

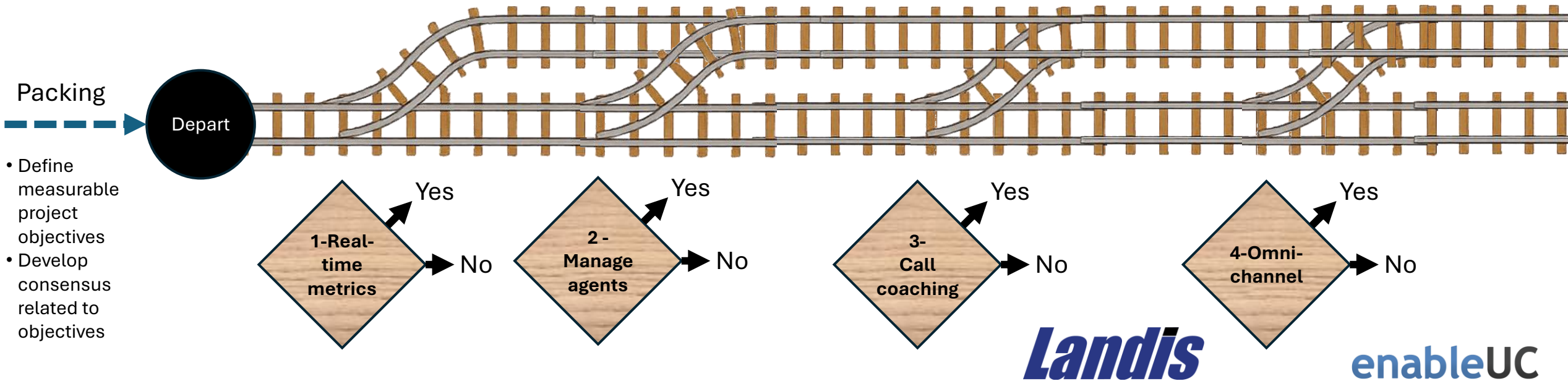
Planning Your Effective Microsoft Contact Center Journey

1

There are multiple options that provide advanced call handling features in conjunction with Microsoft Teams, including call queues, auto attendants, the Queues App, third-party contact centers supporting Connect, Extend, or Unify integration models, and the first-party Microsoft Dynamics 365 Contact Center.

This visual track was designed to highlight key decision points so that you can define a clear path to a solution best suited to the needs of your organization.

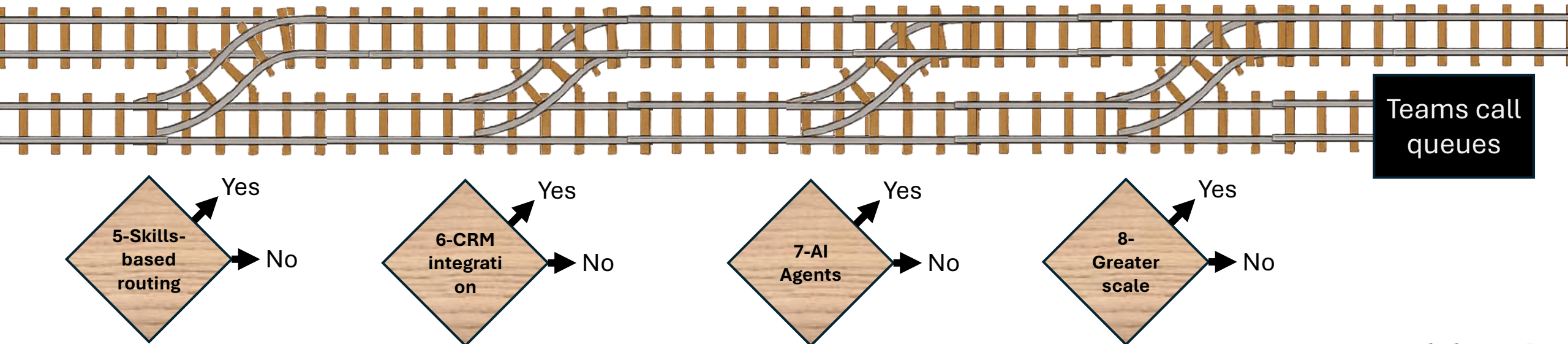
At each junction, consider the associated question, and continue accordingly. Our written guide that accompanies this visual provides additional details.



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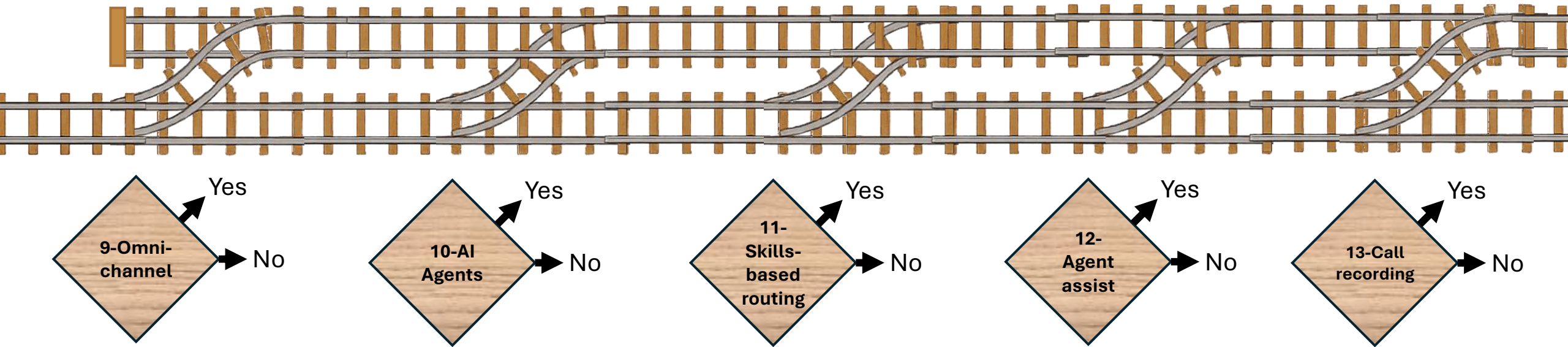
2

The standard Teams call queues and auto attendants in Microsoft Teams are effective for basic call distribution and menu-based routing. They can direct calls to groups of agents and provide callers with initial options. However, they lack the sophisticated oversight and analytical tools that are crucial for businesses aiming to optimize their customer interactions and agent performance.

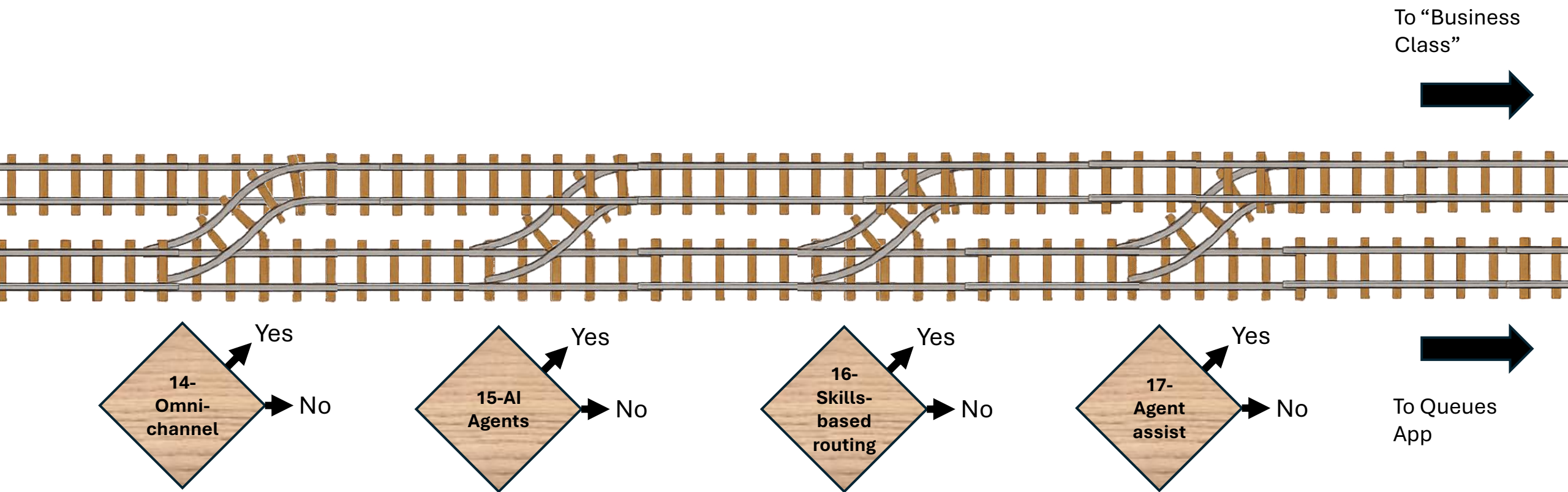


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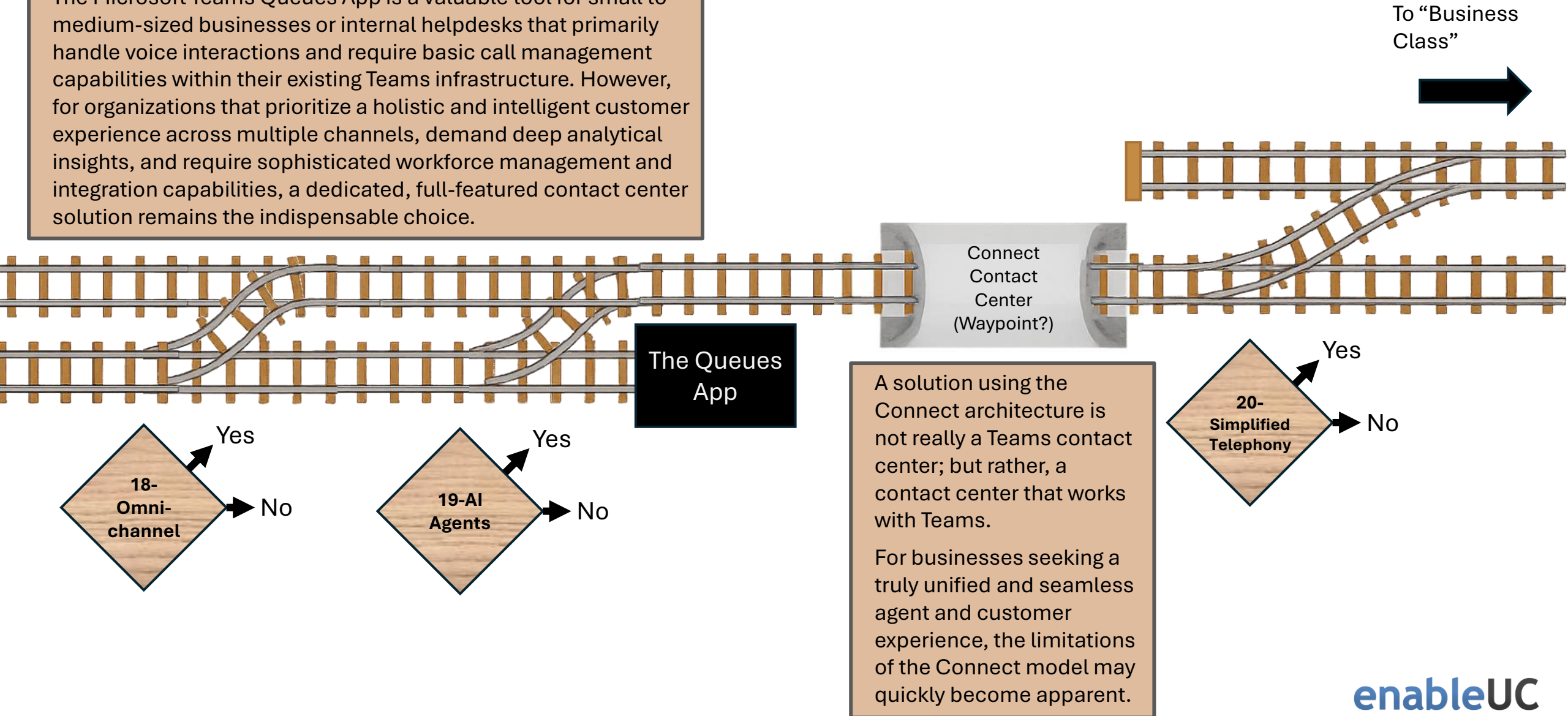
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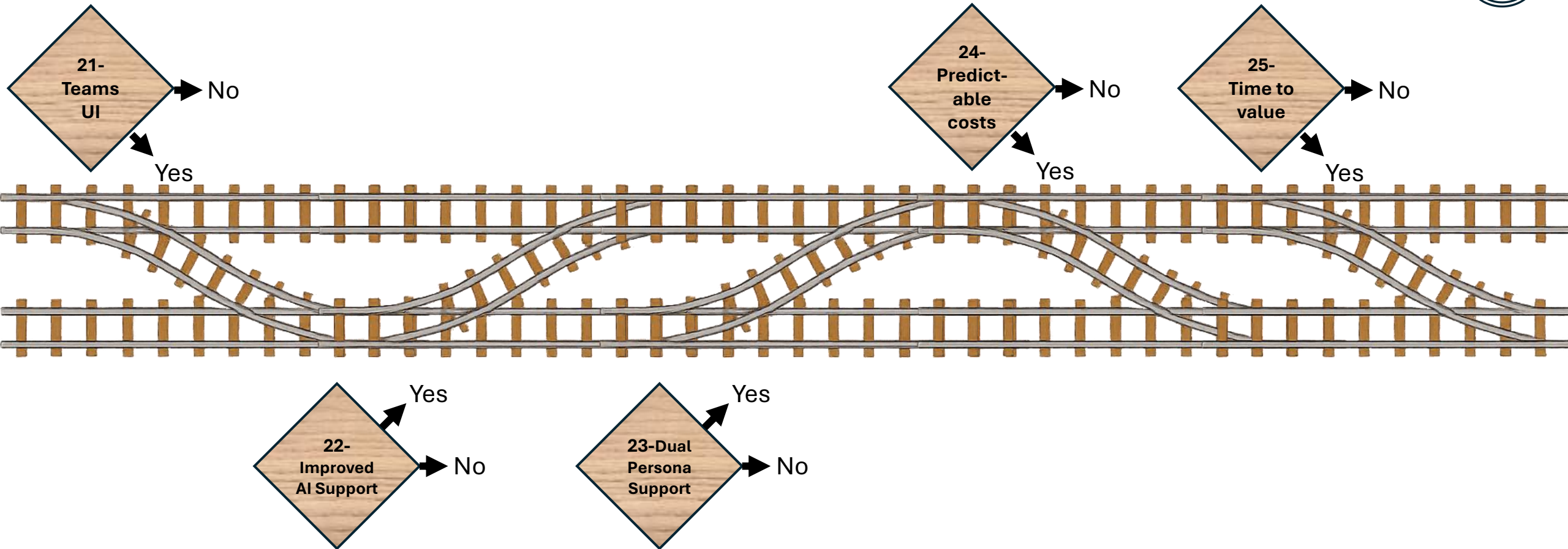
5

The Microsoft Teams Queues App is a valuable tool for small to medium-sized businesses or internal helpdesks that primarily handle voice interactions and require basic call management capabilities within their existing Teams infrastructure. However, for organizations that prioritize a holistic and intelligent customer experience across multiple channels, demand deep analytical insights, and require sophisticated workforce management and integration capabilities, a dedicated, full-featured contact center solution remains the indispensable choice.



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