

Microsoft Teams Integration for Amazon Connect

Combining the best of Amazon Connect & Microsoft Teams to improve both agent and customer experiences and promote earlier call resolution.

Features and Benefits

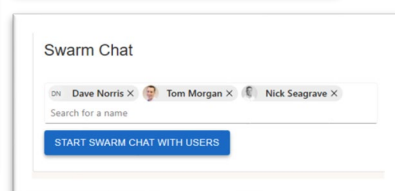
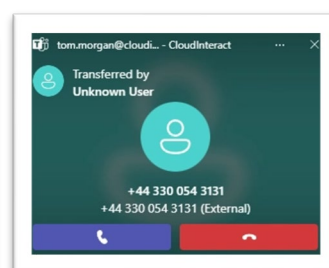
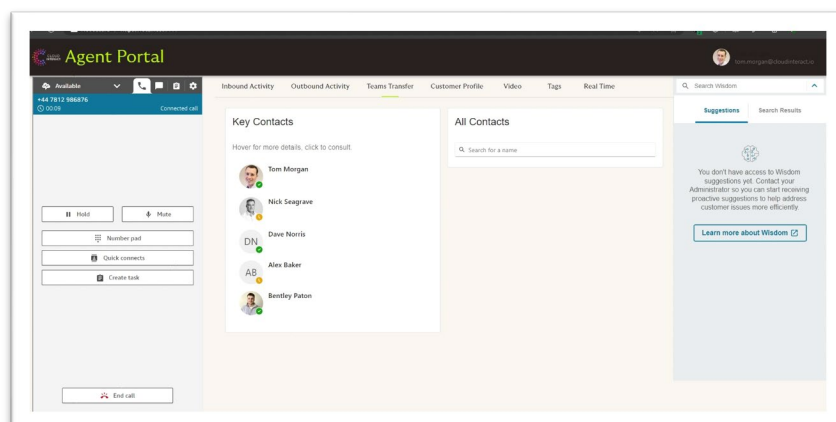
No Microsoft Teams
Phone license needed

Swarm Chat – Bring multiple
SMEs into conversation for
rapid issue resolution

Presence-Aware Teams
Transfer – pre-validate
colleagues' availability and
area of specialism

No Microsoft Teams Phone License Needed

- Transfer PSTN calls from Amazon Connect to Microsoft Teams
- Users receive an inbound Microsoft Teams call from CloudInteract's bridging service
- Agents can transfer calls to anyone in the organisation quickly and easily

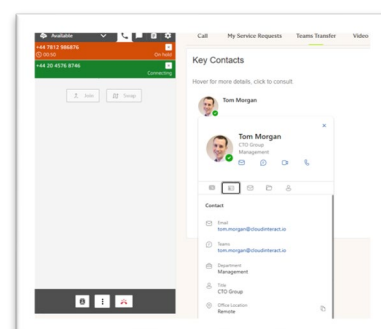


Swarm Chat

- Agents can start a multi-party chat in Microsoft Teams during a customer call
- Chat takes place in Microsoft Teams: secure, compliant, tracked
- Brings in-house experts together to instantly solve issues or answer queries
- Improves first-call resolution rate

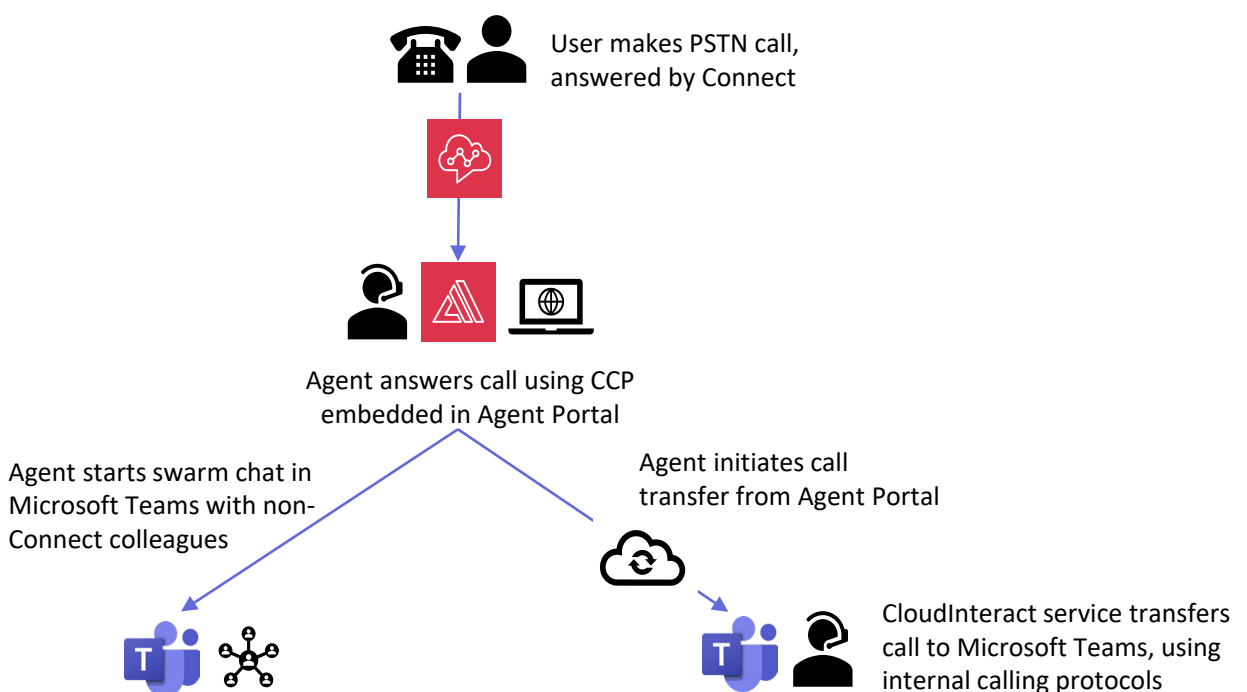
Presence-Aware Transfer

- Agents see Microsoft Teams status of transfer targets
- Avoids transfer to someone who's away, or on the phone
- Agents can view full contact card info to ensure they're transferring to the right person



How it Works

1. Using a standard Amazon Connect deployment, customers dial a PSTN number and calls are placed into a Connect queue.
2. Calls are connected to an agent using CloudInteract's Agent Portal.
3. Agents can choose one or more Microsoft Teams contacts and begin a new Microsoft Teams group chat with them. Any Microsoft Teams user in the organisation can be selected.
4. Agents can also transfer a voice call to a Microsoft Teams contact. A new outgoing PSTN call is created to a Microsoft Azure Communication Services endpoint, which can be provisioned in the client's own Microsoft Azure tenant. The call is automatically answered by CloudInteract's bridging service (written using the Azure Communication Services SDK, also deployed in Microsoft Azure), which then automatically and silently uses DTMF tones to identify the transfer recipient.
5. The CloudInteract service interprets the DTMF tones to identify the recipient and performs an internal Microsoft 365 transfer to their Microsoft Teams account as a voice call.
The outcome of this transfer is that the agent using the CloudInteract Agent Portal is connected to the recipient via their Microsoft Teams client. The call can be joined or swapped by the agent, like any other PSTN call.
6. By staying in the call, the Agent ensures Amazon Connect features such as recording, real-transcription and accelerated call summary are enabled.



Next Steps

Find out more



[Watch in action](#)

Book a demo



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