



Genesys **Cloud CX™** for Microsoft Teams

Deliver faster, smarter, and more
personalized customer experiences.

CONNECT AND COLLABORATE with ease to deliver more memorable customer experiences

Delivering frictionless experiences is a top priority and challenge for every brand as customer engagements become more complex.

Disparate back-office systems and an inability to connect and collaborate with subject matter experts (SMEs) for support can lead to poor customer experiences and frustration among your front-line agents.

Genesys Cloud CX™ integration with Microsoft Teams eliminates organizational silos by connecting systems and valuable resources across the company to resolve complex inquiries faster and more efficiently.



Microsoft Teams helps you connect and collaborate from anywhere, all in a single app. With the Genesys Cloud CX integration, you can create a powerful single-user experience that brings together contact center and back-office applications.

From Genesys Cloud CX, agents can find the right resource and view the availability of SMEs operating in Microsoft Teams. The agent can then click to connect with the Teams user, provide a warm introduction, and transfer the customer directly. From there, the SME can leverage Microsoft Teams functionality—including file sharing—while the call's recording is retained in Genesys Cloud CX.

Together, Genesys Cloud CX and Microsoft Teams help you create more satisfying experiences for your customers and agents.

CONNECT YOUR CX SYSTEMS TO RESOLVE CUSTOMER INQUIRIES QUICKLY AND EFFORTLESSLY

Improve customer experiences

The Genesys Cloud CX integration empowers agents with a single interface to collaborate and consult with subject matter experts (SMEs) quickly. Using voice and chat options to resolve customer issues on first contact, agents are better equipped to provide a smooth and productive customer experience.

Solve problems faster

With a quick-access directory, agents can easily search for and identify the right resources to engage with customers. By mobilizing the right resources and promoting more streamlined communications between agents and SMEs, agents can help to serve customers faster.

Empower your performers

Connect with ease and boost productivity among agents and SMEs by synchronizing directories, information, availability, and interactions between Genesys Cloud CX and Microsoft Teams.

Bring your own carrier

Organizations can select Genesys or another carrier of choice for inbound, outbound, and internal calls, while enabling calling between Genesys and Microsoft Teams without incurring additional charges.



CAPABILITIES AND FEATURES

Genesys Cloud CX integration with Microsoft Teams offers a simplified user experience that brings together contact center and back-office applications for the following roles in your organization:

- **Agent:** Single desktop utility to facilitate effortless communication with customers across channels and connect to subject matter experts using Microsoft Teams.
- **Supervisor:** Give agents visibility and access to designated experts who can resolve complex customer inquiries, and real-time insights into workloads, and performance.
- **Administrator:** A simple administrative interface makes it easier to configure and edit carrier strategies, call routing, and agent availability.

KEY FEATURES INCLUDE:

- Sync directories between Microsoft Active Directory and Genesys Cloud CX
- Search within Genesys Cloud CX for Microsoft Teams contacts, information, and presence
- Transfer interactions between Genesys Cloud CX & Microsoft Teams with click-to-call
- Enable calling between telephony and digital platforms without incurring additional telephone charges



HOW IT WORKS

- See how Genesys Cloud CX Contact Center integrates with Microsoft Teams [Genesys Cloud CX Contact Center Integrated with Microsoft Teams](#)
- Get started with Genesys Cloud CX Integration for Microsoft Teams [Microsoft AppSource - Genesys](#)

ABOUT GENESYS

Every year, Genesys orchestrates billions of remarkable customer experiences for organizations in more than 100 countries.

Through the power of our cloud, digital, and AI technologies, organizations can realize Experience as a Service®, our vision for empathetic customer experiences at scale.

With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connections. This happens across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement.

By transforming back-office technology to a modern revenue velocity engine, Genesys enables true intimacy at scale to foster customer trust and loyalty.

If you'd like to speak more on Genesys Cloud CX™ for Microsoft Teams and what it could mean for your business, contact: [+1.888.436.3797](tel:+18884363797) or visit us at www.genesys.com/microsoft to learn more or schedule a brief consultation

