

CONNECT AND MICROSOFT TEAMS: COLLABORATION AND CUSTOMER EXPERIENCE WITHOUT COMPROMISE

For any business delivering the right customer experience and maximizing employee productivity are business-critical objectives, so why has technology made it difficult for so many to achieve both at the same time? This becomes especially critical as businesses adopt hybrid working models where employees work from home, the office, or anywhere in between.

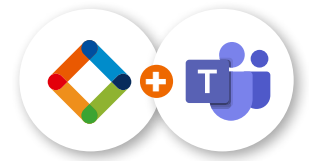
For businesses using Microsoft Teams for employee collaboration, it's important to also equip your organization with essential business phone functionality that helps with customer communications, too. Outdated communications platforms or non-Teams integrated platforms, that require workers to switch between various platforms, weren't designed to address today's business and customer expectations. The solution – choose a cloud-based communications platform that seamlessly integrates with Teams to eliminate business technology tradeoffs and arm employees with the collaboration tools they need to communicate with each other and deliver a great experience for customers.

Microsoft Teams and CONNECT seamlessly offer the best of both worlds – employee collaboration and customer experience – without compromise.

MICROSOFT TEAMS AND CONNECT - A MATCH MADE IN THE CLOUD

Customers don't care where your employees work or how easy it is for them to reach each other. They are no longer tolerant of lengthy hold times, frustrating transfers between people, or being dropped into a voicemail box. Who would be? What they do care about is the right person responding to their query quickly whenever they call, text, or email your business.

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For Teams users, essential business phone functionality is necessary to serve customers the way they expect to be served. And for employees using Microsoft Teams for internal collaboration, it should also integrate into Teams –making employee productivity and customer service both achievable together.

For Microsoft Teams users, essential business phone functionality provides:

- **Call routing to the right person** – Direct inbound customer calls to the right person, at the right time based on availability, skills, or history with the caller. Streamline your business connections and eliminate adminivia for your team.
- **Business texting** – Customers today expect more ways to connect with businesses than the phone; essential business phone functionality now includes automated texting. From a pizza parlor sending reservation reminders to a doctor's office confirming appointments, add texting to your communication arsenal to meet customer needs.
- **Unlimited calling minutes** – Nobody wants to be surprised by large phone overage charges. Unlimited calling eliminates the risk to your business of unexpected bills.
- **Redundant communications to minimize downtime** – Even a minute of downtime can cost your business thousands of dollars, or worse, diminish your reputation. Adding separate cloud phone functionality from a provider other than Microsoft, is the easiest way to minimize the risk of downtime and guarantee your customers and employees will have access to critical collaboration tools, in the event Teams isn't available.

- **Employee flexibility** – Call, chat, video conference, or share files securely with your office phone, laptop, and mobile device - all conveniently connected through Teams and CONNECT. Empower your team to work consistently, from wherever with the device most relevant for their task.
- **Self-help when customers need it** – For customers looking for common information who don't necessarily want to talk to someone, get them answers quickly and easily while freeing up your front-office staff for higher value engagements.
- **Customer service performance insights** – Get automated reports to understand customer service performance (average hold time, number of transfers, number of dropped calls) for continual service improvements.

CONNECT, The Perfect Complement to Microsoft Teams

CONNECT for Teams is an easy-to-use, cloud-based PBX that provides over 90+ business essential phone features including unlimited local and long-distance calling, voicemail, advanced calling analytics, and CRM integration to Teams users.

Whether you're in the office or remote, CONNECT for Teams was built to natively integrate with Microsoft Teams to provide the highest levels of reliability and features your business deserves from Microsoft experts you can trust.

Contact us to learn more about **CONNECT for Microsoft Teams**.

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