a-glance" directory on the agent desktop provides presence information for experts (available, busy, away, etc.)

Agents can easily click to call, conference, or transfer a call to any Teams user

Telephony Connect Features:

Calls to a company's general number can be automatically redirected to the contact center

Calls requiring contact center personnel can be directed to the correct skill groups in the contact center

Calls coming to the company's 1-800 number can be redirected to a specialist work group outside of the contact center
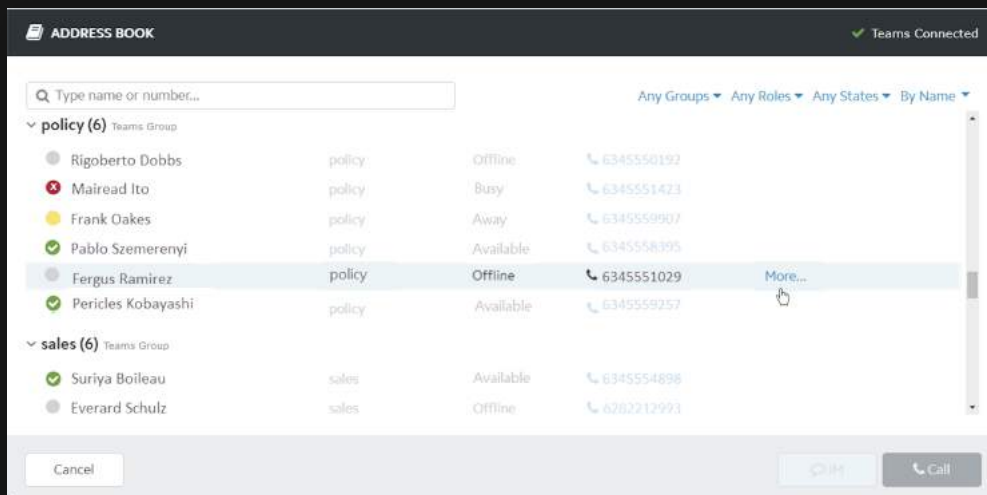
Five9 contact center agents can talk with back office experts who use Teams

Toll-free on-net calling, conferencing, and transfers

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TELEPHONY CONNECT.

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Consolidated directory of Teams users on the agent desktop to quickly find the right expert.

FIVE9 AND MS TEAMS.

Whether you need to seamlessly move calls between Teams and the Five9 contact center or provide your agents with easy access to experts throughout your organization, the goal is simple: **provide the best possible experience for your customers.**

| Want to see for yourself how the Five9 UC Integration with Teams can help you improve FCR and customer satisfaction? | **Get Started Today** |

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WHY INTEGRATE MICROSOFT TEAMS AND YOUR CONTACT CENTER?

Customers

#1
Phone is the number one preferred channel of choice across all age groups of customers (56%), followed by email (19%) and chat (14%).*

97%
of customers say that a **positive customer service experience** is at least somewhat likely to make them do business with a company.*

87%
of customers say that **great customer service is important** when deciding whether to do business with a company.*

Agents

34%
of **customers are willing to wait longer if it means the agent gets the answers right.** Providing agents with the tools they need to answer customers' questions correctly is the MOST important thing businesses can do to provide a positive customer experience.*

72%
of customers expect agents to resolve their customer service issues in **15 minutes or less.***

Business

74%
of customers say **it's important for companies to have information** about their past interactions when they contact them.*

59%
of customers are **unlikely to continue to do business with a company** if it requires a lot of effort to resolve an issue. However, companies that offer positive customer experiences through great service are more likely to have loyal, repeat customers.*

37%
of enterprises still have not integrated their CRM. A poll conducted by Five9 during a No Jitter webinar found that 37% of enterprises still have not integrated their CRM into their contact center experiences.
No Jitter webinar, 2018

*Five9 Customer Service Index 2019

CONNECT AGENTS WITH EXPERTS TO RESOLVE ISSUES QUICKLY.

Integrating Microsoft Teams with your Intelligent Cloud Contact Center enables you to provide seamless, exceptional, more human customer service experiences.

"

Quote ▶▶▶

The API-based connectors are now offered in online exchanges that help to make the core UCC platform more attractive to buyers, and now, as a result of the API layer, more providers are shifting to offer app marketplaces

- The Aragon Research Globe™ for Unified Communications and Collaboration, 2020, Aragon Research. 2020

"

NPS score of

80+

for Professional Services implementation

Fortune 1000 accounts across industries:

- Financial Services & Banking
- Healthcare
- Pharma
- Higher Education
- Manufacturing
- Retail
- Technology

Customers

Five9

Working Seamlessly Together

Five9 enables exceptional digital-first omnichannel experiences to deliver better customer engagements and faster response times by empowering agents to handle inbound and outbound contacts from multiple channels in a single, intuitive agent desktop.
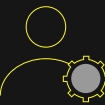
Agent

Microsoft Teams

Pulling in the Experts

Five9 UC integration with Microsoft Teams enables agents to easily access subject matter experts to increase first contact resolution and improve customer experiences.

Expert

Want to see for yourself how the Five9 UC Integration with Teams can help you improve FCR and customer satisfaction?

Get Started Today